

**The Surgery**  
Pennys Lane  
Cranborne  
Wimborne  
Dorset  
BH21 5QE  
T: 01725 517272



**Lake Road Surgery**  
Lake Road  
Verwood  
Dorset  
BH31 6EH

T:01202 822825  
cranborne.reception@dorsetgp.nhs.uk

**Updated: February 2024**

**Review: February 2025**

## **Statement of Purpose**

**Registered Manager & Managing Partner:** 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 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 in provide people registered with the practice with personal healthcare of high quality and to seek continuous improvement of the practice population. We aim to achieve this by developing and supporting a happy sound practice which is responsive to people's needs and reflects whenever possible the latest advances in Primary Health Care.

## The Primary Health Team

### The Three Partners:

**Dr Andrew R Levinson - Senior Partner-** MBBS (London 1986) DRCOG (1991) DCH MRCGP (1992) LFHOM (1999) – Full time.

Responsibilities:       Trainer  
                              Staff  
                              Safeguarding  
                              Cardiology  
                              Caldicott Guardian

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

Outside Commitments: Homeopathy - LFHOM (1999)

**Dr Ahmad Al-Chalaby** - MB ChB, MSc (UCL, London), MRCGP (2020) – Full time.

Clinical Interests:       Care/Nursing Home, Elderly Care, Dermatology,  
                              Complex Cases and Cases with Difficulty in Diagnosis

**Mrs Jo Morris** – City & Guilds Pharmacy Technician (1985)

Responsibilities:       Business planning  
                              Finance  
                              CQC  
                              IT  
                              Prescribing  
                              Assistant Clinical Director – Crane Valley PCN

### GP Assistants:

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

Clinical Interests – Dermatology  
                              Dementia Care  
                              Palliative/End of life care

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

Clinical Interests – Mental Health  
Outside Interests – Appraiser

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

Clinical Interests – Diabetes

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

Clinical Interests - Older People's Health and Care

**Dr Leanne Jackson** - BM (University of Southampton 2005), MRCGP (2012)

Clinical Interests - Palliative Care and Elderly Medicine

**Dr Shiuly Hoque** - MBChB (2008), DFRSH (2013), MRCGP (2015)

Clinical Interests - Family Planning and Women's Health

**Dr William Richardson** – MBBS (2005), BSc., MRCP(UK), MRCGP (2011), PG Diploma Cardiology

Clinical Interests - Cardiovascular Disease

**Dr Rhys Watkins** - BMBS MRCGP

### **Advanced Nurse Practitioners:**

Ryan Garin

Abigail Marais

ANPs are registered nurses trained at an advanced level enabling them to diagnose conditions, prescribe medications and suggest treatments to patients.

### **Practice Nurses:**

Deena Geal	Practice Nurse	RGN	Senior Nurse, Chronic Disease management, Diabetes, COPD/Asthma, GPN
Jocelyn Brewin-Bland	Practice Nurse	RGN	GPN, Smears and Childrens Immunisations
Sarah Wright	Practice Nurse	RGN	Diabetes, Travel Vaccinations and GPN
Carol Janes	Practice Nurse	RGN	GPN, Smears and Childrens Immunisations
Kim Goddard	Practice Nurse	RGN	Diabetes and GPN

(GPN – General Practice Nurse)

### **Health Care Assistants:**

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

Helen Northway	HCA	Phlebotomy, BP's, and Health Checks – Diabetic Team
Jonny Stokes	HCA	Phlebotomy, BP's

### **Dispensing Staff**

Emma Thorne	Dispenser	BTEC Dispensing in General Practice (1998)
Jo Morris	Dispenser	City and Guilds Pharmacy Technician (1985)
Elizabeth Treasure	Dispenser	Pharmacy Assistant
Nicki Gibbons	Dispenser	BTEC
Debbie Henstridge	Dispenser	Pharmacy Assistant

### **Managing Partner**

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

### **Operations Manager**

Annie Morris – Dept to Jo Morris

### **Finance Manager**

Debbie Andrews – Finance manager, Dept to Jo Morris, AMP.

### **Practice Staff**

The Reception Team, 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.

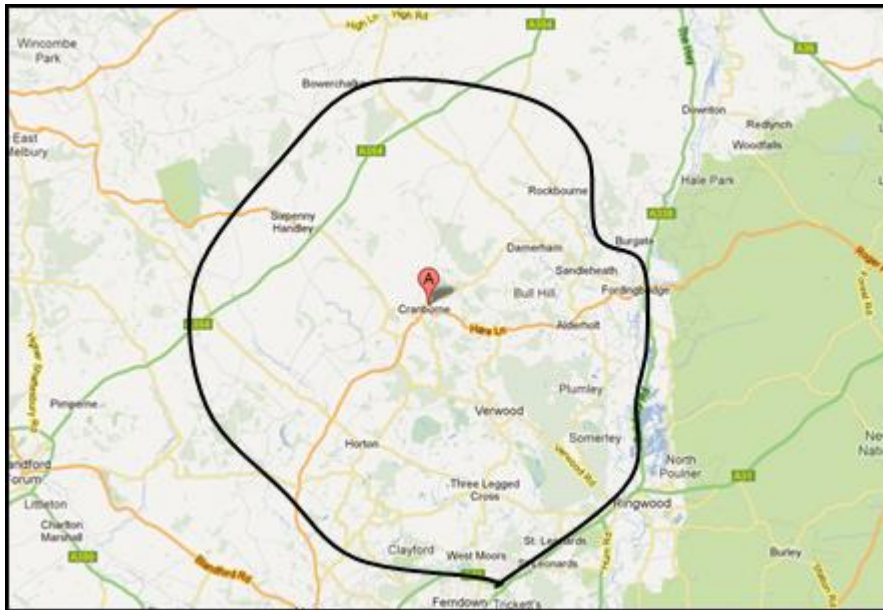
The Administrative Team is responsible for updating and summarising patients medical records, scanning all incoming patient information, undertaking regular audits and research projects, operating a recall system for patients and writing to them for reviews due as appropriate also responsible for emails and answering telephone calls.

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 which 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 4000 patients at Cranborne and 8700 patients in Verwood. The Cranborne site is additionally a dispensing site.



## Booking Appointments

Anyone who requests a GP consultation will receive one the **SAME DAY** as the request. How the system works:

- At the start of each day (at 7am) all appointment slots will be released to be booked by our patients
- These can be booked online using a Systmonline account, or through the NHS app or Airmid App (email requests to book appointments are not accepted)
- At 8 am our telephone lines will be open and able to receive calls from our patients
- On receipt of a call, you will be offered a choice of either a face-to-face appointment with the GP or a time to receive a telephone call from a GP. The timeslot will depend on the GPs daily schedule
- You can also walk into the Lake Road surgery and speak to one of our medical receptionists
- By the end of the day, all patients who have requested to speak with a GP on that day, will have done so either by a face-to-face appointment or by telephone
- The next day the process is repeated with all free and available slots being released for booking that morning
- This means that if you need to see or speak with a GP during the day, you will be able to do so.

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:                           **01202 822825**  
Email:                                 [cranborne.reception@dorsetgp.nhs.uk](mailto:cranborne.reception@dorsetgp.nhs.uk)

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. We also offer Saturday appointments 9AM-12PM.

Routine appointments are available to book with nurses and HCA's.

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

### **Home Visits**

The Paramedic will make home visits for those patients who are unable to attend the surgery. We ask that whenever possible the patient attends the surgery. This speeds up being seen by the Doctor or the paramedic 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**

Prescriptions requests can be made at either site by using the right handed, 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 register with the Practice for repeat medications online, they need to register their request at reception, with 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.

Patients can also email in their prescriptions requests to [cranborne.reception@dorsetgp.nhs.uk](mailto:cranborne.reception@dorsetgp.nhs.uk).

### **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 and HCAs 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. We provide an implant service and IUD complete service.

### **Maternity Services**

Midwife clinics are held weekly via Poole and Salisbury Hospital.

### **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 Karen Hillyard – 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, 78 and 79 are all offered the Shingles Vaccine.

The Practice offers all “at risk” patients and those over 60 the Seasonal Influenza Vaccine from September through to the end of March which are held at our Drive through Saturday Clinics annually which puts the patient at less risk and more productive. We also vaccinate against pneumonia.

### **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). We require 8 weeks notice for all foreign travel advice.

### **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 Carte Assistants.

### **Joint Injections**

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

### **Minor Surgery**

We hold fortnightly minor surgery clinics at Lake Road Surgery, Verwood, and undertaken by Julie Fullerton. 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 Mrs Jo Morris and Miss Annie 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.

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. 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.

You have the right to express a preference of Practitioner when you make an appointment.

### **Special Allocation Scheme**

The NHS operates a zero-tolerance policy with regard to violence and abuse and the practice has the right to remove a violent 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 will notify the Local Area Team who is then responsible for providing further medical care for such patients.

The Cranborne Practice is the registered SAS provider for Dorset. When a patient is registered as a Special Allocation Patient, they are given a landline and mobile that they must call and leave a message if they require any treatment, they are unable to call the main reception line or enter the surgery. If a patient is due to come in for a face-to-face appointment they are made aware that they must wait outside for the clinician to come out and take them through to their consultation room

and bring a chaperone to all appointments. The SAS patients have the choice of two GPs, Dr Andrew Levinson and Dr Al Chalaby for all consultations.

### **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 of 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 through the feedback form on our practice website or by email to [cranborne.reception@dorsetgp.nhs.uk](mailto:cranborne.reception@dorsetgp.nhs.uk) or by letter to:

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

We aim to acknowledge with 7 working days and investigate within 14 working days. We will investigate 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 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.

## **General Information**

### **Access to Health Records - GDPR**

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 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 always maintained, 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.

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**

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

All patients are invited to join this group by Posters, Website, Facebook, Twitter and new information packs. All minutes are available online.

**Castleman Healthcare Ltd**

Our practice is a shareholder of Castleman Healthcare Ltd and we are therefore working collaboratively and participating (where relevant) in shared delivery of care across our locality.

**Crane Valley Primary Care Network (PCN)**

Our practice is a member of the Crane Valley PCN and we are therefore working collaboratively and participating in shared delivery of services and care in our network.

**The Cranborne Practice Statement of Purpose**

Signed by:

Mrs Jo Morris

Practice Manager and Partner.