

Patterdale Lodge Group Practice



STATEMENT OF PURPOSE

REGULATED ACTIVITIES

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

RESPONSIBILITIES

Aspect	Overall responsibility	Delegated control
Statement of Purpose Preparation, publication and periodic review	Mrs Chris Cunliffe	Graham Johnson

Statement of purpose Health and Social Care Act 2008			
Version	3.1	Date of last review	14.08.2019

Service provider <i>Full name, business address, telephone number and email address of the registered provider:</i>	
Name	Patterdale Lodge Group Practice
Address line 1	Legh Street
Town/city	Newton-Le-Willows
County	Merseyside
Post code	WA12 9NA
Web address	http://www.patterdalelodge.nhs.uk/welcome,37096.htm
Email	STHccg.Patterdale@nhs.net
Main telephone	01925 227111
ID numbers <i>Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:</i>	
Service provider ID	N83002
Registered manager ID	Dr Ian Charles Wynne

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 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 whilst covering 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

Legal status	
Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all Partners	Dr Ian Wynne Dr Laura Pogue Dr Elizabeth Johnson Dr Suchismita Sanger
Unlimited liability partnership registered as an organisation	<input checked="" type="checkbox"/>
Company number	N/A
Are you a charity?	<input checked="" type="checkbox"/> No
Group structure (if applicable)	N/A

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, Advanced Nurse Practitioner, Practice Nurse, HealthCare Assistant and other associated health service including, but not limited to, Midwifery, Phlebotomy and Drug Team liaison at any of our three sites.

The service is to be provided in courteous, peaceful, practical, professional and comfortable surroundings which cover all Health and 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 are 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 need 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. 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 at all three sites 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 Managers 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 and industry requirements.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is Dr Ian Charles Wynne, Patterdale Lodge Medical Centre, Legh Street, Newton-Le-Willows, WA12 9NA and he is a member of the Medical Defence Union.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of Dr Ian Charles Wynne MB ChB FRCGP: he has all the credentials required to be the Registered Manager of a General Practice. He has been a GP Partner at Patterdale Lodge since 1979.

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 salaried or self-employed basis for the purposes of the Practice. Such doctors will be required to produce evidence of their curriculum vitae, full qualification and registration of societies, medical indemnity insurance, General Medical Council certificates, Hepatitis B status, references, disclosing/barring and CRB checks where appropriate.

5. The Organisational Structure of the Establishment

Patterdale Lodge is a partnership. The Practice hours operate routinely from 8.00 am to 6.00 pm on weekdays. The Practice also holds late night surgeries until 8:00pm on a once weekly basis. Early morning, lunch time and late evening appointments are available to all patients who are registered with us.

Chris Cunlfee manages the Practice and the employees report directly to her.

The Practice has six GP Partners and a dedicated team of Associate Physicians, Advanced Nurse Prescribers, Practice Nurses and Healthcare Assistants.

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

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 in all surgeries
- There are comfortable waiting areas where the patients can sit and relax whilst waiting to see the healthcare professional
- Limited free parking is available nearby 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 including full urinalysis including microalbuminuria. Emergency provision in the form of a defibrillator, provision of oxygen, emergency medications, aspiration machinery and the full range of resuscitation equipment are available as required. 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 Patterdale Lodge Group Practice

The Patient Guide is available at all our surgeries or they can download it from the Practice website which is: www.patterdalelodge.nhs.uk. Patients have a right to access their own patient records.

The Practice does not have any inpatients, therefore arrangements being made for contact between inpatients 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 your complaint to the Practice in no way prejudices your right to complain to PALS, should your complaint not be resolved to your satisfaction.

Chris Cunliffe, Practice Manager, co-ordinates the Practice's complaint procedure.

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

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

If, following the Practice's explanation, you remain dissatisfied; you have the right to complain to PALS.

Please also ask our staff for a copy of the PALS complaints procedure. This is available for complaints which cannot be settled within the Practice.

What if I have concerns or complaints?

You may want more details than we can give here. You can inspect the Patient Guide which is available to download on our website and available on request at any of our locations. We can also answer specific questions.

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

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. 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.

Confidentiality

All staff at Patterdale Lodge Group Practice sign a confidentiality agreement. Everyone working for Patterdale Lodge must keep information about you confidential, so that you feel able to talk to us freely. Also by law, we must protect information about you.

We can supply information to other people or organisations only:

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

This does not apply if you cannot be identified from the information. There are strict rules to prevent people being identified by mistake. We have to comply with court orders. If they require us to break confidentiality, we will resist this as strongly as legally possible.

What information do we hold?

When you receive care we will ask you for information about yourself which is recorded in your health records. This helps us give you appropriate care and treatment. We keep this information and details of the treatment, because we may need it if we see you again. Usually information is stored on our computer and medical records systems so that we can trace it more easily when needed. It also helps us to keep statistics. We keep these systems highly secure.

How may information about me be used?

It will be used by the members of staff treating you. Some information, such as your name and address, may be used to make arrangements for your care, such as to make an appointment. You may be receiving care from other people as well as Patterdale Lodge. To work together for your benefit, we may need to share some information about you. We only do this with organisations providing care for you and only when we know it will be used under the same restrictions that we apply ourselves.

Anyone who receives information from us is also under a legal duty to keep it confidential, unless you agree otherwise.

The Practice will regularly check that the care it offers is the best it can give by conducting patient surveys, audits, and comparing against other Practices. Unless you object, your medical records may be used by medical professionals to help us do this. If you make a complaint about your care, those investigating the complaint will be able to see your 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. We can also release information in certain circumstances for the protection of the public. For example, we would release information to help the investigation of violent crime but not of routine non-violent crime.

Can my information be used to find out where I live?

We will not help organisations outside the NHS to find out where you live. Sometimes, though, we will pass on information to you, unless you have told us not to.

Can I see my information?

In most cases, you are entitled to see your records. You should start by asking the person in charge of your care or a member of the Reception team.