

Billinge Medical Practice

**Outcome 15
Statement of Purpose
For Billinge Medical Practice**

Date 31st March 2013

Outcome 15 – Statement of Purpose

REGULATED ACTIVITIES

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

RESPONSIBILITIES

Aspect	Overall responsibility	Delegated Control
Statement of Purpose – Preparation, publication and periodic review	Dr E Phillips	All GP Partners

Checklist for Outcome 15

ASPECT	REQUIREMENT	CHECKED AND PRESENT Y/N
Statement of Purpose	Prepared and checked	Y
	Scheduled review planned and carried out	Y
	CQC advised of any revisions within 28 days of the revision	

Statement of purpose

Health and Social Care Act 2008

Version	1	Date of next review	March 2014
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Service provider*Full name, business address, telephone number and email address of the registered provider:*

Name	Billinge Medical Practice
Address line 1	Recreation Drive
Address line 2	Billinge
Town/city	Wigan
County	Lancashire
Post code	WN5 7AJ
Web Site	www.billingemedicalpractice.com

ID numbers*Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:*

Service provider ID	
Registered manager ID	Dr E Phillips

[Statement of Purpose Part 1.doc](#)[Statement of Purpose Part 4.doc](#)

Aims and objectives

What do you wish to achieve by providing regulated activities?

How will your service help the people who use your services?

Please use the numbered bullet points:

1. To provide the highest quality NHS general medical services available under the NHS
2. To ensure that patients are seen by the most appropriate healthcare professional as quickly as possible as dependant upon their presenting complaint
3. To focus on prevention of disease by promoting good health and prophylactic medicine
4. To provide patients with an experience and environment that is comfortable, friendly, professional and relaxing and covers all aspects of health and safety requirements
5. To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully
6. To involve other professionals in the care of our patients where this is in the patient's best interests; for example, referral for specialist care and advice
7. To ensure that all members of our team have the right skills and training to carry out their duties competently
8. To continuously improve the lines of communication to patients using the latest technologies as appropriate
9. To develop new ways to educate and inform patients in order to encourage patients to be pro-active in their health and wellbeing

[Statemernt of Purpose Part 2 General.doc](#)

Legal status	
Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all Partners	Drs L Wilson, I Peach, E Phillips & A Stewart
Unlimited liability partnership registered as an organisation	<input checked="" type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Company number	N/A
Are you a charity?	<input checked="" type="checkbox"/> No
Group structure (if applicable)	N/A

[Statement of Purpose Part 3.doc](#)

1. The Aims & Objectives of the Establishment

To provide a means for the general public to receive medical consultation, examination and diagnosis by a General Medical Practitioner, Practice Nurse, HealthCare Assistant and other associated health service including, but not limited to, Midwifery, Phlebotomy and Drug Team liaison at the surgery location.

The service is to be provided in courteous, peaceful, practical, professional and comfortable surroundings, which cover all Health & Safety and Infection Control requirements. The Practice will aim to provide the best possible healthcare within the scope of the NHS. It will be free at the point of use for the vast majority of services, however, any charges for services not covered by the NHS, will be made clear to the patient in advance of those services being carried out.

The Practice will strive to maintain patient equality at all times and all fully registered patients will be afforded the same level of service regardless of age, sex, disability, sexual preference, ethnicity, nationality or religious beliefs.

The Practice will strive to provide the very best in general medical services and prides itself on being a whole person centred diagnostic and management service. Our services will include, but not necessarily limited to, disease prevention, health promotion, management of acute and chronic illnesses, routine immunisations and travel health, family planning, cervical smears, ante-natal and post-natal care.

In order to provide the best possible healthcare, we need support from our patients, whereby they take responsibility for their own health and the Practice will continuously look at ways and means in order to enable them to do this, by educating and informing patients through our website as well as other lines of communication. The Practice will continue to look at ways in which it can become more efficient without compromising on quality, however, patient support is needed to help us to achieve this.

The spiritual, social, psychological and physical aspects of each person are fully considered. The Practice seeks to meet the needs of people to understand and know about their own bodies, sharing the responsibility of each patient's healthcare equally. It achieves this by allowing patients time in a comfortable environment with a person who is knowledgeable and can help them in most areas of their medical requirements. If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate healthcare professionals in order to help the patient.

The Practice will offer a wide range of appointment times from early morning to late evening, Monday to Friday and Saturday mornings. St Helens Rota Out of Hours Service is responsible for the Practice Patients outside of these hours, but a duty GP from the surgery will be available in case of emergency.

Emergency Equipment will be maintained and this includes a defibrillator, provision of oxygen, nebulisers and emergency medications.

The Practice will remain fully computerised and ensure that all clinicians have full access to all patients' notes as required.

Staff performance is constantly monitored with annual appraisals. We identify training needs and ensure that all staff have the skills and knowledge required to perform their duties to the highest possible standard.

We will also maintain compliance with all legislative, industry and professional requirements.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is Dr Elfyn Phillips, Billinge Medical Practice, Recreation Drive, Billinge, Wigan and he is a member of the Medical Protection Society.

3. The Relevant Qualifications and Experience of the Registered Provider

Dr Elfyn Phillips has all the credentials required for the role of Registered Provider. He has been an NHS partner for several years and worked in hospital post graduation.

Dr Elfyn Phillips is a member of the General Medical Council, GMC No. 4120386

4. The Relevant Qualifications and Experience of the Staff working in the Establishment, or for the purposes of the Agency

Locum doctors may be asked to work on a self employed basis for the purposes of the Practice. Such doctors will be required to produce evidence of their CV, full qualification and registration of societies, medical indemnity insurance, General Medical Council certificates, Hepatitis B status and references where appropriate.

Where doctors or nurses are NOT in an NHS/Private employee status, their CRB status will be required.

5. The Organisational Structure of the Establishment

Billinge Medical Practice has four Partners. They are Drs Wilson, Peach, Phillips and Stewart. The Practice hours operate routinely from 8.00 am to 7pm on week days at one of our two sites. Early morning and late evening appointments are available to all patients who are registered with us.

Most blood tests and all x-rays are usually referred to outside accredited laboratories, however, some exceptions, such as in-house Warfarin testing, exist

6. The kinds of treatment and any other services that are provided by General Practice Services

- Routine and urgent appointments with a healthcare professional
- Repeat prescriptions
- Management of chronic health conditions, including but not limited to Diabetes, Asthma, Coronary Heart Disease, Stroke, Hypertension, Chronic Obstructive Pulmonary Disease, Mental Illness and Epilepsy
- Immunisations e.g. routine, childhood and travel immunisations
- Health screening

7. The Facilities which are available for the benefit of patients

- Ease of access to see a healthcare professional. We have early morning and evening appointments available
- A very pleasant, comfortable and clean environment is provided
- There are comfortable waiting areas where the patients can sit and relax whilst waiting to see the healthcare professional
- Limited free parking is available on site and there is adequate access for disabled visitors at our main surgery.
- Equipment facilities include a large library of books, the presence of equipment to aid diagnosis such as sphygmomanometers, eye charts, otoscopes, oroscopes, and urinalysis

including microalbuminuria. Emergency provision in the form of a defibrillator, provision of oxygen, emergency medications. The practice also has facilities for Spirometry and Warfarin testing.

- The Practice is fully computerised.

8. Arrangements made for consultation with patients about the operation of Billing Medical Practice

Consultation with patients concerning the operation of the Practice takes place during the registration appointment, where the contract is clearly described. During registration, the Practice leaflet is given to each patient and this outlines the working practices of the surgery. Patients have a right to access their own patient records.

The Practice does not have any in-patients and therefore arrangements being made for contact between in-patients and their relatives, friends and representatives is not relevant.

9. Arrangements for dealing with complaints

This Practice operates a procedure for the investigation of complaints.

Making a complaint to the Practice in no way prejudices the right to complain to PALS, should a complaint not be resolved to a satisfactory level.

Mrs Kathleen Almond, Practice Administrator manages the complaints procedure on behalf of the Practice.

A complaint should be submitted as soon as possible after the event giving rise to the complaint. The Practice will then ensure that all relevant details are recorded and arrange for the complaint to be investigated.

The Practice will acknowledge receipt of a complaint within 7 days and aim to report back within 28 days. If this is not possible the reason for the delay will be explained to and a revised date will be given for the completion of the investigation.

If, following the Practice's explanation the complaint is not resolved there is still a right to complain to PALS.

PALS complaints procedure leaflets will be available to all registered patients. This is available for complaints which cannot be settled within the Practice.

To confirm GMC registration or any of our medical staff you can contact The General Medical Council on 0207 9153630 or e-mail registrationhelp@gmc-uk.org

<..\Policies & Protocols\Complaints\Procedure for making complaints.doc>

10. Arrangements for respecting the privacy and dignity of patients

The consulting rooms are completely segregated away from the Reception area.

Patients are interviewed on a one-to-one basis in the surgery setting. The whole ambience is of relaxation and comfort. The examination couch is fully screened. The windows have full blinds and complete confidentiality is retained. Great respect is given to the dignity of each patient. If the patient wishes, it would be possible to have a chaperone. This aspect of care is covered in the registration appointment. No patient is ever examined without their full consent.

For those patients who do not speak English, consent has to be obtained via a third party, who is usually a family member, and who can translate. Alternatively, Language Line can be used.

<..\Policies & Protocols\Non Clinical policies and Procedures\Dignity and Respect for Patients Policy.doc>

11. Confidentiality

Everyone working for Billinge Medical Practice must keep information about patients confidential, so that the patient can feel able to talk to anyone in the Practice freely. Also by law, we must protect information about you.

All staff at Billinge Medical Practice have signed a confidentiality agreement

<H:\employment documents\practice confidentiality declaration.doc>

The Practice can supply information to other people or organisations only:

- with the Patient consent, or
- in accordance with the principles of medical confidentiality here described.

This does not apply if the Patient cannot be identified from the information. There are strict rules to prevent people being identified by mistake.

The Practice have to comply with court orders. If they require us to break confidentiality, we will resist this as strongly as legally possible.

What information does the Practice hold?

When the patient receives care the Practice will ask for information which is recorded in computerised health records. This helps the Practice to give relevant care and treatment. The Practice keeps this information and details of the treatment, because it may be needed if the patient is seen again. Usually information is stored on the Practice computer system and medical records systems so that it can be traced more easily when needed. It also helps the Practice to keep statistics. These systems are kept highly secure.

How may information about the Patient be used?

It will be used by the members of staff treating the Patient. Some information, such as name and address, may be used to make arrangements for care, such as to make an appointment. The Patient may be receiving care from other people as well as Billinge Medical Practice. To work together for the benefit of the Patient, the Practice may need to share some information. The Practice only does this with organisations providing care for the Patient and only when it is known it will be used under the same restrictions that the Practice applies to itself.

Anyone who receives information from the Practice is also under a legal duty to keep it confidential, unless the Patient agrees otherwise.

The Practice will regularly check that the care it offers is the best it can give by conducting patient surveys, audits, comparing against other Practices in the CCG and QoF points. Unless the Patient objects, medical records may be used by other medical professionals. If the Patient makes a complaint about their care, those investigating the complaint will be able to see those records. Sometimes the law requires doctors to pass on information, for example, to notify a birth or death, notify infectious diseases or in child protection cases. The Practice can also release information in certain circumstances for the protection of the public. For example, release information to help the investigation of violent crime but not of routine non-violent crime.

Signed:

Designation:
