Dr Rakesh Bhalla & Partners Wawn Street Surgery

Statement of Purpose Health and Social Care Act 2008

June2016

Date of Next Review: June 2017

**Service Provider Details Name:** Dr Bhalla & Partners – Wawn Street Surgery

**Address:** Wawn Street Surgery**,** Wawn Street**,** South Shields**,** Tyne and WearNE33 4DX

**Telephone:** 0191 4542211 **Email:** s.wawnstreet@nhs.net

**Website:** http://www.wawn-street-surgery.nhs.uk

**Provider ID:** 1-199691808

**Registered Manager:** Dr Rakesh Bhalla

**Legal Status:** Partnership

**Partners:**

Dr Rakesh Bhalla MB BCh MRCGP 1982 GMC2596154

Dr Caroline Gill MBBS MRCGP DRCOG 1994 GMC4100715

Dr Karen Riddle MBChB MRCGP DRCOG 1998 GMC4542841

Dr Justine Hughes MBBS MRCGP DRCOG 1996 GMC3617074

Mrs Deborah Hamilton MA DMS NEBSM

**Regulated Activities:**

Treatment of disease, disorder or injury surgical procedures Diagnostic and screening procedures Maternity and midwifery services Family planning service

**Service Users:**

Open for registration to patients resident and temporarily resident in the practice area

**Our Mission Statement:**

Primary and social care teams working together to empower good health through the sharing of responsibility for developing and delivering high quality, safe, patient focused services.

**Our Vision:**

We are a surgery that strives to provide high quality safe healthcare and excellence in customer service. We are a cohesive team that are resilient, innovative, forward thinking and committed to education.

**Our Values:**

* Acknowledging that the patient is the core of our service
* Compassion
* Good quality, accessible care for all groups of patients
* Respect
* Value all feedback and opinions
* Committed to developing a well organised team with shared values
* Providing a safe environment that meets our patients’ needs

**Our Culture:**

Embracing capability, opportunity and motivation to see our work through the eyes of the people who need our care. Harnessing patient input into design and delivery of services and demonstrating the best and most appropriate methods for improvement in quality and safety of health and wellbeing services

Wawn Street Surgery is a General Practice Partnership open to all patients living within the Practice boundary in South Shields and the surrounding areas. We work in partnership with our patients and our Patient Participation Group to provide medical care for our patients.

We are a General Medical Services (GMS) Practice offering Primary care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness.

**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 the maximum possible level of independence, choice and control.
* 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 and 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?

**Services:**

NHS services provided by our GPs and clinical staff are defined under the General Medical Services Contract. 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
* New patient checks
* Medication reviews
* Repeat prescription service
* Management of Diabetes, Asthma, COPD, Hypertension
* Minor Surgery
* Maternity services – midwife and GP
* Contraception services and pill checks, nexplanon, insertion and removal
* Weight loss and lifestyle management.
* Treatment of depression and anxiety
* Counselling
* Cervical cytology screening
* Wound Management and suture removal
* Childhood immunisations
* Child health surveillance
* Travel advice and vaccination
* Flu immunisation and routine adult immunisation
* Smoking cessation advice
* NHS Health checks
* Annual Learning Disability checks
* District Nurse Management
* Home visits
* Palliative Care
* Alcohol and drug misuse
* Mental Health
* Spirometry

**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
* Sports, pre-employment and HGV medicals
* Private appointments and blood tests
* Fitness certificates
* Copies from records

GP and nurse appointments are available to book in advance as well as GP urgent appointments on the day. Home visits are available for patients unable to visit the practice. A 48 hour repeat prescription service is available.

If the Practice is not able to meet an individual patient need a referral to an appropriate health professional or service will be made. Community Health Services are also available to the patient and may be provided in the patient’s home or from a Community location depending on the service.

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. 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.

**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.

**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.

**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.