

Heathgate Medical Practice

(Surgeries in Poringland and Rockland St Mary)

Statement of Purpose

Health and Social Care Act 2008

Effective date	1st April 2013
Reviewed and updated	12th December 2016
For review no later than	31st March 2017

Service Provider Details

Name	Heathgate Medical Practice The Street Poringland Norwich NR14 7JT
Telephone	01508 494343
Fax	01508 495423
E Mail	mail.heathgate@nhs.net garry.whiting@nhs.net (Registered Manager)
Website	heathgatemedicalpractice.co.uk
Provider ID	1-199716259
Location ID	1-566530984
Registered Manager ID	Mr Garry Whiting CON1-529052298
Legal status	Partnership Doctors Anthony Palframan, Andrea Meyerhoff, Antony Ames, Daniel Wallace, Amy O'Connell and Mr Garry Whiting trading as Heathgate Medical Practice.
Main site	The Street Poringland Norwich NR14 7JT 01508 494343
Branch site	The Street Rockland St Mary Norwich NR14 7AH 01508 538750

All regulated activity is managed from the main site in Poringland.

Partners

Dr Anthony (Tony) Palframan - Partner
MBBS (London 1979), FRCGP, DRCOG, DPD
GMC 2492023

Dr Andrea Meyerhoff - Partner
MBBS equivalent (Hamburg 1991)
GMC 3703849

Dr Antony (Tony) Ames – Partner
BSc MBChB (Sheffield 2006), MRCGP
GMC 6144482

Dr Daniel Wallace – Partner
MB BS (UEA 2008), MRCGP
GMC 6167916

Dr Amy O’Connell - Partner
MB BS (UEA 2011), MRCGP, DRCOG
GMC 7135499

Mr Garry Whiting – Managing Partner

Aims and Objectives

1. To deliver safe, appropriate, high quality healthcare services to our patients, involving them in decision making about their care and treatment.
2. To offer advice, screening and support to promote well being and the prevention of disease.
3. To provide these activities in an environment, which is comfortable, clean, infection free and safe.
4. To provide these services through a team (both clinical and non clinical) that have the competencies and motivation to deliver the services at a level that we would expect to receive ourselves.
5. To involve (through referral) other professionals in the care of our patients where it is in the patients’ best interest.
6. To operate on a financially sound basis and in accordance with legislative requirements.
7. As a teaching hub, train and educate future doctors and clinicians via participation in recognised teaching schemes.

Regulated activities

The Practice offers 5 regulated activities, which are all managed by our Registered Manager, Mr Garry Whiting.

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

Service types

The main service type is a doctor’s consultation and doctor’s treatment service. We have a fully trained nursing team consisting of a Nurse Practitioner, Practice Nurses and Health Care Assistants.

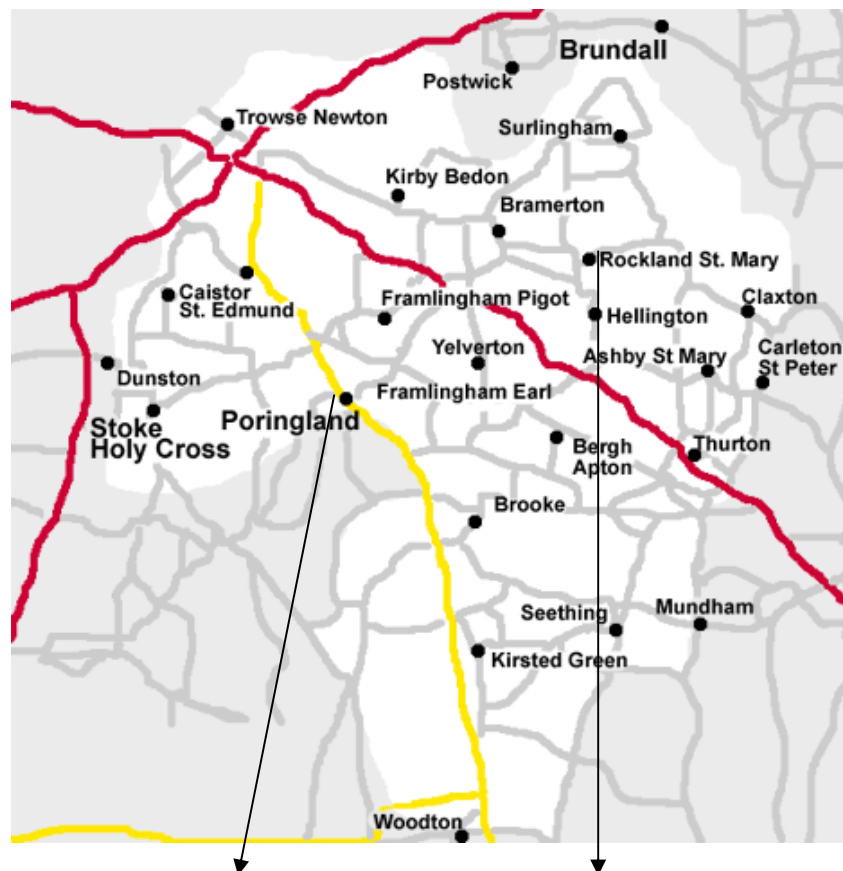
Service Users

The Practice is open for registration to patients resident and temporarily resident in the practice area as defined by the Practice contract to deliver services with NHS England and on display in the Practice.

Locations

The Practice serves a wide area covering approximately eighty square miles, bordered to the East by the River Yare, extending West to Stoke Holy Cross, North to Trowse and South to Woodton. It includes the villages of Poringland, The Framinghams, Brooke, Kirstead, Stoke Holy Cross, Caistor St Edmund and Bergh Apton all served by our surgery in Poringland. The villages of Surlingham, Bramerton, Rockland St Mary, Claxton and Kirby Bedon are served by our branch surgery at Rockland St Mary.

The Poringland surgery is situated next to Budgens supermarket on the Norwich to Bungay Road (B1332) and the Rockland St Mary surgery is opposite the Post Office on the main street in the village.



Heathgate Surgery
The Street
Poringland
Norwich
NR14 7JT

Rockland St Mary
Surgery
The Street
Rockland St Mary
NR14 7AH

Practice values

The Practice has five values that underpin the services we deliver. They are:

1. To be caring
2. To be professional
3. To be effective
4. To be flexible
5. To have integrity in all we do

We hope patients will recognise these values in their relationship with the Practice.

Dispensing services

For patients registered at our Poringland surgery and who live more than one mile/1.6KM (as the crow flies) from an NHS Pharmacy, we are able to offer patients the choice of supplying them with their medication and appliances, not just a paper or electronic prescription to take to a pharmacy of their choice.

Regulation allows us to offer and provide certain registered patients with medication and appliances under our contract as a Dispensing Doctors surgery.

All patients registered at our Rockland St Mary surgery are eligible to have their medication dispensed from our dispensary on site.

We will advise patients whether they qualify for dispensing services when they register with the Practice. Ultimate choice in using the dispensing service lies with the patient.

Our surgery buildings

Both surgery buildings are purpose built and have modern facilities, consultation and treatment rooms that meet legislative and health and safety standards.

Both surgeries are at ground floor level, accessible through power-assisted doors and clearly marked disabled parking spaces. Both surgeries offer loop systems to assist with hearing difficulties.

We have fully fitted dispensaries in both locations.

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 and acute appointments for general health conditions
- General well being checks and new patient checks
- Medication reviews
- Repeat prescription service
- Management of Diabetes, Heart Disease, Stroke and Hypertension
- Minor surgery
- Phlebotomy services (including anticoagulation)
- Maternity services (shared services with hospital midwifery care)
- Sexual health and contraception services
- Weight loss and lifestyle management.
- Treatment of depression and anxiety
- Cervical screening services
- Wound care management and suture removal (including dressings)
- Childhood immunisation programme
- Child health surveillance
- Travel advice and vaccination (NHS)
- Immunisations - seasonal and adult programmes
- Management and support for patients with Dementia
- Respiratory services – including management of Asthma and COPD
- Learning Disability checks
- Home visits – for housebound patients
- Palliative end of life care
- Cardiovascular health checks (NHS health checks)
- Alcohol and drug misuse
- Referral to other specialist services – community and acute services
- Spirometry, ECG and hearing tests
- Minor injury service
- Blood pressure monitoring

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 travel vaccination and medication
- Fitness certificates
- Medication not provided on the NHS or prohibited by the local CCG

Community **midwives** provide antenatal and postnatal clinics at the Practice and the Community Health Care Trust (ITP) provide appointments for patients that have been referred for **physiotherapy**.

Dieticians from the Norfolk and Norwich University Hospital operate a clinic in the surgery for patients that have been referred by our clinicians.

Out of hours care is provided by iC24 Limited, the out of hours provider commissioned by South Norfolk CCG.

All these organisations are registered in their own right with CQC as providers of health care services.

Access

With advance notice the Practice is able to arrange for a translator from INTRAN to be present during a consultation. Such requests should be made with at least 48 hours notice to our reception team. The translation services are funded by South Norfolk CCG.

We have hearing loops in each of our surgeries.

Patients can request chaperones for their consultations with the clinical team.

We are a non-discriminatory Practice and the following service 'user brands' are supported at both our surgeries:

- Older people
- Younger adults
- Children 0 – 3 years
- Children 4 – 12 years
- Children 13 – 18 years
- Mental health
- Learning disabilities or autistic spectrum disorder
- Physical disability
- Sensory impairment
- Dementia
- People detained under the Mental Health Act
- People who misuse drugs and alcohol
- People with an eating disorder
- Whole population

We are also able to provide information in larger fonts or electronically to comply with the NHS Accessible Information Standards.

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 patients confidential data safe and secure. We are registered with the Information Commissioners Office.

All Partners and employees have access to this information in relation to their role and employees sign a confidentiality agreement as part of their contract of employment.

Relevant information may be shared within the multi-disciplinary health care team at the Practice where there is a patient benefit and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality to keep patients data safe and secure.

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.

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 Managing Partner, 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 matter.

National Friends and Family Test (FFT)

In accordance with our contractual requirement, the Practice participates in the FFT seeking the views of patients on whether they would consider recommending our services to friends and family if they needed similar care or treatment.

Patients can complete questionnaires that are available in our surgeries or by the online version on our web site. The results will be published nationally and on our website.

Practice leaflet

In accordance with our GMS contract, the Practice has produced a leaflet which outlines details of the services available from the Practice.

It includes a range of information as recommended for inclusion within a Practice leaflet by the British Medical Association.

Separate leaflets are available covering;

- Complaints, comments and compliments
- Practice Charter
- Access to medical records
- 28 day prescribing
- Safeguarding children
- Safeguarding vulnerable adults
- Confidentiality
- Consent
- Freedom of information

Queries regarding this document should be directed to our Managing Partner, Mr Gary Whiting in person, on the telephone via 01508 494343, in writing to the Practice address on page 2 or by E Mail to gary.whiting@nhs.net