

## Statement of Purpose

# Glenpark Medical Centre

Ravensworth Road  
Dunston  
Gateshead  
NE11 9AD

Telephone No:0191 4200535  
Fax no: 0191 4610106

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## Statement of Purpose

The name and address of the registered provider is:

Glenpark Medical Centre  
Ravensworth Road  
Dunston  
Gateshead  
Tyne and Wear  
NE11 9AD

<http://www.glenpark.info>

Registered Manager: Dr. Bronwyn Tasker

Practice Manager: Mrs. Susan Sohi

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Glenpark Medical Centre) 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 work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- 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 encourage our patients to communicate with us by joining our Patient Forum, talking to us, participating in surveys, and feeding back on the services that we offer
- To maintain our motivated and skilled work teams
- Continue to improve our healthcare services through monitoring and auditing
- Maintain high quality of care through continuous learning and training
- Guide our employees in accordance with diversity and equality
- Ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty
- Ensure that every individual is treated fairly and without discrimination
- Ensure that every person will receive equal treatment regardless of race, gender, disability or age.
- Have a zero tolerance of all forms of abuse.
- To operate on a financially sound basis.

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the Practice population overall. We aim to achieve this by developing and maintaining a happy sound Practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

### **The Primary Health Care Team**

#### Partners within the practice:

Dr Bronwyn Tasker  
MBBS (Newcastle 1988) DCH MRCGP

Dr Caroline Webster  
MBBS (Newcastle 1992) MRCGP DRCOG DipTher

Dr Jonathan Harness  
MBBS (Newcastle 1993) MRCGP

Dr Rebecca Haines  
MBChB(Glasgow 1997) MRCGP DRCOG

Dr Christopher Jewitt  
MBChB (Glasgow 1995) MRCGP DRCOG

Dr Katy Miller<sup>1</sup>  
MBBS (Nottingham 2010) BmedSci(Hons) MRCGP

#### GP Assistants within the practice:

Dr Catherine Lewis  
MA(Hons) MBBS (Hons Newcastle 1999)MRCGP DRCOG DFFP DFSRH

Dr Camilla Jerram  
MBBS (Newcastle 2001) MRCGP DFSRH

Dr Lucy Dobson  
MBBS (Newcastle 2005) DRCOG MRCGP

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<sup>1</sup> Joins partnership 1 April 2016

Nurse Practitioner within the practice:

Mrs Amelia Kerr  
BSc Nurse Practitioner (Lancaster 2007)

Nurses within the practice:

Sister Catherine Steele  
RGN, with special interest in CHD, smoking cessation and family planning

Sister Karen Read  
RGN, with special interest in Asthma, Diabetes, COPD and baby clinic

John Hooker  
RGN,

Healthcare assistants:

Sylvia Gribbin

Practice Manager:

Susan Sohi

Assistant Practice Managers:

Katrina Brown and Jennifer Lowes

The Management team has the responsibility of ensuring the smooth running of the Practice on a day to day basis.

Practice Staff

The Reception team is managed by Jennifer Lowes. They arrange various appointments, produce patient repeat prescriptions, pass on relevant information to patients (such as blood results), explain our services, answer the telephone lines and do anything else that is required of them by either a doctor or a patient.

The Administrative/Secretarial team is managed by Katy Brown, they are able to answer patient enquiries concerning communications between the Practice and other agencies, e.g. Hospital and are also responsible for updating and summarising patients' medical records, for organising the appointment system on the computer and operating a recall system for patients when appropriate.

Each team has a full knowledge of the services the Practice has to offer.

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

### Our Mission Statement:

At Glenpark we offer the highest quality modern healthcare, whilst being grounded in traditional patient, family and community centred values

### The Practice:

The practice was founded in 1905 by Dr Dougall at its current main site on Ravensworth Road and has remained committed to being at the heart of Dunston ever since. When Dunston Health Centre was built in the 1970s, another practice in the area (Timaru House, which has since been demolished) moved in. When Dr Fairburn retired in 1975, Dr Brown at the Health Centre joined Dr Aitchison and Dr Cross at Glenpark. Since that time, we have maintained the two practices: the main surgery at Glenpark and a branch surgery at the Health Centre.

The practice has about 9250 patients from quite a small area centred around Dunston. Our compact practice area makes us very accessible for our patients. And with a team that now comprises 9 permanent doctors, up to 3 registrars, a nurse practitioner, 3 nurses, and 2 health care assistants, we can offer our patients a wide choice of skills, knowledge and experience.

### Home Visits:

The Doctors will make home visits for those patients unable to come to the Practice. In order for these visits to be made promptly, we ask that requests for this service are made before 10.00am. We ask that wherever possible patients attend the Surgery. This speeds up being seen by the Doctor and provides better facilities for treatment.

### Out of Hours:

Our out of hours service provider is the 111 service who will assess the need for clinical intervention and advise on the best course of treatment. If needed, clinical care is given by a fully qualified team of Doctors working for Gateshead Doctors On Call (GatDoc) Patients should always telephone 111 if they feel that this service is necessary. It is available between 6.00pm - 8.30am Monday to Friday and 6.00pm Friday until 8.30am Monday. It also covers all Public Bank Holidays.

The Queen Elizabeth hospital in Gateshead run two walk in centres, one at the Queen Elizabeth Hospital and the other at Blaydon Primary Care Centre.

At the Queen Elizabeth Hospital in Gateshead , there is a single point of access for urgent care, The reception at the A&E reception now book in patients for both services, which means that patients will get seen in the right place to avoid unnecessary waiting

Patients can use the walk-in centre if their problem isn't life threatening, therefore don't need A+E but it needs more urgent attention than a GP appointment may provide. However if the reception staff feel it may be better for a patient to be seen in A&E they will be kept there.

QE Hospital walk in centre opening times:  
8.00am-10.00pm seven days per week (telephone 0191 4455454)

Blaydon walk in centre opening times:  
8.00am-10.00pm seven days per week(telephone 0191 2834699)

All contacts with these services are reported back to the Practice the following working day.

#### Appointments:

Surgery times for doctors and nurses vary throughout the day. Appointments are available from 7.00am to 7.45pm depending on the day.

We reserve doctor's appointments within 48hours for problems that are urgent. Patients will be asked if the problem can wait for a few days or whether they need to be seen urgently.

#### Booking Appointments:

Appointments can be booked via telephone, in the surgery or on the internet. For routine appointments patients can book up to 4 weeks in advance. If necessary, an Advocate and/or Translator can be booked in advance. We always do our best to accommodate patient wishes and if a patient needs to be seen urgently, we will always see them on that day. Telephone consultations are also available every day.

#### Prescriptions:

Prescription requests will be dealt with within two working days. Prescriptions can be ordered by telephoning the prescription order line on 0191 4200535, requests can also be made using the right-hand, white side of the last prescription issued and dropping it into the box in reception. Patients are asked to make certain they tick the medication they require. A prescription order form from Reception can also be used if the original white side is not available. Requests can

also be made by post, posting it to us with an enclosed stamped addressed envelope if we are to post it back.

Local Pharmacies also provide an ordering and collection service.

Our patients are now also able to order repeat medication via the internet.

#### The Regulated Activities under CQC:

Our GPs provide Medical Services and routine medical checks involving an holistic approach.

#### 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 ongoing and appropriate. To this end, we shall endeavour to review patients' medication on a regular basis. Diabetic, Stroke, CHD, COPD, Asthma and Heart Failure reviews are regularly performed in the Practice as required throughout the year and in accordance with NICE guidelines.

#### General Nursing Care:

Our Nurses and Health Care Assistants provide wound care, contraceptive services, minor illness care and advice, smoking cessation advice, well person checks, new patient checks, venepuncture, blood pressure monitoring and travel advice; they also perform vaccinations, ear syringing, smear tests, ECGs, 24hour ABPM and assist in minor op clinics.

#### Maternity Services:

Midwife clinics are held twice weekly.

#### Cervical Screening:

This service is provided by our Practice Nurses who are all trained in cytology.

#### Family Planning and Contraceptive Services:

This is provided by Doctors and Nurses. Nurses are able to provide follow-up contraception monitoring for all methods initiated by the Doctor. We provide Family Planning services in the form an implant and IUD service. We also carry out testing for Chlamydia where appropriate.

### Child Health Surveillance:

Baby clinics are held weekly by one of our Health Visitors, Sister Read our practice nurse and Dr Harness.

### Vaccinations and Immunisations:

Glenpark Medical Centre strongly supports the childhood immunisation programme. All routine childhood immunisations are performed at the surgery by our Practice Nurse, Karen Read following an automatic invitation from the Local Health Authority.

The Practice also offers vaccinations for young adults against measles if they are not protected.

Vaccination against whooping cough is also offered to pregnant women and new mothers.

Patients aged 70, 78 and 79 can also be vaccinated against shingles.

The Practice offers all 'at risk' patients and those over 65 the seasonal influenza vaccine from September to January every year and also vaccination against pneumonia.

### Foreign Travel Health Advice:

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

### Well Person Checks and NHS Health Checks:

These are carried out by the Healthcare Assistants.

### Joint Injections:

Therapeutic joint injections are carried out by Drs Harness and Jewitt

### 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 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 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 patient or it is overwhelmingly 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 professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which it is required.

The Practice Caldicott Guardian and Information Governance Lead is Dr Tasker.

#### Patient 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 within 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. 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 situation is reached the practice will record 3 significant events. These incident reports will be held separately from the patient medical record. In the event of an eventual breakdown, this matter will along with the incident reports will be discussed by the partners who may then choose to remove the 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 the removal.

#### 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.

We will notify the Area Team who is then responsible for providing further medical care for such patients.

### Comments, Suggestions and Complaints:

We welcome comments and suggestions on our service. We provide a leaflet in Reception entitled "Compliments and Complaints" to make it easy for patients to contact us. If we fail to provide the highest care possible, we ask that any observations are made known to our Practice Manager who will, where appropriate, use our complaints procedure to try to correct the problem.

Our complaints procedure meets national criteria and patients can obtain a copy of it from Reception. We aim to acknowledge a complaint within 3 working days and look into it within 10 working days of the date that it's raised. We will find out what happened and what went wrong, make it possible for the patient to discuss the problem with those concerned if they would like this, make sure the patient receives an apology where this is appropriate and identify what we can do to make sure the problem does not happen again. If a patient is still unhappy about the response, they also have the right to take the matter to the Ombudsman within 12 months.

### General Information:

#### Access to Health Records

The Data Protection Act allows patients to find out what information is held on computer. This applies to health records. If a patient wishes to see them, we ask that they make a written request to the Practice. Patients are entitled to receive a copy, but should note that a charge may be made.

### Carers:

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.

We ask that patients inform our Reception staff if they are a carer or are cared for by another person. This will alert us to possible needs in this role. We also have the help and support of Gateshead Carers who provide advice and assistance to those identified carers. At Glenpark we also have a Carer's Champion, this is Angela Hiscock who is one of our receptionists.

Information on Gateshead Carers can be found at: [www.gatesheadcarers.com](http://www.gatesheadcarers.com) they can be contact by telephone on 0191 4900121 or enquiries can be emailed on [enquiries@gatesheadcarers.com](mailto:enquiries@gatesheadcarers.com)

#### Veterans:

A Veteran is anyone who has served in the armed forces (including the Territorial Army), for at least 24 hours. Veterans may be entitled to additional help if they develop a health problem as a result of that service. You do not have to have a war pension for this entitlement.

We ask that patients inform our Reception staff so that we can update our records.

#### 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. You can do this in person, by post or via telephone.

#### Chaperone:

If a patient requests that a chaperone is present at a consultation or procedure, we will arrange for our Health Care Assistant or Nurse to be present during the examination. A copy of our chaperone policy can be obtained by contacting our Practice Manager

#### 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:

Glenpark Medical Centre is committed to continually improve our services by learning from and listening to our patients.

We now have a Patient Participation Group and we strongly encourage our patients to join our group by advertising on our website, posters in the surgery and in our newsletter.

#### Glenpark Medical Centre Statement of Purpose

Date: December 2014

1<sup>st</sup> Review : November 2015

2<sup>nd</sup> Review: March 2016

Next review: November 2016