

The Surgery
Pennys Lane
Cranborne
Wimborne
Dorset
BH21 5QE
T: 01725 517272
F: 01725 517746
Repeat Prescpts: 01725 517724



Lake Road Surgery
Lake Road
Verwood
Dorset
BH31 6EH

T:01202 822825
F: 01202 822420

Updated June 2021

Review June 2023

Statement of Purpose

Registered Manager: Dr Colin Davidson

Practice Manager: Mrs Jo Morris

- The Cranborne Surgery was purpose built in 1985 with an extension to utilise roof space in 1990.
- Lake Road Surgery (Branch Surgery) was a bungalow converted in 1989, with further alteration in 1992 & 1996.

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

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 a patient-centred service through decision making and communication
- To maintain our motivated and skilled work teams
- Through monitoring and auditing, to continue to improve our healthcare services
- Maintain high-quality care through continuous learning and training
- Guide our employees with diversity and equality
- Ensure robust and effective information governance systems
- Treat all patients and staff with dignity, respect, and honesty
- Ensure that every individual is treated fairly without discrimination
- Ensure every person will receive equal treatment regardless of race, gender, disability, or age

Our purpose is to provide people registered with the Practice with personal healthcare of high quality and seek continuous improvement. We aim to achieve this by developing and supporting a happy, sound Practice that is responsive to people's needs and reflects the latest advances in Primary Health Care whenever possible.

The Primary Health Team

The Three Partners:

Dr Colin M Davidson – MB BS (London 1981), MRCP(1985), DCOG(1986) – Full time.

Responsibilities: Prescribing
Finance
CQC

Clinical Interests: Gastroenterology
Chest Medicine

Outside Commitments: Endoscopist at Victoria Hospital, Wimborne.
Locality Chairman for NHS Dorset CCG.

Dr Bruce P Woollard - MB BS (London1988), DRCOG (1994), DFFD – Full time.

Responsibilities: Buildings
Caldicott Guardian
I.T.

Clinical Interests: Maternity Care
Gynaecology
Palliative Care/End of Life Care

Outside Commitments: Appraiser

Dr Andrew R Levinson - MBBS (London 1986,)DRCOG (1991), DCH MRCP (1992), LFHOM (1999) – Full time.

Responsibilities: Trainer
Staff
Safeguarding
Cardiology

Clinical Interests: Family Planning/Women's Health
Minor Surgery – IGT's/Coils/Implants

Outside Commitments: Homeopathy - LFHOM (1999)

GP Assistants:

Dr Nicola Scott – MB BS (1988), JCPTGP (1992)

Clinical Interests – Dermatology
Dementia Care

Outside Interests – GP with Special Interest Poole General Hospital

Dr Caroline Hamblett – MB BS (1994), BSc Hons (1992), MRCGP(2001)

Clinical Interests – Mental Health

Outside Interests – Appraiser

Dr Edward Davis –BM BS (2009), MRCGP (UK 2014)

Dr Sucheta Mukherjee – MBBS (1984), MRCGP (2005), DFFP(2005)

Clinical Interests – Diabetes

Dr Julia Chubb – BM (2010), MRCGP (2011)

Practice Nurses:

Kim Goddard	Practice Nurse	RGN	Diabetes and GPN
Liesl Pollock	Practice Nurse	RGN	Leg Ulcers/Smears/ Well Women and GPN
Lisa Oakes	Practice Nurse	RGN	Child Immunisations and GPN
Sue Sanders	Practice Nurse	RGN	Family Planning/ Well Women and GPN

Health Care Assistants:

Lolly Goddard	HCA Team Leader and Tracker	HCA - Phlebotomy, BPs, and Health Checks
Sarah Copeland-Glen	HCA	Phlebotomy, BP's, Dressings and Health Checks
Jemma Silcock	HCA	Phlebotomy, BP's, Dressings and Health Checks
Mary Rackham	HCA	Phlebotomy, BP's, Dressings and Health Checks

Dispensing Staff:

Karen Hargrave	Senior Dispenser	BTEC Dispensing In General Practice (1998)
Emma Thorne	Dispenser	BTEC Dispensing In General Practice (1998)
Jo Morris	Dispenser	City and Guilds Pharmacy Technician (1985)

Practice Manager:

Jo Morris – Jo has the responsibility for ensuring the smooth running of the Practice on a day-to-day basis.

Practice Staff:

The Reception Team, managed by Wendy Richmond and supervised by Sarah Wheatley), man the Practice reception at both sites (Staff work across both sites). The team arrange various appointments, produce patient repeat prescriptions, pass on information to patients, as appropriate, such as blood results, explain our services and answer telephone lines.

The Secretaries can answer patient enquiries concerning communications between the Practice and other agencies, e.g. hospitals.

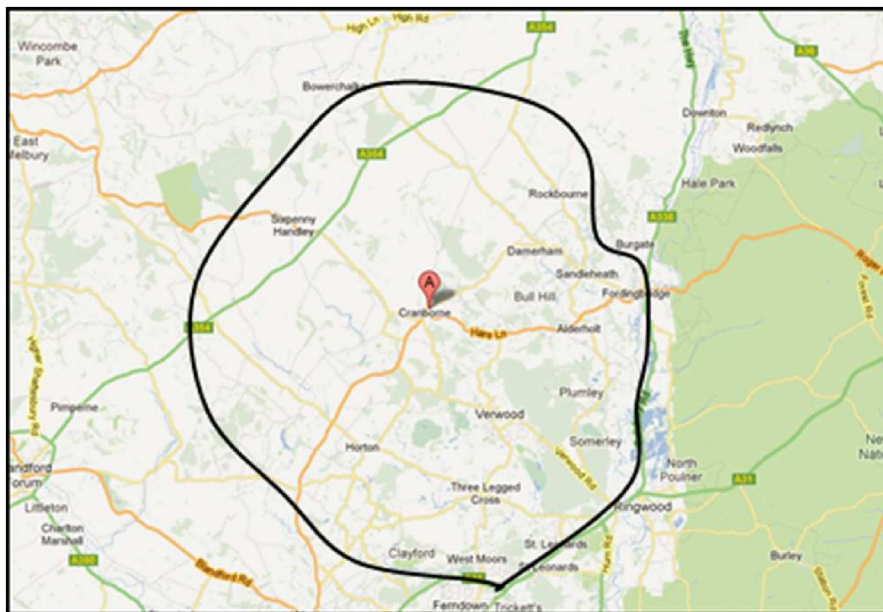
The Administrative Team is based at the Cranborne Site and is supervised by Debbie Andrews, Assistant Practice Manager. The Admin Team is responsible for updating and summarising patients' medical records, scanning all incoming patient information, undertaking regular audits and research projects, operating a recall system for patients, and writing to them for reviews due as appropriate.

Each team has a full knowledge of the services the Practice has to offer. All staff members are happy to assist you with any enquiries.

The Practice

The Cranborne Practice is a 10 Doctor (5.7 WTE) Practice that serves Cranborne and the surrounding area in a radius of about 9 miles from either site, including Verwood. The Practice offers General Medical Services and routine medical checks involving a holistic approach.

There are two main Surgery premises – Cranborne and Lake Road, Verwood. The Practice population is split approximately 3,100 patients at Cranborne and 8,200 patients in Verwood. The Cranborne site is additionally a dispensing site.



Booking Appointments

We operate a non-specific GP list – you can of course book an appointment with any GP you decide, but we try to get patients to think of "One "GP as "your" GP. All patients over the age of 75 are advised of their GP and can amend if they so wish. The routine bookable appointments are available up to 4 weeks in advance.

We operate a triage system for every surgery AM and PM, Monday – Friday so that all "emergencies" are triaged and seen appropriately, either by the Nurse Triage or GP. Patients needing to be seen within 4 hours will be.

Patients should ring for appointments between 8 and 9am for morning triage, 1pm – 2pm for afternoon triage and 4pm – 5pm for evening triage.

The telephone lines are understandably busy at these times, and we have up to **11** lines available to take calls between the 2 sites, but we endeavour to answer all calls as quickly as possible, we have a message to callers to inform them of where they are in the queue. Patients that have difficulty calling or require advance bookings can do this.

Appointments are available to be booked online. Patients who wish to do this should ask at reception for patient access registration.

Contact details for the Practice are:

Cranborne Pennys Lane: **01725 517272**
Lake Road Verwood: **01202 822825**
Email: **cranborne.reception@dorsetgp.nhs.uk**
Vaccination Information Line: **01202 283695**

Doctor's surgeries run from 8am – 6.30pm with 6.30pm – 8pm appointments available by request for working people/carers etc. to accommodate busy lives. Saturday appointments are available on request and telephone consultations are available daily.

Routine appointments are available to book with nurses and HCAs, and all chronic disease management appointments are available on Saturday mornings.

If necessary, an Advocate and/or translator can be booked in advance.

Home Visits

The doctor will make home visits for those patients who are unable to attend the surgery. In order for these visits to be made and managed, we ask for all visits to be made promptly and preferably before 10.30am. We ask that whenever possible the patient attends the surgery. This speeds up being seen by the doctor and provides better facilities for treatment.

Out of Hours

Our Out of Hours provider is the 111 service who will assess the needs for clinical intervention and advise the best pathway and treatment. It is available 6.30pm – 8.00am Monday to Friday and 6.30pm Friday - 8.00am Monday + Bank Holiday Mondays. All contacts with these services are reported back to the Practice the following working day.

Prescriptions

Prescription requests will be dealt with within 48 hours' notice. Requests can be made at either site by using the right-hand side of the last prescription issued and dropping it into the boxes marked "Repeat Prescriptions" in the foyers. Patients are asked to "tick" only the items they require. A prescription order form can be requested at reception also. Requests can also be made by post.

Local Pharmacies all operate an ordering and collection service.

Our patients are also able to order repeat medications online. To do so, they need to register a request to use online GP services by providing a form of personal identification for security purposes.

Patients who are eligible for dispensing services from the Practice, those that live more than a mile from any Dispensing pharmacy, and registers as a dispensing patient, will be able to obtain the medicines either acutely or repeat from out dispensary at Cranborne.

We are signed up to the "Electronic Prescribing Service" which allows your prescription to be a "Paperless" transition to the pharmacy of your choice.

Management of Chronic Diseases

This covers a wide range of conditions which requires long term treatment and care. Our priority is to ensure this care is ongoing and appropriate. For this reason we endeavour to review patient's medication on an annual basis. Diabetes, Stroke, CHD, Asthma and COPD reviews are regularly performed in the Practice as required throughout the year and in accordance with NICE guidance.

General Nursing Team

Our nurses provide wound care, contraceptive services, minor illness care and advice, smoking cessation advice, well person and health checks, new patient advice, venepuncture, blood pressure monitoring, travel advice, ear syringing, immunisations and vaccinations, leg ulcer and cervical cytology.

Cervical Screening

This service is provided by our Practice Nurses at both sites.

Family Planning & Contraceptive Services

These services are provided by Doctors and Nurses. In addition to Dr Levinson, Sue Sanders, Practice Nurse, is a trained family planning nurse and supports the nursing team with training and advice. We provide an implant service and IUD complete service.

Maternity Services

Midwife clinics are held weekly at the Lake Road Surgery. Clinics by appointment can be arranged at Cranborne.

Vaccinations and Immunisations

The Cranborne Practice strongly support the childhood immunisation programme. All routine childhood immunisations are performed at the surgery by our Practice nurses following invitation by automatic invitation but also supported by Katie Orchard – Child Immunisation Co-ordinator.

The Practice also offers vaccinations for young adults against "missed vaccines" if they are at risk.

Vaccination against Whooping Cough is also offered to pregnant women and new mothers.

Patients aged 70 to 79 are all offered the Shingles Vaccine.

The Practice offers all "at risk" patients and those over 50 the Seasonal Influenza Vaccine from September through to end January. These clinics are held as weekend drive through clinics at the Lake Road surgery site, and separate appointments can be booked for vaccinations against pneumonia.

Information of our Vaccination Services can be found on our dedicated website by visiting www.myvaccination.co.uk where further details are published.

Foreign Travel Health Advice

Our nurses have been trained to provide an up-to-date service that includes vaccination if necessary (please note there is a charge for most vaccinations).

Counselling and IAPT Services

Several Counsellors work from the Practice with patients with varying levels of need. Access to these services is through GP referrals.

Well Person Checks and Health Checks

These are carried out by our specially trained Health Care Assistants (HCAs).

Joint Injections

These are carried out by our GP's – most of which have "areas" of interest.

Minor Surgery

We hold twice monthly minor surgery clinics at Lake Road Surgery, Verwood, undertaken by Julie Fullerton, our Advanced Nurse Specialist. Referral can be made by GPs in the Practice.

Ingrown Toenail Surgery

We can offer appointments by prior consultation with Dr Andrew Levinson.

Access to Patient Records

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 all

signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interest of patient care.

Confidential patient data will be shared within 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 either individuals without their explicit consent, unless it is a matter of life or death or there is a serious risk to the health and safety of the patient, or it is overwhelming 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 contractual and or professional duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if they would serve the purpose for which it is required.

The Practice Caldicott Guardians are Dr Andrew Levinson and Jo Morris. The information lead is Jo Morris.

Patient's 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 with 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 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. Finally, we ask patients to remember that their appointment is for them alone. 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. Before this is reached, with the agreement of a GP, the Practice will record three incidents of concern using a zero-tolerance report sheet. These reports will be held separately from the patient's medical records. 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 removal.

Patients have the right to express a preference for a Practitioner when making an appointment.

General Information

Access to Health Records

The Data Protection Act allows patients to find out what information is held on the computer. This applies to health records. If a patient would like a copy of the records we hold about them, requests should be made by letter to:

The Cranborne Practice, Pennys Lane, Cranborne, Wimborne Dorset BH21 5QE

Under General Data Protection Regulations, the Practice is not able to charge a fee for subject access requests unless a request is unfounded or excessive, particularly if it is repetitive. In that case, a reasonable fee may be charged.

Carers

A carer is someone who, with or 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. The Practice runs the "Verwood Carers" group, irrespective of whether they are our patients or not. Please contact Annie Morris – Operations Manager for more details on how to attend. Annie is based at the Lake Road Verwood surgery.

All new patients are informed about the group, our website and all "media" information i.e.

Facebook and Twitter explain this information too.

All Carers and cared for patients are registered as such and a "flag" is highlighted on their registration screens to make all staff aware.

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 patients involved in this change. In an emergency this could be vital. This can be done in person, by post, or online – however to change a name we ask for proof i.e. marriage certificate or deed poll notification.

Chaperone

If a patient requests that a chaperone is present at a consultation or procedure, we will arrange for a suitably trained member of staff to be present, all staff have access to training.

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 Data Protection Act.

The Practice will ensure that patient confidentiality is maintained at all times, by all members of the Practice team.

However, for the effective functioning of a multi-disciplinary team, which is what we are, it is sometimes necessary that medical information is shared with other members of the team.

Violet Patients – Zero Tolerance

The NHS operates a zero-tolerance policy with regard to violence and abuse and the Practice has the right to remove a violet or aggressive patient 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 the fear of 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 notify the Local Area Team who is then responsible for providing further medical care for such patients.

Comments Suggestions and Complaints

We welcome comments and suggestions to help us improve our service. The Practice complaints policy and information for patients is available in both receptions for patients to access. If we fail to provide the highest care possible, we ask that any observations or comments are made known to the Practice Manager who will, where appropriate, use our complaints procedure to try to correct the problem.

Our Complaints Procedure

We take complaints very seriously. If you would like to make a complaint regarding the surgery or the services we offer, please contact Mrs Jo Morris, the Practice Manager through the Feedback form on our Practice website or by email to Cranborne.management@dorsetgp.nhs.uk, or by letter to:

The Cranborne Practice, Pennys Lane, Cranborne, Wimborne Dorset BH21 5QE

We aim to acknowledge within 3 working days and investigate within 10 working days. We will look into what the incident is, and what has gone wrong, and we will make it possible and welcome the patient in to be able to discuss if they would like to. We make sure the patient receives an apology letter where appropriate, and to identify what we can do to make sure it does not happen again.

If a patient is still unhappy, they have the right to take it up with the Health Service Ombudsman within 12 months (and a copy of this information will be included in the final reply).

Because reception is sited in a public area, we will provide a separate interview room if a patient needs some privacy to discuss something with us. This can be requested at reception at the time it is needed.

Patient Participation Group (PPG)

The Cranborne Practice has a very pro-active PPG, and the Practice is continually committed to improving our services by learning and listening to our patients.

All patients are invited to join this group by Posters, Website, Facebook, on social media and in new patient information packs. PPG meeting dates and minutes are published on the Practice website.

The Cranborne Practice Statement of Purpose

Signed by:
Dr Colin M Davidson
Registered Manager



