

CQC Outcome 15

STATEMENT OF PURPOSE FOR LONGLEVENS SURGERY

INTRODUCTION

This is a summary policy document. For more detailed information refer to the individual policy documents listed in the resources section below. There is a full range of comprehensive information available in the FPM website.

Policy

Regulation 12 of the Care Quality Commission (Registration) Regulations 2009 states:

- (1) The registered person must give the Commission a statement of purpose containing the information listed in Schedule 3.
- (2) The registered person must keep under review and, where appropriate, revise the statement of purpose.
- (3) The registered person must provide written details of any revision to the statement of purpose to the Commission within 28 days of any such revision.

Schedule 3

Information to be Included

- The aims and objectives of the service provider in carrying on the regulated activity.
- The kinds of services provided for the purposes of the regulated activity and the range of service users' needs which those services are intended to meet.
- The full name of the service provider and of any registered manager, together with their business address, telephone number and, where available, electronic mail addresses.
- The legal status of the service provider.
- Details of the locations at which the services provided for the purposes of the regulated activity are carried on.

Practices are recommended to edit the Statement to match local needs.

*The emphasis for all practice staff will be the implementation of the guidelines and the **impact that these have** on day to day activity within the practice. The key target is to achieve **measurable outcomes** from adherence to these guidelines (**via their effect on staff activity**) in order to satisfy the standard. It is not sufficient to merely have procedures and protocols in place.*

REGULATED ACTIVITIES

For GP primary care the most likely Regulated Activities for the population of the Statement of Purpose are:

- Treatment of disease, disorder or injury
- Diagnostics and screening procedures
- Surgical procedures
- Family planning
- Midwifery and maternity, and
- Transport services, triage and medical advice provided remotely.

Other regulated activities are potentially chosen from the complete list according to the services provided, and this is:

- Personal care
- Accommodation for people who require nursing or personal care
- Accommodation for people who require treatment for substance misuse
- Accommodation and nursing or personal care in the further education sector
- Treatment of disease, disorder or injury
- Assessment or medical treatment for people detained under the Mental Health Act 1983
- Surgical procedures
- Diagnostic and screening procedures
- Management of supply of blood and blood derived products
- Transport services, triage and medical advice provided remotely
- Maternity and midwifery services
- Termination of pregnancy
- Services in slimming clinics
- Nursing care
- Family planning services.

RESPONSIBILITIES

Aspect	Overall responsibility	Delegated control
Statement of Purpose – Preparation, publication and periodic review	Dr R Webster, Registered Manager	Mrs Gill Hawlins Practice Manager

Checklist for Outcome 15

ASPECT	REQUIREMENT	CHECKED AND PRESENT Y/N
Statement of Purpose	Prepared and checked	Y
	Scheduled review planned and carried out	Y
	CQC advised of any revisions within 28 days of the revision	Y

Continues below>>

Reproduced from the CQC Publications website.

Practices are recommended to use a “version control” system and ensure that all previous versions are maintained along with the date range for which the previous versions of the Statement were current.

Statement of purpose

Health and Social Care Act 2008

Please read the guidance document *Statement of purpose: Guidance for providers* and also the notes at end of this template before completing it. Practices must ensure that the content of their own Statement is relevant and applicable to their own situation. Some example text is included.

Statement of purpose

Health and Social Care Act 2008

Version	1	Date of next review	November 2015
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Service provider

Full name, business address, telephone number and email address of the registered provider:

Name	Dr R H Webster & Partners
Address line 1	19b Church Road
Address line 2	Longlevens
Town/city	Gloucester
County	Glos
Post code	GL2 0AJ
Email	Gill.hawkins@glos.nhs.uk
Main telephone	01452 522695

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	L84067
Registered manager ID	Dr R Webster

<p>Aims and objectives <i>What do you wish to achieve by providing regulated activities? How will your service help the people who use your services?</i> <i>Please use the numbered bullet points:</i></p>	
1. We aim to promote dignity and respect the privacy and independence of our patients.	
2. To provide appropriate opportunities, encouragement and support to our patients and those who use our services in relation to promote their autonomy, independence and community involvement.	
3. We will ensure patients have the chance to make appropriate choices regarding their care, treatment and support.	
4. We will respect a patient's human rights and diversity and promote welfare. How we will do this would be regular meetings with various outside agencies, involving District nursing teams, health visitors, midwife and school nurses.	
5. We will discuss the most appropriate referral pathway amongst the clinicians to establish which the best course of ongoing treatment is.	
6. There will be regular multi-disciplinary meetings to discuss child protection and vulnerable adults in practice. Complying fully with the Gold Standards Framework for palliative patients.	
7. Ensure our training programme and ongoing development of staff has a robust system for follow up.	

<p>Legal status <i>Tick the relevant box and provide the information requested for the type of provider you are:</i> Use <input checked="" type="checkbox"/></p>	
Individual	<input type="checkbox"/>
Partnership	X <input type="checkbox"/>
List the names of all partners	<p>1. Dr R H Webster 2. Dr C A O Mankanjuola 3. Dr S A J Handley 4. Dr K Kindler</p>

Limited liability partnership registered as an organisation	<input type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Company number	
Are you a charity?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Charity number:
Group structure (if applicable)	

Please repeat the following table for each of your regulated activities¹

Regulated activity 1 <i>As shown on your certificate of registration</i>	GP Practice
Services <i>What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)</i>	GP Surgery DCS & DTS <ul style="list-style-type: none"> • Independent Dr consulting rooms • NHS practice • Weight management clinics • Travel vaccinations • Child health and immunisations • Midwife led service

	<ul style="list-style-type: none"> • Minor surgery clinic • Family planning and cervical smears • Home visits • General medical services as part of National GMS contract • Telephone consultation as requested
Locations <i>As listed on your certificate of registration. Please repeat the section below for each location for this regulated activity</i>	
Location 1:	
Name of location	Longlevens Surgery
Address line 1	19b Church Road
Address line 2	Longlevens
Address line 3	Gloucester
Address line 4	GL2 0AJ
Address line 5	01452 522695/525547 fax 01452 387912
Brief description of location²	<p>This purpose built surgery was constructed in the early 1990's with a new extension and refurbishment programme during 2012 to provide a new consulting room, administrative space and refurbishment of existing treatment room and nurses office.</p> <p>Our surgery is located in a semi urban residential area. We have a mixed cohort of patients with many young families living close to good school catchment areas. Of our 6855 patients we have over 17% in over 65's. 25% fitting into the 25-44 age bracket.</p>
No of approved places/beds (not NHS)³	N/A
Name and contact details of	Registered manager 1

<p>registered manager(s) (if applicable)⁴</p> <p><i>Full name, business address, telephone number and email address of each registered manager.</i></p> <p><i>For each registered manager, state which regulated activities and locations(s) they manage.</i></p> <p><i>Copy and paste the sub-section if they are more than two registered managers</i></p>	<p>Full name: Dr Richard Hugh Webster</p>
	<p>Proportion of working time spent at each location (for job share posts only):</p>
	<p>Contact details: Richard.webster@glos.nhs.uk</p>
	<p>Business address: As above</p>
	<p>Telephone: 01452 522695</p>
	<p>Email: As above</p>
	<p>Locations: Longlevens Surgery</p>
	<p>Regulated activities:</p>
	<p>1. Diagnostic and screening procedures</p>
	<p>2. Family Planning</p>
	<p>3. Maternity and midwifery services</p>
	<p>4. Surgical procedures</p>
	<p>5. Treatment of disease, disorder or injury</p>
	<p>Registered manager 2:</p>
<p>Full name:</p>	
<p>Proportion of time spent at each location:</p>	
<p>Contact details:</p>	
<p>Business address:</p>	
<p>Telephone:</p>	

	Email:	
	Locations:	
	Regulated activities:	
	1.	
	2.	
Service user band(s) at this location⁵ Use <input checked="" type="checkbox"/>	3.	
	4.	
	Learning disabilities or autistic spectrum disorder	x <input type="checkbox"/>
	Older people	x <input type="checkbox"/>
	Younger adults	x <input type="checkbox"/>
	Children 0-3 years	x <input type="checkbox"/>
	Children 4-12 years	x <input type="checkbox"/>
	Children 13-18 years	x <input type="checkbox"/>
	Mental health	x <input type="checkbox"/>
	Physical disability	x <input type="checkbox"/>
	Sensory impairment	x <input type="checkbox"/>
	Dementia	x <input type="checkbox"/>
	People detained under the Mental Health Act	<input type="checkbox"/>
	People who misuse drugs and alcohol	x <input type="checkbox"/>
People with an eating disorder	x <input type="checkbox"/>	
Whole population	<input type="checkbox"/>	

	None of the above Please give details:	<input type="checkbox"/>
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Notes:

1. Regulated activity – If you use a combined statement of purpose, repeat the information for each of the regulated activities for which you are registered. You can do this by copying and pasting the whole regulated activity table.

2. Locations – For each location registered for a particular regulated activity (including your headquarters), please provide a brief description, including whether the services at that location are specifically adapted or suitable for people with particular needs or where you can meet requirements for special facilities or staffing. You can do this by copying and pasting the relevant lines for each location.

You may also give details around 'listed buildings', shared occupancy, and special facilities (for example hydrotherapy pools).

3. Overnight beds – If the location provides overnight beds, please state the number.

4. Registered manager(s) – Where the regulated activity is managed by a registered manager(s), please enter his or her full name, contact address (if different from the location address), telephone number and email address. Please state how much time is spent managing the regulated activities where more than one manager is in post for each location. This may be in days or hours. Where the regulated activity has no separate manager but is managed directly by the provider, leave the box empty.

5. Service user band(s) – Tick all the boxes that describe the service user needs or groups of people who use your service.

Statement of purpose

Name of the establishment:
Longlevens Surgery
Dated: 6.12.2012

1. The aims and objectives of the establishment/agency

1. We aim to promote dignity and respect the privacy and independence of our patients.

2. To provide appropriate opportunities, encouragement and support to our patients and those who use our services in relation to promote their autonomy, independence and community involvement.

3. We will make ensure patients have the chance to make appropriate choices regarding their care, treatment and support.

4. We will respect a patient's human rights and diversity and promote welfare. How we will do this would be regular meetings with various outside agencies, involving District nursing teams, health visitors, midwife and school nurses.

5. We will discuss the most appropriate referral pathway amongst the clinicians to establish which the best course of ongoing treatment is.

6. There will be regular multi-disciplinary meetings to discuss child protection and vulnerable adults in practice. Complying fully with the Gold Standards Framework for palliative patients.

7. Ensure our training programme and ongoing development of staff has a robust system for follow up.

2. The name and address of the registered provider and of any registered manager

Longlevens Surgery

19b Church Road
Longlevens
Gloucester
GL2 0AJ

Dr R H Webster
4 Brookfield Road
Churchdown
Gloucester
GL3 2NZ

3. The relevant qualifications and experience of the registered provider and any registered manager

Dr Richard Webster (registered manager)
MB BCHIR Cambridge 1988 MRCGP

Dr Christabel Makanjuola
MBChB Bristol 1998 MRCP MRCGP

Dr Simon Handley
MBChB Bristol 1998 MRCP

Dr Kate Kindler
MBBCH, DRCOG, DFSRH, MRCGP (Wales)

4. The number, relevant qualifications and experience of the staff working in the establishment, or for the purposes of the agency

Role	Number employed or with practising privileges	Permanent (P)/ Agency (A)	Relevant qualification(s)	Relevant experience
Practice nurses	2	P	RGN, anesthetics, teaching, COPD Diploma, Asthma diploma, Implant fitting and removal for contraception	10 years practice nurse experience and for other nurse 4 years. Community nursing experience also. Hospital neo-natal nursing intensive care.
Practice Manager	1	P	HNC in Business and Finance and Public Administration with Merit. Banking qualifications and also CEMAP mortgage lending qualifications	Financial background of some 12 years and 12 years practice management.
HCA	1	P	Various courses attended, venepuncture, Spirometry, wound care etc.	September 2008 change and training from Receptionist to HCA. Full in house training from registered nurse trainer.
HCA	1	P	Various courses attended to include venepuncture, wound care.	From a Care background Adult and Social care qualification started August 2014

5. The organisational structure of the establishment/agency

The senior partner currently at the practice is Dr Richard Webster, followed by Dr Christabel Makanjuola, Dr Simon Handley & Dr Kate Kindler

Mrs Gill Hawlins is the Practice Manager

Mrs Sue Chisholme the Reception supervisor

Practice Nurses Sarah Rogers and Carol Hicks

HCA Mrs Gill Robinson

Reception team

Mrs Gayle Feher, Mrs Sheena Trump, Mrs Angela Hughes, Mrs Karen Oliveri, Mrs Julia Lydiard, Mrs Jenny Scott and Mrs Dawn Catmull.

Admin team Mrs Joanna Paisley and Mrs Beverley Slade

Secretary Mrs Jacqui Longley

6. The kinds of treatment and any other services provided for the purposes of the establishment/agency, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients

GP Surgery DCS & DTS

- Independent Dr consulting rooms
- NHS practice
- Weight management clinics
- Travel vaccinations
- Child health and immunisations
- Midwife led service
- Minor surgery clinic
- Family planning and cervical smears
- Home visits
- General medical services as part of National GMS contract
- Telephone consultation as requested

7. The arrangements made for consultation with patients about the operation of the establishment/agency

Patients are offered appointments with a Dr or Nurse when requested. The Practice has a small number of patients who are part of our Patient Group and meet annually to review our patient survey and any issues that may have arise with the premises in general and the services we offer.

A suggestion box is also available for all patients to utilise with ideas on how services or facilities can be improved.

8. The arrangements made for contact between any inpatients and their relatives, friends and representatives

Regular feedback is encouraged from our patients and relatives and we reflect regularly on this. If improvements are needed then we will certainly look at ways to improve or if training is needed in certain areas.

9. The arrangements for dealing with complaints

The Surgery has a complaints procedure and leaflet and will acknowledge a complaint within three days following receipt. Our procedures follow NHS guidelines.

We will follow the process as laid down in our policy and guidelines with a reply being prepared whenever possible within 10 days to ensure correct information and explanation from all concerned. An annual return is produced for NHS England and also as part of QOF and this is a useful tool to reflect upon and make changes as appropriate.

10. The arrangements for respecting the privacy and dignity of patients

We strongly believe that all patients should have the right to privacy and dignity within the practice.

- We respect patient confidentiality.
- Curtains are available in all consulting rooms to enable patients to undress/dress in private for an examination
- We offer a privacy window at Reception for matters of a more delicate matter.
- If necessary a private room can be made available for discussion with a member of the team
- Each patient will be treated in the same way irrespective of colour, creed or sexual orientation
- Should patients not wish to use our touch screen to sign in for appointments they can always approach our reception team who will be happy to help.
- A CD player plays in reception to keep the flow of back office noise to a respected level
- We will not state a patients name and address in view of waiting patients.
- We will address patient in an appropriate manner listening to views and acting on concerns if appropriate
- Ensure people feel able to complain without fear of retribution.
- Engage with family members and carers as care partners.
- Assist people to maintain confidence and a positive self-esteem

Signed: ___**Dr R H Webster**_____

Designation: ___GP Partner_____