

THE MANOR PRACTICE

Statement of Purpose

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: 0121 354 2032

Email contact: lesleydavis@nhs.net

Branch surgery:

Ashfurlong Medical Centre
233 Tamworth Road
Sutton Coldfield
West Midlands
B75 6DX

Telephone: 0121 323 2121

Email contact: lesleydavis@nhs.net

Location ID: 1-572232453

Legal Status: Partnership

Partners within the partnership:

Dr Mark Forshaw [Senior Partner] MB ChB [1990] MRCP DRCOG [GMC 3459494]
Dr Nigel Speak MB ChB [1982] FRCGP DCH DRCOG DFSRH [GMC 2566847]
Dr Judith Rimmer MB ChB [1986] MRCP DRCOG [GMC 3179011]
Dr Caroline Wall MB ChB [2008] MRCP [GMC 7015119]
Dr Fraser Hewett MB ChB [2004] MRCP [GMC 6101029]
Dr Anasuya Dasgupta MBBS [1993] MRCP MRCPC [child health] [GMC 5197683]

Salaried GP's

Dr Rosalind Goodgame MB ChB [2007] [GMC 6159239]
Dr Chitra Meyyappan [2014] MB ChB MRCP [GMC 7457681]
Dr Kate Rees [2007] MB ChB [GMC 6155625]
Dr Charlotte Parnell [GP Retainer] [2009] MB ChB [GMC 7038807]

CQC Registered Manager:

Dr Mark Forshaw

Practice Manager:

Mrs Lesley Davis

Under the Health and Social Care Act 2008 [The Care Quality Commission [Registration] Regulation 2009 Part 4] the registering body [The Manor Practice] is required to provide the Care Quality Commission a Statement of Purpose.

Our purpose is to provide patients registered with the practice with personal healthcare of a high quality and to seek continuous improvement in 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 workforce
- 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 17,554 and the practice area is bounded by – Watford Gap Road, Blake Street, Rosemary Hill Road, Streetly Lane skirting Sutton Park to – Monmouth Drive, Melrose Avenue, Jockey Road, Chester Road, Birmingham Road, Penns Lane, Walmley Road, Fox Hollies Road, Ox Leys Road, Sutton Coldfield bypass to Camp Lane.

The practice operates from two sites:

- James Preston Health Centre located near the town centre. The building is owned and maintained by NHS Property Services
- Ashfurlong Medical Centre located on the edge of the countryside. The building is owned by GP partners and has an attached pharmacy

All doctors' practice at both James Preston 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, supporting deaf, blind, autistic and illiteracy; the practice actively supports the Marie Curie Daffodil charity.

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

Dr Forshaw and Dr Goodgame are both 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 and the GP trainer and will be destroyed after a set time interval.

Practice Nurses:

The doctors employ 8 part-time nurses, 1 ANP, 2 HCA's, and 1 care plan co-ordinator

Sarah Manion	ANP, diabetes with insulin initiation
Marie Nokes	RGN, NP, diploma in community studies, diabetes with insulin initiation
Beverley Wilding	RGN, asthma diploma, diabetes certificate with insulin for life, imms and vaccinations
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, imms and vaccinations
Nina Jarvis	RNA, BSc, cytology, imms and vaccinations, diabetes with insulin initiation
Hayley Sigton	RNA, BSc, cytology, imms and vaccinations, diabetes with insulin initiation
Katie Mason	RGN
Janet Harrison	HCA
Linda Duddy	HCA
Jennie Wall	Care-plan co-ordinator

The practice also benefits from social prescribers and clinical pharmacists through the Primary Care Network

The practice staff:

Mrs Lesley Davis is the Practice Manager who is in overall charge of the practice and is responsible for the smooth running of the practice. The Practice Manager is also responsible for ensuring that the IT systems are functioning properly and undertakes regular audits of our achievement

The reception team arrange various appointments, repeat prescriptions, assist patients with results information [i.e. blood test results], explains the practice services and are the point of contact for communication between the practice and other external agencies [i.e. hospitals]

The administration team are responsible for updating and summarising patients medical records, ensuring recall of patients for medication reviews and for arranging appointments for specialised clinic

The practice also benefits from having a dedicated finance manager, administration manager, secretaries, pharmacy advisor [assigned to the practice by the Clinical

Commissioning Group [CCG], Accredited Royal College of General Practitioners [RCGP] GP's, long term conditions case manager and accredited clinical excellence nurses [ACE] who work as early discharge/admission avoidance nurses

The regulated activities under CQC provided by The Manor Practice are:

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

These are covered in the following services:

Home visits:

Requests for home visits should be made by telephoning 0121 354 2032 [James Preston medical centre] for this service before 10:30 to enable us to provide an efficient service. Wherever possible, patients are encouraged to attend the surgery; this will mean that they will be seen quicker and the practice facilities are available for their treatment if needed. If an urgent visit is needed, this should be made clear in order that the doctor can take the appropriate action. On occasions, the doctors allocated the visit may telephone the patient and manage as felt mutually appropriate

Out of hours:

When the surgery is closed, patients requiring medical advice or attention should telephone their usual surgery telephone number where they will be provided with the appropriate telephone number to call. BADGER is the out of hours provider used by the practice who informs the practice of all patient contact via email on a daily basis. Out of hours calls will be triaged by a doctor who will decide the best clinical course of action whether that is a telephone consultation, an attendance at the nearest out of hours clinic or a home visits. All contacts made with the out of hour's provider are reported back to the practice on the next working day

Booking appointments:

Patients are advised to contact -
James Preston Health – 0121 355 5473
Ashfurlong Medical Centre – 0121 323 2121

The Manor Practice operates a full range of appointments including telephone consultations up to six weeks in advance along with on the day appointments. Patients requesting same day appointments for urgent medical needs will be added to the triaging doctors surgery list and called back as soon as possible to arrange appropriate care

Patients can book appointments online via the practice website at www.manorpracticeashfurlong.co.uk or via the 'MyGP' phone app

Birmingham and Solihull CCG hub - 0121 308 0359

Translators are bookable upon request; the practice uses the Bespoke Interrupting Language and Communication Service [BILCS]

Extended hours:

The surgery offers an extended hours service at Ashfurlong Medical Centre on Monday evening from 18:30 – 20:15 as well as on a Saturday morning from 08:00 – 12:00. Extended

hours surgeries are also held for our patients at Ley Hill Surgery, Mere Green in the evenings and weekends; prior booking is to be made by telephoning 0121 308 0359

Repeat prescriptions:

Authorised prescription request will be ready within 72 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 the practice enclosing a stamped self address envelope. Patients can also arrange for repeat prescriptions online via the practice website www.manorpracticeashfurlong.co.uk All patients are reviewed annually by our GP's and dedicated medicine management team. The practice only takes telephone requests from frail elderly and housebound patients

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 on a twelve monthly basis; diabetic and respiratory clinics are held regularly. The practice operates a robust recall system and where possible, arranges one extended appointment for patients with multiple conditions.

Minor surgery:

The doctors carryout a wide range of procedures which involve removing lumps and bumps and joint injections. Minor surgery facilities are available at both James Preston Health Centre and Ashfurlong Health Centre; doctors have undertaken RCGP training an update or refresher training

General nursing care:

Our nurses provide wound care, contraception services, minor illness, well person checks, new patient checks, blood pressure monitoring and travel advice. Our nurses also perform vaccination and immunisation clinics, ear syringing, blood tests and cervical smears

Maternity services:

Midwife clinics are held weekly at both sites; the practice also undertakes postnatal care

Cervical screening:

This service is provided by our specially trained practice nurses. The practice has a robust system to recall patients as well as auditing and recalling patients who do not attend their appointments

Family planning and contraception services:

This service is provided by the partners and nursing team. The nurses are able to provide follow-up monitoring for all contraceptive methods initiated by the doctor. Dr Nigel Speak provides a coil and implant service

Child health surveillance:

Dr Caroline Wall and Dr Anasuya Dasgupta undertake eight week child health surveillance checks for all 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. The practice also offers all 'at risk' patients the seasonal influenza and pneumococcal vaccination from September to December every year; the shingles vaccination is available for those patients within the NHSE designated cohorts. The practice actively encourages the uptake by in-house

promotional material, invitations sent via text message and/or letter and opportunistically during appointments

Travel health advice:

Our nursing team have been trained and maintain regular updates to provide advice and vaccinations

Smoking cessation:

We provide smoking cessation support and advice by offering appointments with Beverley Wilding, Janet Harrison and Linda Duddy

Weight management:

The practice offers weight monitoring clinics by offering appointments with our health care assistants [HCA]

Phlebotomy clinics:

Our HCA's along with our in-house phlebotomist carry our phlebotomy clinics every morning by appointment. We have also trained staff in phlebotomy training to assist with capacity and demand of the service

Well person checks:

These checks are carried out by our HCA's. Continuous monitoring and invitation to these clinics are carried out to encourage and increase the uptake of these checks

General information

Access to patient information:

All patient information is considered to be confidential and we comply with the General Data Protection Regulation [GDPR]. All employees have access to the information in relation to their role and have signed a confidentiality agreement. Information may be shared in confidence with other NHS organisations in the interest of patient care. Confidential patient data will be shared within the practice team 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 the explicit consent unless it is a matter of life and death, 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 circumstance, 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. 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:

The practice is committed to the 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 patients consent unless otherwise legally compliant. This will include training on confidential issues, principle of GDPR, working security procedures and the application of best practice in the workplace

The practice will undertake prudence in the use of and the testing of arrangement 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
Data Protection Act [DPA] issues will perform part of the practice's general procedures for the management of risk. Specific instructions will be documented within confidential and security instructions and will be promoted to all staff

Patient's 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 request that patients take full responsibility for ensuring that they do not abuse the service, for example, it is the patient's responsibility to ensure that they keep medical appointments and follow the medical advice given. In addition, if patients feel their medical problem is complicated or have more than one problem to discuss with the doctor, an extended appointment or more than one appointment is advised. Appointments are for one patient and 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 these circumstances the patient may choose to register with a different practice. The practice also has the right to remove a patient from the practice list; this would generally only follow a warning that had failed to remedy the situation and the practice 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 NHS

All staff in the practice has 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 the practice

Complaints, compliments comments and suggestions:

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

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

Support and advice to patients making a complaint can be obtained from NHS Complaints Advocacy Service or POhWER Advocacy Service, The Patient Experience Team are based in West Bromwich and also provide confidential advice and support, helping to sort out any concerns about the care we provide, guiding patients through the different services available and can be contacted on 0800 389 8391

Compliments are welcomed and can be submitted to the practice via –
NHS website - <https://www.nhs.uk/>
Practice website – www.manorpracticeashfurlong.co.uk
In writing to the Practice Manager or via a comment slip

Access to health records:

The DPA allows patients to find out what information is held about them at the practice, this applied to patients health records. If patients wish to see their records, they should make a written request to the Practice Manager. Patients are entitled to receive a copy but should note that a charge may apply

Carers:

Carol Moore is the practice carer's champion. 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 a 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 team if they are a carer or are cared for by another person, this will alert us to possible needs within the role. The practice has carers information packs and try to accommodate carers with flexible appointments, health checks and influenza vaccinations

For further information, carers are encouraged to visit 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, email address or telephone number as in an emergency updated records are extremely important.

For patients who wish to change their gender in their medical records are advised to contact the Administration Manager to arrange the necessary changes.

Chaperone:

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

Practice meetings and training:

The practice holds internal meetings to discuss patient care and peer learning. Our meetings include Multi-Disciplinary Team [MDT], clinical, nursing, and non-clinical as well as the entire practice team meeting monthly for a Protective Learning Time [PLT] event where training, updates and continuous team learning is provided

Patient participation group [PPG]:

The PPG is a route for patients to advise and inform the practice on what matters most to patients and to help identify solutions to problems. The practice has an active PPG and we encourage patients to join to give more further suggestions. Further information can be found on our website www.manorpracticeashfurlong.co.uk or by asking a member of the reception team

Policy on environmental management:

We recognise the need to minimise any adverse environmental effects caused as a result of activities or products used in achieving our business objectives in a manner that reflects the changing environmental priorities of our patients and the community. We acknowledge responsibility and are committed to the protection of the environment at all levels. The Manor Practice will comply with applicable environmental management regulation 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
11.02.2020

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