

DRYLAND MEDICAL CENTRE

CQC Statement of Purpose

Service Provider Details

Dryland Medical Centre

1 Field Street

Kettering

Northants

NN16 8JZ

Telephone: 01536 518951

Website: www.drylandsurgery.co.uk

Legal Status: Partnership

Service Types: GP Consultation and Treatment Service

Regulated Activities:

Treatment of disease, disorder or injury

Surgical Procedures

Diagnostic and Screening Procedures

Maternity and Midwifery

Family Planning Service

Service Users:

Open for Registration to patients resident in the Kettering area.

Registered Manager: Dr Leszek Piechowski

Practice Manager: Dawn Savage

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Dryland Medical Centre) is required to provide to the Care Quality Commission a statement of purpose

Aims and Objectives

To provide personalised, effective and high quality General Practice Services, committed to the health needs of all of our patients.

To work in partnership with our patients, their families and carers, involving them in decision making about their treatment and care and encouraging them to participate fully by listening and supporting them to express their needs and wants and enabling them to maintain possible level on independence and control.

To recognise the diversity of the local area, and to tailor healthcare deliver to our population.

To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.

To involve other professionals in the care of our patients where it is in their best interest providing an informed choice to suit the patient's needs in respect of referrals.

To continually improve healthcare services to patients through learning, monitoring and auditing.

To take care of our staff, ensuring a competent and motivated team with the right skills and training to do their jobs to protect them against abuse.

To act with integrity and confidentiality and ensure robust information governance systems.

To treat all patients and staff with dignity, independence, respect and honesty in an environment which is accessible, safe and friendly.

Location of Dryland Medical Centre

1 Field Street

Kettering

Northants

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Dryland Medical Centre is based in Kettering town centre, operational from a single purpose build building based in Field Street, a large patient car-park at the side of the building and further staff parking at the rear. GP / Health Professional consulting rooms, Treatment rooms, Minor Ops room, Disabled toilet, Public reception areas and Reception area are all based on the ground floor. The first floor is the Common Room / Meeting Room, IT Communications Server Room, Stationary and storage room, Medical Records, District Nursing and Health Visitor offices.

The clinical staff consist of a 7 GP's, 3 Nurse Practitioners, 5 Nurses and 1 Health Care Assistant. The wider practice team includes the Practice Manager, Receptionists, Note Summariser and Read Coding Clerk, Medical Secretary, Accounts / Purchasing Assistant and Reception Administrator. Our staff have a full knowledge of the services the practice has to offer and are happy to assist with any enquires.

The GP and Nursing team together provide the full range of clinics for family planning, childhood immunisation, health checks, foreign travel, minor surgery, asthma, COPD, Diabetes, Hypertension, Women's clinics and dressing clinics, stop smoking service, we

involve the wider primary health team if required. Community midwives provide antenatal checks at the practice. We also have attached to the surgery health visitors, district nurses and Wellbeing worker.

We are well equipped clinically and have diagnostic equipment which includes: ECG machines, ambulatory blood pressure monitors, nebulisers, peak flow meters pulse oximeters, Defibrillator and Doppler machines.

NHS Services

NHS Services provided by our Practitioner and clinical staff are defined under the PMS contact. They are mainly split into three groups of Essential, Additional and Enhanced Services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients. These services include:

- Routine medical check ups
- Medication Reviews
- Repeat Prescription Service
- Management of Long Term Conditions
- Joint Injections
- Phlebotomy for acute / frail and elderly patients
- Maternity Services
- Sexual Health Services, including contraceptive advice, coil and nexaplanon insertion and removal
- Sexual Health Screening
- Weight loss and lifestyle management
- Treatment of depression and anxiety
- Cervical Cytology screening
- Wound Management and suture removal
- Childhood immunizations
- Child health surveillance
- Travel advice and vaccination
- Flu immunization and routine adult immunization
- Smoking cessation advice
- Coil Checks
- Health Checks
- Learning Disabilities check
- Home Visits
- End of life care
- Mental Health checks
- Spirometry
- ECG
- Foot Care
- Diabetic review clinics
- Insulin Conversion

Non – NHS Services

We also provide services which are non NHS and are paid for by the patient or requesting organisation, including:

- Private medical insurance reports and medicals
- HGV medicals
- Fitness Certificates
- Non-NHS and travel vaccinations e.g. Hep B
- Copies from records

GP and Nurse Appointments are available to book in advance and emergency on the day. Home visits are available for patients unable to visit the practice. A 48 hour repeat prescription service is available and prescriptions can be requested through SystemOne Online through our website or in person at the surgery.

If the Practice is not able to meet an individual patient need a referral to an appropriate health professional or service will be made.

Booking Appointments

Telephone 01536 481381 and reception staff will help you.

We have routine bookable appointments Monday to Friday from 8am until 18.30pm with doctors, nurses and Chronic Disease Clinics with our Practice Nurses

Extended hours are 8.00am – 11.30am every Saturday

Telephone GP Ring-backs are also available every day.

Translators are bookable on request.

Urgent Appointments

We take into account that not all illnesses are planned. We therefore have same day urgent appointments available both morning and afternoon with our Nurse Practitioners. Please ring as early as possible on the day.

As you can imagine 8am and 12pm can be very busy times on the surgery phones and although we have a number of 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.

We aim to offer patients an appointment within 3 working days to see a doctor and 24 hours to see a health care professional in line with the government's 'Access Plan'.

Prescriptions

Authorised prescription requests will be dealt with, within **two** working days using the repeat order sheet.

Patients are asked to make certain they tick the medication they require on the request form. Alternatively you can post it to us with an enclosed stamped addressed envelope or placing it in the appropriate 'drop off' box at the front-door. Our patients are now able to order repeat medication through our website.

Patients Rights and Responsibilities

You 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 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.

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 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 patient's medical records the fact of the removal and circumstances leading to it.

Patient Participation Group

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

We now have a virtual Patient Participation Group

Health and Care Needs

We respect the privacy and dignity of our patients and endeavour to treat all of our patients with respect and honesty.

Access

For patients that do not speak English a family member can translate at their request or a translation service is available. We are also able to provide information in larger fonts or electronically as requested.

The practice is accessible to wheelchair patients.

Consent and Chaperone

No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request. A confidential room is available if you wish to speak to a member of reception or management.

Carers

We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role. 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.

Website: www.nhs.uk/carersdirect or call 0808 802 0202 for free confidential advice

Confidentiality and Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection

Act to keep your confidential data safe and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary 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 ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice. Where entitled to receive a copy, it should be noted that a charge will be made

Out of Hours

When the surgery is closed, if you require urgent medical advice or attention, please telephone Northamptonshire Out of Hours Service on 111, which is provided Integrated Care 24 Limited, further information can be found at their website <http://www.ic24.org.uk/>

Northamptonshire Out of Hours provides an EMERGENCY service at all times when the surgery is closed. It is available between 6.30pm - 8.00am Monday to Thursday and 6.30 Friday until 8.00am Monday. It also covers all Public Bank Holidays.

Comments, suggestions and complaints

We welcome comments and suggestions on our service and have a protocol for dealing with complaints. Complaints should be made to the Practice Manager, who will ensure all relevant details are recorded, arrange for the complaint to be investigated and respond in a timely manner. If the complaint is not resolved to the satisfaction of the complainant the Health Service Ombudsman can investigate the complaint further.

This statement of purpose is available in large print, Braille and other languages if required.

Reviewer: Dawn Savage Practice Manager

10.07.2015

Date of next review: 10.07.2015