

Penshurst Gardens Surgery.

Statement of Purpose: 20th March 2013

(As required by the Health and Social Care Act 2008)

Last review: 2nd February 2016

Due for review: 2nd February 2019

Name and address of registered provider:

Dr Jones and Dr Yong
39 Penshurst Gardens
Edgware
Middx HA8 9SP
Telephone: 0208 958 3141
www.penshurstsurgery.co.uk

Registered Manager: Dr Joseph Jones (application submission pending CQC-
endorsed CRB check)

Practice manager: Kyra Rowlatt

Penshurst Gardens Surgery is a General Practice Partnership. The Practice provides general medical services and is also a training and teaching practice.

There are 2 partners:

Dr Joseph Jones
Dr Joanna Yong

Our Aims and Objectives:

We aim:

1. To provide a high standard of general medical care.
2. To be committed to the needs of all our patients and to treat them all equally regardless of age, gender, sexual orientation or ethnicity.
3. To maintain a heightened awareness of the particular needs of our most vulnerable patients.
4. To act with integrity at all times.
5. To ensure complete confidentiality
6. To maintain, train and motivate our work teams and foster an atmosphere of continuous learning and teaching, thus maintaining the provision of high quality care, encouraging an environment of professional development for all staff members.
7. To ensure that our premises are safe, pleasant and fit for purpose.

8. To establish governance systems that are safe, reliable and robust.
9. To strive to continually improve as a patient centred practice and to be responsive to the needs and expectations of our population through good communication systems and through partnership with patients
10. To treat all patients and staff with dignity, respect and honesty.
11. To work with other local practices and community groups to promote healthcare within the community.

The regulated activities under CQC are:

To provide general medical services and routine health checks and appropriate prescribing as allowable and indicated.

The services provided by the Peshurst Gardens Surgery include:

Opening hours: the Practice is open every weekday between 8.00am and 6.30pm with sessions throughout the day and in addition there are two early morning extended hours sessions per week. Telephone consultations are also available. Appointments bookings can be made by telephone or in person. There is on-line access for both appointments and repeat prescription requests.

Home visits: can be requested by patients who are medically unfit to travel to the surgery and when the doctor agrees the visits are clinically necessary.

Out of Hours: out of hours care is provided by Care UK. Contact with Care UK can be made by telephoning NHS 111.

Family planning and contraceptive advice: is offered by the doctors and nurses during normal practice times. We now offer an implant and coil fitting and removal service.

Child Development: The Practice is involved in monitoring the development and welfare of young children. The Health Visitor will visit shortly after a baby has arrived home, and they will coordinate clinics etc. The doctor will perform an examination in the surgery at 6 weeks. We run Child Health teaching clinics for medical students from Imperial.

Baby Clinic: this is a health visitor clinic that runs every Wednesday morning from 11.00a.m to 12.00p.m. These run alongside nurse appointment for immunisations.

Child Immunisations: these are administered by our practice nurses. Parents should receive a reminder for these and immunisation catch up appointments are offered throughout the year in line with national guidelines.

Smoking Cessation: The nurses provide support and up to date advice on treatment and nicotine replacement therapy. Patients can contact the surgery for more information.

Flu vaccinations: all at risk patients are invited each year to attend for flu vaccinations.

Travel vaccinations and advice: This is available from the practice nurse. It is advisable to contact the nurse 2 months before a trip to arrange vaccinations and for travel advice

New patient checks/ Well person checks/ cervical smears: the practice nurse provides these.

Chronic Disease Management: The doctors and nurses aim to provide a high standard of chronic disease management. The practice maintains a register of all patients with chronic diseases and these patients are reviewed regularly in surgery. The practice nurse runs clinics for diabetes, COPD and asthma with follow-up by a doctor as advised by the nurse.

Palliative Care: The practice has a register of palliative care patients. They are given priority with access to medical advice and their needs and care are discussed regularly at our multidisciplinary clinical meetings.

Phlebotomy: The practice employs a phlebotomist for one morning each week the nurses also do blood tests. Blood samples are collected each day from the surgery and taken to the hospital pathology laboratory

Maternity care: all antenatal checks are done by the doctors on a shared care basis with the antenatal hospital units. The doctors in surgery do postnatal checks.

Chaperones: all patients are entitled to ask for a chaperone should they wish for this during consultations. Information about this is displayed in patient waiting areas and in consulting rooms.

Patient Participation Group: the Practice has a patient participation group and values suggestions made by the group to promote better care and services for patients. The group welcomes any patients who wish to join it.

Teaching and Training: as part of our ethos of contributing to the education of future generations of doctors we have GP registrars and medical students attached to the Practice. GP registrars are fully trained doctors who have usually had several years of hospital experience and who spend a year in our practice as part of their training to be GP's. Medical students from Guys/ Kings and Imperial Medical schools spend a few weeks at our practice as part of their clinical training. Patients are made fully aware of these doctors in training and are always asked for consent prior to consultations with students present.

Clinical and Information Governance

Confidentiality: confidentiality is taken extremely seriously and the practice has a confidentiality protocol, which all staff adhere to rigorously.

Data Protection: the practice has a data protection policy in line with DPA principles and all staff are required to comply with this inline with our Information Governance policies.

Complaints: We aim to do our best but we appreciate that things can sometimes go wrong and would want to listen, understand, try to resolve any problems and hopefully prevent any future problems. The practice therefore has a complaints policy in place. Information about this is displayed in all waiting areas. Any patient who wishes to complain is made aware of this.

Patient rights and responsibilities: patients have a right to expect courtesy and respect from staff and high standards of medical care in a safe environment. In return we would expect them to behave politely towards all staff, to avoid missing appointments without cancelling them, to treat premises and property with care and to remember that their appointment is for a fixed length of time. If a patient has more than one problem to deal with they may be asked to make another appointment so that their problem can be dealt with adequately and safely. All team members have a role and problems will be dealt with best by the person best equipped and trained to deal with the problem. Clinical problems are referred to clinical staff.

Very occasionally relationships between patient and practice breaks down irreparably and in these circumstances a patient may be asked to register with another practice in line with current regulations.

Zero Tolerance

There is no place for harassment of any kind in the NHS and it will not be tolerated. The skilled and dedicated doctors, nurses and practice staff who work in primary care spend their lives caring for others. Yet, far too many of them are victims of violence and intimidation, a problem that is growing. There is no excuse for violent or abusive behaviour towards NHS staff. Patients will be removed from the surgery list on legitimate grounds, for example:

- Violence or threatening behaviour towards staff and doctors. This could involve, for example in relation to home visits, the patient, a household member or a pet, such as unchained dogs.
- Crime and deception, for example fraudulently obtaining drugs for non-medical reasons, stealing from the premises or causing criminal damage.

Practice meetings

Regular practice meetings are held for educational, clinical and partnership discussions. Governance issues are regularly discussed in the form of complaints, significant events, performance quality and risk. Clinical, administrative and management staff are encouraged to attend as

appropriate. Internal sharing of information and learning in a constructive manner is encouraged.

Staff wellbeing

Staff training and continuous professional development is supported and encouraged in the form of external training, regular practice clinical management and staff meetings. Information is disseminated via practice email, practice newsletters and regular formal and informal discussions.

The daily duty doctor is identified on the practice rota for daily clinical queries as they arise.

Staff training, team building, probity and welfare are a priority enabling our team to be well supported in order to maintain our high standard of clinical care and customer service.