

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 November 2016

Review November 2017

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 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 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 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 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/Womens 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 Hilary Khankashi – MB BS (1994) BSc DCH DRCOG DFFP MRCGP(2001)

Clinical Interests – Womens Health

Minor Surgery

Outside Interests – Examiner MRCGP

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

Clinical Interests – Diabetes

Dr Matthew Roberts – DRCOG PGCDPHC MRCGP

Clinical Interests – Elderly Medicine

Practice Nurses:

Stephanie Norton	Lead Nurse	RGN	GP Triage Nurse
Sue Young	Practice Nurse	RGN	Family Planning/ Womens Health and GPN
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
Mary Rackham	Practice Nurse	RGN	GPN

(GPN – General Practice Nurse)

Health Care Assistants:

Lolly Goddard	HCA Team Leader and Tracker	HCA - Phlebotomy, BP's and Health Checks
Sarah Copeland-Glen	HCA	Phlebotomy, BP's and Health Checks
Sharon Taylor	HCA	Phlebotomy, BP's and Health Checks
Jemma Silcock	Trainee HCA	

Dispensing Staff

Karen Hargrave	Senior Dispenser	BTEC Dispensing In General Practice (1998)
Emma Thorne	Dispenser	BTEC Dispensing In General Practice (1998)
Hilary Parks	Dispensing Assistant	(to undertake full training 2015/2016)
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, supervised by Wendy Richmond, manage the Practice reception at both sites, (Staff work across both sites), 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 are able to answer patient enquiries concerning communications between the practice and other agencies, e.g. hospitals.

The Administrative Team are based at the Cranborne Site and is supervised by Debbie Andrews, Assistant Practice Manager, and 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.

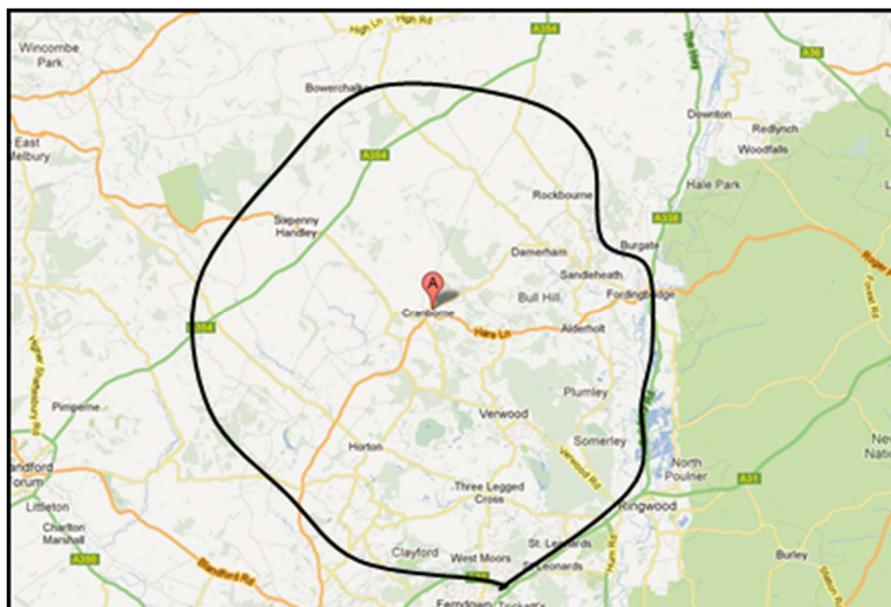
Each team has a full knowledge of the services the practice has to offer. All Staff members are happy to assist you with any enquiries.

The Practice

The Cranborne Practice is an 8 Doctor (5.6 WTE) Practice which serves Cranborne and the surrounding area in a radius of about 9 miles from either site, including Verwood.

There are two main Surgery premises – Cranborne and Lake Road, Verwood. The Practice population is split approximately 3500 patients at Cranborne and 6300 patients in Verwood. The Cranborne site is additionally a dispensing site.

General Medical Services and routine medical checks involving an holistic approach.



Booking Appointments

We operate a nonspecific 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 7 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 are able to do this.

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

The telephone number for contacting reception in Cranborne is: **01725 517272** or Lake Road is: **01202 822825**

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 HCA’s, 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 hopefully 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 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 our 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. Sue Young – 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.

We also carry out testing for Chlamydia where appropriate, and offer self-testing kits for those who prefer.

Maternity Services

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

Child Health Surveillance

Baby Clinics are held weekly, and by negotiation if required by our experienced Health Visitor Team, managed by Janet Hatton.

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 Hilary Parks – 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 65 the Seasonal Influenza Vaccine from September to January which are held at Saturday Clinics annually, and 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).

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 monthly minor surgery clinics at Lake Road Surgery, Verwood, undertaken by Dr Hilary Khankashi. 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 Bruce Woollard 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 try at all times 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. 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.

Violent 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 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.

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 the Practice Manager by telephone on Tel: **01202 822825**, if you prefer you can fill in our complaints form, which can be downloaded by our How Do I... tab on our website www.thecranbornepractice.co.uk

Please send the complaints form to: Mrs Jo Morris, The Cranborne Practice, Pennys Lane, Cranborne, Wimborne, Dorset BH21 5QE

We aim to acknowledge with 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 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 to the Ombudsman within 12 months (and a copy of this information will be included in the final reply.)

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 wishes to see them, we ask that they complete the Application for Access to Medical Records form which can be found on the Practice Intranet and on the Practice Website and then sent to the Practice Manager. Patients are entitled to receive a copy, but should be informed that there is a charge of £10 for access to records. An additional fee of 35p per page is charged if records are to be photocopied up to a maximum of £50. The fee must accompany this request. Cheques to be payable to The Cranborne Practice, 21 days prior notice is usually required.

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 – Clinical Administrator for more details on how to attend. Annie is based at Cranborne on 01725 517870.

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. You can do this 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.

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.

The Cranborne Practice Statement of Purpose

Signed by:

A handwritten signature in blue ink, appearing to read 'CD', with a wavy line extending to the right.

Dr Colin M Davidson
Registered Manager