

# Practice and Training Profile – Hightown Surgery, Banbury

## Partners

Dr Louise Cornwall  
Dr Sarah Lourenco  
Dr Catriona Stephens  
Dr Paul Park  
Dr Rachel Urquhart

## Associate doctors

Dr Kate Smith  
Dr Tom Meddows  
GP 1 \*  
GP 2 \*

\* (from Banbury VTS but we cannot name them until they finish training)

Hightown Surgery is a thriving practice in purpose-built premises opposite the Horton Hospital. We pride ourselves in our friendliness, high quality care, practice management and resilience in the ever-changing world of general practice. We are innovative (having employed practice pharmacists ahead of the national pilots) and forward looking, with the current exciting prospect of a move to larger premises in 2020. We place an emphasis on ongoing learning for all staff members and are particularly interested in upskilling and development of new roles to support the evolution of more sustainable general practice.

We have a list size of approximately 11500, serving Banbury and surrounding villages. We have a diverse demographic mix of patients' ages and ethnicities, with a significant number with English as a second language. This allows trainees to have exposure to a wide range of medical problems, equipping them well for exams and their future careers. We always score highly on patient satisfaction surveys (except for car parking!) and enjoy popularity as a practice within the area.

We are in negotiation to secure land on the Longford Park housing estate in Bodicote to build a new surgery. We were successful in bidding for a grant from NHS England (ETTF) to enable this to happen and we are currently working with our Project Managers to design the new building. Our new building will include more consulting and treatment rooms as well as many more car parking spaces. Our vision is to retain the spirit of Hightown but in a building more suited to modern general practice, with the ability to expand patient and staff numbers.

## Primary Health Care Team

**Doctors:** 5 partners and 2 salaried G.P.s (+ 2 joining shortly), equivalent to 5 full timers.

**Nursing Team:** 4 practice nurses, a health care assistant, a phlebotomist.

**Pharmacy Team:** 2 pharmacists and a pharmacy technician.

**Admin Team:** Practice Manager, assistant practice manager, reception team, full admin support team.

**Attached Staff:** 3 community nurses, 1 health visitor and health-visiting assistant. Macmillan nurse, counsellor, drugs and alcohol counsellor, community midwife.

We have a happy and committed team who are enthusiastic about training and really appreciate having learners in the practice.

**Computerisation** Fully computerised with **EMISWeb** system, utilise DocMan and Electronic prescribing and starting on batch prescribing.

## Training and Education

Hightown has been a training practice since 1992. Louise Cornwall has been a trainer since 2005.

All doctors take part in tutorials in their specialist areas and informal teaching. We are fortunate in having 5 GP's who trained on the Banbury scheme (3 with us) who can therefore be especially helpful to new learners in the practice. Our Practice Manager, nurses and pharmacists also contribute to tutorials and all practice and attached staff are involved in teaching in one way or another.

Learners to date have included Oxford medical students, PRHOs (now FY1/FY2), registrars (ST3s), ST1/2's, practice nurses on their VTS, midwifery and health visitor students, student counsellors.

We provide plenty of opportunities for learning: 3 care homes, learning disability home, palliative care, child protection, drugs and alcohol. We encourage our trainees to develop their "own list" of patients, to follow up patients with long-term conditions, including EOLC where possible, not only to acquire skills in providing holistic care but also to make them feel that they are really part of the team.

We are keen to support learners pursue any special interests that they have, where it compliments their basic GP training. This is very much learner-led.

### **In-house Education**

Weekly team meeting (Monday lunchtime): whole PHCT including problem and interesting case discussion, topical reviews and information sharing, visiting speakers, specific topics/audits/service reviews and presentations.

Weekly clinical meeting (Wednesday lunchtime): Practice nurses, pharmacists and GPs. Monthly Macmillan nurse Gold Standard Framework caseload reviews. We are lucky enough to be a stone's throw from the local DGH and private hospital, so have Consultants keen to come and speak to us on their specialty.

Doctors and pharmacists also try to meet at lunchtime every day, which provides opportunity for discussing patients or subjects informally (and for social chat too!), often with other member of staff too.

### **Additional interests/commitments**

Dermatology: Catriona Stephens: has diploma and dermatoscope.

Diabetes, Prescribing: Paul Park, Louise Cornwall

Family planning: Sarah Lourenco, Rachel Urquhart, Kate Smith (all do coils and implants)

Joint injections: Louise Cornwall, Tom Meddows

Safeguarding and Child Protection: Rachael Urquhart

Drugs and Alcohol (Luther Street clinic, Oxford): Kate Smith

Nursing Team Leader, Diabetes: Caroline Bolton

COPD/asthma: Sarah Lourenco

COPD, Asthma, Diabetes: Mo Cox, also a supervisor for practice nurse trainees. She also runs a weekly "Express Clinic" for same day minor illness (having qualifications in minor illness and prescribing).

All GPs and PNs have clinical areas where they are more (or less!) comfortable. Trainees are given details of who is most experienced in different areas. Our pharmacists can also offer valuable advice on prescribing issues.

### **Commissioning**

Louise Cornwall and Diane Stringer (Practice Manager) represents the Practice at North Oxon Locality Group (NLOG) meetings.

### **Federation (NOxMED)**

Dr Louise Cornwall and Diane Stringer, Practice Manager represent the Practice at this group.

## **Banbury area**

Banbury is a fast growing market town in a sea of countryside and villages. It has good transport links and motorway access, within easy reach of Oxford, Stratford, Warwick, Birmingham (and London by train). An excellent DGH (with approachable consultants) with a post-graduate centre is just across the road from us. More specialist services are provided in Oxford, about 40 minutes' drive away. Quarterly Protected Learning Time (PLT) study afternoons organized for GPs on clinical topics, presented by Oxon consultants, provide valuable networking opportunities with local hospital doctors, trainees and GP colleagues. Modern sports' centre in the town, a new one on the retail park and health club (more exclusive gym) 1 mile out. There are many leisure facilities such as Arts' centre, cinema, museum, bowling, a large shopping centre and 2 retail parks, lots of good country pubs and golf courses and excellent local schools (state and independent).

## **Contact us**

Hightown Surgery, Hightown Gardens, Banbury, OX16 9DB

[www.hightownsurgery.co.uk](http://www.hightownsurgery.co.uk)

Tel: 01295 270722

Fax: 01295 263000

Email: [diane.stringer@nhs.net](mailto:diane.stringer@nhs.net) (practice manager)

[louise.cornwall@nhs.net](mailto:louise.cornwall@nhs.net) (trainer)

Our current trainee is Amila Subramaniam, who is more than happy to talk to you

[amila.subramaniam@nhs.net](mailto:amila.subramaniam@nhs.net)

Updated 28/05/2018 (JF and LC)