

The Reddish Family Practices

Dr I Dickie, Dr M Saksena Joye, Dr R Nurcombe, Dr M Gandy, Dr C Roberts, Dr V Kaushik

The Family Surgery
306 Gorton Road
Reddish
SK5 6RN

South Reddish Medical Centre
Sandy Lane
South Reddish
SK5 7QU

Telephone: 0161 426 9797

Fax: 0161 426 9792

Fax: 0161 426 9814

Website: www.thereddishfamilypractice.nhs.uk

Email: STOCCG.P88005-admin@nhs.net

Email: STOCCG.southreddishreception@nhs.net

The Reddish Family Practices
Statement of Purpose

The name and address of the registered provider is:

The Family Surgery (North)
306 Gorton Road
Reddish
SK5 6RN

STOCCG.familysurgeryreception@nhs.net

South Reddish Medical Centre (South)

Sandy Lane
South Reddish
Stockport
SK5 7QU

STOCCG.southreddishreception@nhs.net

Website

www.thereddishfamilypractice.nhs.uk

North Registered Manager: Dr I W Dickie & Mrs Joanne Stevens

South Registered Manager: Dr R Nurcombe & Mrs Joanne Stevens

Practice Manager: Mrs Joanne Stevens

Our practice comprises 8 GP's based on two sites looking after approximately 12,500 patients. Both sites are situated in Reddish, with our primary site being The Family Surgery

The practices are located in North and South of Reddish in Stockport and borders Greater Manchester to the North and Tameside to the East.

The North Surgery premises were purpose built in the early 1990s. Patients can be seen in 8 consulting rooms at ground floor level. The ground floor is also served by a reception, waiting room, a disabled toilet and a further patient toilet.

Administrative accommodation and a staff room with kitchenette can be found on the first floor.

Externally, the practice has a car park with 16 car parking spaces. Disabled patients can access the practice via a ramp at the front entrance.

The South Surgery premises were purpose built in the early 1990s. Patients can be seen in 6 consulting rooms at ground floor level. The ground floor is also served by a reception, waiting room, a patient toilet.

Administrative accommodation with kitchenette can be found on the first floor.

Externally, the practice has a car park with 10 car parking spaces. Disabled patients can access the practice via a ramp at the front entrance.

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

The Aims and Objectives of the Reddish Family practices are to:

- 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.
- To guide our employees in accordance with diversity and equality.
- To ensure effective and robust information governance systems

Treat all patients and staff with dignity, respect and honesty. Given the resources made available to us our purpose is to provide patients registered with the practice with personal health care of high quality and to seek continuous improvement of the health status of the practice population overall.

We aim to achieve this by developing and maintaining a happy practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

The Primary Healthcare Care Team

The Partners

Dr Ian Wallace Dickie

MBChB DROG

Dr Monica Saksena Joye

BMedSci MBBS DCH DFFP DRCOG

Dr Richard Nurcombe

MBChB MRCGP DRCOG

Dr Catherine Roberts (Female)

MBChB, MRCGP, BSc, DRCOG

Dr Matthew Gandy (Male)

MBChB, MRCGP, DRCOG

Dr Veenu Kaushik (Female)

MBChB, nMRCGP, DFSRH

Salaried GP's

Dr Steph Marechal (Female)

MBChB, BSc

Dr Alice Shrestha (Female)

MBChB, BMedSci, MRCGP

Nurse Practitioner

Fiona Sanders

Practice Nurses

Kay Patterson

Kirsty Clouston

Health Care Assistant

Lynda Wilkinson & Lauren Hodson

The HCA's runs an appointment service for blood tests, blood pressure, pulse and urine checks, as well as ECG's, healthy living screening new patient checks and smoking cessation.

Practice Staff

Paul Stevens, Practice Business Manager responsible for the financial management and strategic direction of the practice.

Jo Stevens, Practice Manager responsible for the day to day smooth running of the practice.

Two secretaries are able to answer patient enquiries concerning communications between the Practice and other agencies, e.g. Hospitals

Our administrative team is responsible for reception, answering the telephones, booking appointments, preparing prescription request for authorization updating and summarising patients' medical records etc.

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

The Practice

The Reddish Family Practices covers Reddish and surrounding areas

Home Visits

All requests for this service will be triaged by the GPs

Please make requests for this service before 10.00am to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit please make this clear in order that the doctor receives the correct message and can take the appropriate action.

Out of Hours

When the surgery is closed, if you require urgent medical advice or attention, please telephone the practice and your call will be diverted to 111, this is our out of hours service provider. Either an appointment, or a home visit will then be made at Mastercall.

111 provides an EMERGENCY service at all times when the surgery is closed. It is available between 6.00pm – 8.00am Monday to Friday. It also covers all Public Bank Holidays

Mastercall is located:

Pepper Road

Hazel Grove

Stockport

SK7 5BW

All calls made to this service are reported back to the GP the following working day.

Booking appointments

Telephone 0161 426 9797 and reception staff will help you.

We have routine bookable appointments Monday to Friday from 8.30am – 11.10pm and 15.00pm until 17.10pm with Doctors, nurses and health care assistant.

Telephone consultations are also available every day

Translators are available – please inform the receptionist if this is required.

Extended Hours

The practice is contracted to provide a limited number of appointments outside its normal opening hours each week. Typically these are early morning appointments (from 7.30am) and one Saturday morning per month.

The general surgery phone is not open during these extended hours

Urgent Appointments

We take into account that not all illnesses are planned. We therefore have the same day urgent appointments available in the morning and afternoon. Please ring at 8.00am to request an appointment.

A GP will be on-call in the afternoon and will triage patients who are requesting an urgent appointment.

As you can imagine between 8.00am to 12.00pm can be very busy times on the surgery phones and although we have 5 receptionists answering calls sometimes this can incur a delay in answering your call. If calling for a routine appointment it is therefore advised not to call between these times

Cancellation of appointments

If you are unable to make your appointment please do let us know so that we can offer it to another patient who might really need to see a doctor. It would also help us if you could let us know you are unable to attend as far in advance as possible.

Prescriptions

To order a repeat prescription, please either hand in your written request or repeat counterfoil at reception, or post to the surgery address. We will also accept written instructions by fax on 0161 426 9792 or you can email us at STOCCG.P88005-admin@nhs.net. Remember to include your full name, address, date of birth and the items you require that are listed on your repeat slip. If you are unable to collect your prescription, please

enclose a stamped addressed envelope and we will post it to you. We do not accept repeat prescription requests over the phone unless you are housebound.

Please allow 48 hours before collecting your prescription and remember to tick only the items you require

The Regulated Activities under CQC

Management of chronic disease

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients' medication on an annual basis. Diabetic, Stroke, CHD and respiratory clinics are regularly held throughout the year

General nursing care

Our nurses provide contraceptive services, smoking cessation advice, blood pressure monitoring and travel advice; they also perform vaccination and smear tests.

Maternity services

Antenatal and post natal care is provided by the doctors in conjunction with the community midwife. A midwife led antenatal clinic is held each Tuesday afternoon at the Children's Centre, Reddish.

Cervical screening

Cervical smears are recommended at least every three years for women aged between 25- 65 years of age who have not had a hysterectomy. The test is quick and painless and will be performed by a practice nurse or female GP. Patients will be sent an invitation to attend when their smear is due.

Child Health Surveillance

Baby clinics are held weekly at the surgery (by appointment) by the GP with support from the nursing team and the Health Care assistant. This involves the baby having an 8 week check followed by their first immunisations.

Minor Surgery

Minor Surgery clinics are held every other Monday at South Reddish. Our GPs will undertake minor excisions and joint injections.

Coil and Implant Clinic

Coil and Implant clinics are held every week at South Reddish Medical Centre – Please book an appointment preferably with Dr Kaushik.

Foreign Travel Health Advice

Vaccinations for foreign travel are available at the surgery. Patients should contact us stating which countries they intend to visit, the date of departure and the duration of the visit. You will need to complete a travel vaccination form. **Some vaccinations may incur a charge** and patients will be informed of this prior to booking the appointment. Appointments are 10 minutes per person. Please make a separate appointment for each person wishing to be vaccinated with the practice nurse **at least 3- 4 weeks prior to travel and 4-6 weeks prior to travel during the busy summer months** to ensure a convenient appointment can be offered. Some travel vaccinations incur a charge and this is because not all travel vaccinations are included in the services provided by the NHS.

Counselling

The practice offers in-house counselling

Access to Patient Information

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 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 health care 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 patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential 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 data is required.

Data Protection Policy

The practice is committed to security of the patient and staff records

The practice takes steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The practice will undertake prudence in the use of, and testing of, arrangements for the backup and recovery of data in the event of an adverse event.

The practice maintains a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

DPA issues will form part of the Practice general procedures for the management of Risk.

Specific instructions will be documented within confidentiality and secure instructions and will be promoted to all staff.

Patients Rights and Responsibilities

You have the right to expect a high standard of care from our practice and we try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given. In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we would suggest that you consider making more than one appointment. Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate appointment.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the 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 violent patients 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 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.

Stockport NHS is then responsible for providing further medical care for such patients.

Comments, suggestions and complaints

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our practice manager who will, where appropriate, use our complaints procedure to try to correct the problem.

All our staff are here to help you.

General Information

Access to Health records

The Data Protection Act allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should make a written request to the Practice. You are entitled to receive a copy, but should note that a charge will be made.

Carers

A carer is someone who 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.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to your 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 absolutely vital.

Chaperone

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. Please advise reception when booking an appointment.

Confidentiality

As you are aware, we ask you for personal information in order that you can 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 about you is shared with other members of the team.

Patient Participation Group

The practice has a Patient Participation Group to engage with as many of our patients as possible. We aim to work with our patients to improve the service we deliver, including areas such as availability of appointments, clinical care, online facilities etc. We contact members of the group by email or letter two or three times a year to ask for their views and opinions. If you would like to be involved, please either, ask our receptionists or log on to our website www.thereddishfamilypractice.nhs.uk and click on the link "Sign up for our patient group".

The Family Surgery Statement of Purpose

Date 17/02/2016

Review Date: February 2017

Signed by Registered Manager.....

