



**The Oaks Medical Centre**  
**Dr Laurance • Dr Johns • Dr Burns**  
**20 Villa Street, Beeston, Nottingham NG9 2NY • Tel: 0115 9254 566**

## **The Oaks Medical Centre - Statement of Purpose**

### **1. Background Information**

- The name of the CQC registered provider is The Oaks Medical Centre
- Our CQC Registration Number is: 1-199710910
- Our address is:  
20 Villa Street, Beeston, Nottingham, NG9 2NY
- Our telephone number is: 0115 9254566
- Our email address is: NNICB-NN.OaksMedicalCentre@nhs.net  
(please note this is for comments or suggestions only and is NOT intended for appointments, visit requests etc - please ring the surgery)
- Our website is: [www.theoaksmedicalcentre.com](http://www.theoaksmedicalcentre.com)
- Registered manager: Dr Lucy Laurance
- The legal state of our practice is: a Partnership
- The Oaks Medical Centre is not a registered charity
- There are 3 GP Partners:
  - Dr L Laurance
  - Dr S Johns
  - Dr P Burns
- In addition we have the following staff:
  - 6 Salaried GPs
  - 1 Advanced Nurse Practitioner
  - 3 Practice Nurses
  - 1 Health Care Assistant
  - 1 Health Care Assistant/Receptionist
  - 1 Clinical Pharmacist
  - 1 Practice Manager
  - 1 Reception Managers
  - 2 Secretary/Receptionists
  - 4 Receptionists
  - 1 GP Administrator
- The Oaks Medical Centre is a training practice

### **2. Location**

The Oaks Medical Centre is located at 20 Villa Street, Beeston, Nottingham NG9 2NY.  
Our entrance is 50 metres beyond Sainsbury's entrance on the right, facing Sainsbury's windows.

- Unfortunately we cannot offer patient parking due to the town centre location.

- However, Sainsbury's car park is very close and offers free parking for up to 3 hours, including spaces for Blue Badge holders.

### **3. Population Background**

- Our current list size is 11,628.
- Our list size has grown by 91% since 2015.
- We provide care to people living in Beeston, Beeston Rylands, Attenborough and parts of Chilwell, Lenton Abbey and Bramcote.

### **4. Our Vision and Core Values**

Striving for excellence and quality

Caring

Responsive

Inclusive

Pride in ourselves and the work we do

Teamworking

Our vision is to provide the best possible outcomes for our patients. We do this by combining our patient centred, high quality compassionate approach to health care with our desire to innovate and continually improve to meet the evolving needs of our patients, community and the wider challenges faced by General Practice.

We work hard to maintain good levels of patient access as we feel this is one of the foundations of good General Practice.

We pride ourselves in providing excellent teaching and training of undergraduate medical students and other healthcare professionals. We invest in developing a culture within our practice that supports learning and innovation. We are proactive in engaging with research projects and wider initiatives within our primary care network.

We believe a happy working environment enables our staff to provide a better service for our patients. We invest in our staff, developing their skills and taking care to ensure they are happy, motivated and supported to work to their full potential. We have a strong teamwork ethic and take pride in our excellent team, working together to offer the best possible care for our patients.

### **5. Our Regulated Activities**

The following CQC regulated activities are provided:

- Treatment of Disease, Disorder and Injury
- Consultations with health professionals
- Onward referral for treatment and care by other health and related providers
- Prescribing support and advice, including issues of prescriptions where appropriate

- The management of patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable.
- The general management of patients who are terminally ill
- The management of chronic disease in the manner determined by the practice, in discussion with the patient.
- Vaccinations and immunisations
- Diagnostic and Screening Procedures, such as:
  - Cervical screening
  - Taking blood
  - Ambulatory blood pressure monitoring
  - ECGs
  - Spirometry
- Surgical Procedures, such as:
  - Curettage
  - Joint injections
  - Excision of skin/subcutaneous lesions
  - Incision and drainage of abscesses
- Maternity Services through the community midwifery team
- Family Planning Services
  - Insertion of intrauterine contraceptive devices
  - Removal of intrauterine contraceptive devices
  - Contraception advice
  - Insertion of hormone implant
  - Removal of hormone implant

## 6. Fees

- NHS services provided are without cost to the patient
- The Practice also provides a number of services in addition to NHS services for which fees are levied including but not exclusive to:
  - Private prescriptions
  - Passport forms/photograph
  - Holiday cancellation form
  - Fitness to travel certificate
  - Insurance certificate
  - Employers report
  - Solicitors medical reports/requests for medical records
  - Pre-employment medical
  - HGV, PSV, taxi driver examination
  - Sporting activity medical

A full set of current fees for the above services is available from the Practice.

## 7. Communications

- **Home visits**
  - All requests for this service will receive a phone call from a doctor
  - Please make requests for this service before 10:00 or as early as possible in the day 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 at the surgery. If you need an urgent visit please make this clear so that the doctor receives the correct message and can take the appropriate action.
- **Out of Hours**
  - The practice offers extended pre bookable access to our Registered patient list at the following sites: The Oaks Medical Centre, Abbey Medical Centre, Bramcote Surgery, Eastwood Primary Care Centre, Hama Medical Centre, Hickings Lane Medical Centre, Giltbrook Surgery, Linden Medical Group, Newthorpe Medical Centre, Saxon Cross Surgery, The Manor Surgery, Valley Surgery. Appointments are available weekday evenings between 18:30 & 20:00 and Saturdays 09:00-17:00. These appointments are bookable through our surgery's reception.
  - If you or your family need urgent medical care when the surgery is closed, please phone the out-of-hours service 111 which provides 24 hour advice and health information. Your needs will be assessed and you will either be given advice or arrangements will be made for you to be seen by a healthcare professional.
  - Or you can visit an NHS Urgent Care Centre where you can see an experienced nurse for treatment of minor injuries and illnesses: -Nottingham Urgent Care Centre, Seaton House, London Road (next to the BBC) Nottingham NG2 4LA, open every day including weekends and bank holidays 7 a.m. to 9 p.m. Your local pharmacy can also offer you a range of services, including advice and medicines to relieve symptoms of minor ailments.
- **Booking Appointments**
  - Telephone reception on 0115 9254 566 and reception will help you.
  - We have routine bookable appointments available between 08:20 and 17:20.
  - We also offer extended hours with early morning surgery every weekday incorporating appointments from 07:00 until 07:50.
  - Online booking appointments are available for GP appointments
  - We aim to give patients an appointment within 72 hours to see a doctor for a routine appointment
  - Translators/interpreters and chaperones are available when needed
- **Urgent Appointments**
  - If patients need to be seen as an emergency and there are no appointments left then they may be seen as an emergency at the end of clinics.
- **Prescription Requests**
  - Prescriptions can be requested only if the medication has already been prescribed as a repeat by a doctor at this surgery.

- Requests can be made in person, online or by posting a prescription request form with an enclosed stamp addressed envelope to the surgery
- We regret that we do not take prescription requests over the phone
- We offer a 24 hour prescription request service, if the medication is on your repeat it will be ready for collection after 15:00 the day after the request is made

## **8. Chaperones**

- Should you need a professional chaperone present at a consultation or procedure please alert reception staff when booking the appointment or another member of the practice team as early as possible.

## **9. 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 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 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.

## **10. 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.
- 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 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.

## **11. Confidentiality**

- We ask patients for personal information in order that they 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, it is sometimes necessary that medical information about patients is shared with other members of the team in the interests of providing the highest standards of care and treatment for patients.

## **12. Patient Engagement**

- The Oaks Medical Centre is committed to continually improving our services by learning from and listening to our patients.
- We have a Patient Participation Group who we meet bimonthly. They provide us with feedback on our services and service delivery.

## **13. Complaints**

- Patients have a right to complain about services or to make comments and suggestions. Should you wish to complain or have a discussion about services provided you can complain by letter or in person to the Practice Manager, Charlotte Hubbard. A leaflet about our complaints Procedure is available from reception or on our website.