



# JESMOND

## HEALTH PARTNERSHIP



## JESMOND HEALTH PARTNERSHIP RECRUITMENT BROCHURE

Jesmond Health Partnership is a patient-focused, forward-thinking GP practice in Newcastle.

We were formed in April 2019 after the merger of The Surgery and Holly Medical Group. Avenue Medical Practice became part of JHP in 2023. We operate from three locations in Jesmond.

Jesmond Health Partnership comprises 3 GP partners, 12 salaried GPs, an experienced Nursing team including Nurse Practitioners, and knowledgeable and enthusiastic Reception and Admin teams.

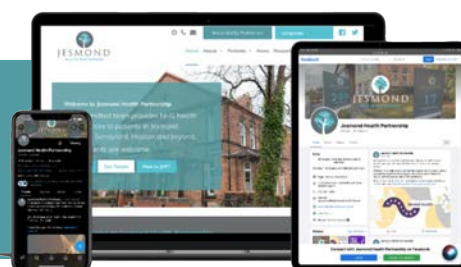
We have a track record of innovation. We were a founding practice of the 'Pharmacy Hub', and the first practice in Newcastle to introduce **askmyGP** as a digital platform for consulting with patients.

It helped provide safe and effective care during the pandemic. 88% of all patient contact comes via the platform, and 96% of patients would recommend us.

### Details of our practice include:

- A list of over 16,000 patients.
- Integrated SystemOne across both sites.
- High QoF Performance.
- Good across all areas in last CQC.
- Significantly better than local or national results for GP Choice feedback.
- 88% of patient contact via askmyGP.
- Workflow Optimisation that has reduced letters being reviewed by GPs by approximately 80%.
- A founding partner of the 'Pharmacy Hub' that deals with medication queries and discharge medication reconciliation.
- Linked Practice to 5 care homes.
- GP and F2 training and Medical student teaching.
- High quality Admin and Reception teams, HCAs, Practice Nurses and Nurse Practitioners.
- Active PCN member, with growing multidisciplinary team, including Paramedic Practitioners providing home visits.

Stay up to date with all the latest JHP news on Facebook, Twitter and our website.

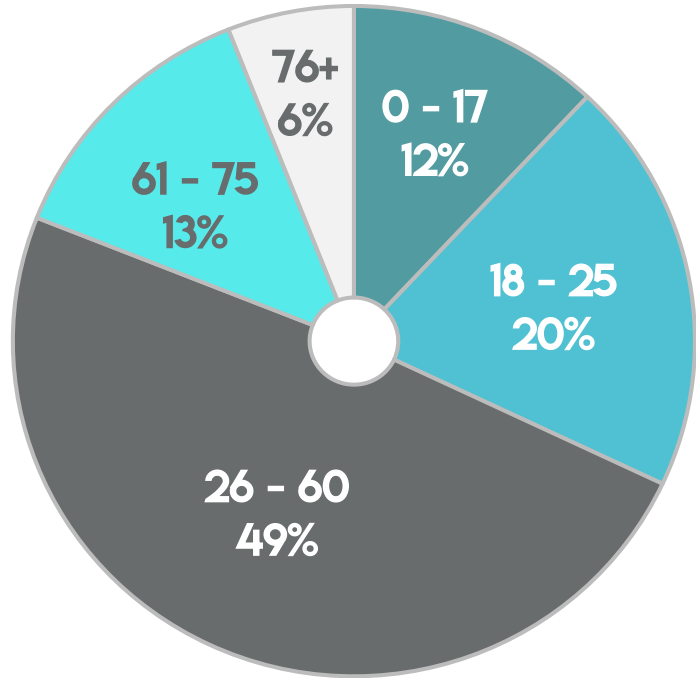


## POPULATION

Jesmond Health Partnership has a registered population list of over 16,000 patients, predominantly covering Jesmond, Gosforth and Heaton.

We are a Linked Practice for 5 Care Homes in and around Jesmond with a population that could eventually cover 170 residents.

We have a surprisingly diverse patient population covering all age groups.



## HOW WE WORK

At Jesmond Health Partnership, we want patients and staff to be at the heart of everything we do.

We're committed to being a listening practice and have an active **Patient Participation Group (PPG)** who advise and input on our work. The PPG play an important role in how we pro-actively engage patients, helping them understand how General Practice works, how to access the services they need, and promoting health awareness and self care.

**A Team Lead structure means that each staff team has direct access and input to what is happening in the practice, along with the opportunity to plan, collectively problem solve, and shape the future of the practice.**

We have a strong history of innovation within the practice, having implemented Workflow Optimisation and developed the Pharmacy Hub in conjunction with Newcastle Hospitals.

JHP play an active role in developing our PCN - **Jesmond Lower Gosforth Primary Care Network**. We believe a collaborative, multidisciplinary approach can raise health standards, tackle inequality and provide the best holistic care for patients.

We are looking for high-quality individuals to help us further develop Jesmond Health Partnership. We would expect new joiners to share our patient-first philosophy and to take an active part in our growth.

## DIGITAL-FIRST

We launched askmyGP in July 2020. At the time we recognised the value in a high-quality digital platform to engage our patients in a system that worked both for them and us.

Our approach has been **Right Person, Right Time, First Time**. askmyGP has helped us to deliver effective care to our patients, while also understanding their needs and how best to meet them.

As part of the initiative we rapidly implemented **e-Hub**. We recognised that with the COVID-19 crisis, telephone or digital-first ran the risk of our colleagues feeling isolated. We built a space for 3-4 colleagues to work together in an environment where they can support each other and maintain a team mentality.

## THE PARTNERSHIP



Jesmond Health Partnership is run by a team of 3 GP partners.

Senior Partner Dr Ben Davies, Dr Sarah Nicholson and Dr Fiona Smith were all previously partners at The Surgery (200 Osborne Road).

**Jesmond Health Partnership** has retained The Surgery's NHS practice number and associated Care Quality Commission rating.

The practice was last inspected in December 2016 and was rated as Good.



## SALVIE STATS

  
**50,000+**  
REQUESTS

  
**88%**  
CONTACT ONLINE

  
**76%**  
PREFERRED DOCTOR

  
**13**  
MINUTE AVERAGE  
RESPONSE TIME

  
**187**  
MINUTE AVERAGE  
RESOLUTION TIME

  
**96%**  
PATIENT  
RECOMMENDATION

## WHAT OUR PATIENTS SAY

*Excellent service, speedy, professional and interactive. Fantastic response and my query was dealt with professionally and efficiently.*

*I find it much more accessible especially with work commitments so I don't put off going or have an excuse not to ask for help.*

*This is an excellent system. Very grateful to GP for answering questions and providing treatment so swiftly.*

*I was absolutely delighted I could message my own GP whom I know and trust (which helps alleviate some of the anxiety of consulting about a new health problem).*

### **NO. 200**

200 Osborne Road  
Jesmond  
Newcastle, NE2 3LD

### **NO. 17**

17 Osborne Road  
Jesmond  
Newcastle, NE2 2AH

### **NO. 5**

5 Osborne Avenue  
Jesmond  
Newcastle, NE2 1PQ

