

RAINFORD HEALTH CENTRE

Outcome 15 Statement of Purpose For Drs Lowcock & Veltkamp

**Date Produced: September 2014
Date Reviewed: June 2016, June 2018
Next Planned Review June 2020**

Outcome 15 – 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 Joanne Lowcock	Mrs Helen Sansbury

Checklist for Outcome 15

ASPECT	REQUIREMENT	CHECKED AND PRESENT Y/N
Statement of Purpose	Prepared and checked	Yes
	Scheduled review planned and carried out	September 2014 June 2016, June 2018 Review due: June 2020
	CQC advised of any revisions within 28 days of the revision	

Statement of purpose

Health and Social Care Act 2008

Version	3	Date of next review	June 2020
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Service provider*Full name, business address, telephone number and email address of the registered provider:*

Name	Drs Lowcock & Veltkamp
Address line 1	Rainford Health Centre
Address line 2	Higher Lane
Town/city	Rainford
County	Merseyside
Post code	WA11 8AZ
Telephone	01744 882855
Email	GP.N83041@nhs.net
Web Site	www.rainfordhealthcentre.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:*

Service provider ID	1-199779464
Registered manager ID	CON1-5052666258

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

Legal status	
Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all Partners	Dr Joanne Lowcock Dr Ulrich Veltkamp
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

1. The Aims & Objectives of the Establishment

To provide a means for the practice population to receive medical consultation, examination and diagnosis by a General Medical Practitioner, Practice Nurse, HealthCare Assistant and other associated health care professional 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.

We will strive to maintain patient equality at all times, and all registered patients will be 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 this practice prides itself on being a holistic person centred diagnostic and management service. Our services will include, but not be necessarily limited to, disease prevention, health promotion, management of acute and chronic illnesses, routine immunisations and travel health, family planning, cervical smears, chlamydia screening, ante-natal and post-natal care, ring pessary insertion and joint injections.

In order to provide the best possible healthcare, we encourage our patients take responsibility for their own health and the Practice will continuously look at ways and means to empower them to do this, by educating and informing patients through our website and waiting room literature 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 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 has the necessary skills and knowledge to deal with their medical needs. If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate healthcare professionals who can.

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 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' medical records 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:

Rainford Health Centre, Higher Lane, Rainford, Merseyside WA11 8AZ. Dr Lowcock and Dr Veltkamp are members of the MDDUS.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of the two Partners are as follows:

Dr Lowcock Mb ChB, MRCGP, DCH, DFFP qualified in 1990 and joined the practice as a Salaried GP in 2000. In July 2011 she became a Partner. Dr Lowcock's GMC no is 3440601

Dr Veltkamp State Exam Med LLM MRCGP, DFFP qualified in 1992 in Cologne and joined the practice in 2011 as a Salaried GP and became a Partner in 2014. His GMC number is 4073295

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

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

The practice employs one Salaried GP, Dr Craig Morgan MB ChB, MRCGP (GMC 7074082). He is suitably qualified. The practice does not generally employ locum doctors but if we were to we would require them to produce evidence of their CV, full qualification and registration of societies, medical indemnity insurance, General Medical Council certificates, Hepatitis B status, evidence of inclusion on a Performers List and references where appropriate. Inclusion on the performers list can be verified by accessing NHS England's website: www.performer.england.nhs.uk

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

Rainford Health Centre has two Partners. They are Dr Joanne Lowcock and Dr Ulrich Veltkamp. We have two part-time Salaried GPs, Dr Wesley Babajews and Dr Craig Morgan.

Helen Sansbury currently manages the Practice and the employees report directly to her.

Our members of staff are:

Lindsay Johnson, Practice Nurse (extended prescriber)

Kim Manchester, Healthcare Assistant

Kathryn Williams, Assistant Practice Manager

Alison Marrs, Receptionist

Emma Wilson, Receptionist

Ashlee Thomas, GP Assistant

Emma Partridge, Receptionist

We are a GP Training Practice and routinely have Specialist Trainees working alongside the partners.

The Practice opening hours are from 8.00 am to 6.30 pm on Monday to Friday. We provide Extended Hours on a Friday evening til 9pm and Saturday morning. Improved Access sessions are hosted at the Health Centre on a Tuesday evening. Out of hours communication is automatically transferred to our local OOH service, St Helens ROTA.

Most blood tests and all x-rays are usually referred to outside accredited laboratories, however, there are soon to be some exceptions, such as in-house Warfarin Testing. The practice is liaising with the CCG to facilitate INR testing in-house.

6. Practice Profile

The practice is located in the north of the Borough of St Helens within the county of Merseyside. We border the county of Lancashire and Greater Manchester. We have circa 4868 patients. The area the practice covers is shown on our website.

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 prescriptions
- Management of chronic health conditions, including but not limited to Diabetes, Asthma, Coronary Heart Disease, Stroke, Hypertension, Chronic Obstructive Pulmonary Disease, Mental Health and Epilepsy
- Immunisations e.g. routine, childhood and travel immunisations
- Health screening (40 -74 year Health Checks, Over 75 Health Care Checks, 6 week Baby checks, new patient health checks)
- Phlebotomy
- Spirometry
- ECG
- Contraception
- Minor Surgery – joint injections
- Home Visits
- Cervical cytology screening, chlamydia screening and pessary insertion

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

- Ease of access to see a healthcare professional. We have routine pre-bookable and urgent appointments each morning and afternoon.
- 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
- Ample free parking is available on site and there are disabled parking bays adjacent to the front entrance. There is access for disabled visitors throughout the building.

- Equipment facilities include a large library of books, the presence of equipment to aid diagnosis such as sphygmomanometers, eye charts, ophthalmoscopes, auroscopes, and urinalysis
- Emergency provision in the form of a defibrillator, provision of oxygen and emergency medications are on site.
- The practice also has facilities for Spirometry, ECGs, ambulatory blood pressure recording and loan blood pressure machines for patients
- The Practice is fully computerised.
- TV display offering health advice and large provision of health education leaflets

9. Arrangements made for the introduction of patients to the operation of Drs Lowcock and Veltkamp

The introduction of 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 but to do so they must make a written request to the Practice Manager.

The Practice Patient Participation Group meets regularly to discuss ideas and concerns of patients about the running of the practice and also to discuss plans to improve the way the practice works for patients. Recent involvement by the PPG was the review of the DNA policy and of the procedure for requesting urgent prescriptions.

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 seek help from PALS or the Parliamentary Ombudsman should a complaint not be resolved to a satisfactory level.

Helen Sansbury, 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.

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 the Parliamentary Ombudsman.

PALS can be contacted on (freephone) 0800 218 2333

However, if you want NHS England to deal with your complaint you can write to them at the following address:

NHS England, PO Box 16738, Reddich, B97 9PT
Or Telephone 0300 311 2233 (Monday to Friday 8am to 6pm, excluding Bank Holidays).

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 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. For those patients who are deaf an interpreter can be arranged through the Deafness Resource Centre (tel: 01744 23887)

12. Confidentiality

Everyone working at Rainford Health 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 Rainford Health Centre have a Contract of Employment which includes a confidentiality agreement and all staff have undertaken Information Governance (IG) training to increase awareness. All contractors working on the premises are also required to sign a confidentiality agreement.

The Practice 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 prevent people being identified by mistake.

The Practice has to comply with court orders.

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. Please see the practice Privacy Notice for further information.

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 a hospital appointment. The Patient may be receiving care from other people as well as the clinicians from this 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 ie., the Caldicott Principles:

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

Please see the practice Privacy Notice for further information.

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:

Dr J Lowcock

Designation:

Registered Manager / GP Partner