

Statement of Purpose

The name and address of the registered provider is:

**Stowhealth
Violet Hill House
Violet Hill Road
Stowmarket
Suffolk
IP14 1NL**

Tel: 01449 776000 Fax: 01449 776005

Email: stowhealth@nhs.net (use for general and non-medical queries only)

Registered Manager: Dr Baber Yusaf (01449 776000)

Business Manager: Mr Steven Bloomfield (01449 776029)

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Stowhealth Medical Practice) is registered to undertake the following activities:

Diagnostic and Screening procedures
Family Planning
Maternity and midwifery services
Surgical procedures
Treatment of disease, disorder and injury

Our Aims and Objectives:

- Provide a high standard of medical care
- Be committed to patient needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To maintain our motivated and skilled work teams
- 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
- Treat all patients and staff with dignity, respect and honesty

Our purpose is to provide people registered at our practice with personal health care of a 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 patient needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

CLINICAL DOCTOR STAFF

Our GP Partner Team:

Dr Baber Yusaf Senior Partner
Qualified London Hospital University GMC No. 2567477

Dr Lynn Dailey
Qualified Aberdeen University GMC No. 3589216

Dr Neil Macey
Qualified Nottingham University GMC No. 4327839

Dr Simon Rudland
Qualified Nottingham University GMC No. 3188110

Dr Mark Shenton
Qualified Newcastle University GMC No. 3311495

Dr Louise Skioldebrand
Qualified University College London GMC No. 3286214

Dr Andrew Chandra Raj
Qualified University of Leicester GMC No. 6143807

Dr Jeremy Halfhide
Qualified University of Dundee GMC No. 3299403

Dr Tara Laidler
Qualified Leicester Medical School GMC No. 6075981

Our GP Team:

Dr Stephen Recaldin
Qualified London Hospital University GMC No. 2836876

Dr Lauren Mercer
Qualified University of East Anglia GMC No. 7072962

Dr Joanna Raikes
Qualified University of Bristol GMC No: 7138704

NURSING STAFF

W Den Bleker Nurse Practitioner

Wendy is lead clinician for our hospital admission prevention service, she also provides dedicated support to care homes and the elderly. Wendy also supports the nurse led minor illness clinic and carries out home visits.

K McBride Nurse Practitioner

Karyn is lead Respiratory Nurse. Her role is divided between our Acute Appointment Service and her own Specialist Respiratory Clinics. Lead for Asthma and COPD. Karyn carries out home visits to

patients with immediate need for care or chronic disease management. Karyn is also deputy safeguard lead.

C Francis Practice Nurse

Chris is a Minor Illness nurse specialist who also works within the Long Term Condition Clinic. In 2008 Chris became the Lead 'Nurse Investigator' working alongside the GP who is the Principal Investigator for all clinical research taking place.

H Piper Practice Nurse

Harriet is a nurse prescriber working in the minor illness clinic. Harriet specializes in Paediatrics.

E Finbow Practice Nurse

Elfreda is a qualified nurse prescriber and works in the treatment room covering Long Term Condition Clinic. Elfreda is trained in Women's Health and Family Planning. She also runs a regular Baby Clinic and two Travel Clinics. She is also our Health Care Assistant mentor.

R Hughes Practice Nurse

Rosalind works in the Treatment Room and covers the Long Term Conditions Clinic. Rosalind is Infection Control Lead. She also runs baby clinics.

A Bowen-Wright Practice Nurse

Annie is a Treatment Room Nurse who also undertakes baby clinics and other immunisations.

A Verney Practice Nurse

Anne works in the treatment room undertaking dressings, vaccinations and injections. Anne is involved in the Long Term Condition clinics. She also carries out smears.

Health Care Assistant

Our HCAs are trained in a variety of roles including phlebotomy, ear wash outs, basic wound dressings, dopplers, spirometry, removal of sutures and clips, memory clinics, chaperoning, NHS Health Checks and taking ECGs. They also assist clinical staff in various clinics.

J Lato Paramedic

Jakub is an experienced paramedic who works both within our minor illness clinic and helps with our home visits.

J Catton

James is a Physician Associate who works within our Nurse Led Team and he is trained to manage a wide range of health care problems.

J Hudson

Jo is a clinical pharmacist who qualified in 1986 and carries out clinical medication reviews, responding to medication related queries and minor ailments

PRACTICE STAFF

Wendy Denny Practice Manager is jointly responsible for the day-to-day management and lead for Human Resources

Steven Bloomfield has responsibility for the overall organisation of Stowhealth.

Reception is a specialised team dealing with face-to-face and telephone enquires from patients at StowHealth and other users of Violet Hill House.

Secretaries are responsible for the day-to-day running of all referral processes for patients in the practice and regularly deal with a variety of enquiries from patients and hospitals etc.

THE PRACTICE CATCHMENT AREA

Stowhealth provides registered services to the whole local population regardless of age or medical need. The practice catchment area includes the following town and villages:

Stowmarket	Haughley
Buxhall	Haughley Green
Combs	Great Finborough
Creeting St Peter	Middlewood Green
Dagworth	Old Newton
Forward Green	Onehouse
Harleston	Stowupland

STOWHEALTH HOME VISITING POLICY

For many years it has been clear that the vast majority of primary health care services should be provided in a modern, well-equipped surgery in a well-lit, purpose-built environment with rapid access to affiliated services such as nursing and a pharmacy.

The decision as to whether or not a visit is required should be based on the clinical condition of the patient and should be made by the assessing clinician. Home visits should be reserved for situations where it has been determined that a face-to-face consultation is necessary and:

- The patient is housebound, or
- The patient is in the later stages of a terminal illness, or
- The patient may be suffering from a medical condition which would be worsened by travelling.

The vast majority of patients are not harmed by car or taxi travel. Therefore, most feverish children, people with abdominal pain, diarrhoea and vomiting, upper respiratory tract infections, injuries and musculoskeletal problems, who are deemed to require a face-to-face consultation, are fit to be transported to the surgery for assessment.

There exists a grey area where there are no clear medical grounds to justify a home visit but where, for social reasons, patients or their carers feel they are unable to accept the invitation to attend the surgery. There is no requirement to provide a home visit in these circumstances, but the clinician may choose to offer a home visit in these cases as a pragmatic compromise.

Occasionally, if a patient clearly requires hospital admission following triage, this can be arranged without the need for a face-to-face contact following the agreement of the admitting hospital doctor.

Out of Hours

For medical attention after 6.30pm, at weekends and on Bank Holidays patients must call 111.

If a patient requires urgent treatment or advice, a trained receptionist will answer the 111 number. They in turn will pass on all details to the duty doctor. The duty doctor will then telephone the patient as quickly as possible.

It may be that the doctor can answer queries and help deal with problems over the telephone. If a patient needs to see the doctor, the doctor may ask the patient to visit the Out of Hours Centre. If a patient is bedbound by illness or is housebound, the doctor will visit the patient at home.

Details of all consultations are passed to the patient's own doctor by 10am the following working day.

Patients should dial 999 or go to their nearest Accident & Emergency if the illness or injury is life threatening or cannot wait. Patients must dial 999 immediately if they or someone else is seriously ill. For example if someone:

- has had a major accident
- has problems with breathing
- has severe chest pains
- is unconscious
- has lost a lot of blood

GP+ Appointments

Suffolk GP+ is for people who urgently need a doctor's appointment or are unable to see their GP during normal GP hours. Appointments can be made via Reception during our usual opening hours. **Please note:** patients cannot refer themselves to this service.

The service is staffed by local Suffolk GPs and Nurse Practitioners in Ipswich, Felixstowe, Stowmarket, Leiston and Wickham Market and is an NHS service delivered by the Suffolk GP Federation.

You will be given a booked appointment and will be seen by a suitable local GP or nurse who will have access to your medical records (once consent is given).

APPOINTMENT SYSTEM

Booking Appointments

At Stowhealth patients are able to make appointments with the doctor, nurse, paramedic, physician associate, clinical pharmacist and health care assistant. For nurse and health care assistant appointments including blood tests, patients must telephone Stowhealth on 01449 776000 and speak to the receptionist who will make this appointment.

GP Appointments

In April 2013, a new telephone service was introduced which provides a telephone appointment service for urgent and non-urgent health problems.

1. Patients call on the main surgery telephone number 01449 776000, Option 1 and ask to make a telephone appointment with the doctor they wish to see.
2. The receptionist will ask for the patient's name and telephone number. If they need to speak to the doctor urgently because it is an emergency, they must inform the receptionist straight away.
3. The receptionist will ask for a brief outline of what the problem is. The patient does not have to tell the receptionist if they do not wish to, but it does help the doctor to decide whom to prioritise for a call back based on clinical need.
4. If a patient wishes to talk with a specific doctor, the patient can notify the receptionist. Where ever possible this will be arranged.
5. If the doctor thinks the patient needs to come into the surgery to be seen, he or she will arrange an appointment for the patient.
6. When the patient calls Stowhealth, if receiving a call back is problematic and you wish the doctor to call between certain times then notify the receptionist who will try to arrange this where possible.
7. If the patient wishes to make an advanced routine appointment, the above will still apply and the doctor will ring the patient to discuss this before making the appointment.
8. If the patient's telephone does not accept 'withheld' numbers the patient should advise the receptionist and offer an alternative number if possible.

Doctor Availability

Doctor	Monday	Tuesday	Wednesday	Thursday	Friday
Dr D Brandon	available	-	available	available	available
Dr A Chandra Raj	-	available	available	available	available
Dr L Dailey	available	-	available	available	-
Dr J Halfhide	-	available		-	available
Dr T Laidler	available	-	-	available	available
Dr N Macey	available	available	available	-	available
Dr L Mercer	available	-	available	available	-
Dr J Raikes	-	available	-	-	-
Dr S Recaldin	-	available	-	-	-
Dr S Rudland	available	available	-	available	available
Dr M Shenton	available	-	available	-	
Dr L Skioldebrand	available	-	-	available	-
Dr B Yusaf		available	available	-	-

Extended Hours

The surgery offers extended hours on:

- Saturday mornings from 8.30am until 11.30am

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

The general surgery telephone is not open during these extended hours.

PRESCRIPTIONS

Opening Times

- 8.30am - 6.30pm Monday to Friday
- 8.30am - 12.00pm on Saturdays
- Sunday - Closed

We require a minimum of 48 hours (2 working days) to enable us to receive, process, review, sign and arrange for a pharmacy to collect a patient's prescription (if applicable).

When a request is made the patient computer medical records are consulted to see if the patient is due for a review and to check the items they have requested are still on the repeat medication list. If a review is due the doctor is asked if the repeat can safely be given before the patient needs to be seen. If items requested are not on the repeat medication list the doctor will need to review this request and the patient may be contacted.

Some medications are not kept in stock and are ordered specifically for the patient from the wholesaler. When the medication is dispensed it is checked for accuracy by a second dispenser/pharmacist. The prescription also has to be checked and signed by the doctor.

The table below is a guide to when a prescription should be ready for collection.

Prescription handed in	Stowhealth dispensary	Local pharmacy
Monday	Wednesday	Thursday
Tuesday	Thursday	Friday
Wednesday	Friday	Saturday
Thursday	Saturday	Tuesday
Friday	Monday	Wednesday
Saturday	Wednesday	Thursday
Sunday	Wednesday	Thursday

STOWHEALTH CLINICAL SERVICES

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 on-going and appropriate; to this end StowHealth regularly reviews patient medications on an annual basis. Long Term Condition clinics are held regularly every Wednesday for hypertension, COPD, asthma and rheumatoid arthritis.

General Nursing Care

Our nurses provide wound care, contraceptive services, minor illness, smoking cessation advice, new patient checks, blood pressure monitoring, immunisations and travel advice; they also perform vaccinations, ear syringing and smear tests.

Our Health Care Assistants provide phlebotomy, ear syringing, NHS Health Checks, ECG's, basic wound care.

Maternity Services

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

Cervical Screening

This service is provided by specially trained nurses.

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

Baby clinics are held weekly at the surgery by our nurse team with support from a doctor.

Vaccinations and Immunisations

Stowhealth strongly supports childhood immunisation programme. All routine childhood immunisations are performed at the surgery by a nurse following an automatic invitation from the Local Health Authority. Stowhealth offers all 'at risk' patients the seasonal influenza vaccine and these clinics are scheduled in the autumn on Saturday mornings. If a patient is unable to attend a designated clinic, the vaccination can be offered at an ordinary nurse appointment.

Foreign Travel Health Advice

Our nurses have 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 Form' which can be collected from reception. This form is to be filled in by the patient and brought to the reception desk for processing. Stowhealth will then be in touch regarding what injections are required and will arrange a suitable appointment for the patient to attend the clinic.

Blood Tests

Clinics are held here on weekday mornings at the surgery.

Well Persons Check

The NHS Health Check is for adults in England between the ages of 40 and 74. It will give you and your GP a clearer picture of your health, and help you take action to reduce your risk of heart disease, stroke, type 2 diabetes and kidney disease. You will be invited by letter to attend a health check at the practice. These checks are carried out by the health care assistants.

PRIVATE SERVICES

Stowhealth's innovative and holistic approach to health and wellbeing includes the promotion and support of alternative complementary therapies. These private services are delivered here at Violet Hill House and are in addition to more traditional services offered by the NHS.

All the complementary therapy providers have been carefully selected and are happy to discuss the suitability of their therapy for a patient's needs.

How to Access Services

Patients can contact therapists directly or alternatively they can telephone the building receptionist team on 01449 776097 who will provide contact details and availability for each service.

PATIENT INFORMATION AND CONFIDENTIALTY

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 it is a matter of life and death, there is a serious risk to the health and safety of the patient or it is overwhelmingly in the public interest to do so.

In these circumstances the minimal 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.

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, 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 which 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 will be promoted to all staff.

Access to Health Records

The Data Protection Act allows a patient to find out what information is held on computer concerning their health records. If a patient wishes to see them, a patient should make a written request to the practice. You are entitled to receive a copy, but should note that a charge will be made.

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 patients take full responsibility for ensuring that they do not abuse the service. For example, it is the patient’s responsibility to ensure that they keep medical appointments and follow the medical advice given. In addition, if a doctor feels that a patient’s medical problem is complicated, or a patient has more than one problem to discuss with their doctor, we would suggest that the patient considers making more than one 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 a 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.

Patients have the right to express a preference of practitioner when making 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 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 facts of the removal and circumstances leading to it.

Complaints

Complaints can be made verbally to any staff member. Alternatively patients may download our complaints procedure and complaints form. The patient will need to fill in the details and either hand the paperwork into reception or send by post to Stowhealth.

In all cases we would respond to a complaint in five working days and offer the patient an opportunity to discuss the complaint with our Complaints Manager, Kathryn Parrish, and one of the Partners.

We will try to:

- address concerns fully
- provide an explanation
- discuss any action that may be needed

Our practice procedure is not able to deal with questions of legal liability or compensation. However we use our complaints process to allow us to look into and, if necessary, put right any problems identified or mistakes that have been made.

Please note that we have to respect our duty of confidentiality to patients and a patient's consent will be necessary if a complaint is not made by that patient in person.

GENERAL INFORMATION

New Patients

All patients registering will be required to have a new patient and an allergy questionnaire completed, as well as providing their medical card or a GMS1.

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.

Carers should inform our reception staff if they are a carer or are a patient cared for by another person. This will alert us to any possible needs in this role.

Chaperone

Should a patient require a professional chaperone present at a consultation or procedure then we ask patients to alert reception staff who can ensure this is arranged.

Patient Reference Group

Patient representation plays a crucial part in helping the practice identify what it can do better and what is important to patients. It meets 3 times a year and helps to inform improvements to the practice and help us provide a first class service.

The Patient Reference Group have helped to identify some of the underlying problems as well as shape what we can do. Working together with the PRG we hope to improve local awareness about

services, the appointment system and the functioning of the practice as well as developing the skill mix at the practice - all of which we hope will bring benefits to our patients.

If a patient would like to become a member, they should contact Wendy Denny on 01448 776027 for more information.

Policy on Environmental Management

We recognise the need to minimise any adverse environmental effects caused as a result of its activities or products, achieving our business objectives in a manner that reflects the changing environmental priorities of our patients and the community. It acknowledges responsibility for and a commitment to protection of the environment at all levels. Stowhealth will comply with applicable environmental regulations, laws and codes of practice whilst committing to continuous improvement of our environmental management performance and the prevention of pollution. We recognise that our key adverse environmental impacts are energy, fuel consumption and waste generation.

Stowhealth Statement of Purpose

Date: 25.09.2018

Review Date: 25.09.2019

Signed by: