

**Care Quality Commission**

# **Garswood Surgery**

**Statement of Purpose  
For Garswood Surgery**

**Dated 23 October 2015**

## Introduction

The Care Quality Commission (CQC) is the independent body for healthcare, adult social care and the operation of the Mental Health Act 1983 in **England only**. Registration with the CQC is the legal licence for all health and social care providers, including GP practices, to operate and all GP practice were legally required to register with and publish their Statement of Purpose by 31 March 2013.

As part of our registration we need to declare compliance with the regulations that underpin the CQC's five fundamental standards for the regulated activities we provide and we will be monitored by the CQC and, on occasion, asked to demonstrate our compliance either as a part of a planned or a responsive review. Reviews are carried out by a local CQC Compliance Inspector and a planned review is a full check of how we meet the CQC's 5 fundamental standards and will happen at least once every two years. A responsive review is not a full check of compliance with the 5 fundamental standards. Instead it targets any area(s) of concern and the standards to which they relate and as part of their information gathering processes they may contact patients and their relatives or carers.

Garswood Surgery has a long tradition of providing high quality and safe care to its patients and, as a result, our patients already experience excellent outcomes. The existing focus on quality and safety which we have in place means we have little doubt that we fulfil and can evidence that we meet the requirements of the Care Quality Commission's Essential Standards by what we already do.

## Statement of Purpose

### REGULATED ACTIVITIES

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

### RESPONSIBILITIES

Aspect	Overall responsibility	Delegated control
Statement of Purpose – Preparation, publication and periodic review	Dr Helen Parr	Sharon Greenwood

### Checklist for Outcome 15

ASPECT	REQUIREMENT	CHECKED & PRESENT
Statement of Purpose	Prepared and checked	YES
	Scheduled review planned and carried out	Oct 2015
	CQC advised of any revisions within 28 days of the revision	

**Statement of purpose**

Health and Social Care Act 2008

<b>Version</b>	1	<b>Date of next review</b>	Oct 2016
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**Service provider**

<b>Name</b>	Garswood Surgery
<b>Address line 1</b>	Billinge Road
<b>Address line 2</b>	Garswood
<b>Town/city</b>	Wigan
<b>County</b>	Greater Manchester
<b>Post code</b>	WN4 0XD
<b>Email</b>	Garswood.surgery1@nhs.net
<b>Web Site</b>	www.garswoodsurgery.co.uk

**ID numbers**

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

<b>Service provider ID</b>	Y00475
<b>Registered manager ID</b>	Dr Helen Parr

## Aims and objectives

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

<b>Legal status</b>	
<b>Individual</b>	<input type="checkbox"/>
<b>Partnership</b>	<input checked="" type="checkbox"/>
<b>List the names of all Partners</b>	Dr John Holden Dr Helen Parr Dr David Lawson
<b>Unlimited liability partnership registered as an organisation</b>	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
<b>Incorporated organisation</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Company number</b>	N/A
<b>Are you a charity?</b>	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Group structure (if applicable)</b>	N/A

## 1. The Aims & Objectives of the Practice

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 services including, but not limited to, District Nursing, Health Visiting, Midwifery, etc., at the Health Centre location.

The service is provided in a purpose built health centre which is fully compliant with:

- Disabled Access Regulations
- Health & Safety Regulations
- Infection Control

We aim to provide the best possible healthcare within the scope of the NHS, free at the point of use for the vast majority of services. Any charges for services not covered by the NHS, are made clear to the patient in advance of those services being carried out.

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

We strive to provide the very best in general medical services and pride ourselves on being a whole person centred diagnostic and management service. Our services include, but are not necessarily limited to, disease prevention, health promotion, the 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 encourage our patients to take responsibility for their own health and we continuously look at ways to enable them to do this by educating and informing patients through our website and waiting room information as well as through other lines of communication.

We continuously look at ways in which we can become more efficient without compromising on quality, and patient support is sought to help us to achieve this.

The social, psychological and physical aspects of each individual are fully considered. We seek to help our patients to understand and know about their own bodies, sharing the responsibility of each patient's healthcare equally. We achieve 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. All our appointments are 15 minutes. If we are not able to provide the necessary expertise required on site, we will make referral to an appropriate healthcare professional in order to help the patient access the best medical expertise available.

The Practice offers a wide range of appointment times from early morning to late evening, Monday to Friday. When the practice is closed, St Helens ROTA GP Out of Hours Service is responsible for the care of patients with an urgent medical problem that cannot wait until the surgery is open. In the case of a medical emergency, patients can dial 999. A duty GP from the practice is available if ROTA need to speak to a clinician from the practice.

Emergency equipment is available which includes a defibrillator, oxygen, nebulisers and emergency medications.

The Practice is fully computerised and accredited paper lite. We ensure that all clinicians have full access to all patients' medical records as required.

Staff performance is constantly monitored through daily contact with our Managers and through annual appraisals. We identify training needs and ensure that all staff are furnished with the skills and knowledge required to perform their duties to the highest possible standard.

We 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 Helen Parr,  
Garswood Surgery,  
Billinge Road,  
Garswood,  
Wigan,  
WN40XD

Dr Parr is a member of a Medical Defence Union.

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

The relevant qualifications and experience of Dr Parr are as follows:

Dr Parr is a fully qualified General Practitioner and is a Member of the Royal College of General Practitioners (MRCGP). She has been a practice partner for 3 years and worked in hospital for a number of years post graduation. She has a diploma from the faculty of Family Planning and Reproductive Health Care. Dr Parr is also a qualified GP Trainer

Dr Parr is a member of the General Medical Council, GMC No. 6030230

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](mailto:registrationhelp@gmc-uk.org)

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

This practice does not generally use locum doctors – staff leave and sickness absence is covered in house. In the rare event that a locum doctor is needed, we would normally ask a former GP Registrar to work on a self-employed basis for the purposes of the Practice. As former GP Registrars, we already hold 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 DBS status will be required.

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

Garswood Surgery has 2 partners:

Dr John Holden  
Dr Helen Parr  
Dr David Lawson

In addition we have a Full Time salaried GP:

Dr Anna Newton

We are a General Practitioner training practice and normally have trainee GPs and Foundation Year 2 doctors working alongside the partners at the practice. We also train Medical Students.

The Practice hours operate routinely from 08:00 to 18:30 on week days.

We also hold a late night surgery until 19:30 on Monday evening. When Monday falls on a bank or public holiday we normally hold our late evening surgery on the Wednesday of that same week.

Early morning, late evening and telephone appointments are available to all patients who are registered with us.

Our telephone line is operational from 8:30 – 18:00 weekdays.

Out of hours an answer-phone message directs patients to the St Helens ROTA GP Out of Hours service

Sharon Greenwood currently manages the Practice and our employees report directly to her.

Our members of staff are:

Tracey Peet – Practice Nurse  
Julie Byran – Health Care Assistant  
Emma Kindon – Reception Manager  
Alexandra Prince – Admin Officer  
Lauren Clarence – Receptionist  
Kate McKeown – Receptionist  
Karen Grace – Receptionist  
Lorin Ward – Receptionist (Modern Apprentice)  
Matthew Porter – Receptionist (Modern Apprentice)

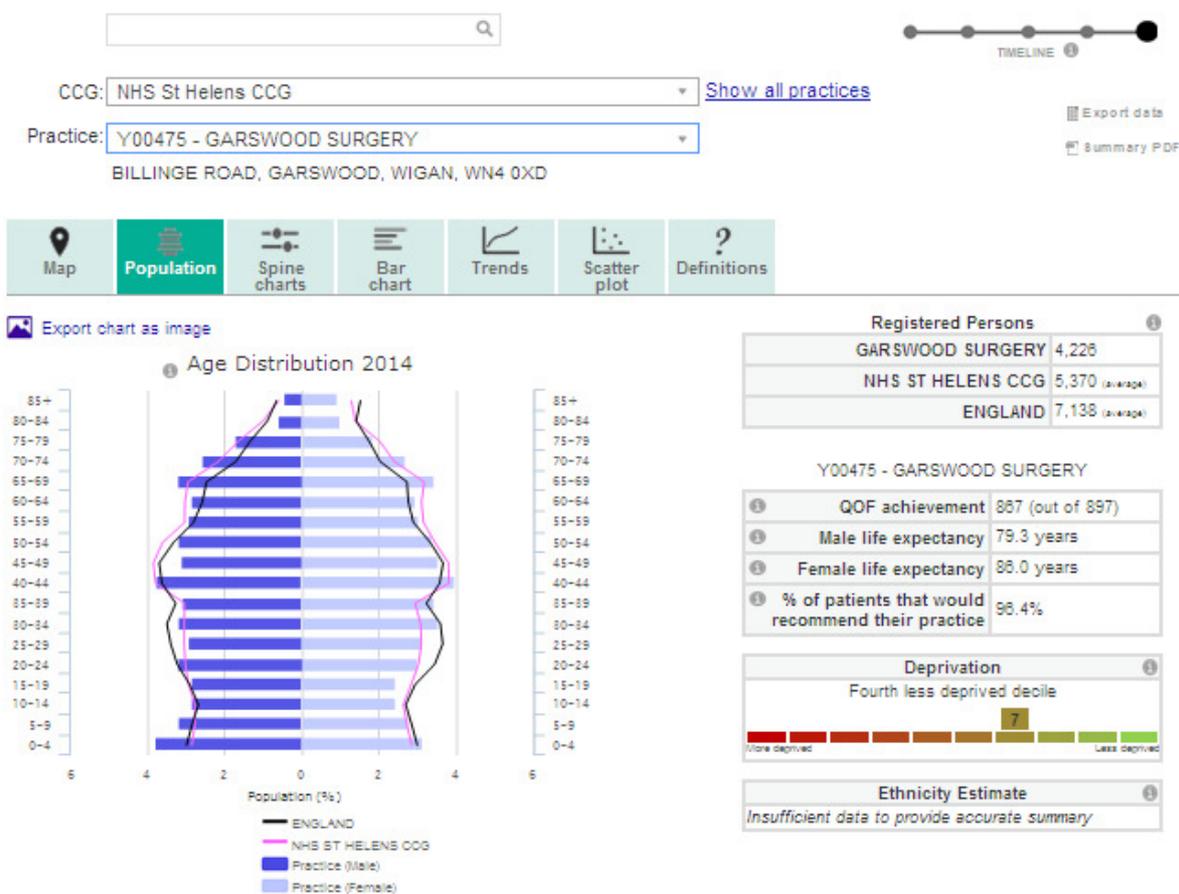
## **6. Practice Profile**

The practice is located in one of the less deprived areas of St Helens and has patients from both St Helens and the Wigan Borough Clinical Commissioning Groups (CCG). Although we are a cross boundary practice we are a member of St Helens CCG.

Click [here](#) and enter our practice code Y00475 to see the demographics for this practice. The latest practice profile for 2014/15 is below.

The practice, which started out with a zero list in May 2004, currently has 4582 patients. Our patient list status is 'open'. We currently recruit patients from Garswood, and most parts of Ashton in Makerfield, Billinge and Haydock. We have agreed with the CCG an outer practice boundary area and we will retain, where appropriate, existing patients who have moved house into the outer boundary area but wish to remain on our patient list.

# National General Practice Profiles



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

We provide:

- A range of routine, urgent and telephone 15 minute appointments with a healthcare professional
- Repeat prescriptions
- Management of chronic health conditions, including but not limited to Diabetes, Asthma, Coronary Heart Disease, Heart Failure, Chronic Kidney Disease, Stroke, Hypertension, Chronic Obstructive Pulmonary Disease, Mental Illness, Hyperthyroidism and Epilepsy
- Home visits
- Immunisations, e.g. routine, childhood and travel immunisations
- Phlebotomy
- INR (Warfarin) finger-prick testing
- Spirometry and COPD 6 Screening
- Glucose tolerance testing
- Long Acting Reversible contraception - IUD (coil) fitting, Implanon and Depo Provera injections
- Health screening

- Minor Surgery – curettage, incision, excision and injection of therapeutic substances into joints

## **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 pleasant, comfortable and clean environment is provided
- There is a comfortable waiting area where the patients can sit and relax whilst waiting to see a healthcare professional
- Free parking is available on site and there is ample parking for disabled visitors
- Equipment facilities include the presence of equipment to aid diagnosis such as Stethoscopes, sphygmomanometers, eye charts, thermometers, otoscopes, oroscopes, pulse oximeters, COPD6 meters, peak flow meters, glucose meters, urinalysis including micro-albuminuria, weighing scales, height measures.
- Emergency provision in the form of a defibrillator, provision of oxygen, emergency medications.
- The practice also offers facilities for Spirometry and INR (Warfarin) finger-prick testing.
- The practice is fully computerised.
- Full disabled persons' facilities are available (ie, parking, automatic entrance doors, toilets, ramps, deaf interpretation services)

Most blood tests and all x-rays are usually referred to outside accredited laboratories.

## **9. Arrangements made for consultation with patients about the operation of Garswood Surgery**

During registration, the Practice Registration Pack is given to each patient. This contains a patient leaflet, outlines the working practices of the surgery and a general health status questionnaire (eg, smoking status, alcohol consumption, height, weight, etc.,). Patients have a right to access their own medical records.

We regularly check that the care we offer is the best we can give by conducting audits, comparing ourselves against other Practices in the CCG and through our performance in the Quality Outcomes Framework (QoF).

We also offer patients the opportunity to complete our patient survey which incorporates the Friends and Family test and is available in paper format, via a touch screen in the waiting area or on the practice website. The opportunity to take our patient survey is offered throughout the year. The results are harvested and analysed on a twice yearly basis and presented to our patient group. We publish our patient survey results on the practice website.

We consult with our patient representative group twice a year. We always consult with them regarding proposed changes to our service provision and their input is valued and considered at all times. We discuss our patient survey results and recurrent themes arising from the survey feedback are considered and addressed where necessary and/or practical. We also present and discuss our Quality Outcomes Framework (QOF) results with our patient representative group members.

Minutes of our patient group meetings are published on the practice website

We advertise the dates of upcoming patient group meetings in the waiting area and on our website with an open invitation to all patients who are registered with the practice to attend.

## **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 the Patient Advice Liaison Service (PALS), or, the Parliamentary and Health Service Ombudsman

Complaints will as far as possible be dealt with through local resolution (Stage 1). In accordance with the practice complaints procedure, the Practice Manager investigates and answers non-clinical complaints on behalf of the Practice. Clinical complaints are investigated and answered by the clinicians.

A complaint should be submitted as soon as possible after the event giving rise to the complaint. The Practice Manager 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 3 days and aim to report back within 28 days. If this is not possible the reason for the delay will be explained to the complainant or their representative and a revised date will be given for the completion of the investigation.

If a complaint has not been addressed to the satisfaction of the complainant through initial local resolution, the complainant would be encouraged to contact the Practice manager to request further clarification and/or appropriate further action to achieve resolution.

The Practice manager will consider all aspects of the complaint and the needs of the complainant and staff concerned and may involve the provision of further oral or written clarification or a face-to-face meeting. In certain cases the Practice manager will offer the services of an independent clinical adviser and/or the Lay Conciliator.

If all attempts at Stage 1 local resolution fail the complainant may wish to take the complaint to Stage 2 and refer the matter to the Parliamentary and Health Service Ombudsman.

Information about how to make a complaint is provided on our patient leaflet, in the waiting area and on our website.

## **11. 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 cleanliness 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 is possible for them to have a chaperone. This aspect of care is advertised in the practice waiting area and in the consulting rooms themselves. No patient is ever examined without their full consent. For those patients who do not speak English, consent is obtained via a third party, who is usually a family member, and who can translate. Alternatively, Language Line can be used.

Chaperones make their own independent notes in the medical record.

## **11. Confidentiality**

Everyone working for Garswood Surgery keeps 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 the information we hold.

All staff have a contract of employment which contains a clause regarding maintaining confidentiality and have undertaken Information Governance (IG) training. The IG officer reviews and assesses our IG toolkit evidence on an annual basis and provides us with a report and action plan to ensure we are fully compliant in this regard. Garswood Surgery has been assessed by the

IG Officer as achieving Level 2 of the IG Toolkit which is an online system which allows NHS organisations and partners to assess themselves against Department of Health Information Governance policies and standards. It also allows members of the public to view participating organisations' IG Toolkit assessments.

We can supply information to other people or organisations only:

- with the Patient consent; or
- in accordance with the principles of medical confidentiality.

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

The Practice has to comply with court orders.

### **What information does the Practice hold?**

When the patient receives care we record information regarding this in our computerised health records. This helps us to give relevant care and treatment. We keep this information and details of the treatment provided, because it may be needed if the patient is seen again. Usually information is stored on our clinical computer system and medical records systems so that it can be traced more easily when needed. It also helps us to keep statistics. These systems are kept highly secure.

The patient's paper record is sent to be archived using the LG Archive system. The empty Lloyd George wallet is retained by the practice and returned to Central Operations when the patient leaves the practice along with a full copy of the medical record both computer and archive.

### **Looked after Children - Child Case Conference Papers**

These are held separately from the computerised record. They are placed in sealed envelopes marked as 'Private and Confidential' and stored in the Lloyd George wallet which is kept in lockable mobile record cabinets. This ensures that if they leave the practice, this sensitive paperwork is passed on under confidential cover to the looked after child's new GP

### **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 Garswood Surgery.

To work together for the benefit of the patient, we may need to share some information. We only do this with organisations providing care for the patient and only when we are satisfied that it will be used under the same restrictions that we apply to ourselves and always within the principles of Coldicott, ie;

1. Justify the purpose(s) of using confidential information
2. Only use it when absolutely necessary
3. Use the minimum that is required
4. Access should be on a strict need-to-know basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law
7. The duty to share information can be as important as the duty to protect patient confidentiality

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

Unless the patient objects, medical records may be used by other medical professionals to help them to externally validate our quality standards.

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.

We can also release information in certain circumstances for the protection of the public. For example, release of information to help the investigation of violent crime but not of routine non-violent crime or to help a coroner, procurator fiscal or other similar officer with an inquest or fatal accident inquiry

**Signed:**

A handwritten signature in cursive script, appearing to read 'HParr', written in black ink.

**Dr Helen Parr**

**Designation:** Registered Manager / GP Partner