Statement of Purpose

Latchford Medical Centre

**REGULATED ACTIVITIES**

* Treatment of disease, disorder, or injury
* Diagnostic and screening procedures
* Surgical Procedures
* Family Planning Service

**RESPONSIBILITIES**

|  |  |  |
| --- | --- | --- |
| **Aspect** | **Overall responsibility** | **Delegated control** |
| Statement of Purpose – Preparation, publication, and periodic review  | Dr N Palmer Dr R Wong Dr C UnwinDr F Davies | Katy Taberner (nee Brocklehurst) |

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| --- | --- | --- |
| **ASPECT** | **REQUIREMENT** | **CHECKED AND PRESENT Y/N** |
| **Statement of Purpose** | Prepared and checked | Y |
|  | Scheduled review planned and carried out | September 2023 |
|  | CQC advised of any revisions within 28 days of the revision | N |

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| **Statement of purpose**Health and Social Care Act 2008 |
| **Version** | 4 | **Date of next review** | September 2024 |

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| **Service provider** |
| **Name** | Latchford Medical Centre |
| **Address** | 5 Thelwall Lane |
| **Address line 2** | Latchford |
| **Town/city** | Warrington |
| **County** | Cheshire |
| **Post code** | WA4 1LJ |
| **Contact Number** | 01925 637508 |
| **Email** | cmicb.war.latchfordmc@nhs.net |
| **Web Site** | <http://www.latchfordmedicalcentre.co.uk> |
| **National Code:** | N81065 |
| **ID numbers** |
| **Service provider ID**  | RGP1-1241903753 |
| **Registered manager ID** | Dr N Palmer |

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| **Aims and objectives***What do you wish to achieve by providing regulated activities?**How will your service help the people who use your services?* |
| 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 dependent 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 to encourage patients to be pro-active in their health and wellbeing |
| **Legal status** |
| **Individual** | 🞎 |
| **Partnership** | 🗹 |
| **List the names of all Partners** | * Dr Natalie Palmer (female) MBChB, MRCGP, DRCOG, DFFP
* Dr Richard Wong (male) MBBS (Hons), MRCGP BSc (Hons), DRCOG DCH DFFP
* Dr Craig Unwin (male) MBChB, MRCS, MRCGP
* Dr Fiona Davies MbCHB MRCGP DRCOG DFSRH
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| **Unlimited liability partnership registered as an organisation** | 🗹 |
| **Incorporated organisation** | 🞎 |
| **Company number** |  |
| **Are you a charity?** | 🗹 No |
| **Group structure (if applicable)** | N/A |

**1. The Aims & Objectives of the Establishment**

To provide a means for the 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 most 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 always maintain patient equality 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.

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 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 to help the patient.

The Practice will offer a wide range of appointment times from early morning to late evening, Monday to Friday. Out of Hours Service is responsible for the Practice Patients outside of these hours, but a 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 daily contact with our manager and yearly 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 N Palmer, and she is a member of the MDDUS.

**3. The Relevant Qualifications and Experience of the Registered Provider**

The relevant qualifications and experience of Dr N Palmer are as follows: MBChB, MRCGP, DRCOG, DFFP

Dr Palmer has all the credentials required for the management of a General Practice and has been approved by the CQC after interview as a registered provider. She has been an NHS partner at Latchford since 2006 and worked in General Practices and hospital posts prior to this since graduating.

Dr Palmer’s a member of the General Medical Council, GMC No 4515142.

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

Other clinical staff:

|  |  |  |
| --- | --- | --- |
| 1 | Advance Nurse Practitioner |  |
| 1 | Nurse Practitioner |  |
| 1 | Prescribing Nurse | Interest in diabetes  |
| 1 | Practice Nurse | Interest in respiratory medicine |
| 1 | Health Care Practitioner | phlebotomy, CVD checks |
| 1 | Nursing Associate  |  |
| 1 | GP Assistant  |  |

Administrative staff:

|  |  |
| --- | --- |
| Practice Manager  | Katy Taberner nee Brocklehurst |
| Admin Manager/ assistant to PM | 1 |
| Care Co-ordinator - Supervisor | 1 |
| Care Co-ordinators – Patient Advisors | 10 |

**5. The Organisational Structure of the Establishment**

**See organisational structure.**

**6. Practice Profile**

Latchford Medical Centre was originally based at “Latchford House” in the village, from 1920, before the start of the National Health Service. It relocated and was renamed Latchford Medical Centre in 1986 when it moved to the current purpose-built site. Our premises underwent a full modernisation and compliance with disability standards in 2013.

Latchford Medical Centre’s opening hours are all available on our website at <http://www.latchfordmedicalcentre.co.uk/>. Early morning and late evening appointments are available to all patients who are registered with us through extended services at Bath Street, Warrington. Most blood tests and all x-rays are usually referred to outside accredited laboratories.

Our practice ethos is to strive towards a partnership between patients and health professional based on the following:

Mutual respect

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

Training Practice

We are a training practice and are committed to the training of our doctors and nurses all of whom are closely supervised. We currently take FY2 students who work with us for a period of 3 months and GP registrars for varying amounts of time.

**Look at website =** <http://www.latchfordmedicalcentre.co.uk> **to find out about our Practice**

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

* Routine and urgent appointments with a healthcare professional
* Repeat, Acute and Private 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 including CVD Health Checks – Cardiovascular health checks for those over 40 years.
* LARC clinic – offering female contraceptive implants and IUD’s.
* Respiratory medicine – we offer spirometry/lung function/ asthma management.
* Phlebotomy
* Midwifery – Community midwives hold clinics at Latchford Medical Centre
* Minor surgery
* Ear syringing
* ECG monitoring
* Cervical screening

**8. 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.
* 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.

**9. Arrangements made for consultation with patients about the operation of Latchford Medical Centre.**

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.

**10. 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.

The Practice Manager 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.

* Acknowledge in writing within the period of 3 working days beginning with the day on which the complaint was made or, where that is not possible, as soon as reasonably practicable. Include an offer to discuss the matter in person. The discussion will include agreement with the patient as to how they wish the complaint to be handled.
* Advise the patient of potential timescales and the next steps.
* Where the complaint is made verbally a written record will be taken and a copy will be provided to the complainant.
* Ensure the complaint is properly investigated. Where the complaint involves more than one organisation the Complaints Manager will liaise with his / her counterpart to agree responsibilities and ensure that one coordinated response is sent.
* Where the complaint has been sent to the incorrect organisation, advise the patient within 3 working days, and ask them if they want it to be forwarded on. If it is sent on, advise the patient of the full contact details.
* Provide a written response to the patient as soon as reasonably practicable ensuring that the patient is kept up to date with progress as appropriate. Where a response is not possible within 10 working days provide an update report to the patient with an estimate of the timescale. The final reply will include a full report and a statement advising them of their right to take the matter to NHS England or the Ombudsman if required.

If, following the Practice’s explanation the complaint is not resolved there is still a right to complain to NHS England.

A 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. You can also check a GP registration via the GMC website.

**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 must be obtained via a third party, who is usually a family member, and who can translate. Alternatively, Language Line can be used.

11. Confidentiality

Everyone working for Latchford Medical Centre 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 Latchford Medical Centre have signed a confidentiality agreement.

The Practice can supply information to other people or organisations only with the Person’s 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 must comply with court orders. If they require us to break confidentiality, we will resist this as strongly as legally possible.

12. 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.

13. 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 decide for care, such as to make an appointment. The Patient may be receiving care from other people as well as (Practice Name). 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.

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

**14. What are the regulated activities under CQC are?**

* Diagnostic and screening procedures
* Family Planning
* Maternity and midwifery services
* Surgical procedures
* Treatment of disease, disorder, or injury
* UPDATE JULY 2022

The Practice is no longer using Wolves as a Satellite Site for our Covid Vaccines. From September 2022 we will be operating a ‘Pop up’ Vaccination site to deliver Covid Vaccines to our patient population at our Practice.

* UPDATE: December 2020:

# The Practice will be offering a service for COVID vaccinations and Flu Vaccinations from the Health Services at Wolves site as a “Satellite Site” of our Practice. Martin Dawes Stand, Halliwell Jones Stadium, Winwick Road, Warrington, Cheshire, WA2 7NE

* Temporary Arrangements during Covid19 Pandemic – October 2020 – Patients to be seen for Probable/Possible COVID Symptoms ONLY

* The Practice is to temporarily offer a service to its patients at a “FFAC” (Face to Face Clinic Assessment) service at a neighbouring building (Bath Street Health and Wellbeing Centre) as part of a collaborative arrangement to safely offer patient consultations (for patients clinically triaged by our Practice GP and decision made for patient with Covid symptoms to be seen) at a site identified that can host this service for our Practice patients as well as patients of neighbouring Practices at this time of the Corona Virus outbreak.

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

**15. What are the aims and objectives for delivering each of the above regulated activities?**

* We aim to ensure high quality, safe and effective services, and environment.
* To provide monitored, audited, and continually improving healthcare services.
* To provide healthcare which is available to a whole population and create a partnership between patient and health profession which ensures mutual respect, holistic care and continuous learning and training.
* The provision of accessible healthcare which is proactive to healthcare changes, efficiency and innovation and development.
* 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 environment
* To improve vigilance for unforeseen emergencies
* To optimise performance against key targets and core standards
* To meet key targets
* To become a patient centred organisation
* To safeguard both children and vulnerable adults, by ensuring that all staff receive appropriate training.
* To improve services offered to patients.
* To improve communication between the surgery and the patients
* To recruit, retain and develop a highly motivated and appropriately skilled workforce.
* To enhance performance of the workforce
* To guide the employees in accordance with the Equalities Scheme
* To continue the development of the Practice
* To ensure effective management and governance systems
* To ensure a robust Information Technology strategy to support the business of Latchford Medical Centre.

 N. *Palmer*

**Signed: ------------------------------------------------------------------**

**Designation**: **GP Partner - Registered Manager Latchford Medical Centre**