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Information Pack

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



**About the Practice**

**Core Purpose**

***To ‘serve’ the health and wellbeing of Kingsteignton/Newton Abbot Community.***

***To use NHS resources wisely as they are limited (gatekeeper)***

***To work effectively as a team and care for each other***

**Vision**

***Better enabled patients who feel able to manage their own health***

***NHS still in existence but leaner and more cost effective with honesty about rationing.***

***Evolving to stay up to date but with better care in mind not just because.***

***Happy staff and happy health community***

Kingsteignton Medical Practice is located in the town of Kingsteignton. It provides general medical services to a patient population of 11,000 as well as medical care for in- patients at Newton Abbot Hospital. Additionally, the practice runs clinics for the Polish residents of the local residential and nursing home at Ilford Park. The Practice population is mainly urban with some outlying villages. The area around Kingsteignton has a number of new housing developments and the patient numbers are expected to gradually increase.

The Practice is part of the Templer Care network with Buckland, Cricketfield and Devon Square Surgeries. It is also part of a wider collaboration of Practices covering the South Devon and Torbay area. We have introduced evening and weekend GP/Nurse/HCA appointments and closer working with the community intermediate care team and are able to do this by working collaboratively with the Practices in the Torbay and South Devon area. The 2019 contractual requirements mean that practices will continue to work collaboratively together to introduce new services in the future.

Newton Abbot Town has the benefit of a local community hospital and Kingsteignton Medical Practice currently manage 60 beds at the hospital comprising of a general medical and stroke ward. We provide a full time GP and support from a medical officer and GP registrars. There is a stroke therapy consultant that works with the stroke patients whilst we manage their general medical care. Patients are can be referred by Torbay Hospital or local GPs. Many of the patients have been inpatients at Torbay Hospital and transfer to a community hospital to prepare for their return home.

Quality of care is of high importance to the Practice. QOF achievement has been high for several years and the management of long term conditions has been recognised by our outstanding CQC rating. The recent general practice clinical performance indicators has rated the Practice as a high achiever. Practice ratings can be viewed online at NHS Choices

<https://www.nhs.uk/Service-Search/GP/LocationSearch/4> and Healthwatch Torbay <https://healthwatchtorbay.org.uk/services/kingsteignton-medical-practice-kingsteignton-tq12-3nq>

The Practice benefits greatly from a charity called KingsCare which was initially started by the Practice to support patients in the community. KingsCare now runs independently as a charity and their contribution to the welfare of Kingsteignton patients was recognised in the 2015 CQC review. Located on the Practice premises, KingsCare provides transport for patients and has 2 minibuses and an adaptable vehicle. KingsCare also supports patients in many ways from helping with shopping to running Tai Chi classes and walking sessions. There are approximately 100 volunteers that actively support our patients. There is also a permanent team that support health and wellbeing services, mental health signposting and community hospital discharges.

**The Practice Team**

The success of this Practice is dependent on having an effective and happy team that will support each other through the challenges and changes that occur in the day to day work of general practice.

The Practice currently has five Partners, three salaried GPs, one retainer GP and one registrar. Medical and nurse students are welcomed into the Practice with several placements each year.

**The Practice Nurse Team** has recently been restructured and developed with a view to meeting the needs of our expanding and ageing patient population. The team currently comprises of:

Two Minor Illness nurses with prescribing

Five Practice Nurses

One Advanced Practitioner

Two Healthcare Assistants

**The Patient Services Team**

This team is integral to the smooth running of the Practice. The Patient Services Manager leads a team of reception staff, administrators and PAs.

The Practice also has a part time pharmacist and visiting mid wives, podiatrist and counsellor.

**IT Systems**

The Practice uses the SystmOne clinical system. Over 20% of patients have online access which allows them to book appointments, request repeat prescriptions and some patients have requested access to their records.