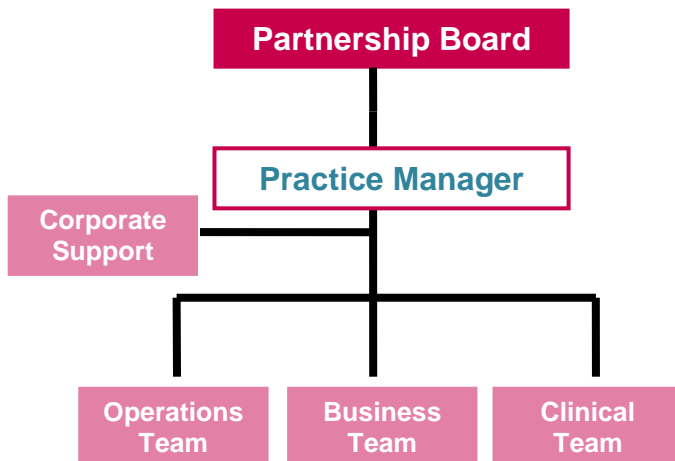


ORGANISATION

The practice currently has 6 x full session GP's and one ¾ GP.

During 2012/13 the practice undertook an organisational review which resulted in a new structure and three teams being created.



Practice Manager – The Practice Manager is ultimately responsible for all activities within the Practice.

Corporate Support – This team works behind the scenes to support the GP's, Practice Manager, and Team Managers whilst providing for an independent source to monitor and audit.

Operations Team - This team is responsible for operational delivery of services and is accountable for the back office functions. It is headed up by an Operations Manager who oversees Patient Services Advisors and PA/Medical Secretaries.

Clinical Team – This team delivers the clinical care the GP's are contracted to undertake and is managed by the Practice Manager in conjunction with DMP's Clinical Lead, Dr Butler. The team itself is made up of the Nurse Practitioners, Practice & Diabetic

Nurses, and the Health Care Assistants.

Business Team - This team is responsible for delivering services outside of GP core services and is headed up by the Business Team Manager. The team is made up of Research Nurses, Health Care Assistants and a Prescribing Technician.

In total DMP have 37 members of staff.

CLINICAL GOVERNANCE

Clinical Governance has been applied throughout the Practice and has been designed to ensure the safety and well-being of our patients and improve the service that they receive from us.

HEALTH & SAFETY AND RISK CONTROL

A robust framework is in place to ensure we adhere to Health and Safety legislation, both for staff working within the Practice premises and environment, as well as preventing harm to patients when they attend the surgery.

MEDICAL TREATMENT

The Practice maintains an awareness of the latest developments, research results and advances in medical treatment and assesses the impact of this information on our established and proven methods of working.

EDUCATION, TRAINING AND CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

All Practice Staff, Clinical and Non-clinical take part in an annual appraisal system which links into their personal development programme.

GPs and nurses are obliged professionally to maintain their CPD to ensure their clinical skills are as up to date as possible and they can continue to practise. All their CPD activity is documented in the Practice training matrix.

We ensure all Doctors benefit from CPD by attending a variety of clinical treatment updates, GP registrar training sessions, and resuscitation training days, organising regular in-house clinical seminars from specialist consultants and in-house trainers.

Our Nurses attend training in clinical areas such as the new trends in treatment and care of patients undergoing the menopause, a diploma in chronic obstructive pulmonary disease, up dates in travel and childhood immunisation, and care of the diabetic patient.

All Non-clinical staff are encouraged to attend events related to their own specialism or professional development need, as identified by the appraisal system.

The Practice closes for 6 hours each month to allow all staff to take part in protected learning sessions, including updates on basic life support, health and safety, appraisal skills, team building and information governance.

These sessions also provide the opportunity to review departmental policies and procedures, to examine any critical incidents that have occurred and to review the feedback from the annual patient survey in order to implement any changes that may be necessary as a result of its findings and recommendations.

Dr Jeffers is the Clinical Governance Lead for the Practice, having responsibility for:

- **Overseeing the management of the Practice policies.**
- **Provision of clinical governance leadership and advice.**
- **Promotion of quality care within the practice.**
- **Acting as an expert resource and advisor in the examination and review of significant events.**
- **Initiating and reviewing clinical audits.**
- **Keeping up to date with research and governance recommendations and communicating these accordingly.**

COMMUNICATION

DMP have a communication policy to establish the standard at which all communications between the Practice, its patients and other external persons will be conducted, and how this will be incorporated into the various forms in which communication can take place.

Newsletters

The Practice publishes a Patient Newsletter and a Research Newsletter each quarter, Spring, Summer, Autumn & Winter.

We try to make each newsletter entertaining, educational and inspiring with colour photographs and illustrations. They are both available electronically and are on our web-site.

Have your say campaign

The Practice also has a mechanism for patients to take part in the decision making process. If they feel there is a service improvement we could make in the first instance they can fill in a Have Your Say comments form.