**Statement of Purpose**

**Boothstown Medical Centre**

**Registered Providers:**

Dr R Anderson

**Registered Location:-**

**Boothstown Medical Centre,** 239 Mosley Common Road, Boothstown, Worsley, Manchester M28 1BZ

Tel: 01942 483828

Fax: 0161 799 5046

The date of registration with the Care Quality Commission is 1st April 2013.

**CQC Provider ID:** 1-199788085

**Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Boothstown Medical Centre) is required to provide to the Care Quality Commission a statement of purpose.**

The registered activities and service types have been agreed in accordance with CQC guidance.

**The regulated activities under CQC are:**

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

**Our Aims and Objectives for delivering each of the above regulated activities are:**

* To provide a high quality service to patients, in a professional and effective way. This is carried out in an environment which is both safe and friendly for both patients and staff.
* To continually improve healthcare services which will be monitored and audited. We are working towards the new models of care with continuous personal development.
* To provide safe, individual healthcare to the whole practice population and to create a relationship between patient and health professional which ensures mutual respect, holistic care and continuous learning and training
* To encourage patients to join the Patient Participation Group, to contribute and provide relevant feedback to aid the delivery of improved care and involvement within the community.
* To act with integrity and complete confidentiality
* To treat all patients and staff with dignity, respect and honesty irrespective of race, religion or sexual orientation.
* To guide employees in accordance with diversity and equality policy.
* To improve Clinical Governance and Evidence Based Practice
* To improve Clinical and Non-clinical Risk Management
* To reduce risk in specific clinical risk areas and facilities
* To improve the environment
* To improve vigilance for unforeseen emergencies
* To become a patient centred organisation through decision making and communication, ensuring communication needs are met, involving patients and carers as appropriate, in plans for the management of their condition.
* To educate patients to self-care where appropriate which, will in turn, enhance patient outcomes by gaining insights into good health and reduce or assist in the prevention of future ill health within our community.
* To provide all staff with the appropriate training, including safeguarding of both children and adults who may be at risk, to ensure their safety.
* To improve services offered to patients whilst encouraging them to take part in the prevention and screening of diseases and local campaigns, whilst ensuring that this is provided in the correct communication format.
* We work collaboratively within the practice and also with community health teams such as District Nurses, Maternity and Midwifery services, Community Matrons, MacMillan Nurses, Integrated Care Service, Local Pharmacists, Social Workers and the Community Link Worker in order to maintain a high standard of medical and holistic care.
* We work collaboratively within the TABA+ cluster group by attending regular meetings organized by the Clinical Commissioning Group. These meetings are designed to discuss changes and updates on services and standards in an effort to improved patient care.
* To recruit, retain and develop a motivated and appropriately skilled workforce
* To enhance performance of the workforce in all aspects.
* To continue the development of the practice
* To ensure effective management and governance systems

**Our purpose is to provide patients registered at Boothstown Medical Centre with high quality personal healthcare and to seek continuous improvement of the health status of the overall practice population.**

**General Practitioner Principle**

Dr Richard Anderson MB.Ch.B

GMC No: 4013877

**Salaried General Practitioners**

Dr Mehreen Khan

GMC No: 7271083

Dr Hind Saadi

GMC No: 6097154

Dr Shila Begum

GMC No: 7074026

**Other clinical staff**

Sr Kathy Haggan – Nurse Practitioner

Mrs Cherryl Twist – Health Care Assistant

Mrs Amy Green – Health Care Assistant

Miss Charlotte Cain – Physicians Associate

**Management Staff**

Sharon Schofield – Practice Manager

Louise Picking – Assistant Practice Manager

**Patient population**

The number of patients has risen over the years and has now reached almost 6000.

**Premises**

Boothstown Medical Centre has been an important part of Boothstown for over 50 years, providing medical care for the people of Boothstown and beyond. It was a single handed GP practice until 2001 when changes started to be made. A salaried GP was appointed to work alongside Dr Yates (now retired) and extensions were made to the existing building.

The Practice is located on a bus route and is easily accessible from the A580, East Lancashire Road. The property has its own car park with disabled parking spaces.

The Practice has two information screens which display messages for the patients, including general information, services available at the surgery, national and local campaigns for prevention of disease and illness. These also act as a call system to inform the patient when to go through to the Clinician along with the relevant room number.

The Practice is currently in the process of obtaining, subject to premise assessment, a patient self-check in system.

**The services provided by Boothstown Medical Centre are:**

Routine medical checks and general medical services.

NHS relevant prescriptions and medications or a private prescription can be issued

**Immunisations:** Childhood immunisations and foreign travel vaccinations

**Health Protection:** Preventative immunisations e.g. influenza, pneumococcal, shingles &Whooping cough for pregnant ladies.

**Management of Chronic Disease and Long Term Conditions**

This includes a wide range of conditions which require long term treatment and care. Our priority is to ensure that care is appropriate for the patient and is on-going. Patients are recalled on a regular basis for long term conditions such as Coronary Heart Disease, Diabetes, Stroke, Respiratory Conditions, Dementia, Epilepsy, Mental Health problems, Learning Disabilities.

**General Nursing Care**

The Nurse and Health Care Assistants provide well person checks for all patients including those aged 40 – 74 and the over 75’s, new patient checks, blood pressure monitoring, travel advice and vaccinations, smears, ECGs, , spirometry (lung function tests), smoking cessation clinics and lifestyle management with referral and sign posting to health professionals for exercise and weight management to help maintain a healthier lifestyle.

**Family Planning and Contraceptive Services**

This is provided by the doctors and nurses. The nurses are able to provide contraception monitoring for all methods initiated by the doctor.

Depo Provera injections and oral contraception are available.

**Midwifery**

The Community Midwives provide services to the population of the Practice.

**Child Health Surveillance Checks**

The Practice offers Child Health Surveillance Checks for new babies aged 6 – 8weeks. These are carried out by Dr Mehreen Khan and Dr Hind Saadi

**Minor Surgery**

We have a weekly minor surgery clinic run by Dr Anderson. In this dedicated session minor surgical procedures can be performed, avoiding the need for hospital referral. The Nursing Team will also remove sutures following any surgery carried out at the practice.

Joint injections are also available after consultation with the GP.

**Cervical Screening**

The practice nurse is qualified to carry out cervical screening and tests in the form of cervical smears.

**Our practice ethos is to strive to provide a relationship between patients and health professionals based on the following:**

**Mutual Respect**

We endeavour to treat all our patients with dignity, respect and honesty. Everyone at Boothstown Medical Centre is committed to delivering an excellent service. We encourage patients to highlight any discrepancies and to offer the same commitment in return.

**Holistic Care**

We treat both patients and illness. This means that we are equally interested in the physical, psychological and social aspects of each patient’s individual care.

**Continuity of Care**

The Building and maintaining of a strong relationship between doctors, health professionals and patients is essential to the way we work at the Practice. This is especially so in the management of ongoing problems or long-term illness’. In these circumstances we will try to make sure that patients continue to see the same health professional wherever possible. This is facilitated via the appointments system. Whilst we facilitate this the Practice ensures that the patient is aware that they can see other clinicians within the Practice, if their preferred clinician is not available, as comprehensive notes are made which are readily available to the Clinician the patient sees.

**Learning and Training**

Boothstown Medical Centre is committed to the training of all staff.

All health professionals and administrative staff undergo an annual appraisal where the goals of the individual, teams and practice are discussed and agreement reached on the way forward. Regular reviews are a way of reinforcing effective performance, recognising areas for improvement and developing strengths.

We also recognise the benefit of supported learning for our patients and families, enhancing the ability to manage and cope with both ‘self limiting’ and long-term illness. Patients are provided with advice in regards to appropriate self care.

**Training Practice**

We are a training practice and house placements for Year 5 Medical Students and FY’s. We have been involved in the provision of placements to trainee Associate Physicians and Trainee Paramedics.

This involves the observation of GP’s, Advanced Nurse Practitioners, nurses and other agencies to give a good overview of General Practice. The consent of the patient is obtained prior to their consultation.

**Access to Patient Information**

All patient information is considered to be confidential and we fully comply with GDPR and the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the healthcare team at the practice with other healthcare professionals to whom the patient is referred. Those professionals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will never be disclosed to other individuals without the patient’s explicit consent, unless it is a matter of life and death, or there is a serious risk to the health and safety of the patient, or it is strongly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

The individual will also have professional and/or a contractual duty of confidentiality. Data will otherwise be anonymised, if possible, before disclosure if this would serve the purpose for which data is required.

**Data Protection**

Boothstown Medical Centre is committed to the security of patient and staff records.

The practice will take 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 consent of the patient, unless otherwise legally compliant. This will include training on confidentiality issues, Data Protection Act principles, working security policies and the application of best practice in the workplace.

The practice will maintain a system of “Significant Event Reporting” through a no-blame culture to capture and address incidents which threaten compliance.

**Patient’s Rights and Responsibilities**

Patients have a right to expect a high standard of care from the practice. We will strive at all times to provide the best care possible within the resources available to us.

We ask that patients take full responsibility for ensuring that they do not abuse the service. It is the responsibility of the patient to ensure that they keep medical appointments and follow medical advice given to them. If a medical problem is complicated or there is more than one problem to be discussed, patients are encouraged to make more than one appointment.

In rare cases the practice/patient relationship can break down completely. If this situation arises the patient may wish to register with a different practice. The practice also has the right to remove a patient from their list. This would generally only follow a warning that had failed to resolve a problem and the patient would normally be given a specific reason for removal.

Patients have the right to express a preference of clinician when making an appointment.

**Violent Patients – Zero Tolerance**

The practice and the NHS operates a Zero Tolerance Policy with regards to violence and abuse and the practice has the right to remove violent patients from their list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person’s safety.

In any situation like this we would be obliged to notify the patient in writing of their removal from the practice list and an entry recorded in the patient record of the removal from the list and the circumstances leading to it. The CCG would then be responsible for allocating further medical care for the patient.

**Patient Participation Group**

We have a proactive Patient Participation Group at Boothstown Medical Centre and we are committed to continually improve services by listening to and learning from our patients. We welcome any new members into the Patient Participation Group and encourage patients to take an active interest in the running of our practice.

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| **Repeat Prescription Policy at Boothstown Medical Centre**Repeat prescriptions are ready for collection within 48 hours (taking weekends and Bank Holidays into consideration). The reason for this time delay is to ensure that the prescription is issued safely and signed and authorised by the most appropriate person.The Practice offers EPS ( electronic prescribing service) which enables a prescription, if the patient has a nominated pharmacy, to go directly to the nominated pharmacy. If there is no pharmacy nominated then should the patient wish to collect their medication directly from the chemist, the prescription can be collected from the practice on their behalf by whichever pharmacy they choose. The patient would need to make arrangements with their chosen chemist.In order to obtain repeat prescriptions the patient can choose a way which is convenient to him/her from the options below:* **In person at the surgery –** Please place the right side of your previous prescription with the items ticked on it that you require in the post box provided in the porch leading to reception.
* **E-mail** – using the secure practice e-mail address gp-p92605@nhs.net which is checked daily.
* **On-line –** Prescriptions can be ordered on-line. In order to use this service the patient must be registered for on-line access
* **By phone –** Telephone requests are only accepted from housebound, elderly and infirm patients
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**Complaints Procedure at Boothstown Medical Centre**

One of the main priorities at this practice is to provide a high standard of care and we welcome patient comments as to how we may improve the service we provide. If you have any comments, complaints or criticisms please contact the Practice Manager, Miss Sharon Schofield, either in writing or ask a receptionist to arrange an appointment for you to meet with the Practice Manager.

Problems of an administrative nature will be investigated by the Practice Manager, clinical ones by the Principal GP. If the problem is not resolved to your satisfaction we will advise you how to pursue the matter further via the Wigan Borough Clinical Commissioning Group.

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Signed by Registered Manager: 

Date: 28.09.2020