

Whittaker Lane Med Centre
November 2018



Dear Patient

You may already be aware that there is an independent regulator of all health and Social care in England called CQC. They are given powers by the government to register, monitor and inspect all health and Care service in England.

On the 26 November 2018 the surgery will be having its routine inspection. As part of the evidence we need to produce prior to the inspection we have been asked to submit a "Statement of Purpose". This is to surmise what we do, where we do it and who we do it for!

Having written our Statement we thought it would a good opportunity to share our own process at the surgery with our patients and welcome feedback on the service we provide.

Whilst you are waiting for the doctor please read the attached document or take it with you and read it at home.

There are CQC comments cards in reception. If you have any feedback, comments on the practice (or challenge to our statement!) please place your comments in the box. Or you can feedback via our website www.wlmc.co.uk using the "comments" link (under the contacts tab) this will be passed on to the CQC inspectors.

We perform annual patient surveys, all year round friends and family tests and there is a national survey done on our behalf so if you do not wish to comment this time there are other opportunities for you to have your say in the future.

We appreciate it is a lengthy document so thank you for your time

Kind regards
Dr Jeff Schryer, GP
Nic Hobson, Practice Manager

Whittaker Lane Medical Centre

Statement of Purpose **Health & Social Care Act 2008**

Service Provider Whittaker Lane Med Centre
2 Beaufort St
Prestwich
Manchester
M25 1EX
0161 773 1580
www.wlmc.co.uk

Registered Manager: Dr Schryer **GMC number 3184398**

Our Doctors: Partners: Dr Schryer Dr Taylor and Dr Malik
Salaried GP: Dr Daniel Cooke

We are a teaching practice and have Registrar doctor's working under our 3 partners who are all GP trainers

Nursing team: Practice Nurse: Debbie Fletcher
Health Care assistant: Leanne Morrison

Pharmacists: Nigget Saleem, Sadia Quyyum, Tania Seitler

Admin Staff: Nic Hobson, Practice Manager
Mandy Roberts, Accounts and administration
Karen Knight, Senior Receptionist
Kim Richardson, Administrator /Secretary
Linda Green, Administrator
Robert Croswell, Admin Apprentice
Jennifer Reed, Administrator /Secretary
Patrick O'Brien, Administrator
Emily Tucker, Administrator/GP assistant
Andrea Barnes, Administrator

Our Location and History

The Practice is located in Prestwich, Greater Manchester on the corner of Whittaker Lane and Beaufort Street.

Whittaker Lane Medical Centre consists of four floors:

Basement – houses the secure storage of patient medical records in Whittaker lane side of the building and cleaning equipment and storage of disposable stock on the Beaufort street side of the building

Ground Floor – the main entrance has a disabled access to the front at Beaufort Street with a welcoming reception desk on entry. There is a large waiting area with access to two consulting rooms, and a further consulting room to the right leading on to a treatment/ training room located to rear of the corridor. This area of the building is complete with a disabled accessible WC

Second floor: a further six more consulting rooms and two small waiting areas and a board room.

Third Floor: There is a large administration room and two smaller admin rooms one of which is the practice manager's office

Vision

Our Vision is to offer a caring and quality service to our patients within local and national governance and guidance.

Our Aims and Objectives

- 1) To keep to our core values of providing high quality, safe, effective and compassionate Primary Health Care General Practice services to our patients.
- 2) To treat patients as individuals and with the same respect we would want for ourselves or a member of our families, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control
- 3) To encourage an 'open environment' at the surgery where patients participate and feel free to voice concerns, can play an active role in helping us to designing deliver services and give us feedback. We want patients to be dealt with in a wholly transparent manner to

communicate with us by joining our Patient Forum, talking to us, participating in surveys, and feeding back and on the services that we offer.

- 4) To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- 5) To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
- 6) To work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients
- 7) To recognise we are a 'core asset' in the community and contribute to the local community and economy.
- 8) To be a learning organisation that continually improves what we are able to offer patients.
- 9) To ensure all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently. To build a 'strength based approach', building on the considerable talents of our staff, offering them training and opportunities to develop.
- 10) To take care of our staff offering them support to do their jobs and to protect them against abuse.
- 11) To have a zero tolerance of all forms of abuse and provide our patients and staff with an environment which is safe and friendly.
- 12) To operate on a sound ethical and financial basis in accordance with legislative requirement including information governance.
- 13) To develop our business recognising local and national drivers.

Our Regulated Activities which are all managed by our registered Manager:

- Diagnostic and screening procedures
- Family planning services
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

Our services

The practice offers services defined in our **General Medical Contract**. These services include **Essential Services, Additional Services and Enhanced Services**.

Our service users: We operate an open list to patients living within our practice boundary who can register at the practice for a full registration or as a temporary resident (whilst residing in the area)

Seeing our clinicians

: GP appointments both face to face and on the telephone. These can be booked in advance (**4 weeks**) or on the day.

: Our Nurse, Pharmacists and Health Care assistant operate prebookable appointments **4 weeks** ahead

: All prebookable appointments are made available to book online. This is managed by a password protected service run by our software provider

Home visits

All requests for this service will be triaged by a GP. Home visit are to be requested by 10:30am. However, any that is received after this time will be dealt with upon the urgency and needs of the patient.

On –line Access

WLMC offer the on-line access to all patients registered at the practice. Patients can book appointments, order prescriptions and gain access to their medical records

The practice offers Management of a range of long term conditions:

Asthma	Atrial Fibrillation	Chronic Heart Disease
COPD	Dementia	Chronic Kidney Disease
Depression	Diabetes	Epilepsy
Heart Failure	Hypertension	Mental Health
Osteoporosis	PAD	Rheumatoid Arthritis
Stroke / TIA	Frailty	

Other services we provide

- Same day prescription service
- We perform weekly visits to a local Nursing home
- Cytology
- Gynae. and Family Planning clinics, including IUD and Neplexon, pessary fitting service
- Cardio vascular risk assessments and 'health checks'
- Cancer care
- Palliative Care
- Travel Clinics
- Alcohol reduction
- Minor surgery and joint injections
- Care planning
- Medicines management
- PRG
- ECG's
- Spirometry
- NHS Health checks
- Online access
- Phlebotomy
- Electronic Prescription Service
- Online prescription ordering service
- Named GP for all patients
- Learning disability health checks
- Home Visits for housebound Patients
- Memory assessment pathway, assessment diagnosis and internal management

- Maternity Care Childhood vaccination and immunisation programme
- Referral to other specialist services, community secondary care and acute care
- Seasonal Flu, Pneumonia and shingles programmes
- Gonadorelin injections
- Ear syringing
- Smoking Cessation
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Non-NHS Services we provide

Our Practice also provides services which are non NHS and are paid for by the patient. These services include:

- Insurance forms
- Holiday cancellation forms
- Fitness to travel letters
- Copying of patient records
- Non NHS Travel vaccinations
- Private sick notes
- Medicals: Pre-employment, driving, adoption, fostering
- Power of Attorney and mental capacity assessments

Housing of external services

We have other services run their clinics from our practice. We believe this buildings links and offer our patients, and patients from other practices, the opportunity to be seen closer to home:

Anticoag clinics
Beats (exercise referral)

Teaching

We are passionate about teaching. We take placements from medical students in their 4th and 5th years. We have piloted a pharmacy student project which will be rolled out in September. We have given

placements for work experience students wishing to see the administrative side of general practice

All 3 of our Partners are GP Trainers. We currently have ST3 doctors but historically we have also accommodated ST2 doctors and also GPs requiring additional training (EU doctors requiring support to work in the UK).

We have also mentored allied professionals who have wanted to develop their non-medical prescribing skills

Extended working Hours – in and out of the practice

The practice provides extended surgeries for phone calls and face-to-face consultations on a Tuesday evening. Pre-bookable appointment

Patients also have access to the Extended Working hours GP surgeries provided by the GP Fed every weekday evening 6:30 -8:00 pm and on weekends. Bookable by appointment

Out of Hours Services

Provided by Bardoc Limited

Translation Services

This service is funded by the CCG. It is currently commission to Language line and offers a telephone translation service or if more appropriate a translator can be booked to attend the practice.

Engagement

We are keen to be involved in the wider developments of health and social care with our local area. Our Senior Partner, Dr Jeff Schryer, is the Clinical Chair for Bury CCG and also the GP Lead for Dementia in Greater Manchester. Dr Dan Cooke, our salaried doctor has recently been appointed as a clinical director for Bury CCG. Previously he led on Long Term conditions, moving forward mental health. We are members of the Bury GP Federation. We are actively developing the neighborhood locality team along with St Gabriel's Medical Centre.

Quality work

We continually strive to improve the quality of our care at WLMC. There are multiple strands to this, which sit above 'normal work and monitoring' but seek to add to and improve the care we give our patients.

- We perform circulate and discuss regular Significant events which are shared within the practice and can be viewed on a shared database
- We perform circulate and discuss audits which are shared within the practice and can be viewed on a shared database.
- We hold internal peer review meetings where we challenge our antibiotic prescribing and other internal "do not prescribe" medications.
- We have a Virtual Patient Reference Group, have an in house questionnaire and look at feedback form FFT, our website and NHS Choices. We are currently developing our PRG to be have a more active role
- The GP's perform patient satisfaction
- We review complaints regularly and try to learn from them.
- Medication monitoring: This sits above our repeat prescribing, review and medication policies, and tries to identify when patients may 'fall through the net'. We then follow this up via search to ensure patients have been monitored appropriately, and contact those that have not been seen / monitored. We also have in house pharmacists to review the repeat prescriptions and raise alerts when anomalies are noted. We respond to MHRA alerts, contact patients proactively and have systems in place to monitor adherence.
- We created clinical and patient pathways for areas such as Gynae, Dementia, Family Planning, Carers and Cognitive Impairment.
- The Partners and the Managers hold quarterly Vision meetings for the practice. We also have regular team structure meetings as well as most weeks a business meeting and a clinical Primary

Health Care team Meeting between the clinicians. The whole team gathers monthly for Learning Time Initiative.

- We have both administrative and clinical designated leads known and used by all the practice staff to ensure processes are followed and safety nets are held:
 - Minor surgery: Dr Schryer and Jen
 - Mental Health: Dr Schryer
 - Dementia: Dr Schryer and Jen
 - Respiratory Tania Seitler, Sr Debbi Fletcher and Jen
 - Childhood Asthma: Tania Seitler, Sr Debbi Fletcher and Dr Schryer
 - Quality improvement: Dr Schryer, Dr Ruby Malik
 - Medicines management: Dr Schryer and Nigget
 - Learning disability: Nigget Saleem and Jen
 - Diabetes: Dr Taylor and Sr Debbi Fletcher
 - Safeguarding: Nic Hobson , Dr Taylor and Linda
 - Complaints: Nic Hobson and Dr Taylor
 - Family Planning: Dr Malik, Sr Debbi Fletcher and Jen
 - Gynecology: Dr Malik, Sr Debbi Fletcher and Jen
 - Childhood immunisation Programme: Sr Debbi Fletcher
Karen
 - Medical students: Dr Malik and Karen
 - End of life care: Dr Dan Cooke and Emily
 - Carers: Leanne and Jen

Data Protection

The practice is committed to the security of the patient and staff records. The practice takes steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patients consent, unless otherwise legally compliant. This will include training on confidentiality issues, GDPR principles, working security procedures and the application of best practice in the workplace. The practice will take prudence in the use of, and testing of arrangements for the backup and recovery in the event of adverse event.

The practice maintains a system of 'Significant event Reporting' through a no-blame capture and address incidents which are threaten compliance.

Specific instructions will be documented within confidentiality and secure instructions and will be promoted to all staff.

Respecting the Privacy and Dignity of Patients

Much of the surgeries day to day work can be seen as an invasion of privacy and we are very aware of this and try by the following means to maintain patient privacy:-

- Any discussions about patients take place away from immediate hearing
- Provision of curtains/screens and the use of locked doors
- Any help in intimate situations to be given as discreetly as possible
- Maintaining confidentiality

Dignity can quickly be eroded by Disability and illness and so dignity and respect for our patients is sustained by all staff

Reception

- The practice will not stereo type on perceived characteristics
- Patients will be refereed to with respect even in private discussion in the surgery
- Patients will be addressed by their preferred method and titles (Mr, Mrs, ect) will be used as a first preference by staff

- Guide dogs will be permitted in and around the premises
- Under no circumstances will staff enter through a closed consultations room/treatment room without knocking first and awaiting permission to enter (if occupied), or pausing to determine that the room is empty

Carers

- A carer is identified as someone who provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help.
- This could be due to age, physical or mental illness, substance misuse or disability
- Being a carer can be a demanding role and the practice offers support ensuring good physical and mental health whilst receiving the right advice and the help available from outside sources
- Patient are asked to inform our named Care co-ordinator/advocate Heather Owen or she is unavailable a member of the reception staff will offer the appropriate help.

Change of Personal Details

- Patients are asked to notify the practice as soon as possible of any changes to name , address or telephone number, not forgetting to indicate all the persons involved in the this change. In an emergency this could be absolutely vital.

Chaperone

- We are committed to providing a safe, comfortable environment where patients and staff can be confident that the best practice is being followed at all times and their dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. It is also emphasised that the healthcare professional may also require a chaperone to be present for certain consultations in accordance with the chaperone policy.

Comments Suggestions and Complaints

We are always looking for ways to improve our service. We work to the NHGS complaints procedure guidelines. Patients are encouraged to see reception staff if they have a comment or complaint about the surgery if a patient has a problem with one of the staff or a doctor. The practice manager is available to deal with any problems. We take all comments and complaints seriously.

Patients obtain a reply/acknowledgement within three days of receiving a complaint. This is then discussed in house to see if a meeting can be arranged to resolve the issues to the patient's satisfaction. It is emphasised that the patient/practice relationship will not be altered or compromised in any way by any comments or complaints received. If the patient is not happy with the local resolution then they are advised to contact:

The Ombudsman
The Health Service Ombudsman or England
11th Floor, Milbank Tower
LONDON
SW1P 4QP
Email – phso.enquiries@ombudsman.org.uk
Fax – 03000614000