**THE HUMBLEYARD PRACTICE**

**CRINGLEFORD SURGERY**

**Cantley Lane**

**Cringleford**

**Norwich NR4 6TA**

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**HETHERSETT SURGERY**

**Great Melton Road**

**Hethersett**

**Norwich NR9 3AB**

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**MULBARTON SURGERY**

**The Common**

**Mulbarton**

**Norwich NR14 8JG**

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**INFORMATION FOR CANDIDATES**

# The Aims of the Practice and Core Values

We are committed to providing high quality primary care to our patients, improving the overall health of the practice population and facilitating access to a high quality secondary care service with all local NHS Trusts. We seek to understand the changing needs of our patients and to develop the way in which we work to meet these requirements. The practice Core Values are as follows:

COMPASSION AND KINDNESS

We are kind, to one another and to our patients. We always look to understand and respect each other. We take time to appreciate each others roles and the pressures that come with them. We remember that everyone is doing their best.

PROFESSIONALISM

We have a strong work ethic and work with a high level of professionalism.

GROWTH

We grow, personally and professionally, as individuals and as a team. We encourage and support each other to be the best we can be through sharing, learning and mentoring.

CANDOUR

We have an open and honest culture. We take time to empathise before we act. We do not partake in or enable negative discussions with bad intent.

UPLIFTING

We give each other respect, recognition and appreciation. We take time to celebrate collective and individual achievements and success. We want the work environment to be both fun and fulfilling.

**Background**

The practice dates back to the mid-19th century. There are three surgeries: Cringleford, Mulbarton and Hethersett, which cover an extensive, mixed urban and rural area as well as the southern suburbs of Norwich. The three surgeries are situated within easy access to the A11 trunk road and A47 Norwich bypass. Norwich city centre, with its historic sites, markets, shopping and entertainment centres, restaurants, cafes and other facilities, is just a short drive away. The practice is close to the Norfolk and Norwich Hospital and the UEA and Research Park and it ideally placed for clinicians maintaining links with the other local services.

The practice holds one GMS contract and the three surgeries work closely with each other to provide a high standard of care to all our patients. Each site has a full clinical, management and administrative team. Some staff work peripatetically across the whole practice. The practice website enable patients to contact the practice for a wide range of reasons. We use Footfall across all three sites.

The practice is part-dispensing and is eligible under the rules to dispense to 20% of its patients. There are in-house dispensaries at Mulbarton and Hethersett sites. Cringleford owns premisies adjacent to the surgery which are leased to a small independent retail pharmacy.

The practice is part of the Norfolk and Waveney CCG (Clinical Commissioning Group) and the Ketts Oak Primary Care Network (PCN). We all work collaboratively with other practices to provide services to benefit the patients and the practices.

The practice has a Business Manager based at the Cringleford surgery who provides overall managerial leadership. Each surgery has a surgery manager and assistant surgery manager who run the operational side of the surgeries at their own sites.

**Patients Services**

There are around 21,500 patients registered at the practice from a mixed demographic with a growing list size. The distribution of patients is 6555 at Cringleford, 8296 at Hethersett and 6607 at Mulbarton surgery. There are significant housing developments taking place in all three areas.

The practice provides the full range of primary health care services under a GMS (General Medical Services) contract. Services include minor surgery, minor injury, child health care, maternity services, anticoagulation clinics, phlebotomy, diabetic clinics, respiratory services, coronary heart disease clinics, women’s health, contraceptive services, and mental health services.

The practice achieves high QOF points (Quality and Outcome Framework) and participates in most of the available enhanced services. It has a “good” rating with the CQC ( Care Quality Commission).

The practice is research active within the The National Institute for Health Research, Primary Care Research Network and has a dedicated research nurse who facilitates and co-ordinates the patient studies.

All three surgeries are open every weekday from 8.30am-6.00pm.

**Meetings**

The Partners and Practice Business Manager meet once a month to discuss practice business.

All partners have additional partnership responsibilities; we aim to be as non-hierarchical and as democratic as possible.

Each surgery has regular surgery meeting with the onsite teams. These meeting are for surgery specific operational issues as well as discussing frail patients and other clinical issues. MDT meetings are also held regularly. There are also regular clinical, educational, nursing, dispensary and management meetings

**Training**

The training of GP registrars takes place at Cringleford Surgery. Some of the GPs are also actively involved in medical student training at the Norwich Medical School at the University of East Anglia.

Situated close to the practice adjacent to both the UEA and the Norfolk & Norwich University Hospital NHS Trust are the John Innes Centre and the expanding Norwich Research Park.

The practice is keen to foster an environment of continuous learning and development across all staff groups. We are always looking to train and expand the knowledge of existing staff and where possible offer them internal promotion. We have put staff through the Buttercup programme to gain dispensing qualifications and supported trainee ANPS to become fully qualified. We also make full use of training events and materials that come through our local CCG training Hub and more widely available external courses when appropriate.

**Physical Environment**

The practice owns the three freehold surgeries with a bank mortgage.

**Cringleford Surgery:** single storey building with private car park. Large waiting room, five consulting rooms, practice nursing rooms, minor operating suite, reception area ,large admin office, kitchen/staff room, surgery manager’s office and Practice Business Manager office. The practice also owns premises adjacent to the surgery which is leased to a small independent retail pharmacy.

**Hethersett Surgery**: two-storey building with private car park. Ground floor – waiting room, reception, dispensary, admin area, four consulting rooms, two nurses rooms, minor surgery room, patient examination room, HCA room. First floor – two further consulting rooms, large meeting room.

**Mulbarton Surgery**: two-storey building. Ground floor – waiting room, reception, dispensary, five consulting rooms, two side rooms, two nurses rooms, one nurse storage room, surgery manager’s office, admin area. First floor – meeting room/staff room, small office.

**IT**

The practice uses SystmOne. We use the system for appointments, prescribing, administration data and the recording of all clinical and morbidity information. We are linked to the local Norfolk & Norwich University Hospital NHS Trust for pathology results and radiology results. There is a practice local area network to provide easy access to forms, protocols and patient leaflets and we have an internal Wiki which provides an intranet site for practice protocols and information.

The practice website is [www.humbleyardpractice.co.uk](http://www.humbleyardpractice.co.uk) This website is provided by Silicon and the practice uses Footfall as the interface for patients to contact the practice along side other more conventional methods such as the telephone!

**People in the Practice**

The doctors and staff at all surgeries aspire to provide traditional family medicine and the highest quality care in a democratic environment. Each site has a full complement of administrative and clinical staff.

There are currently 7 GP partners and a good compliment of salaried GPs

Each surgery has a surgery manager and assistant surgery manager who are responsible for the day-to-day running of the surgeries including the organising of appointments for all clinical staff, staff rotas, staff appraisals, personnel issues, premises maintenance, etc. The surgery managers are supported by the Practice Business Manager and the Operational and Support Manager and are being encouraged to develop more synergy across the practice.

*Practice Nurses and HCAs are based at their respective surgeries with some* working across sites. We have a Nurse Manager who leads the whole nursing team and is peripatetic between sites. The team includes a research nurse, practice nurses, healthcare assistants, ECP, ANPs and three Outreach Nurses who work closely with the care home patients and housebound patients. They do most of the home visits for the practice.

Each site has a full administrative team. There are teams of coders/summarisers and referral/secretarial support who are based at Cringleford and provide services for the whole practice.

The dispensary is led by a Dispensary manager and includes senior dispensers as well as other who have recently completed the Buttercup training programme

We also have PCN employed staff working for us. These include clinical pharmacists, a mental health practitioner and first contact physio.

The practice employs over 70 staff.

**Hethersett Surgery**

Hethersett Surgery is situated approximately four miles to the south-west of Norwich with a current list size of 8296 patients. The majority of our patients live in Hethersett, the remainder living in the rural communities of Little Melton, Great Melton, Bawburgh, Marlingford, Barford, Easton and Ketteringham. With continuing housing development, we expect our list size to continue to grow. We own a purpose-built surgery with a loyal staff and excellent attached primary health care team.

The surgery is able to dispense medicines to approximately 19.9% of its patients and there is a pharmacy in the village of Hethersett.

The partners at Hethersett surgery are:

**Meena Murugappan** I did my Undergraduate training at Newcastle and completed my VTS in the North East. I moved to Norwich and have been with the practice since July 2011. I became a half-time partner at Hethersett in July 2012. My interests include women's health, contraception, and dermatology. I also work as an examiner at the UEA Medical School. I hope to expand my role in teaching and training. My husband is an Oncologist at the Norfolk and Norwich and I have two children. I enjoy swimming, cooking and travelling.

**Bhavesh Dhorajwala (known as Dr Bav)** I grew up in beautiful Derbyshire and the Peak District but came to Norfolk when I started my medical degree at the UEA. The charms of the region were too strong and having completed various hospital jobs in the region ranging from Cambridgeshire to Great Yarmouth, I decided to become a GP. I trained on the local Norwich training scheme attaining membership of the Royal College of General Practitioners in 2013. I joined the practice in December 2013 as a full-time partner, prior to having taken 5 months off to travel across America, Africa and India. Travelling is a real passion mine and I have also managed to visit Australia, Thailand, Malaysia and Singapore. I live with my wife Louise, who is a Pharmacist and Production Lead at the Norfolk and Norwich University Hospital and our young son. We also live with one naughty tabby cat.

I like to keep close links with the UEA and am a regular examiner for the Medical School. I have a particular interest in minor surgery, cryotherapy, joint injections and ophthalmology. Having also worked in A&E, I enjoy acute care, and have worked as an events doctor for festivals such as Latitude. In my spare time I enjoy watching movies and regularly play football. I am a keen runner, cyclist and partake in the Norwich Half marathon.

I have thoroughly enjoyed joining the practice recently and feel lucky to have been embraced by such an excellent Partnership and team. Very supportive team ethos and working practice. We all bring a vast array of qualities and it really is a well-established and respected practice.

**Mulbarton Surgery**

Mulbarton Surgery is situated approximately six miles to the south of Norwich with a current list size of 6,362 patients. The majority of our patients live in Mulbarton, the remainder live in the rural communities of Swardeston, East Carleton, Wreningham, Newton Flotman, Swainsthorpe and Ketteringham. The surgery is a converted premises refurbished in 2000.

The surgery is able to dispense medicines to approximately 33.2% of its patients and there is a pharmacy in the village of Mulbarton.

The partners at Mulbarton Surgery are:

**Tom Markham** I was born in Norfolk attended school in Norwich and have always lived in the area. I qualified from University College London in 2006 and completed my hospital jobs in Norfolk. I then started my General Practice training after a year of surgical speciality training at the Norfolk and Norwich University Hospital. After completing my GP training I worked at Hoveton and Wroxham Medical Centre. I joined Mulbarton Surgery as a full time partner on 1 April 2014. I have always been very keen sportsman and still enjoy various hobbies to stay fit including cycling, running, kite surfing and working with my Labradors. I live with my family near Wymondham and have a small productive smallholding - growing fruit and vegetables.

**Dr Katie Cohen –**I am originally from Norfolk and trained at Kings College London Medical School, returning to Norfolk in 2008 to complete my GP training. I joined the practice in August 2014 and live with my husband and growing family. We love family days out exploring the Norfolk countryside.

**Asha James –** I am originally from India and moved to England 22 years ago. I have lived in Norfolk for 16 years. Initially I worked in Dermatology for 10 years abroad as well as in the UK before deciding to become a GP. I was a GP locum prior to becoming a partner in 2019. Currently I works 3 days a week at the practice and 3 also do clinical sessions in dermatology in secondary care. . My husband is a Rheumatologist and we have 1 daughter. In my spare time I enjoy baking, gardening and classical Indian dancing.

**Cringleford Surgery**

Cringleford Surgery is situated approximately three miles south-west of Norwich with a current list size of 5,888 patients. The majority of our patients live in Cringleford and Eaton, the remainder living in the rural communities of Colney, Keswick, Swardeston and East Carleton. We own a modern purpose built premises that was extended in 2011 to accommodate the Round House Park development and other housing expansions within the village boundary.

The surgery is able to dispense medicines to approximately 6% of its patients and a pharmacy was recently built on the front of the surgery in 2012. This is leased to a small independent retail pharmacy.

The partners that work at Cringleford Surgery are:

**Siobhan Rowe** I have been with the Practice since 1995. I have three children. Harriet has recently graduated from reading Japanese at Oxford. My twins Livvy and Charlie occupy most of my spare time with their sporting activities.

Outside medicine I enjoy various sporting and crafting activities including tennis, running, photography and scrap booking. My main sport at the moment is kayaking and I have even started racing in a failed attempt to keep up with my daughter.

We have an excellent team at Cringleford. We have the benefits of being part of a small surgery but within a bigger group practice. I wouldn’t ever wish to work anywhere else!

**Marc Epstein** I was born and grew up in North London and qualified in 2004 from the Royal Free Hospital. After a couple of years of hospital jobs I saw the light and joined a VTS scheme in Kent. I escaped the South East of England in 2009 and spent four years working in a rural practice in Mid-Norfolk before joining as a Partner at The Humbleyard Practice in January 2014. After growing up in the London bubble I have now settled into Norfolk life with my wife and our three children. When not at work I spend most of my time being a parent. On the rare occasions where I’m not at work or being a parent I enjoy playing guitar and a little bit of banjo and occasionally doing a bit of exercise. I also have an interest in IT and have developed some mobile apps.