

# MEADOWGREEN HEALTH CENTRE

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Sheffield  
S8 7RL

C88015

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## Statement of Purpose

Date: November 2016

Review due: November 2017

## Statement of Purpose

The name and address of the registered provider is:

**Meadowgreen Health Centre** School Lane, Sheffield S8 7RL

**Registered Manager:** Dr David McAllister at the above address

The Meadowgreen Health Centre is a Partnership of 5 partners:

Branch Site Surgery: Lowedges Surgery, 127a Lowedges Road, Sheffield S8 7LE  
Tel: 0114 2378800 Fax: 0114 2839779

### The Doctors

Dr Deborah Turner	(F)	MBChB DRCOG DCCH
Dr David McAlliser	(M)	BMedSci BS
Dr Mairead Knox	(F)	MC Bch BAO MRCPI Bsc (Hons) MRCGP MSOM DPD
Dr Carl Egdell	(M)	MB ChB ATLS DCH DRCOG
Dr James Gray	(M)	MBChB FRCGP FIMC.RCSEd MRCFSEd DCH
Dr Lucy Cox	(F)	
Dr Caroline Barclay	(F)	

### **Other Clinical Staff:**

Tracy Bradfield	Lead Practice Nurse
Sue Hughes	Practice Nurse
Laura Tiernan	Practice Nurse
Melissa Beevor	Practice Nurse
Yvonne Mitchell	Healthcare Assistant
Kate Partridge	Healthcare Assistant
Melanie Tittcomb	Healthcare Assistant
Sarah Putland	Phlebotomist
Beth Haycock	Phlebotomist

### **Administrative Staff:**

Practice Manager	Joanne Johnson/Elaine Rissbrook
Secretaries	Marianne Taylor/Yvonne Mitchell/ Morag Anderson
IT Clerk/Data Input	Sharon Binks
Receptionists	Debbie Roberts, Pat Millington, Bev Higgins, Helen Byrne, Alison Murphy, Sarah Putland, Linda Machin, Mandy Lowe, Joanne Sendel, Jane Burton, Monica Holmes, Isabelle Carr.

**Meadowgreen Health Centre** was formed following a merger of The Old School Medical Centre and Lowedges Surgery in July 2011 and subsequently the merger in October 2015 with Greenhill Health Centre. All Practices were well-established GP Surgeries with list sizes of 4900 and 3000 and 1900 respectively. The merger was undertaken to create a larger and therefore more sustainable Practice for the future. As a result, patients now have access to a wider choice of General Practitioners, who offer a broader skill-mix and more extensive range of specialist interests, increased appointment availability with greater capacity for extended hours and more diverse range of additional services that are available to a larger population. The aim is that the new amalgamated Practice will be in a position to consider expanding its service provision, in order to deliver higher quality care relevant to the local community, whilst gradually transferring services from secondary to primary care where appropriate.

Our total patient population is 9719

Age Range	Male	Female	Total
0 - 65	3875	3657	7532
66 - 75	537	586	1123
76+	426	638	1064
Total	4838	4881	9719

The registered activities and service types have been agreed by the partners and practice manager in accordance with CQC guidance.

**The regulated activities under CQC are:**

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

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

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

- Provide a high standard of Medical Care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To improve as a patient centred service through decision making and communication.
- To maintain our motivated and skilled work teams.
- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training
- To guide our employees in accordance with diversity and equality
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty.

***Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care***

**The services provided by Meadowgreen Health Centre are:**

### **Booking Appointments**

Appointments can be made by telephone by calling 0114 237887 or 0114 2378800 for Meadowgreen Health Centre or in person at reception from 08:15 am. We operate an appointment system for all surgeries.

Appointments can be pre-booked up to 8 weeks in advance. This should enable patients to make an appointment with the doctor of their choice. We will endeavour to give patients an appointment with the practitioner of their choice. If we are unable to achieve this we will explain why.

### **Urgent Appointments**

We take into account that not all illnesses are planned. We therefore have same day appointments which are allocated by the Duty Doctor after the patient has been triaged.

### **Extended Hours**

The surgery offers extended hours on:

Monday & Wednesday 7:00am until 8:00am  
Monday evening 6:30pm to 7:30pm

These appointments are especially beneficial to those patients who find daytime appointments difficult.

The general surgery phone is not open during these extended hours.

### **Home Visits**

These may be requested if patients believe they are too ill to attend the surgery. If they need a doctor to visit them at home, they can telephone before 10.30am and give the receptionist as much information about their present illness as possible; this will enable the doctor to assess the degree of urgency when planning his/her rounds.

### **Out of Hours**

Sheffield GP Collaborative is responsible for commissioning medical services when the surgery is closed. The out-of-hours service can be accessed by telephoning the normal surgery telephone number.

## **Repeat Prescriptions**

To enable the practice to process repeat prescriptions efficiently and for the benefit of patients, it would be appreciated if the following procedure could be followed when ordering repeat prescriptions:-

- Please allow 2 working days' notice in writing.
- On-line at [www.meadowgreenhealthcentre.co.uk](http://www.meadowgreenhealthcentre.co.uk) and follow the online instructions. Patients need to obtain a password from the surgery reception to register with this service.
- By post, a stamped addressed envelope is required with the request.
- Local Pharmacies offer a repeat dispensing and home delivery service. This is to be arranged via the pharmacy.

## The Regulated Activities under CQC

### **Management of Chronic Disease**

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients' medication on an annual basis. Angina and heart disease, asthma, chronic COPD, diabetes clinics are regularly held throughout the year.

### **General Nursing Care**

Our nurses provide wound care, contraceptive services, minor illness, smoking cessation advice, well person checks, new patient checks, blood pressure monitoring and travel advice; they also perform vaccinations, ear syringing, smear tests, 24 Hour ECG service and dietary advice.

### **Maternity Services**

Together the doctors and midwives monitor and advise on the antenatal and postnatal care of our mothers-to-be.

### **Cervical Screening**

This service is provided by specially trained nurses.

### **Family Planning and Contraceptive Services**

GPs and Nurses are able to provide all options available to male and female patients. Teenagers and young people can talk confidentially to a doctor/nurse on all aspects of sexual health.

### **Child health surveillance**

Baby clinics including the 6-8 week check and first vaccination are held weekly by our practice nurses and child surveillance lead GP.

### **Minor Surgery**

The practice provides a range of minor surgery procedures.

### **Vaccinations and Immunisations**

Meadowgreen Health Centre supports the childhood immunisation programme. All routine childhood immunisations are performed at the surgery by a nurse following an automatic invitation

from the Local Health Authority. The surgery offers all 'at risk' patients the seasonal influenza and vaccine every year.

### **Foreign Travel Health Advice**

Our nurses have been trained to provide an up to date travel health service that includes vaccinations if necessary (there is a charge for some vaccinations). Prior to an appointment patients will need to fill in a 'Travel Questionnaire' which is available from reception. This form is to be filled in by the patient and brought to the nurse appointment.

### **Counselling**

We have the services of NHS counsellors who are available in-house to see patients who are referred by their doctor.

### **Phlebotomy**

Our Health Care Assistants provide blood tests under the guidance of the practice nurses.

### **Objectives**

- Develop and improve patient care pathways
- Provide alternatives to hospital based specialist treatment
- Provide timely assessment of patients
- Reduce the secondary care waiting lists
- Help manage patients in primary care through specialist advice and feedback
- Ensure excellent communication with referring doctor, patient and the community clinics.

### **Access to Patient Information**

All patient information is considered to be confidential and we comply fully with 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 health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of the patients or it is overwhelmingly 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.

That individual will also have a professional and/or 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 Policy**

The Practice is committed to 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 patient's consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The Practice will undertake prudence in the use of, and testing of, arrangements for the back-up and recovery of data in the event of an adverse event.

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

DPA issues will form part of the Practice general procedures for the management of Risk.

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

## **Patients Rights and Responsibilities**

Patients have a right to expect a high standard of care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that patients take full responsibility for ensuring that they do not abuse the service. For example, it is a patient's responsibility to ensure that they keep medical appointments and follow the medical advice given. In addition, if they feel that their medical problem is complicated, or they have more than one problem to discuss with the doctor, we would suggest that they consider making more than one appointment

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

Patients have the right to express a preference of practitioner when they make an appointment.

## **Zero Tolerance**

The Practice supports the NHS Zero Tolerance policy against violence, aggression and the use of inappropriate language. Any incidents of abuse to GPs, their staff or other persons on Practice premises will be taken seriously and could result in the individual(s) being removed from the Practice list and/or involvement of the police.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it.

## **Comments, suggestions and complaints**

Should patients wish to make a complaint, they are advised to speak to the Practice Manager. The Practice Complaints Procedure is available from the reception staff.

If patients have any suggestions about the Practice, these should be made in writing and handed to Reception Staff. If patients would like a response, their name and address should be provided.

## **General Information**

### **Access to Health Records**

Under the Data Protection Act 1998, we are required to allow patients access to their medical records. All requests should be made in writing to the Practice Manager. We are entitled to charge a fee to cover our administrative costs.

### **Carers**

A carer is 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. Anyone can become a carer. Carers come from all walks of life, all cultures and can be of any age.

Patients can inform our reception staff if they are a carer or are cared for by another person. This will alert us to their possible needs in this role.

### **Change of personal details**

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

### **Chaperone**

The Practice is committed to provide a safe and comfortable environment where patients can be confident that best practice is being followed. We have a Chaperone Policy which adheres to local and national guidelines. Patients are encouraged to ask for a chaperone if they require at the time of booking their appointment wherever possible. All patients are entitled to a chaperone present for any consultation where they feel one is required.

### **Patient Participation Group**

We are committed to continually improve our services by learning from and listening to our patients.

We have a Patient Participation Group which was formed in 2005 and we are always looking for new members, patients can apply via the reception staff, doctors, nurses and Practice Manager.

### **Our practice ethos is to strive towards a partnership 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 The Meadowhead Group Practice is committed to deliver an excellent service. We encourage patients to highlight any discrepancies and to offer the same commitment in return.

#### **Holistic Care**

We treat patients and illnesses. This means that we are equally interested in the physical, psychological and social aspects of your individual care.

## **Continuity of Care**

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems or long-term illness. In these circumstances we would encourage patients to continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if patients have a new problem, the doctor or nurse that they normally see is not available, or they would like to see someone else then we would encourage them to see any of the doctors or nurses at the practice.

## **Learning and Training**

We believe in “life-long learning” and all the health professionals here 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 act as a way of reinforcing effective performance, highlight areas for improvement and recognise developing strengths

**Dr D Turner and Partners**

**Date: November 2016**

**Review Date: December 2017**

**Signed by Registered Manager**

**Dr David McAllister**