**ESSEX WAY SURGERY**

**DR. S.M. KHALIL MBBS MRCP**

**DR O. SANGOSANYA MD**

**34 Essex Way Tel: 01268-792000**

**Benfleet**

**Essex SS7 1LT Website** [**www.essexwaysurgery.co.uk**](http://www.essexwaysurgery.co.uk)

**Statement of Purpose**

The name and address of the registered provider is ESSEX WAY SURGERY

**Partnership**

Dr Olusola Olufemi Sangosayna – Registered Manager

Dr Syed Manazir Khalil Partner

Essex Way Surgery

34 Essex Way

Benfleet

Essex SS7 1LT

E: practice.managerf81101@nhs.net

Practice Manager: Mrs Miranda Rumble

Essex Way Surgery

34 Essex Way

Benfleet

Essex SS7 1LT

Tel No: 01268 79200

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Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Essex Way Doctors Surgery) is required to provide to the Care Quality Commission a statement of purpose.

**The Regulated Activities under CQC**

* Treatment of disease disorder or injury.
* Diagnostic and screening procedures.
* Surgical Procedures.
* Maternity and Midwifery Services.
* Family Planning Service.

**Our Aims and objectives:**

• Provide a high standard of Medical Care

• Be committed to our patients needs

• Act with integrity and complete confidentiality

• Be courteous, approachable, friendly, and accommodating

• Ensure safe and effective services and environment

• To improve as a patient-centred service through decision-making and communication

• 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

• Guide our employees in accordance with diversity and equality

• Ensure effective and robust information governance systems

• Treat all patients and staff with dignity, respect, and honesty

• Ensure that every individual is treated fairly and without discrimination

• Ensure that every person will receive equal treatment regardless of race, gender, disability, or age.

We are an NHS GP Practice providing healthcare which is available to a whole population and create a partnership between patient and health profession which ensures mutual respect, holistic care and continuous learning and training.

The people we will be providing a care service for are as follows:

* Children Aged 0-3 years
* Children Aged 4-12
* Children Aged 13-18
* Adults Aged 18-65
* Adults Aged 65+
* Mental Health
* Physical Disability
* Dementia
* Sensory Impairment
* Learning Difficulties or Autistic Spectrum Disorder
* Eating Disorder
* Drugs and Alcohol Misuse

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Treatment of disease disorder or injury

**This encompasses a wide range of conditions which require long term treatment and care.**

**Our priority is to ensure this care is ongoing and appropriate. To this end, we shall endeavour to review patients regularly and in accordance with NICE guidelines.**

Diabetes, Stroke, CHD and Asthma reviews are regularly performed in the Practice as required throughout the year.

Diagnostic and screening procedures

**Blood, urine, and stool samples would be taken and sent away to the lab for analysis**

Surgical Procedures

**Our healthcare professional will carry out steroid injections**

Maternity Services

**We provide Postnatal care**

Upon confirmation of pregnancy, we provide contact details for self-referral to maternity services. Vaccinations for mother and completing paperwork for prescription charge exemption is completed at the Practice.

Mother and baby are invited to book a 6-week post-natal check with the Doctor.

 Family Planning and Contraceptive Services

**We provide services as per GMS contract.**

Our clinicians provide general Family Planning and contraceptive advice upon request from patients. Nurses can provide follow-up contraception monitoring for all methods initiated by the Doctor including coil checks, coil removal and contraceptive injections. We do not provide an implant service or the insertion of IUD’s, however, we do refer to a local Family Planning service when needed.

We also carry out testing for Chlamydia where appropriate.

General Nursing Care

Our nurses provide wound care, contraceptive services, minor illness care and advice, smoking cessation advice, well person checks, new patient checks, venepuncture, blood pressure monitoring, including 24-hour BP monitoring and travel advice; they also perform vaccinations, ear syringing and smear tests.

Cervical Screening

This service is provided by our Practice Nurses who are trained in cytology.

Vaccinations and Immunisations

Essex Way strongly supports the childhood immunisation programme. All routine childhood immunisations are performed at the Surgery by our Practice Nurse following an automatic invitation from the Local Health Authority.

The Practice also offers vaccinations for young adults against measles if they are not protected.

Vaccination against whooping cough is also offered to pregnant women, new mothers, and women of childbearing age.

Patients aged 70-80 can also be vaccinated against shingles.

The Practice offers all ‘at risk’ patients and those over 65 the seasonal influenza vaccine from September to January every year and vaccination against pneumonia.

The Practice will participate in the delivery of the Covid booster vaccines programme as part of the Benfleet PCN when required.

Foreign Travel Health Advice

Our Practice Nurses have been trained to provide an up-to-date service that includes vaccinations if necessary.

Counselling

Patients are given details to access the services is Therapy for You for Self-referral.

Well Person Checks and NHS Health Checks

These are carried out by the Practice Nurses and Health Care assistants and are offered every 5 years for patients between 40-74 years old and annually for patients over 75.

Access to Patient Information

All patient information is confidential, and we comply fully with the General Data Protection Regulations. 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 healthcare team at the Practice and with other healthcare 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 or 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 minimum identifiable information that is necessary 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 it is required.

Patient Rights and Responsibilities

Patients have a right to expect a high standard of care from our Practice and we will always try to provide the very best care possible within the resources available. 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 medical problem is complicated, or patients have more than one problem to discuss with the Doctor, we would suggest that patients consider making more than one appointment. We ask patients to remember that their appointment is for them alone and the Doctor will not be able to give medical advice to anyone accompanying them unless they have made a separate appointment.

Very occasionally a Practice/Patient relationship breaks down completely. In the event of an eventual breakdown, the patient may then choose to register with a different Practice. The Practice also has the right to remove that patient from their list. This would only follow warnings 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, and this will be accommodated if possible, depending on availability and urgency.

Violent Patients – Zero Tolerance

The NHS operates a Zero Tolerance Policy regarding violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect 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.

We will notify the ICS Area Team who is then responsible for providing further medical care for such patients.

Comments, Suggestions and Complaints

We welcome comments and suggestions on our service. We provide a leaflet in Reception entitled “Compliments and Complaints” to make it easy for patients to contact us. If we fail to provide the highest care possible, we ask that any observations are made known to our Practice Manager who will, where appropriate, use our complaints procedure to try to correct the problem.

Our complaints procedure meets national criteria and patients can obtain a copy of it from Reception. We aim to acknowledge a complaint within 3 working days and investigate it within 10 working days of the date that it is raised. We will find out what happened and what went wrong, make it possible for the patient to discuss the problem with those concerned if they would like this, make sure the patient receives an apology where this is appropriate and identify what we can do to make sure the problem does not happen again. If a patient is still unhappy about the response, they also have the right to take the matter to the Ombudsman within 12 months.

Patient Participation Group

We currently have a small Patient Participation Group consisting of 5 members who meet at regular intervals at the Surgery or via teams, to share any concerns and ideas they may have regarding assisting the Surgery in its day to day running.

General Information

Access to Health Records

The General Data Protection Regulations allow patients to find out what information is held on computer. This applies to health records. If a patient wishes to see them, we ask that they make a request to the Practice. Patients are entitled to receive a copy at no charge, or they can register for online services and obtain access to their coded medical notes.

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.

We ask that patients inform our reception staff if they are a carer or are cared for by another person. This will alert us to possible needs in this role.

Change of personal details

Patients are asked to notify the Practice as soon as possible of any change of name, address, or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be vital. This can be done in person, by post or online through our website.

Chaperone

If a patient requests that a chaperone is present at a consultation or procedure, we will arrange for an appropriate person to be present during the examination.

Confidentiality

We ask patients for personal information in order that they receive appropriate care and treatment. This information is recorded on a computer; consequently, we are registered under the General Data Protection Regulations. The Practice will ensure that patient confidentiality is always maintained, by all members of the Practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information is shared with other members of the team. Should a patient require a confidential discussion with a member of the Administration team, a separate room is available.

Practice Nurses

Sharron Pettitt

Sharon Smith

Emma Patterson HCA

Practice Manager Part -time

Lorraine Baxter

Reception Staff

The reception team man the Practice Reception areas in the surgery, arrange various appointments, produce patient repeat prescriptions, pass on information to patients (such as blood results), explain our services and answer the telephone lines.

The Secretary can answer patient enquiries concerning communications between the practice and other agencies, e.g., Hospitals, OOH Service.

The receptionist team is also responsible for organising the appointment system on the computer and undertaking day to day admin work, operating a recall system for patients when appropriate.

The team has a full knowledge of the services the Practice has to offer.

All members of the staff are happy to assist you with any enquiries.

Home Visits

The reception team will arrange home visits for those patients unable to come to the Practice. For these visits to be made promptly we ask that requests for this service are made before 11.30am. we ask that wherever possible patients attend the surgery. This speeds up being seen by the Doctor and provides better facilities for treatment. We have a home visiting team which consists of a Matron and 3 ECP’s who are available to do 1-2 home visits daily for us, these services are part of our Primary Care Network (PCN) group that is shared between 7 local surgeries. Our Practice GP’s will also carry out home visits when needed.

Out of Hours

Our out of hour’s service provider is the 111 service that will assess the need for clinical intervention and advice on the best course of treatment. Patients should always telephone 111 if they feel that this service is necessary. It is available between 6.30pm - 8.00am Monday to Friday and 6.30pm Friday until 8.00am Monday. It also covers all Public Bank Holidays. All contacts with this service are reported back to the Practice the following working day and entered into the patient record.

As a member practice of the Benfleet PCN our patients have access to evening, weekend and bank holiday GP and Nurse appointment’s at either of 2 locations within the PCN area (Rushbottom Lane Surgery, Benfleet, and the Hollies Surgery in Hadleigh). All consultations are entered directly into the patient clinical computer record.

Booking Appointments

Patients are encouraged to pre-book all appointments. However, there are appointments available each morning, and some for afternoons, for those matters considered as more urgent by the patient.

Patients should ring from 8.00am on the day that they wish to be seen for an urgent appointment with a doctor on that day. Reception staff do ask for a reason for the appointment in case they are able to re-direct the patient to a more appropriate clinician or service. The telephone line is understandably busy at this time, answering calls as fast as we possibly can. If there is a genuine reason why telephone calls cannot be made by a patient at that time, we will allow advance booking for that patient. This system greatly reduces the number of appointments wasted when patients do not attend and therefore gives the Practice many more appointments for patients who need to be seen.

In addition, an on-line appointment booking system is available through System One and the more recent NHS App has been introduced and offered to all our patients. We are receiving a steady stream of patients who are starting to use this App (currently unable due to covid).

The telephone number for booking appointments is 01268 792000. We always do our best to accommodate patient wishes and if a patient needs to be seen urgently, we will always see them on that day, particularly young children, and frail patients.

Doctor surgeries run Monday to Friday from 8.30am until late morning and from 3.00pm until 6.00pm. Telephone consultations are also available every day.

Routine appointments are available to book with both our Practice Nurses and Health Care Assistants.

Prescriptions

Prescription requests will be dealt with within two working days.

Requests can be made via Reception, online or via one of the local pharmacies. Patients are asked to make certain they only tick the medication they require. A prescription order form from Reception can also be used if the original white side is not available. Requests can also be made by post, posting it to us with an enclosed stamped addressed envelope if we are to post it back.

Local Pharmacies also provide an ordering and collection service.

The Practice Caldicott Guardian is Dr Syed Khalil.

The Information Governance lead is Dr Syed Khalil

Essex Way Surgery

Statement of Purpose

Date: June 2023

Review Date: June 2024