

**Drs Eccleston, Roy & Clarke
The Crescent Surgery
Statement of Purpose
Health and Social Care Act 2008**

Version: 1.3 – September 2019

Date of Next Review: September 2020

Service Provider Details

Name: Drs Eccleston, Roy & Clarke – The Crescent Surgery

Address: The Crescent Surgery
Cleveleys Health Centre
Kelso Avenue
Thornton-Cleveleys
FY5 3LF

Telephone: 01253 823215

Email: Kathryn.corner@nhs.net – Practice Manager

Website: <http://www.crescent-surgery.org.uk>

Provider ID: 1-199781690

Legal Status: Partnership

Registered Manager: Dr Ian Eccleston

Service Types: Doctors consultation service
Doctors treatment service

Regulated Activities: Treatment of disease, disorder or injury
Surgical procedures
Diagnostic and screening procedures
Maternity and midwifery services
Family planning service

Service Users: Open for registration to patients resident and temporarily resident in the practice area

Our Aims and Objectives:

- To provide personalised, effective and high quality General Practice services, committed to the health needs of all of our patients.
- To work in partnership with our patients, their families and carers, involving them in decision making about their treatment and care and encouraging them to participate fully by listening and supporting them to express their needs and wants and enabling them to maintain the maximum possible level of independence, choice and control.
- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
- To involve other professionals in the care of our patients where it is in their best interest, providing an informed choice to suit the patient's needs in respect of referrals.
- To continually improve healthcare services to patients through learning, monitoring and auditing.
- To take care of our staff, ensuring a competent and motivated team with the right skills and training to do their jobs and to protect them against abuse.
- To act with integrity and confidentiality and ensure robust information governance systems.
- To treat all patients and staff with dignity, independence, respect and honesty in an environment which is accessible, safe and friendly.

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:

DR IAN M ECCLESTON
Qualified Liverpool 1986 MBChB MRCPG DRCOG
GMC No: 3136199

DR TANYA ROY
Qualified Calcutta 1995 MBBS MRCPCH DFFP MRCPG Diploma of the Faculty of Family
GMC No: 4707466

DR STEPHEN CLARKE
Qualified Manchester 2002 MBChB, BSc, MRCPG
GMC No: 6053635

Our Nursing Team

- 4 Nurse Practitioners
- 1 Practice Nurse
- 1 Health Care Practitioner
- 1 Paramedic Practitioner
- 1 Care Coordinator
- Treatment Room Nursing Team

The Wider Practice Team

- Practice Manager
- Pharmacist
- Medical Secretary
- Administrative Assistants
- Receptionists

The practice is located in a modern, purpose built health centre which we share with another practice. It provides a comfortable and practical environment with large accessible waiting areas for patients. Parking is available at the health centre. Besides the consulting rooms, the surgery has access to a fully staffed Treatment Room providing wound care, blood tests, ear syringing, blood pressure checks and injections (e.g. Zoladex). The Treatment Room is also fully equipped for minor surgery.

Our staff have a full knowledge of the services the practice has to offer and are happy to assist with any enquiries.

The GPs and Nursing team together provide the full range of clinics for family planning, childhood immunisation, health checks, foreign travel, minor surgery, asthma, COPD, diabetes, hypertension and coronary heart disease.

Blackpool Clinical Commissioning Group (BCCG) is in the process of developing new ways of working and The Crescent Surgery and Cleveleys Group Practice have been encouraged to work together to support the provision of Community Nursing Services for our combined practice populations. As a result the Far North Neighbourhood has been formed and the team providing care in the community to our patients includes a large team of Community Nurses, a Community Matron and access to Physiotherapists, Occupational Therapists, a Social Worker and Health and Wellbeing Workers.

We have one Care Coordinator who serves our practice population. She takes a proactive and coordinated approach in identifying the most complex and vulnerable people coordinating and managing their care in partnership with the patient, their families and carers.

Health Visitors work within the community with their base now being in Lancaster.
Community midwives provide ante-natal and post-natal clinics at the practice.

We accommodate a range of visiting clinicians and counsellors in the areas of mental health and smoking cessation. The local Citizens Advice Bureau holds weekly outreach sessions here at the practice

We are all involved in the terminal care of our patients who are supported in their own homes whenever possible.

Out of Hours care is currently provided by the 111 Service.

We are well equipped clinically and have diagnostic equipment which includes: ECG and portable ECG machines, ambulatory blood pressure monitors, nebulisers, peak flowmeters, pulse oximeters, obstetric and vascular sonicaids and electocautery. We are also able to offer blood pressure monitors for patient use at home.

Services

NHS services provided by our GPs and clinical staff are defined under the General Medical Services (GMS) Contract. They are mainly split into three groups of Essential, Additional and Enhanced services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients.

These services include:

- Routine medical check ups
- New patient checks
- Medication reviews
- Repeat prescription service
- Chronic disease management
- Minor Surgery
- Phlebotomy
- Maternity services – midwife and GP
- Contraception services and pill checks, coil, nexplanon, insertion and removal
- Weight loss and lifestyle management.
- Treatment of depression and anxiety
- Counselling
- Cervical cytology screening
- Ear syringing
- Wound Management and suture removal
- Childhood immunisations
- Child health surveillance
- Travel advice and vaccination
- All routine adult immunisations
- Smoking cessation advice

- Annual coil checks
- Annual Health checks
- Annual Learning Disability checks
- District Nurse Management
- Home visits
- Palliative Care
- Cardiovascular health checks
- Alcohol and drug misuse
- Mental Health
- Spirometry
- ECG
- Foot care
- Ear Syringing

Non-NHS Services

We provide services which are non NHS and are paid for by the patient or requesting organisation, including:

- Private medical insurance reports and medicals
- Sports, pre-employment and HGV medicals
- Private appointments and blood tests
- Fitness certificates
- Non-NHS vaccinations
- Copies from records

GP and nurse appointments are available to book in advance as well as GP urgent appointments on the day. In addition we operate a Nurse-Led Minor Ailments Clinic every morning where patients can be seen on the day. The Nurse Practitioners offer a telephone triage service where patient's requests for advice can be dealt with over the telephone. Telephone consultations with GP/NP are available on a daily basis. Home visits are available for patients physically unable to visit the practice. A 48 working hours repeat prescription service is available. If the Practice is not able to meet an individual patient need a referral to an appropriate health professional or service will be made.

Community Health Services are also available to the patient and may be provided in the patient's home or from a Community location depending on the service.

Health and Care Needs

We respect the privacy and dignity of our patients and endeavour to treat all of our patients with respect and honesty:

Access

For patients that do not speak English a family member can translate at their request or a translation service is available. In addition a member of the Reception Team is currently

undertaking a course in Basic Sign Language. We are also able to provide information in larger fonts or electronically as requested. 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 trained chaperone is available upon request.

Carers

Our Practice has been recognised as a 'Carer Friendly' Practice and our staff member are trained to Lancashire County Council standards. That means that we are committed to identifying and supporting carers. Our practice believes that no carer should be left isolated and without support as they help to care for someone else. By registering with the practice as a carer it can help carers access other information that can help them in their role. The practice will be more aware of their needs and will be able to recognise times when more help is needed.

We work in partnership with Blackpool Carers Centre and N-Compass (Carers Hub Lancashire) to offer support to patients who have caring responsibilities for someone who is ill, disabled or elderly. We appreciate the pressures carers are under and would encourage carers to allow us to pass their details to the Blackpool Carers Centre and N-Compass. If you wish to, you can contact Blackpool Carers Centre directly on 01253 393748 and N-Compass on 0345 013 8208.

Also Social Services are available for assessment of care needs.

Confidentiality and Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection Act to keep your 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.

Telephone conversations are recorded to help ensure quality. Recordings may be used for training and monitoring, however, this does not compromise patient confidentiality.

The General Data Protection Regulations 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 where the request is excessive.

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.

PALS service is available for help or advice:

The Patient Advice and Liaison Service provide confidential advice and support, helping patients to sort out any concerns you may have about the care we provide, guiding you through the different services available from the NHS Tel: 01253 655588.

Alternatively, patients have the right to approach NHS England and raise their complaint directly with them by contacting them on 0300 311 22 33 (Monday to Friday 8.00am to 6.00pm, excluding Bank Holidays) or writing to NHS England, P.O. Box 16738 Redditch, B97 9PT

Patient Participation Group

The Crescent Surgery is committed to continually improve our services by learning from and listening to our patients.

We now have a Patient Participation Group who we contact online through e-mails or by post if patients do not have an email address. Any registered patient is invited to join this group through the Practice website and posters in the waiting area.

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Signed by Registered Manager _____ Dr Ian Eccleston _____