

Churchside Medical Practice

Statement of Purpose

Reviewed: August 2020
Next Review Date: August 2021



'Putting Your Health First & Foremost'

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

The name and Address of the Registered Provider is:

Churchside Medical Practice
Wood Street
Mansfield
NG18 1QB

Tele: 01623 664877

Fax: 01623 664878

www.churchsidemedicalpracticemansfield.co.uk

Practice Management Team

Senior Partner / Registered Manager/: Dr Vanessa Pearce
(vanessa.pearce@nhs.net).

GP Partner: Dr Claire Harrison

GP Partner Dr Wendy Barry

GP Partner Dr Sukhvinder Dhamrait

GP Partner Dr Vito Carone

Practice Manager: Sharon Atherton

Deputy Practice Manager: Shelley Sherratt

Practice Mission Statement

'Putting Your Health First and Foremost'

Regulated Activity

Churchside Medical Practice is registered for the regulated activities listed below:

1. Treatment of disease, disorder or injury.
2. Diagnostic and screening procedures.
3. Family planning.
4. Surgical procedures.
5. Maternity and midwifery services

Churchside is a 400 square meters GP Training Practice located within Mansfield Town Centre with onsite car parking and disability access.

Aims and Objectives

Care

- Provide a high standard of Medical Care to all who use our services without any form of discrimination.
- Be committed to our patients needs.
- Ensure safe and effective services and provide a safe environment for all patients, visitors and staff.

Confidentiality

- Act with integrity and complete confidentiality at all times.
- Ensure effective and robust information governance systems are in place.
- Treat all Patient related information with total respect.

Courteousness

- Be courteous, approachable, friendly and accommodating.
- Treat all patients, staff and visitors with dignity, respect and honesty.
- Show empathy at all times.

Communication

- Listen to patients, staff and visitors.
- Offer patient centred service through decision making and communication with other healthcare providers.
- Treat each patient as an individual, realising that all must be treated as equals within their very unique situations, offering individual patient choice.

Continued Training and Monitoring

- Maintain and motivate our highly skilled work force.
- Maintain high quality of care through training, auditing and monitoring.
- Continue to train GP Registrars and offer Student Placements for the next generation of Health Care Professional

Corporate Identity

- Continue to build on the practice foundations already in place and develop robust corporate processes at Board Room Level.
- Maintain and develop a strong leadership team.
- Ensure a robust Information Technology Strategy to support the ongoing and developing Business Plan at Churchside Medical Practice

Services Provided

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' medication on an annual basis. Diabetic, Stroke, CHD, Respiratory clinics are regularly held throughout the year.

Health Checks

Various general check ups are available with the doctors or our Health Care Assistants. We provide screening for lipids (cholesterol) and Helicobacter testing for those with digestion problems to name a few services. We also provide in house ECG and Spirometry Testing.

General Nursing Care

Our nurses provide wound care, minor illness and blood pressure monitoring, administer various vaccinations and undertake chronic disease management appointments.

Cervical Smears

We have a 3 or 5 yearly recall system depending on age and past history using liquid based testing. Our Practice Nurses are qualified to carry out this procedure.

C-Card Pick-Up Point

The C-Card Scheme is a service for young people to get free condoms, lubricants and advice about sex and relationship.

Chlamydia Testing

This service can be accessed by making an appointment with the GP or Practice Nurse.

Vaccinations and Immunisations

Churchside Medical Practice strongly supports childhood immunisation programme. All routine childhood immunisations are performed at the surgery by a nurse following an automatic invitation. The Practice offers all 'at risk' patients the seasonal influenza vaccine from September to March every year.

Foreign Travel Health Advice

Our nurses have been trained to provide an up to date service that includes vaccinations if necessary. Prior to an appointment patients will need to fill in a 'Travel Risk Assessment Form' which can be printed from our website or picked up from reception. This form is to be filled in by the patient and handed to the practice 6 weeks prior to departure. Upon receiving the form the Practice will contact the patient in order to arrange an appointment with the Practice Nurse. Please note that there are only certain vaccines available on the NHS. Please see NHS Choices for more information,

Ear Syringing

This is carried out on a routine basis by our Practice Nurses or Health Care Assistant after a prior appointment with the GP.

Weight Loss Clinic

Appointments are lead by our nurse team to offer help, support and advice to patients who want to lose weight and maintain a healthier lifestyle.

Phlebotomy

Clinics are held on all weekdays for blood tests to be taken at the Practice.

Maternity Services

Midwife clinics are held on a Tuesday and Wednesday at the surgery. The doctors also provide ante-natal and postnatal care.

Family Planning and Contraceptive Services

This is provided by doctors and nurses. Nurses are able to provide follow up contraception monitoring for all methods initiated by the doctor.

Minor Surgery

Dr Pearce, Barry and Dhamrait have a special interest in Minor Surgical Procedures. Joint Injections are carried out by all GP Partners.

Wart Clinic (Cryotherapy)

All GP Partners have cryotherapy appointments available to remove warts and we have our own store of liquid nitrogen.

IUCD Fittings

Dr Vanessa Pearce is qualified to carry out the fitting of this contraceptive device and clinics are held on a regular basis. A full medical history and counselling are undertaken before the procedure is carried out.

Private Medical Examinations

HGV, Sports, Insurance, Adoption and Fostering Medicals are available at an additional cost for our registered patients. These are usually quite time consuming and we would normally ask for a small deposit to secure the appointment.

Patient Access

Surgery Opening Times

Monday, Tuesday, Wednesday, Thurs and Friday 8am-6.30pm plus extended access appointments. For all medical emergencies outside these hours please call 111 and you will be transferred to the Out Of Hours Service if required.

Non-Urgent Appointments

Telephone calls can be taken at the surgery between 08:00 and 18:30. The patient will be offered the first available appointment. If the patient wishes to

see a particular doctor they should inform the receptionist. The majority of routine appointments are bookable on the day.

Urgent Appointments

If the problem is urgent and cannot wait for a routine appointment the patient will be offered a 'Sit and Wait' appointment the same day with a GP that is available.

Online Appointments

Routine GP appointments and some nursing appointments can be booked online. Appointments for medicals, cervical smears, vaccinations and minor operations need to be booked at reception. Before a patient can book an appointment online they will need to register to use the online facility.

Telephone Advice

Patients who require non-urgent advice or who feel that their problem could be dealt with over the telephone are asked to call and leave a contact number before 10:30am for the doctor to return their call after they have finished morning surgery.

Extended Access

Churchside Medical Practice work in collaboration with: Roundwood Surgery, Acorn Medical Practice, Millview Surgery and Forest Medical Practice to provide GP and Nurse Appointments Monday to Friday and Sunday 8am-8pm and Saturday 8am-12pm. In addition nurse appointments are offered weekdays from 7.30am.

This means if you require a non-emergency, pre-booked, appointment when we are not open you may be able to see a GP or nurse at one of the practices listed above. You can book these appointments 4 weeks in advance by contacting the practice you are registered with. Unfortunately these appointments cannot be booked through the online system. Extended GP access service is accessible 7 days per week. If you require an appointment on a Saturday or Sunday please enquire with the reception team. This service is provided on a Rota basis.

Home Visits

Patients are advised wherever possible to call reception before 10am if they require a home visit. A GP may call the patient back as it may be that their problem can be dealt with by telephone advice, or that it would be more appropriate to send a nurse, or indeed arrange a hospital attendance. Home visits are only available for patients who are housebound because of illness or disability.

Repeat Prescriptions

If a patient is taking long term medication and the doctors have agreed, they may renew their prescription in the following ways:

1. At the surgery by means of a computer printed repeat prescription or written request
2. Online via the link on this page

3. Through a Chemist of your choice

The prescription will be ready within 48 hours. Alternatively the prescription request may be sent as a written request with a stamped addressed envelope to the Surgery and the prescription will be posted back to the patient.

Test Results

Most blood and urine results take about 3 days to come through. X-Ray reports take between 10-14 days to be returned to the surgery. Patients are asked to telephone the Practice after 2pm and be prepared to give their address and date of birth. Details of abnormal or pregnancy test results will not be given over the phone to ensure confidentiality. Note that the practice has a strict policy regarding confidentiality and data protection and we will only release test results to the person to whom they relate unless that person has given prior written permission for the release of this data or they are not capable of understanding the results.

Access to Health Records

The Data Protection Act allows patients to find out what information about them is held on computer and written notes. If patients wish to see their records, they should make a written request to the Deputy Practice Manager, Shelley Sherratt. Patients are entitled to receive a copy at the discretion of their GP, but should note that a charge will be made. Patients can now view their summary and full coded medical record on line via the Practice Website once the registration process for online access has been enabled.

Compliments & Complaints

We aim to provide a happy friendly Practice designed to best serve the needs of our patients. If patients are not happy with any aspect of our service and care offered to them they should inform the Practice immediately by contacting our Compliments & Complaints Manager Shelley Sherratt. We have a robust in house complaints procedure and we will respond to your initial concerns within 14 days.

Responsibilities

Practice to Patient:

- All patients have the right to confidentiality and to be treated with courtesy, dignity and respect at all times.
- We will endeavour to give patients and appointment with the clinician of their choice whenever possible.
- If the patient presents with an urgent problem they will be seen by a clinician the same day.
- The patient will be referred for a consultant opinion wherever it is felt necessary.
- All repeat prescriptions will be ready for collection in 48 hours.
- We will deal with any complaint or concerns sympathetically.

Patient to Practice:

- Allow us to keep accurate records by telling us immediately if you have changed your name, address or contact details.
- Only request urgent appointments for emergencies and home visits for the housebound.
- Cancel appointments if they are no longer required.
- Respect that we cannot give out information regarding anyone else except the patient.
- Threats of verbal and physical abuse towards staff will not be tolerated.
- The Practice runs a vibrant Patient Participation Group which all patients are encouraged to join and participate in.