

SELBORNE ROAD MEDICAL CENTRE

DR LISA MORRIS ————— ◆ ————— DR ROSALIE KNOWLES

Selborne Road Medical Centre

Statement of Purpose

The name and address of the registered provider is:

Selborne Road Medical Centre

1 Selborne Road,

Sheffield,

S10 5ND

www.selborneroadmedicalcentre.co.uk

Registered Manager: Dr Rosalie Knowles

Practice Manager: Mrs Lisa Gregory

The surgery is based on Selborne Road. The premises have been adapted from an old house.

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Selborne Road Medical Centre) is required to provide to the Care Quality Commission a Statement of Purpose.

Our Aims and Objectives:

- Provide a high standard of Medical Care
- Be committed to our patient's 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 maintain our motivated and skilled work teams

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- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training
- To guide our employees in accordance with diversity and equality
- To ensure effective and robust information governance systems
- To treat all patients and staff with dignity, respect and honesty

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

We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

The Primary Health Care Team

The Clinical Team

The 2 Partners:

- Dr Lisa Morris MB ChB (Sheffield) 1998 DRCOG DFFP, MRCGP
- Dr Rosalie Knowles (Salaried GP) MRCP 2005 DFFP 2009 MRCGP 2010

Other Doctors

- Dr Abigail Watson (Salaried GP) MBBS, MRCGP

Practice Nurse

- Sue Evans – RGN

Healthcare Assistant/Phlebotomist

- Jacqui Lawrance

Secretary

- Lisa Gibbons

Administrators

- Jacqui Lawrance

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Reception

- Jacqui Lawrance
- Corinne Tolson
- Sharon Wardley
- Gina Booker
- Gillian Nettleship
- Sarah Walton

Notes Summariser

- Jacqui Lawrance

Practice Staff

Lisa Gregory is the Practice Manager who is in overall charge and is responsible for the smooth running of the practice. The Reception and Administration Team man the reception desk, arrange various appointments, pass on information (such as blood results), explain our services and answer the telephone line.

The Reception and Administration Team are responsible for:

- Updating and summarising patients' medical records
- Repeat prescribing
- Organising the specialised clinics
- Ensuring that our IT Systems are functioning properly

Each team has 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 Practice

Our practice area covers much of western Sheffield including Ranmoor, Fulwood, Lodge Moor, Crookes, Crosspool, and the Mayfield Valley. For a detailed map and other information please consult our website or ask a member of the reception team.

Home Visits

Please make requests for this service before 11.00am to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit please make this clear in order that the doctor receives the correct message and can take the appropriate action.

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Out of Hours

When the surgery is closed, if you require urgent medical advice or attention, please telephone 111 which is now the number to ring both when we are closed and if you need non-urgent advice or help during the day but don't need the Surgery.

All contacts with the Out of Hours will be reported back to their GP the following working day.

Booking Appointments

Telephone 0114 2686929 and reception staff will help you.

We have routine bookable appointments Monday to Friday* from 8.30am – 6.00pm with doctors.

Nurse appointments are bookable on Tuesdays and Wednesdays from 8:30am – 6.00pm.*

*Please note we close on 1pm on Thursday afternoons.

If you need to be seen urgently, then we will always try to accommodate you on that day. We do have a Doctor dealing with urgent medical telephone calls each day.

Urgent Appointments

We take into account that not all illnesses are planned. We therefore have same day urgent appointments available in the morning and in the afternoon. Please ring at 8.30am to request a morning appointment. The morning GP appointments start at 8:30 am. As you can imagine 8.30am can be very busy times on the surgery phones and although we have 2 receptionists answering the calls sometimes this can incur a delay in getting to your call.

If calling for a routine appointment it is therefore advised not to call at these times.

Prescriptions

Any acute prescription request will be dealt with by the on call doctor. Questions regarding your repeat prescriptions, nomads, MAR charts or general queries can be addressed by our reception staff who will pass any queries that need to be dealt with immediately to the doctors.

Patients may be issued with repeat prescriptions for their medication (items are listed on the counterfoil sheet on the right hand side of the prescription) so that they do not need to consult the doctor each time a script is requested.

Requests can be made by:

- Using the right hand side of the last prescription to indicate which items are required for the next month which may be left in the 'repeat prescription box', or alternatively be posted.
- Order by fax on 0114 2669892
- By completion of the Repeat Prescription request form located in the entrance hallway

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- Via the Internet if you are registered (if you require details please contact Reception).

Please note that this facility is only for prescriptions as shown on your repeat order form – any non-repeat items must be requested in writing to the Practice.

We also accept requests for repeat prescriptions over the telephone. We need 48 hours to prepare the prescription. Requests received before 6pm will normally be ready the next but one day after 2pm; for example, a request received on a Monday means the prescription is ready for collection after 2pm on Wednesday.

All patients on repeat prescriptions must see the doctor for review at least every 12 months. Some patients may need to see the doctor for review more frequently e.g. every 6 months. If the hospital changes your medication, please let us know to change your repeat prescription.

Amount Supplied

28 days' supply will be made on each repeat prescription. Exceptions to this are

- Oral contraceptives – 6 months
- Hormone Replacement therapy – 3 months
- If inhalers are prescribed, only one of each will be issued per prescription.
- Depending on the condition being treated, up to 3 prescriptions at a time may be issued, each for 8 days.
- Medication that is not on the 'repeat list' will not be issued without consultation with a GP.

Medication Review

All patients receiving repeat prescriptions will have a medication review at least annually. Patients over 75 years will have a medication review every 6 months.

This will allow the following to take place:

- Treatment is still effective
- Treatment is still needed
- If side-effects are being experienced

The Regulated Activities under CQC

- General medical services and routine medical checks involving a holistic approach.
- 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 ongoing and appropriate; to this end we shall endeavour to review

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

General Nursing Care

Our nurse provides chronic disease management, wound care, contraceptive services, well person checks, new patient checks, blood pressure monitoring and travel advice; they also perform vaccinations, ear syringing and smear tests.

Maternity Services

Midwife clinics are held regularly at the surgery. The doctors also provide ante-natal and postnatal care.

Cervical Screening

This service is provided by our specially trained nurse and doctors.

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.

Child Health Surveillance

Vaccinations and Immunisations

Selborne Road Medical Centre strongly supports childhood immunisation programme. All routine childhood immunisations are performed at the surgery by our nurse following an automatic invitation from the Local Health Authority.

Selborne Road Medical Centre offers all 'at risk' patients the seasonal influenza vaccine from September to January every year.

Foreign Travel Health Advice

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

Prior to appointment patients will need to fill in a 'Travel Questionnaire' which can be picked up from reception. This form is to be filled in by the patient and brought to the nurse appointment. We also recommend www.travax.nhs.uk website. We would need six weeks' notice prior to travel.

Access to Psychological Therapies

Counselling and Cognitive Behavioural Therapy are offered by staff from the IAPT (Increasing Access to Psychological Therapies) who work from our premises.

For further information, call 0114 226 4380 or go to the website www.sheffielddiapt.shsc.nhs.uk

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Phlebotomy

Clinics are held on Tuesdays and Wednesdays.

Home visits for phlebotomy may be undertaken by the district nursing service or our HCA.

Implanon Insertion

The Surgery offers a Contraceptive Implant fitting service with Dr Morris. The booking of these appointments needs to be discussed with a doctor in a prior routine surgery appointment.

The appointment time required is 30 minutes and the procedure requires a doctor.

Please discuss with your doctor and/or pick up a leaflet in reception.

Minor Surgery

Minor Surgical procedures are performed in the surgery by Dr Morris. Minor surgery is not undertaken for cosmetic reasons in accordance with NHS guidelines.

Appointments can only be made following a prior consultation with a Dr Morris.

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, appropriately and 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 serious risk to the health and safety of the patients 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.

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

Data Protection Policy

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

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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, Data Protection Act (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 that threaten compliance.

DPA issues will form 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 you, the patient, take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given.

In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we would suggest that you consider making more than one appointment.

Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you 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 that 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.

You have the right to express a preference of practitioner when you make an appointment.

Violent Patients—Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse that leads to fear for a person's safety.

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In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it.

Comments, suggestions and complaints

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our practice manager who will, where appropriate use our complaints procedure to try to correct the problem.

All of our staff are here to help you.

General Information

Access to Health Records

The Data Protection Act allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should make a written request to the Practice. You 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.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to your possible needs in this role.

Visit the website: www.sheffieldcarers.org.uk or call 0114 2788942 for 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

Should you need a chaperone present at a consultation or procedure, then please alert reception staff who can ensure that someone is available to assist.

Patient Participation Group

Selborne Road Medical Centre is committed to continually improve our services by learning from and listening to our patients.

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We have a Patient Participation Group and we are always looking for new members. If you are interested, please ask/contact reception or Lisa Gregory or see the website for more information.

Last Reviewed: May 2018 – Lisa Gregory

Next Review: May 2019

Signed by:

Dr Rosalie Knowles

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Dr Rosalie Knowles, Registered Manager