

CQC Outcome 15

STATEMENT OF PURPOSE

REGULATED ACTIVITIES

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

RESPONSIBILITIES

Aspect	Overall responsibility	Delegated control
Statement of Purpose – Preparation, publication and periodic review	Dr. Chibuzo Orjiekwe	Coral McNeilly

Checklist for Outcome 15

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

Statement of purpose

Health and Social Care Act 2008

Version	2	Date of next review	January 2016
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Service provider*Full name, business address, telephone number and email address of the registered provider:*

Name	Rainhill Village Surgery
Address line 1	529 Warrington Road
Address line 2	Rainhill
Town/city	Prescot
County	Merseyside
Post code	L35 4LP
Email	coral.mcneilly@hsthpcct.nhs.uk
Main telephone	0151 511 5672

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	N83010
Registered manager ID	Dr. Chibuzo Orjiekwe

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 dependent 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

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	1. Dr. Paul McNeilly 2. Dr. Chibuzo Orjiekwe 3. Dr. Palaniappan Subramanian
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 general public to receive medical consultation, examination and diagnosis by a General Medical Practitioner, Nurse Practitioner, Practice Nurse and other associated health services.

The service is to be provided in courteous, peaceful, practical, professional and comfortable surroundings. 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.

The Practice will strive to maintain patient equality at all times and all fully registered patients will be afforded the same level of service regardless of age, sex, disability, sexual preference, ethnicity, nationality or religious beliefs.

The Practice will strive to provide the very best in general medical services and prides itself on being a whole person centred diagnostic and management service. Our services will include, but are not necessarily limited to, disease prevention, health promotion, management of acute and chronic illnesses, routine immunisations and travel health, family planning, cervical smears, ante-natal and post-natal care.

In order to provide the best possible healthcare, we need support from our patients, whereby they take responsibility for their own health and the practice will continuously look at ways and means in order to enable them to do this, by educating and informing patients through our website as well as other lines of communication. The practice will continuously 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 spiritual, social, psychological and physical aspects of each person are fully considered. The Practice seeks to meet the need of people to understand and know about their own bodies, sharing the responsibility of each patient's healthcare equally. It achieves this by allowing patients time in a comfortable environment with a person who is knowledgeable and can help them in most areas of their medical requirements. If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate healthcare professionals in order to help the patient.

The Practice will offer a wide range of appointment times from Monday to Friday each week.

Emergency Equipment will be maintained on site and this includes a defibrillator, provision of oxygen and emergency medications.

The Practice will remain fully computerised and ensure that all clinicians have full access to all patients' notes as required.

Staff performance is constantly monitored with daily contact with our Managers 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 and industry requirements.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is Rainhill Village Surgery, 529 Warrington road, Rainhill, Merseyside, L35 4LP and Dr. Chibuzo Orjiekwe is a member of the Medical Defence Union.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of Dr. Chibuzo Orjiekwe are as follows:

Dr. Orjiekwe has all the credentials required for the management of a General Practice. He has been an NHS partner for 9 years.

Dr. Orjiekwe is a member of the General Medical Council, GMC No. 4665810.

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

Locum doctors may be asked to work on a self employed basis for the purposes of the Practice. Such doctors will be required to produce evidence of their CV, full qualification and registration of societies, medical indemnity insurance, General Medical Council certificates, Hepatitis B status and references where appropriate.

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

Rainhill Village Surgery is a limited company with 4 Partners. They are Dr. Paul McNeilly, Dr. Chibuzo Orjiekwe & Dr. Palaniappan Subramanian.

The Practice hours operate routinely from 8.30 am to 6.00 pm on week days, except for a Thursday when the practice is open from 8:30am to 12:00. Early morning, lunch time and evening appointments are available to all patients who are registered with us.

Coral McNeilly currently manages the Practice and the employees report directly to her.

Most blood tests and all x-rays are usually referred to outside accredited laboratories, however, some exceptions, such as in-house Warfarin testing, exist.

6. 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 Illness and Epilepsy.
- Immunisations e.g. routine, childhood and travel immunisations
- Health screening

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

Ease of access to see a healthcare professional. We have early morning and evening appointments available

- A very pleasant, comfortable and clean environment is provided in all surgeries

There are comfortable waiting areas where the patients can sit and relax whilst waiting to see the healthcare professional

- Limited free parking is available in the surgery car park behind the practice and there is adequate access for disabled visitors.

Equipment facilities include the presence of equipment to aid diagnosis such as eye charts, otoscopes, oroscopes. Emergency provision in the form of a defibrillator, provision of oxygen, emergency medications and resuscitation equipment will be provided as required. The practice also has facilities for Spirometry and Warfarin testing.

- The Practice is fully computerised.

8. Arrangements made for consultation with patients about the operation of Rainhill Village Surgery

The Practice Leaflet is available at our surgery or can be downloaded from the Practice website which is: www.rainhillvillagesurgery.co.uk. Patients have a right to access their own patient records.

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.

9. Arrangements for dealing with complaints

This Practice operates a procedure for the investigation of complaints.

Making your complaint to the Practice in no way prejudices your right to complain to PALS, should your complaint not be resolved to your satisfaction.

Coral McNeilly, Practice Manager, co-ordinates the complaints procedure on behalf of the Practice.

Your complaint should be submitted as soon as possible after the event giving rise to the complaint. We will then ensure that all relevant details are recorded and arrange for the complaint to be investigated.

We will acknowledge receipt of your complaint within 7 days and aim to report back to you within 28 days. If this is not possible the reason for the delay will be explained to you and you will be given a revised date for the completion of the investigation.

If, following the Practice's explanation, you remain dissatisfied; you have the right to complain to PALS.

Please also ask our staff for a copy of the PALS complaints procedure. This is available for complaints which cannot be settled within the Practice.

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

10. 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 relaxation 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 would be 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.

Confidentiality

Everyone working for Rainhill Village Surgery must keep information about you confidential, so that you feel able to talk to us freely. Also by law, we must protect information about you.

We can supply information to other people or organisations only:

- with your consent, or
- in accordance with the principles of medical confidentiality here described.

This does not apply if you cannot be identified from the information. There are strict rules to prevent people being identified by mistake.

We have to comply with court orders. If they require us to break confidentiality, we will resist this as strongly as legally possible.

What information do we hold?

When you receive care we will ask you for information about yourself which is recorded in your health records. This helps us give you proper care and treatment. We keep this information and details of the treatment, because we may need it if we see you again. Usually information is stored on our computer and medical records systems so that we can trace it more easily when needed. It also helps us to keep statistics. We keep these systems highly secure.

What if I have concerns or complaints?

You may want more details than we can give here. You can inspect the Practice Leaflet which is available to download on our website and available on request at the practice. We can also answer specific questions. If at any time you would like to know more about how we use your information, you can speak to Coral McNeilly, Practice Manager.

How may information about me be used?

It will be used by the members of staff treating you. Some information, such as your name and address, may be used to make arrangements for your care, such as to make an appointment. You may be receiving care from other people as well as Rainhill Village Surgery. To work together for your benefit, we may need to share some information about you. We only do this

with organisations providing care for you and only when we know it will be used under the same restrictions that we apply ourselves.

Anyone who receives information from us is also under a legal duty to keep it confidential, unless you agree otherwise.

We regularly check that the care we offer is the best we can give. Unless you object, your medical records may be used by medical professionals to help us do this. If you make a complaint about your care, those investigating the complaint will be able to see your 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. We can also release information in certain circumstances for the protection of the public. For example, we would release information to help the investigation of violent crime but not of routine non-violent crime.

Can my information be used to find out where I live?

We will not help organisations outside the NHS to find out where you live. Sometimes, though, we will pass on information to you, unless you have told us not to.

Can I see my information?

In most cases, you are entitled to see your records. You should start by asking the person in charge of your care. An information sheet including the relevant forms entitled "Access to Health Records" is available from staff.

Signed: _____

Designation: _____