

Littleborough Group Practice

Statement of Purpose

The name and address of the registered provider is:

Littleborough Group Practice
Littleborough Health Centre
Featherstall Road
Littleborough
OL15 8HF
01706 393 000

www.littleboroughgrouppractice.nhs.uk

Registered Manager : Dr Venkatesh Mallya
Practice Manager: Mrs Kelly Vines

The Surgery is within a purpose built Health Centre in Littleborough with onsite parking.

Under the Health and Social Care Act 2008 (The Care Quality Commission Registration Regulations 2009 Part 4) the registering body (Littleborough Group Practice) is required to provide to the Care Quality Commission a statement of purpose.

Our Aims and Objectives

- Provide a high standard of Medical Care to patients.
- Be committed to our patient needs
- Act with integrity and complete confidentiality (When appropriate)
- Be courteous, approachable, Friendly and accommodating
- Ensure safe and effective services and environment
- To improve communication through decision making and communication
- To maintain our motivated and skilled work teams
- Treat all patients and staff with dignity, respect and honesty

Our purpose is to provide registered patients second to none health care, continuing with our high quality yet looking to seek continuous improvements. We aim to achieve this through our Patient group and long standing staff. We are a listening practice who listens to the needs and expectation.

The Team at Littleborough Group Practice

Partners

Dr Ruth Chew (Senior Partner) MB BS, MRCGP

University of Newcastle upon Tyne 1987

Dr Paul Laker MB BS, MRCGP

University of Newcastle upon Tyne 1985

Dr Sartia Khandelwal MB BS MRCGP

Rajasthan University 1981

Dr Venkatesh Mallya MB BS MRCGP

Rajiv Gandhi University of Health Sciences 2001

Salaried GP

Dr Jane Booty MB ChB

University of Manchester 1989

Pharmacist – Currently vacant.

Practice Nurses

Advanced Nurse Practitioner – Colette Taylor

Advanced Nurse Practitioner – Caroline Holt

Specialist Nurse – Lidia Cooper

Sister Margaret Ward

Sister Dawn Alexander

Health Care Assistant

Tracy Kershaw

Tracy runs an appointment service for Blood Pressure Monitoring. NHS Health Checks, ECG, healthy living screening. She also assists the doctors with procedure such as minor surgery.

Practice Staff

Mrs Kelly Vines is the Practice Manager who is overall in charge and is responsible for the smooth running of the Practice.

The Reception team are the forefront of Littleborough Group Practice. They arrange appointments, pass on important information, explain our services and answer all phone calls.

The administrative team is responsible for updating and summarising patient medical records. They recall all our chronic disease patients for their annual review, organise specialist clinics they also undertake regular audit to ensure we continue to achieve targets.

The Secretary is able to answer patient enquires. Often liaising on the patient's behalf to other agencies like secondary care.

The team have full knowledge of the services the practice has to offer, and are happy to assist you with any queries.

The Practice

Littleborough Group Practice has approximately 8800 patients and covers Littleborough and the surrounding area.

Home Visits

All requests for this service will be triaged by the GP
Please ensure that all requests are made before 10am 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 you treatment.

Out of Hours

When the Surgery is closed, if you require urgent medical advice or attention please telephone NHS 111.

Bardoc provides an EMERGENCY service when the surgery is closed, It is available between 18.00-18.30 Monday-Friday, The surgery is also closed the 2nd Thursday In every month for Staff Training from 1pm until 6.30pm.

Dr Mallya and Dr Khandelwal work regularly at out of hours.

Booking Appointments

Telephone 01706 393 000 and reception staff will assist you.

We have routine bookable appointment these can be booked up to 2 weeks in advance. We also offer an acute service with the Nurse Practitioner for minor illness.

We do take into account that not all illnesses are planned, we therefore have same day **urgent** appointments available in the morning and afternoon. Please ring after 08.30am for an appointment. Please note that with urgent appointments we are unable to specify a named GP.

Littleborough Group Practice, Dr Chew, Dr Laker, Dr Khandelwal, Dr Mallya, Dr Booty
Practice Manager Mrs Kelly Vines

We also offer telephone consultation where appropriate. We do aim to give patients an appointment within 48 hours to see a doctor and 24 hours to see a health care professional. Translators are bookable by request.

Extended Hours

The surgery offers extended hours on:

Monday Evening until 08.30pm and Wednesday mornings from 07.00am.

These appointments are especially beneficial to those patients who find daytime appointments difficult.

The general surgery phone is not open during these extended hours and will be diverted to Out of hours.

Prescriptions

Authorised prescription request will be dealt with, within two working days issuing the repeat ordering sheet.

Patients are asked to make sure they circle the medication they require.

The Practice does not accept request from community Pharmacies.

The Practice does support Electronic Prescriptions. Patients are able to sign up to this service via there nominated Pharmacy.

The Regulated Activities under CQC

General Medical Service and routine medical checks involving a holistic approach.

Management of Chronic Diseases

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care in on-going and appropriate; we shall endeavour to review patients on an annual basis. Diabetic, CKD, CHD clinics are regularly held throughout the year.

General Nursing Care

Our Nurses provide, Contraceptive Service, Minor Illness, Smoking Cessation advice, well person checks, New Patient Checks, BP monitoring, NHS Health Checks, Baby Clinics/immunisations and Travel advice.

Maternity Services

The Practice has use of full maternity services within the community. Midwives are based at the Health Centre in Milnrow, patients can refer themselves without contacting there GP There number is 01706 378166

Cervical Screening

This service is provided by our specially trained nurses within Practice.

Family Planning and Contraceptive Services

This is provided by the doctors and Nurses, we offer a full range of contraception including the IUCD and implanon. The Practice as access to the sexual health open clinic on Friday's between 2pm-5pm, no appointment is necessary.

Child Health Surveillance.

These are held weekly at the surgery by our nursing team with support from a Doctor.

Vaccinations and immunisations

The practice supports childhood immunisations programme. All routine childhood immunisations are performed at the surgery by the nurse following an automatic invitation from the Local Health Authority. The Practice offers all "at risk" patients the seasonal influenza vaccine from September to January every year. The Practice also actively recalls patients who fit the criteria for the Shingles Vaccine.

Foreign Travel Health Advice

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

Weight Loss Clinic

Appointments are led by our HCA to offer support and advice to patients who want to lose weight and maintain a healthier lifestyle. We can also refer you to the Health Trainers who hold a clinic at the surgery every week.

Smoking Cessation

The Practice offers smoking cessation advice; appointments can be made for the HCA or Nurse.

Phlebotomy

Clinics are held every morning, our HCA will also do more urgent blood test in surgery. The last pick up for bloods is 5pm.

Well Person checks

These are carried out by our Practice Nurses, patients are able to book these through reception.

Acupuncture

During these sessions a wide variety of conditions including joint and back pains, migraines, chronic sinusitis and pre-menstrual tension can be treated. If you feel that you are suffering from a condition, which might be amenable to this form of treatment, please make an appointment to discuss it with Dr Chew during normal surgery times.

Substance Misuse Clinic

The Practice has a substance misuse clinic weekly. Patients not only from the Practice are seen but those from HMR. Dr Howson is the lead clinician and works closely with the Drug workers from big life.

Minor Surgery

The Practice has minor surgery clinics fortnightly, minor surgery is performed by Dr Khandelwal. Dr Chew will also be carrying out procedure in the summer.

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, 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 there is serious risk to the patient.

Data protection Policy

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

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 patients consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The Practice will maintain a system of "significant Event Reporting" (Critical case analysis) through no-blame culture to capture and address incidents which threaten compliance.

DPA issues 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

You have the right to expect a high standard of care from our practice and we will try at all times to provide this with the resources available.

In order to assist us, we ask that you take full responsibility for ensuring that you do not abuse the service. For Example, it is your responsibility to ensure that you keep your medical appointments and follow the medical advice given, in addition if you feel 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.

You have the right to express a preference of practitioner when you make the appointment, this can sometimes mean a delay in obtaining an appointment.

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Violent Patients – Zero Tolerance

The NHS operated a Zero Tolerance Policy with regard to violence and abuse. 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 which leads to fear for a person's safety.

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