

THE MANOR PRACTICE



STATEMENT OF PURPOSE

The name and address of the registered provider is;

The Manor Practice
James Preston Health Centre
61 Holland Road
Sutton Coldfield
West Midlands
B72 1RL

Telephone number: 0121 354 2032 Fax number 0121 321 1779
Email contact: carolecotterill@nhs.net

Location ID: 1-572232453
Legal Status: Partnership

The full names of the 5 Partners in the Partnership are:

Dr Nigel James Speak (Senior Partner) MB ChB (1982) MRCGP DCH DRCOG DFSRH
Dr Judith Mary Rimmer MB ChB (1986) MRCGP, DRCOG
Dr Mark Lewis Forshaw MB ChB (1990) MRCGP DRCOG
Dr Nirmali Sandra Cave MB ChB (1988) MRCGP DFSRH
Dr Caroline Wall MB ChB (2008) MRCGP

Salaried GP's:

Dr Mira Pattni MB ChB (2005) MRCGP DRCOG Salaried GP
Dr Isobel King MB ChB (2009) MRCGP Salaried GP
Dr Guan Chan MBChB (2001) MRCGP Salaried GP
Dr Fraser Hewett MBChB (2004) MRCGP Salaried GP

The Registered Manager is:

Dr Nigel James Speak MB ChB (1982) MRCGP DCH DRCOG DFSRH
nigel.speak@nhs.net

The Practice Manager is:

Mrs Carol Cotterill
carolecotterill@nhs.net

The branch surgery address is:

Ashfurlong Medical Centre
233 Tamworth Road
Sutton Coldfield
West Midlands
B75 6DX
Telephone number 0121 323 2121 Fax number 0121 323 5298

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

Our purpose is to provide people registered with the practice with personal health care of a high quality and to seek continuous improvement on the health status of the practice population overall.

Our Aims and Objectives;

- Provide a high standard of Medical Care
- Be committed to our patients' needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To improve as a patient centred service through decision making and communication
- To recruit, retain and further develop our highly motivated and skilled work force
- To further improve our healthcare services with continued monitoring and auditing
- Maintain high quality of care through continuous learning and training
- To guide employees in accordance with diversity and equality
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty

The Practice

The Manor Practice has a patient population of approximately 15,700 and the Practice area is bounded by:

Watford Gap Rd, Blake St, Rosemary Hill Rd, Streetly Lane, Skirting Sutton Park to Monmouth Drive, Melrose Avenue, Jockey Rd, Chester Rd, Birmingham Rd, Penns Lane, Walmley Rd, Fox Hollies Rd, Ox Leys Rd, Sutton Coldfield Bypass to Camp Lane.

The Practice operates from two sites:

1. James Preston Health Centre, located near the town centre. This building is owned by NHS Property Services
2. Ashfurlong Medical Centre, is located on the edge of the countryside. The building is owned by GP Partners and has an attached pharmacy.

All Partners practise at both James Health Centre and Ashfurlong Medical Centre and patients can attend either surgery for treatment.

Both premises are well maintained and have disabled access, designated disabled parking bays, disabled toilet facilities and hearing loops for the hearing impaired.

The Manor Practice is a training practice and on occasions may have a fully qualified doctor working with the Practice and preparing for a career in general practice and who will have completed part or all of their hospital training.

Dr Forshaw and Dr Pattni are GP Trainers and oversee the progress of training doctors throughout their training programme (hospital and general practice).

All the Partners are involved in supervising the trainees during their time with us so there is always support and advice available should it be required.

For educational purposes patients will be asked for consent to allow their consultation with a training doctor to be recorded. If they decline, their care will not be affected in any way. If the consultation is recorded it will be viewed only by the trainee(s) and GP Trainer and will be destroyed after a set time interval.

The Practice Nurses

The Doctors employ 8 part-time nurses and 2 Health Care Assistants.

Details and professional qualifications are as follows:

| | |
|------------------|---|
| Marie Nokes | RGN, Diploma Community Studies, Nurse Practitioner |
| Beverley Wilding | RGN, Asthma Diploma, Diabetes Certificate, Insulin for Life, Immunisation & Vaccinations |
| Sarah Manion | RGN, Diploma COPD & Diabetes |
| Sarah Tuppen | RN, Diploma of Higher Education, Nurse Independent & Supplementary Prescriber, BSc Professional Practice Asthma in Focus Degree |
| Maria Thorley | RGND, Cervical Cytology, |
| Laura Shore | RNA, BSc, Cytology, Immunisation & Vaccinations |
| Nina Jarvis | RNC, BSc, Cytology, Immunisation & Vaccinations |
| Hayley Sigston | RNA, BSc, Cytology, Immunisation & Vaccinations |
| Janet Harrison | Health Care Assistant |
| Linda Duddy | Health Care Assistant |
| David Morgan | Phlebotomist |

The Practice Staff

Carol Cotterill is the Practice Manager who is in overall charge and is responsible for the smooth running of the practice.

She is also responsible for ensuring that the IT systems are functioning properly, and she also undertakes regular audits of our achievements.

The Reception team arrange various appointments, repeat prescriptions, pass on information (such as blood results) and explain our services. They also answer patient enquires concerning communications between the Practice and other agencies. e.g.Hospitals.

The Administration team are responsible for updating and summarising patients' medical records and for arranging appointments for specialised clinics.

Each team have a full knowledge of the services the practice has to offer. All members of the staff are happy to assist you with any enquiries.

The Regulated Activities under CQC provided by The Manor Practice are:

- Diagnostic & Screening Procedures
- Treatment of disease, disorder or injury
- Family Planning
- Surgical Procedures
- Maternity & Midwifery services

These are covered in the following services:

Home Visits

Requests for Home Visits should be made by telephoning 0121 354 2032 for this service before 10.30am to enable us to provide an efficient service.

Wherever possible patients are encouraged to attend the surgery; this will often mean that they will be seen more quickly, and better facilities are available for their treatment. If an urgent visit is needed this should be made clear in order that the doctor can take the appropriate action.

Out of Hours

When the surgery is closed, patients requiring medical advice or attention, should telephone on the usual surgery telephone number and will be provided with the appropriate telephone number to call.

BADGER is the Out of Hours provider used by our practice.

Out of Hours calls will be triaged by a doctor who will decide the best course of action - a telephone consultation, an attendance at the nearest Out of Hours clinic or a home visit.

All contacts with the Out of Hours provider will be reported back to the practice on the next working day.

Booking Appointments

Telephone 0121 355 5473 for James Preston Health Centre
Or 0121 323 2121 for Ashfurlong Medical Centre to book appointments.

Patients can also book appointments online via the Practice Website at
www.manorpractice.com,
www.manorpracticejamespreston.co.uk
www.manorpracticeashfurlong.co.uk

The Manor Practice operates a full range of appointments including telephone consultations, up to 6 weeks' forward booking, and on the day appointments. All patients requiring emergency appointments are offered an appointment during the surgery session currently in progress.

Translators are bookable on request.

Extended Hours

The surgery offers an extended hours' service at Ashfurlong Medical Centre on Monday evenings until 8:15pm and Saturday mornings from 8am until 12 noon.

Repeat Prescriptions

Authorised prescription requests will be ready within 48 hours using the repeat order sheet. Patients are asked to make certain they tick the medication they require on the request form and either hand it in at reception or post it to us enclosing a stamped addressed envelope. Patients can also arrange for repeat prescriptions online via the Practice Website at
www.manorpractice.com www.manorpracticejamespreston.co.uk
www.manorpracticeashfurlong.co.uk

We only take telephone requests for the elderly / housebound.

Management of chronic diseases

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 a six monthly basis. Diabetic and Respiratory clinics are held regularly.

Minor surgery

The Doctors carry out a wide range of procedures which involve removing lumps and bumps and injecting joints.

Minor surgery facilities are available at both James Preston and Ashfurlong Health Centres

General nursing care

Our nurses provide wound care, contraceptive services, minor illness, well person checks, new patient checks, blood pressure monitoring and travel advice. They also perform vaccinations and immunisations, ear syringing, bloods tests and cervical smear tests.

Maternity Services

Midwife clinics are held weekly at both surgeries. The practice also undertakes postnatal care.

Cervical screening

This service is provided by our specially trained Practice Nurses.

Family Planning and Contraceptive Services

This is provided by the Partners and nursing team. The nurses are able to provide follow up to contraception monitoring for all methods initiated by the doctor.

Child health surveillance

The doctor undertakes the 8 week child health surveillance checks for new born babies

Vaccinations and immunisations

The Manor Practice strongly supports the childhood immunisation programme. All routine childhood immunisations are performed at the surgery by the nurse.

We also offer all "at risk" patients the seasonal influenza, and pneumococcal vaccination from September - December every year. Shingles vaccination is also available for those patients in the NHS England designated cohorts.

Foreign Travel Health Advice

Our nursing team have been trained to provide an up to date service that includes vaccinations if necessary (please note that there is a charge for some vaccinations)

Smoking Cessation

We provide smoking cessation support by appointment with Beverley Wilding, Janet Harrison and Linda Duddy for all smokers who wish to quit.

Weight Clinic

We provide weight monitoring support clinics by appointment with our Health Care Assistant Linda Duddy

Phlebotomy

Our Health Care Assistants and Phlebotomist carry out phlebotomy every morning within their usual clinics

Well person check

These are carried out by our Health Care Assistants and Practice Nurses.

General Information

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 health care 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 risk to the health and safety of the patient 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.

The individual will also have a professional and/or contractual duty of confidentiality. Data will be otherwise anonymised if possible before disclosure, if this would serve the purpose for which the data is required.

Data Protection Policy

The Practice is committed to security of patient and staff records.

The practice will take 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 will maintain a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

DPA issues will perform part of the Practice general procedures for the management of Risk. Specific instructions will be documented within confidentiality and security instructions and will be promoted to all staff.

Patients Rights and Responsibilities

Patients have a right to expect a high standard of care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that patients take full responsibility for ensuring that they do not abuse the service. For example it is their responsibility to ensure that they keep medical appointments and follow the medical advice given. In addition, if they feel that their medical problem is complicated or have more than one problem to discuss with the doctor, we would suggest that they consider making more than one appointment. The appointment is for one patient and that the doctor will not be able to give medical advice to anyone accompanying them 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 the 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.

Zero Tolerance

A zero tolerance policy to violent, threatening and abusive behaviour is now in place throughout the National Health Service.

All staff in this practice have the right to do their work in an environment free from such behaviour and everything will be done to protect that right.

At no time will any violent, threatening or abusive behaviour be tolerated in this practice.

Comments, Suggestions and Complaints

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, observations should be made known to our Practice Manager who will, where appropriate, use our complaints procedure to try to correct the problem.

Access to Health Records

The Data Protection Act allows you to find out what information about you is held on computer. This applies to patients health records. If patients wish to see them, they should make a written request to the Practice. Patients are entitled to receive a copy, but should note that a charge will be made.

Carers

A carer is someone who, without payment, 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. Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.

We encourage patients to inform our reception staff if they are a carer or are cared for by another person. This will alert us to possible needs in this role.

Website: www.nhs.uk/carersdirect or call 0808 802 0202 for free confidential advice.

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 absolutely vital.

Chaperone

All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a family member or friend. On occasions patients may prefer a formal chaperone to be present, i.e. a trained member of staff.

The healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Complaints Procedure

We have an in-house complaints procedure. Our Practice Manager will ensure that the complaint is investigated as thoroughly and quickly as possible.

Support and advice to patients making a complaint can be obtained from NHS Complaints Advocacy Service, POhWER Advocacy Services on 0300 456 2370. Patients may also approach the Patient Experience team for help and advice:

The Patient Experience Team are based at Kingston House 438 - 450 High Street West Bromwich B70 9LD who provide confidential advice and support, helping them to sort out any concerns about the care we provide, guiding the patient through the different services available from the NHS. Contact Number 08003898391

Policy on Environmental Management

We recognise the need to minimise any adverse environmental effects caused as a result of activities or products, achieving our business objectives in a manner that reflects the changing environmental priorities of our patients and the community. It acknowledges responsibility for, and a commitment to, protection of the environment at all levels. The Manor Practice will comply with applicable environmental management regulations, laws and codes of practice whilst committing to continuous improvement of our environmental management performance and the prevention of pollution.

The Manor Practice Statement of Purpose

Signed by: Dr Nigel James Speak

Registered Manager

Date: 9.12.2015