



AUDLEY MILLS SURGERY STATEMENT OF PURPOSE

Under the Health & Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Audley Mills Surgery) is required to provide Care Quality Commission with a statement of purpose.

'Excellent, effective, efficient, evidence based care for everyone, and educating for the future'

Audley Mills Surgery & Audley Mills Medical Education Centre
55 & 57 Eastwood Road | Rayleigh | Essex | SS6 7JF

Practice Service Provider I.D. F81123

Telephone: 01268 209309

Fax: 01268 770176

Website: www.audleymills.co.uk

Email: practice.managerf81123@nhs.net Please note this email is not for clinical enquires, use SystemOnline or eGP.

Certificate of Registration No. CRT1-569748251

Certificate Date: 02/01/2013

Provider ID: 1-199727331

Registered Manager: Dr. C.P.M. Lewis (Senior Partner)

Practice Manager: Mrs. Sally Downs

Practice Business Manager: Mr. Stephen Doherty

Legal Status: Partnership

DOCTORS (PARTNERS) IN PRACTICE:

Dr. C.P.M. Lewis – MA, MB, MChir Cambridge 1982, FRCGP, DCH, DRCOG, FPCert, Cert Diabetes Care, Dip Med Ed

Dr. A.P. Kerry – MBBS, MRCGP, FPCert London 1988

Dr. C. Horner – MA, MB, BCH, BAO, PhD, MRCGP, DFFP Dublin 1981

Dr. R. Genthe – PhD State Exam Berlin 1996

Dr. R. Tisi – MBBS, DRCOG, FRCGP

Dr. T. Wright – MBBS, BSc (Hons), DRCOG, MRCGP London 2002

Dr. L. Saville – MBBS, MRCP, DFFP London 1997

Dr. A. Rehal - MBBS, BSc (Hons), DRCOG, DCH, MRCGP, London 2001

Dr. O. Arikawe – MBChB MRCGP DRCOG DFFP Ogun 1994, PGA Med Ed

Dr. L. Whiting – BSc (Hons), MB ChB (Leeds 2003), MRCS (Ed), MRCGP, DRCOG, PGCert Med Ed

Associates:

Dr. S. Vootkur – MBBS, MRCGP, India 2007

Dr. M. O'Keefe – MMBS, BA Natural Sciences, Diploma Law CPE

Dr. A. Williams – MRCGP, DCH, DRCOG, DTMH, MBBS

Nurses:

Sister Lisa Reeves - RGN, FP Cert, Dip. Asthma & Dip. COPD
Sister Nicola Richardson - RGN, FP Cert, Dip. CHD Diabetes Care, Travel
Sister Gail Beckwith - RGN, Women's Health, Sexual Health
Sister Sarah Newman – BSc (Hons) Nursing 2006, Community Practitioner, Nurse Prescriber 2012
Sister Andrea Todd – RGN, Diploma in Asthma care, ENB 928 Diabetes, CHD In
Primary/Secondary Care

The team of practice nurses, assisted by the healthcare assistants work alongside the doctors. They are available to see emergencies during the day and answer your telephone enquiries. They along with the HCAs are responsible for general nursing, immunisations, cervical smears, new patient medicals and various general health clinics.

Healthcare Assistants:

Mrs. Jane Webster – Healthcare Assistant – Smoking Cessation – Level 2 Cert.
Mrs. Debbie Williams – Healthcare Assistant – Smoking Cessation – Level 2 Cert.
Both HCA's provide ECGs, 24 hour blood pressure monitoring, complete new patient checks, NHS Health checks, Urine checks, blood pressure checks, relief phlebotomy services as well as assisting the doctors with procedures.

Phlebotomists:

Mrs. Claire Buckley – Phlebotomist – RGN – Venipuncture Cert.
Mrs. Lisa Maree Webb – Phlebotomist – Venipuncture Cert.
Mrs. Lesley Shaw – Phlebotomist – Venipuncture Cert.

We have either one (sometimes both) of our Phlebotomists here performing blood tests for the patients of Audley Mills surgery.

Senior Receptionist:

Mrs. Susan Francis (Mrs. Karen Williams/ Mrs. Denise Stock in her absence)

Mrs. Francis is responsible for the day-to-day running of the reception area. The receptionists all arrange appointments, pass on information and explain our services and answer general queries. All medical queries are passed on to the appropriate clinician.

Midwife:

Andrene Williams

Ante-natal and post-natal care if shared by the GP and midwife who work closely together for a successful outcome of pregnancy. The Midwife is based at Oaktree Children's Centre, Grove School: (01268) 775910.

Practice Staff:

The surgery is supported by a full complement of efficient ancillary staff including prescription clerks, medical secretaries, data administration clerks, Choose & Book clerk, scanning clerks and administrators.

SURGERY

Audley Mills Surgery is a large General Practice in the Centre of the town. The surgery has approximately 20,000 registered patients.

TRAINING

We are committed to training the next generation of healthcare workers. We have been approved as a training practice for GPs since 2003. The registrars work under the close supervision of a GP trainer. Dr. Kerry, Dr. Lewis, Dr. Tisi, Dr. Wright, Dr. Rehal and Dr. Whiting are the GP trainers. We also train medical students from The London teaching hospital on their GP attachments – Dr. Horner, Dr. Rehal and Dr. Arikawe are our medical student teachers. Dr. Arikawe provides training for doctors and nurses for the Diploma in Contraceptive and Sexual Health.

Our Aims & Objectives:

Our vision statement :

'Excellent, effective, efficient, evidence based care for everyone, and educating for the future'

To deliver this:

- We are committed to providing a high standard of medical services in a professional and accessible way.
- We provide a safe and clean environment
- We act with integrity and complete confidentiality.
- Be committed to our patient's needs.
- Monitor and audit to improve our services.
- Guide employees regarding Diversity & Equality
- To provide effective Information Governance.
- To treat patients with Dignity & Respect.

We believe that we provide a high quality service and are continually looking to the future to develop these services further. We greatly value your support, understanding and constructive suggestions for improving our practice further.

PRACTICE PHILOSOPHY

Audley Mills Surgery is committed to providing a wide range of effective, evidence-based medical services in a professional and accessible way. A 'wide range' means that wherever possible we will endeavor to provide the help you need at the surgery - by ourselves or other health professionals.

We encourage the development of special interests within the partnership - this means that in a large practice like ours you benefit from a range of expertise.

The GPs spend a great deal of time reading medical journals, attending meetings and going on courses to keep up to date and effective. The clinicians attend weekly clinical meetings at which they learn from each other's successes and problems; an atmosphere of openness and honesty is the key to the success of this approach.

Surgery Extended Hours:

Mondays & Thursday - 7.00am until 8.00pm

Tuesday, Wednesdays & Fridays - 7.00am until 6.30pm

Home Visits:

If you need to see the doctor but are not well enough to get to the surgery, we ask the patients to telephone to request a home visit.

House calls are available for patients who are medically unable to come to the surgery.

Out of Hours:

If you need to see the doctor outside of normal surgery hours in an emergency, you telephoned NHS 1-1-1 (a free service from both mobile and land lines) where you will be put through to the Out of Hours service.

Booking Appointments:

Telephone: 01268 209309 between 8.00am and 6.30pm

We have appointments that are bookable up to four weeks in advance. We have approximately 100-120 appointments available to book on the day.

Appointments are also available to those patients who have access to the Internet. Audley Mills's website (www.audleymills.co.uk) allows you to use systmonline to book appointments, order repeat prescriptions or to ask a question.

REPEAT PRESCRIPTIONS:

Requests in normal surgery hours:

Requests received before 10.30am (Monday to Friday) the prescription will be ready after 2.00pm the same day.

If you hand your request in after 10.30am your prescription will be ready after 2.00pm the next working day.

Collection: Prescriptions are available to collect from the reception desk when the surgery is open. For patients who cannot get to the surgery during opening times, we are working with Audley Mill Pharmacy to provide an extended service. You can collect your prescription out of hours at Audley Mills Pharmacy during the following times:

7.00am – 12.00 Midnight Weekdays

9.00am – 5.00pm Saturdays

10.00am-5.00pm Sundays

You are not obliged to have your prescription dispensed from this pharmacy.

The regulated services provided by Audley Mills Surgery under CQC are:

- Diagnostic and screening procedures
- Family Planning
- Maternity & Midwifery Services
- Surgical Procedures
- Treatment of disease, disorder or injury

Clinics & Services:

- Health Promotion
- Cervical Screening
- Family Planning & Contraceptive Services
- Child Health Surveillance
- Vaccinations & Immunisations (including flu clinics)
- Foreign Travel & Health Advice
- Smoking Cessation
- Phlebotomy Services
- Minor Surgery
- Joint injections
- NHS Health Checks
- Asthma checks
- Diabetic Reviews
- CHD (Coronary Heart Disease) Clinics
- Ante-natal & Post-natal Appointments
- COPD Clinics (Chronic Obstructive Pulmonary Disease)
- Cryotherapy Clinic
- Yellow Fever Vaccination Centre
- Baby Clinics

AUDLEY MILLS PATIENT PARTICIPATION GROUP (AMPPG)

This group exists to work with the practice to continually improve the services on offer. The group at present comprises of 12 patients with a particular interest in improving the surgery. Most of the members have been patients of the surgery for many years, so they've seen the service develop. The group meets on a half yearly basis with a quarterly report being circulated amongst the members. The Chairman of AMPPG is Brian Dawbarn.

PATIENT CONFIDENTIALITY & DATA PROTECTION

We ask for your personal information so that you can receive care and treatment. This information is recorded on computer and we are registered under the Data Protection Act. The practice will ensure that patient confidentiality is maintained at all times by all members of the practice team. However, for the effective functioning of a multi-disciplinary team it is sometimes necessary that medical information about you is shared between members of the practice team.

PRACTICE CHARTER

Our Services to you - The Patient

We do our best to look after your health needs by treating and preventing illness. You should find our service, helpful, kind, caring and absolutely confidential. You may expect us to respond immediately to an emergency situation requiring life-saving treatment.

When you are medically unfit to come to the surgery you may expect a home visit, at your doctor's discretion.

You have a right to know as much about your medical condition as you want to know and we will always tell you the full truth, unless you ask us to do otherwise. We will not discuss your

case with anybody else, unless you wish us to and have given your consent first. You are welcome to see your health records and discuss the contents with the doctor if you wish.

Comments / Suggestions:

The surgery welcomes comments / suggestions. There is a box in the main surgery building for these to be posted. The suggestions / comments are discussed at the monthly practice meeting.

Complaints:

As a practice we are committed to providing the best possible care we can for our patients. This is limited by the resources provided for the NHS.

We are aware that we are human and occasionally things do not go as planned and individual patients and / or their families may be unhappy with a situation. Ideally this should be discussed with the appropriate member of staff at the time, but this is not always possible.

We operate a practice complaints procedure as part of a NHS system for dealing with complaints. You may ask for an appointment with the Practice Manager in order to discuss your concerns. He/she will explain the complaints procedure to you and will make sure that your concerns are dealt with appropriately.

WHAT WE SHALL DO:

- We will ensure that you are treated with dignity and respect.
- We will ensure that you are not discriminated against regardless of age, sex, marital status, pregnancy, race, ethnicity, disability, sexual orientation, religion or beliefs.
- We will ensure your human rights will be respected at all times.

GENERAL INFORMATION

Access to Health Records

Patients have certain statutory rights to have access to their own medical records under the Data Protection Act 1998, the Access to Medical reports Act 1988 and the Access to Health Records Act 1990. Patients can request access to their own written or computer records, but records may not be removed from the practice premises. The Summary Care Record will be available for patients to view online from 1/4/15.

Carers:

The practice has a protocol for the identification of carers and a mechanism for the referral of carers for social services assessment.

Identification of Carers:

Any or all of the following methods may be used to identify carers. The list is not exclusive:

- During consultations with clinicians
- Through posters/notices in reception.
- New patient health checks
- Health Visitor / District Nurse local knowledge
- Through notices on repeat prescriptions
- Home visits

Obtaining Consent:

Once identified, carers must give consent for this to be recorded on their patient record. Consent of the person cared for will be needed if clinical information is to be shared with the carer.

Referral:

If the carer agrees, they can be referred to support agencies such as:

- Social Services for assessment of needs
- Respite care
- Carers support groups

TREATING PATIENTS WITH DIGNITY & RESPECT

Audley Mills Surgery ensures that staff employed by this Practice treats patients with dignity and respect. This Practice advocates a culture of care that respect the privacy, dignity, culture and individuality of all patients under its care. It will ensure that all practice is evidenced-based and complies with current legislation

The Audley Mills Statement of Purpose

Date:

Review Date:

Signed by Registered Manager: