

CQC Statement of Purpose

The Avenue Surgery
(Dr Robert Hacking and Partner)
1 The Avenue
South Moulsecomb
Brighton, East Sussex
BN2 4GF
01273 604220

BHCCG.TheAvenueSurgeryBrighton@nhs.net

www.theavenuesurgerybrighton.co.uk

Registered Manager: Dr Robert Hacking

This is a Statement of Purpose for The Avenue Surgery which sets out the following information:

- The full name of the service provider and of any registered manager together with their business address, telephone number, and where available electronic mail addresses
- The legal status of the service provider
- Details of the locations at which the services provided for the purposes of the regulated activity carried on
- Our aims and objectives in carrying on the regulated activity;
- The kinds of services provided for the purpose of carrying on of the regulated activity
- The range of service users' needs which those services are intended to meet.

The Practice is located on the northern edge of Brighton in a residential area, approximately 3 miles from Brighton city centre. The Practice is situated in a converted semi detached house, which has been developed and extended. The Practice has disabled access and there is free on street parking. The clinical team comprises 2 full time partners, a salaried GP, an Advanced Nurse Practitioner and 3 part time Practice nurses. A full time Practice manager looks after the day to day administration with a team of receptionists and administrators.

Our Aims and Objectives

To provide high quality, safe, professional primary care services to the Practice's patient population in accordance with the GMS contract to ensure the best health outcomes for patients.

To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.

To provide patients and staff with a safe and friendly environment where they are treated with dignity and respect. Listening and supporting people to express their needs and wants and enabling them to maintain the maximum possible level of independence, choice and control.

To encourage patients to communicate with us through our Patient Participation Group, talking to us, participating in surveys and providing feedback on the services that we offer.

To involve patients, their families and carers in decision making about their treatment and care, working in partnership with them towards a positive experience and understanding.

To treat patients with respect enabling them to express their needs.

To be courteous, approachable, friendly and accommodating.

To continually improve our services by being an effective learning organisation that monitors and audits our healthcare services.

To act with integrity and complete confidentiality.

To work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.

To ensure all staff have the necessary skills and training to carry out their duties competently and in accordance with equality and diversity.

To provide support to our staff in their working environment and protect them against abuse with a zero tolerance of all forms of abuse.

To ensure effective and robust management and governance systems.

To operate on a financially sound basis.

Our Services

The Practice provides GMS services as defined under the General Medical Services Contract.

We provide essential services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients.

Additional services are also offered to further benefit patients of the Practice. Some of these services are also available to those patients referred by other Practices.

The additional services include:

Cervical screening

Contraceptive services including IUCDs and health promotion

Vaccinations and immunisations

Childhood vaccinations and immunisations

Child health surveillance

Neonatal checks

Antenatal and post natal mother and baby checks

Smoking cessation

Minor surgery including cryotherapy

Nurse led clinics support chronic disease management for CVD, COPD, Diabetes and Asthma, operating a recall system to ensure patients are regularly reviewed.

A young person's sexual health drop in clinic offers advice and screening to all under 25s.

The additional services are chosen to best manage the requirements of the Practice's patient demographic and most prevalent medical conditions affecting them.

Our Practice also provides services which are non NHS and are paid for by the patient. These services include:

Medical examinations for driving requirements (HGV, PCV, etc), insurance claim forms, private sick notes and vaccination certificates.

Shared Extended Hours Service

As part of a shared Extended Hours Service, GMS services will be provided to our patients in both core hours and extended hours (6.30-8.30pm Monday to Friday) and 6 hours on a Saturday and 4 hours on Sunday from a number of satellite locations, listed below. This practice remains responsible for the regulated activities provided to our patients in this service.

The practice delegates responsibility for the service for their patients to the EHS provider. The practice is given assurances via the SLA and governance framework and therefore the EHS provider takes responsibility of any issues/problems that arise.

EHS will provide and share the following to all participating practices:

1. Check Compliance documentation
2. Share policies and procedures
3. Clinical Governance Reviews
4. Performance Management
5. Reporting and communication

Extended Hours Service Hub Practices are listed below:

Ardingly Court Surgery 1 Ardingly St, Brighton, BN2 1SS
Beaconsfield Surgery 175 Preston Road, Brighton, BN1 6AG
Benfield Valley Healthcare Hub Old Shoreham Road, Portslade, BN41 1XR
Charter Medical Centre 88 Davigdor Rd, Hove, BN3 1RF
Mile Oak Medical Centre Chalky Road, Portslade, BN41 2WF
St Peter's Medical Centre 30-36 Oxford St, Brighton, BN1 4LA
Stanford Medical Centre 175 Preston Road, Brighton, BN1 6AG
Trinity Medical Centre 1 Goldstone Villas, Hove, BN3 3AT
Wellsbourne Health Centre 179 Whitehawk Road, Brighton, BN2 5FL

Telephone Consulting Service

From Monday 3 February 2020 The Avenue Surgery is working in partnership with Care UK.

Care UK will provide a telephone consulting service. Patients will call the The Avenue Surgery. Their telephone number will be taken and a Care UK GP will call the patient

back. If the problem can be managed over the telephone the GP will do so. However if the problem requires a face to face appointment the Care UK GP will book the patient with an Avenue Surgery doctor the same day. If the Care UK doctor considers that urgent attention is required and it is later in the day they will pass the details to the out of hours provider to manage the case.

Access

For patients that do not speak English we can arrange an interpreter and/or a sign language service. The Practice is accessible to wheelchair patients.

Consent and Chaperone

Consulting rooms are away from the reception area where no conversation can be overheard or examination seen. No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request.

Carers

We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role. A carer is someone who, 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. Carers come from all walks of life, all cultures and can be of any age.

Medical Records: Confidentiality and Access to Patient Information

The surgery maintains computerised records via SystemOne to ensure that all clinicians have accurate and up-to-date information about patients' medical history and medication available to them. Patients have the opportunity to have a summary care record, which will contain important information about medication, allergies and bad reactions to medicines. This allows healthcare staff access to this information in an emergency or when the Practice is closed. We ask that patients inform us if they change address, telephone numbers, marital status, etc.

All patient information is considered to be confidential and we comply fully with the Data Protection Act and Caldicott Principles to keep confidential data safe and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary health care team at the Practice and with other health care 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 ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act, the General Data Protection Regulation and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice. A charge may be made if appropriate and outside the General Data Protection Regulation.

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 Practice Manager, 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 complaint further.

Version 6.0

Date of Issue: 28 January 2020

Date of review: 28 January 2021