

Upperthorpe Medical Centre

**30 Addy Street
Sheffield
S6 3FT**

C88031

Provider ID: 1-199713769

**TEL: 01114 2751010
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**website:
www.upperthorpemedicalcentre.co.uk**

Statement of Purpose

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The name and address of the registered provider is:

Upperthorpe Medical Centre 30 Addy Street Sheffield S6 3FT

Registered Manager: Dr Michael Stuart Taylor of the above address

Upperthorpe Medical Centre is a Partnership of 7 partners:

Branch Site Surgery: Ecclesall Medical Centre 334 Millhouses Lane Sheffield S11 9JD
Tel: 0114 2363936 Fax: 0114 2353458

The Doctors

Dr Nicholas W Hudson	(M)	MBChB MRCP	1994
Dr Michael S Taylor	(M)	MBChB MRCP MRCP	1994
Dr Jayne Atkinson	(F)	MBChB DRCOG MRCP	1996
Dr Jane Coombes	(F)	MBChB MRCP	1988
Dr Victoria Knott	(F)	MBChB RCGP	2001
Dr Sarah Clubb	(F)	MBChB MRCS MRCP	2014
Dr Laura Chambers	(F)	MBChB MRCP DFRSH	2009

Other Clinical Staff:

Hannah Tyler	Practice Nurse
Sue Goddard	Practice Nurse
Claire Grierson	Practice Nurse
June Lindley	Practice Nurse
Tracy Skill	Healthcare Assistant
Ilse Ten Kroode	Healthcare Assistant
Annemarie Canziani	Healthcare Assistant

Administrative Staff:

Business Manager	Simon Kirby
Practice Manager	Gill Kirby
Secretaries	Jayne Green, Diane Padley, Sarah Samaniego
IT Clerk/Data Input	Donna Hammond
Receptionists	Sam Bestall, Nav Razzaq, Sarah Neuner Jackie Farrell, Ashgan Munasser, Nattalie Coates Bridget Kilbane, Anne Jackson, Jacque Rains Cath Wheeler, Garry Dinas, Rachael Fage, Debbie Hart

Upperthorpe Medical Centre is a well-established GP Surgery that was purpose built in 1998 with on site parking. Our premises are modern with special consideration for the disabled, including parking, access and internal facilities. Our practice area covers Walkley, Crookes, Upperthorpe, Netherthorpe, Middlewood, Stannington. Our branch site surgery covers Ecclesall, Millhouses, Whirlow and Dore.

Our total patient population is currently **11,494**

Age Range	Male	Female	Total
0 - 65	4796	4517	9313
66 - 75	563	584	1147
76+	417	6617	1034
Total	5776	5718	11494

The registered activities and service types have been agreed by the partners and practice manager in accordance with CQC guidance.

The regulated activities under CQC are:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Upperthorpe Medical Centre) is required to provide to the Care Quality Commission a statement of purpose.

Our Aims and Objectives for delivering each of the above regulated activities:

- 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.

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 services provided by Uppertorpe Medical Centre:

Booking Appointments

Appointments can be made by telephone by calling 01142751010 for Uppertorpe MC, 0114 2363936 for Ecclesall MC, or in person at reception from 9.00am or online via Systmonline 24 hours a day. We operate an appointment system for all surgeries.

Appointments can be pre-booked up to six months in advance. This should enable patients to make an appointment with the doctor of their choice. Further appointments are released daily, same-day appointments should be requested when a condition or illness needs a health professional's input that day. We will endeavour to give patients an appointment with the practitioner of their choice. If we are unable to achieve this we will explain why.

Urgent Appointments

We take into account that not all illnesses are planned. We therefore have same day appointments available in the morning and in the afternoon.

Extended Hours

The surgery offers extended hours on:

Monday & Friday 7.00am to 8.00am

Saturday 8.30am to 10.00am

These appointments are especially beneficial to those patients who find daytime appointments difficult.

The general surgery phone is not open during these extended hours.

Home Visits

These may be requested if patients believe they are too ill to attend the surgery. If they need a doctor to visit them at home, they can telephone before 10.30am and give the receptionist as much information about their present illness as possible; this will enable the doctor to assess the degree of urgency when planning his/her rounds.

Out of Hours

Sheffield GP Collaborative is responsible for commissioning medical services when the surgery is closed. The out-of-hours service can be accessed by telephoning the normal surgery telephone number.

Repeat Prescriptions

To enable the practice to process repeat prescriptions efficiently and for the benefit of patients, it would be appreciated if the following procedure could be followed when ordering repeat prescriptions:-

- Please allow 2 working days notice.
- Telephone or in person requests should be made between 10.00am and 12.30pm and 2.00pm and 5.00pm.
- On-line at www.upperthorpemedicalcentre.co.uk and follow the online instructions. Patients need to obtain a password from the surgery reception to register with this service.

- By post, a stamped addressed envelope is required with the request.
- Lloyds Chemist (attached to the surgery) offer a service where they collect patients ordered repeat prescriptions from our surgery and dispense their medication ready for them to collect.

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. Angina and heart disease, asthma, chronic COPD, diabetes clinics are regularly held throughout the year.

General Nursing Care

Our nurses provide wound care, contraceptive services, minor illness, smoking cessation advice, well person checks, new patient checks, blood pressure monitoring and travel advice; they also perform vaccinations, ear syringing, smear tests and dietary advice.

Maternity Services

Together the doctors and midwives monitor and advise on the antenatal and postnatal care of our mothers-to-be.

Cervical Screening

This service is provided by specially trained nurses.

Family Planning and Contraceptive Services

GPs and Nurses are able to provide all options available to male and female patients. Teenagers and young people can talk confidentially to a doctor/nurse on all aspects of sexual health.

Child health surveillance

Baby clinics are held weekly at the surgery by our nurse team with support from a doctor.

Minor Surgery

The practice provides a range of minor surgery procedures.

Vaccinations and Immunisations

Upperthorpe Medical Centre supports the childhood immunisation programme. All routine childhood immunisations are performed at the surgery by a nurse following an automatic invitation from the Local Health Authority. The surgery offers all 'at risk' patients the seasonal influenza and vaccine every year. The surgery also offers the Shingles Vaccinations to patients who fall within the age cohorts.

Foreign Travel Health Advice

Our nurses have been trained to provide an up to date travel health service that includes vaccinations if necessary (please note that there is a charge for some vaccinations). Prior to an appointment patients will need to fill in a 'Travel Questionnaire' which is available from reception. This form is to be filled in by the patient and brought to the nurse appointment.

Mental Health, IAPT and Counselling

We have the services of NHS mental Health workers, IAPT workers and counsellors who are available in-house to see patients who are referred by their doctor.

Dietary Advice

Patients wishing to lose weight; specialist dietary needs of patients (ie. diabetic patients). We have an onsite dietician.

Phlebotomy

Our Health Care Assistants provide blood tests under the guidance of the practice nurses.

Objectives

Develop and improve patient care pathways

Provide alternatives to hospital based specialist treatment

Provide timely assessment of patients

Reduce the secondary care waiting lists

Help manage patients in primary care through specialist advice and feedback

Ensure excellent communication with referring doctor, patient and the community clinic.

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 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 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 patient and staff records.

The Practice will take 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 back-up and recovery of data in the event of an adverse event.

The Practice will maintain 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 security instructions and will be promoted to all staff.

Patients Rights and Responsibilities

You 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 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.

Zero Tolerance

The Practice supports the NHS Zero Tolerance policy against violence, aggression and the use of inappropriate language. Any incidents of abuse to GPs, their staff or other persons on Practice premises will be taken seriously and could result in the individual(s) being removed from the Practice list and/or involvement of the police.

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.

Comments, suggestions and complaints

Should you wish to make a complaint, please ask to speak to the Practice Manager. The Practice Complaints Procedure is available from the reception staff and is displayed on the practice website.

If you have any suggestions about the Practice please put these in writing and pass to the reception staff or by post to the Practice Manager.

General Information

Access to Health Records

Under the Data Protection Act 1998, we are required to allow you to access your medical record. If you require access to your medical record please contact the surgery for further advice. All requests should be made in writing to the Practice Manager. We are entitled to charge a fee to cover our administrative costs.

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.

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

The Practice is committed to provide a safe and comfortable environment where patients can be confident that best practice is being followed. We have a Chaperone Policy which adheres to local and national guidelines. Patients are encouraged to ask for a chaperone if they require at the time of booking their appointment wherever possible. All patients are entitled to a chaperone present for any consultation where they feel one is required.

Patient Confidentiality

The Practice is registered under the Data Protection Act. The Practice complies with the Data Protection Act 1998, Access to Health Records Act 1990 and the Computer Misuse Act 1990. The Practice will ensure that patient confidentiality is maintained at all times. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared with the health care team or with others providing care. To object to the disclosure of information, you should write to the Practice Manager.

Patient Participation Group

Dr Hudson and Partners are committed to continually improve our services by learning from and listening to our patients.

We now have a Patient Participation Group and we are always looking for new members, please ask reception for a form or submit the form on our website.

Our practice ethos is to strive towards a partnership between patients and health professionals based on the following:

Mutual Respect

We endeavour to treat all our patients with dignity, respect and honesty. Everyone at Uppertorpe Medical Centre is committed to deliver an excellent service. We encourage patients to highlight any discrepancies and to offer the same commitment in return.

Holistic Care

We treat patients and illnesses. This means that we are equally interested in the physical, psychological and social aspects of your individual care.

Continuity of Care

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems or long-term illness. In these circumstances we would encourage you to

continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem, the doctor or nurse that you normally see is not available, or you would like to see someone else then we would encourage you to see any of the doctors or nurses at the practice.

Learning and Training

We are committed to the training of our doctors and nurses all of whom are closely supervised. We believe in “life-long learning” and all the health professionals here and administrative staff, undergo an annual appraisal where the goals of the individual, teams and practice are discussed and agreement reached on the way forward. Regular reviews act as a way of reinforcing effective performance, highlight areas for improvement and recognise developing strengths

Dr Hudson & Partners Statement of Purpose

Date: October 2018

Review Date October 2019

Signed by Registered Manager*M S Taylor*.....