**The Heaton Norris Medical Practice Statement of Purpose**

The name and address of the registered provider is:

Heaton Norris Medical Practice

Heaton Norris Health Centre

Cheviot Close

Heaton Norris

Stockport

SK4 1JX

Telephone: 0161 983 1600

Website: www.heatonnorrismedicalpractice.co.uk

Email: stoccg.p88011.receptionteam@nhs.net

Registered Manager(s): Dr Geeta Gupta & Mrs Rhona Franks

Practice Manager: Mrs Margaret Wallis

**Description of the location**

The practice is located in Heaton Norris in Stockport and borders Greater Manchester to the North and Tameside to the East.

The premises are in a single storey Community Health Centre which was purpose built in the early 1960s and fully refurbished in 2015.

Patients can be seen in 9 consulting rooms at ground floor level. The ground floor is also served by a reception area, two waiting rooms, disabled toilet facilities, & baby changing facilities (available in the female staff toilet) Administrative accommodation and a staff room with kitchenette can also be found on the ground floor.

Externally, the practice has a car park with 16 car parking spaces (including 1 identifiable disabled car parking space). Disabled patients can access the practice via a ramp at the front entrance to the premises.

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

**The Aims and Objectives of Heaton Norris Medical Practice are to:**

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

Given the resources made available to us our purpose is to provide patients registered with the practice with personal health care of high quality and to seek continuous improvement of the health status of the practice population overall.

We aim to achieve this by developing and maintaining a happy practice which is responsive to people’s needs and expectations and which reflects whenever possible the latest advances in Primary Health Care within the resources available.

**The Primary Healthcare Care Team**

**The Partners**

Dr Kathryn Maguire

MBChB MRCGP DRCOG DFSRH

Dr Caroline Gormley

MBChB, MRCGP, DRCOG, DFSRH

Dr Anna Lancashire

MBChB MRCGP

Dr Geeta Gupta

MBChB MRCGP DRCOG

**Salaried GP’s**

Dr Rizwan Ahmed

Dr Diane Silla

Dr Suzie Canning

Dr Flora Bourne

Dr Craig McKay

Dr James Roberts

**Pharmacist(s)**

Udie Akpan

Kandeel Aska

**Advanced Nurse Practitioner**

Sr Louise Hatton

**Practice Nurse(s)**

Suzanne Turner

Patricia Ashworth

Hannah Collins

Sophie Williams

**Assistant Practitioner**

Gillian Poyser

**Health Care Assistant**

Kathryn Brindley-Hazell

**Practice Staff**

Margaret Wallis, Practice Manager is responsible for the day-to-day operational management of the practice

Rhona Franks, Business Manager is responsible for the business management, financial management and strategic direction of the practice.

Our administrative team, led by Nicky Bates, Operational manager is responsible for reception, answering the telephones, booking appointments, preparing prescription request for authorisation, updating and summarising patients’ medical records etc.

Our Secretarial staff are able to answer patient enquires concerning communication between the Practice and other agencies eg Hospitals

All members of staff are happy to assist you with any enquiries

**The Practice**

Heaton Norris Medical Practice covers Heaton Norris, Heaton Chapel, Heaton Moor, Heaton Mersey, North & South Reddish, Brinnington and surrounding areas

**Home Visits**

All requests for this service will be triaged by the GPs

Please make requests for this service before 10.30am to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit, please make this clear in order that the doctor receives the correct message and can take the appropriate action.

**Out of Hours**

When the surgery is closed, if you require urgent medical advice or attention, between the hours of 6.00pm to 8.30am please telephone the practice and your call will be diverted to 111, this is our out of hour's service provider. Calls to 111 are free from both landlines and mobiles. The staff there will discuss the problem with you and may advise you over the phone or will either ask you to attend another service as most appropriate for your symptoms.

All calls made to this service are reported back to the GP the following working day.

**Booking appointments**

Telephone 0161 983 1600 and reception staff will be happy to assist you.

We offer routine bookable and emergency appointments in the mornings and the afternoons with Doctors & Nurses.

Telephone consultations are also available every day

Translators are available – please inform the receptionist if this is required.

**Enhanced Access Hours**

The practice is contracted to provide a number of appointments outside its normal opening hours each week. Typically, these are early morning appointments (Tuesdays from 7.30am) and one evening (Tuesdays until 20.00pm) per week. We are also contracted to provide appointments on Saturdays, on a rotational basis with other practices in our Primary Care Network

The practice’s phone line is not open during these extended hours

**Urgent Appointments**

We fully understand that not all illnesses are planned, and you may need to see or speak to a doctor or a nurse urgently. If you contact the Practice, and we feel that you have an emergency problem you will be able to see a doctor or Nurse Practitioner. We also offer urgent same day telephone advice. All high-risk patients such as the elderly and children will be prioritised.

As you can imagine the mornings can be very busy on the surgery phones, and although we have two-three receptionists answering calls sometimes this can incur a delay in answering your call. If calling for a routine appointment or test results, it is therefore advised not to call between these times

**Cancellation of appointments**

If you are unable to make your appointment, please do let us know so that we can offer it to another patient who might really need to see a doctor. It would also help us if you could let us know you are unable to attend as far in advance as possible. The practice has a DNA (Did not attend policy) and you may be removed if you do not cancel pre –booked appointments.

**Prescriptions**

To order a repeat prescription, please either hand in your written request or repeat counterfoil at reception, or post to the surgery address. We will also accept written instructions via email at stoccg.p88011.receptionteam@nhs.net to include your full name, address, date of birth and the items you require that are listed on your repeat slip. If you are unable to collect your prescription, please enclose a stamped addressed envelope and we will post it to you.

We also offer an online repeat prescription ordering service where you can request the items you require via our practice website. In order to use this service, patients will need to register by contacting reception who will arrange for a unique login name and password to be emailed to you. We do not accept repeat prescription requests over the phone unless there are exceptional circumstances. **Please allow 48 hours before collecting your prescription and remember to tick only the items you require**

We operate an Electronic Prescription Service (EPS) which means that you can nominate a pharmacy of your choice, and your repeat prescription will be electronically sent there for your collection. **Please allow 48 hours before collecting your prescription**

**Online Services**

In addition to the above, you can register for the following online services ie booking of doctor

appointments, changing contact details and being able to view your allergy and immunisation status. Please see Practice website or ask at reception for further details.

**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. Diabetic, Stroke, CHD and respiratory clinics are regularly held throughout the year, with appointments available daily with the doctors or nurses

**General nursing care**

Our nurses provide contraceptive services, smoking cessation advice, cervical screening, NHS Health checks, phlebotomy services, 24-hour blood pressure monitoring, spirometry, and ECGs; They also perform routine child immunisation and adult vaccinations and provide travel advice and immunisations.

**Maternity services**

Antenatal and Postnatal care is provided by the community midwifery team, supported by the Doctors when needed. Please inform the receptionist if you need to make an appointment.

**Cervical screening**

Cervical smears are recommended at least every three years for women aged between 25- 49 years of age and then every 5 years between 50-64 years of age, who have not had a hysterectomy. The test is quick and painless and will usually be performed by a practice nurse. Patients will be sent an invitation to attend when their smear is due.

**Child Health Surveillance**

This service is carried out by the Health Visiting Team. All babies will have a 6 week check at the Practice. All infant and childhood vaccinations are carried out at the Practice

**Minor Surgery**

The Practice has also been providing a regular, Minor Surgery service. Minor surgical procedures and joint Injections are undertaken.

**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 healthcare 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 the patient and staff records

The practice takes 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 backup and recovery of data in the event of an adverse event.

The practice maintains 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 secure instructions and will be promoted to all staff.

**Patients’ Rights and Responsibilities**

You have the right to expect a high standard of care from our practice and we always try to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given. In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we suggest that you consider making more than one appointment. Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate 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.

You have the right to express a preference of practitioner when you make an appointment

**Violent Patients – Zero Tolerance**

The NHS operates a Zero Tolerance Policy regarding violence and abuse and the practice has the right to remove violent patients from the 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 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.

NHS England is then responsible for providing further medical care for such patients.

**Comments, suggestions and complaints**

We welcome comments and suggestions on our service. If we fail to provide the highest standard of care possible, please make any observations known to our reception staff or practice manager who will, where appropriate, use the practices complaints procedure to investigate, and try to rectify any concerns.

**General Information**

**Access to Health records**

The Data Protection Act allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should make a written request to the practice.

**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. Carers come from all walks of life, cultures and can be of any age.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to specific needs you may have 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 vital.

**Chaperone**

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is always followed and the dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. Please advise reception when booking an appointment.

**Confidentiality**

As you are aware, we may ask you for personal information in order that you can receive the appropriate care and treatment. This information is recorded on a computer; consequently, we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is always maintained, by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared with other members of the practice team.

**Patient Participation Group**

Thepractice is in the process of re-establishing a Patient Participation Group to engage with as many of our patients as possible. We aim to work with our patients to improve the services we deliver, including areas such as access to appointments, clinical care, online facilities, service developments etc. We will contact you from time to time via email or post to ask for your views and opinions. To join the group simply sign up via the Practice Website or inform the receptionist.

As patients have joined the Patient Participation Group, their contact details have been collated to enable us to distribute all relevant communications: Surveys, Newsletters & Reports

**The Heaton Norris Medical Practice Statement of Purpose**

Date 1st July 2023

Review Date June 2024

Signed by Registered Manager(s)

**** 

**Dr Geeta Gupta Rhona Franks**