

## **GODIVA GROUP PRACTICE**

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### **Clay Lane Health Centre**

**5 – Clay Lane – Coventry – CV2 4LJ**

**Branch sites**

**Holyhead Surgery**  
**1 Chester St**  
**Coventry – CV1 4DH**

**Stoney Stanton Medical Centre**  
**475 Stoney Stanton Road**  
**Coventry – CV6 5EA**

**Balliol Road Surgery**  
**1 Balliol Road**  
**Coventry – CV2 3DR**

**GP Partners**

**Dr Pradeep Bahalkar, Dr Dinesh Reddy, Dr Nelofer Ali,**  
**Dr Sinu Xavier**

[www.godivagrouppractice.nhs.uk](http://www.godivagrouppractice.nhs.uk)

**Registered GP manager:** Dr Dinesh Reddy

**Practice manager & Business Lead:** Saddam Hussain

Godiva Group Practice is a partnership. There are four partners, four salaried GP and three long term locum GPs.

**Dr Mian Muhammad Zain Tufail (Male GP)**

**Dr Nene Ajibade (Female GP)**

**Dr Ogochukwu Olebu (Female GP)**

**Dr Onyerem Ewuzie (Female GP)**

**The Practice also employs a Nurse Practitioner who is able to prescribe a range of drugs for patients and holds daily surgeries in unison with the on-call GP. The Practice has a team of practice nurses, a health care assistant and medicine management team.**

Godiva Group Practice has four sites, main site (Clay Lane) situated in a modern building close to the town centre of Coventry and Coventry City University Campus. Other three sites are also within two miles radius of main sites.

The Practice has a General Medical Services contract with the local health organisation Coventry & Rugby Commissioning Group and offers directly and locally enhanced services to its patients. Godiva Group Practice is also a member of Coventry GP 1 Navigation who offers wide range of services and extended hours. Godiva Group Practice has become a lead PCN (Primary Care Network) practice since 2020.

## CQC Statement of Purpose 2024 - 25

### Our Team:

**Practice Manager** / Caldicott Guardian –Saddam Hussain

**Site Coordinators** – Nerys Bawden , Amanda Barrat, Aisha Afzal & Rebecca Joyce

**Advance Nurse Practitioner:** Sarnjit Somal

**Practice Nurses:** Deborah Hunt, Marian Appiah, Sarah Moodie & Lashana Nasser

**Physician Associate:** Sonia Malhotra, Sinthuja Sivarajah

**Clinical Pharmacist:** Nishma Popat, Raghbir Sahota, Mehdi Ghaffari, Ammar Al-Ganaby, Aqilahton Abas, Zeinub Mushtaq

**Paramedic:** James Aughenbagh, Connor Hynes Taft

**First contact Physiotherapist:** Mr Aman Khan Afridi

### Our Aims and Objectives

- We aim to ensure high quality, safe and effective general/personal medical services and environment
- To provide monitored, audited and continually improving healthcare services
- To provide healthcare which is available to a whole population and create a partnership between patient and health profession which ensures mutual respect, holistic care and continuous learning and training.
- The provision of accessible healthcare which is proactive to healthcare changes, efficiency and innovation and development.
- To improve Clinical Governance and Evidence Based Practice
- To improve Clinical and Non-clinical risk management
- To reduce risk in specific clinical risk areas and facilities
- To improve environment and capacity
- To improve vigilance for unforeseen emergencies
- To optimise performance against key targets and core standards
- To meet Annual Health Check targets
- To become a patient centred organisation
- To improve services offered to patients
- To improve the facilities available for patients at the surgery
- To improve communication between the surgery and the patients
- To encourage the development of an active and effective patient participation group
- To develop management capability
- To continue the development of the Estate
- To ensure effective management and governance systems
- To ensure robust corporate processes at the Commissioning Board level
- To meet key targets set by the Clinical Commissioning Group in Coventry.
- To participate effectively in the local Cluster Group of GP Practices

The registered activities and service types have been agreed by the Godiva Group Practice and its Registered Manager, the Partners and the Practice Manager in accordance with CQC guidance. Services are described under registered activity and Service Type.

### The regulated activities under CQC are:

- Surgical Procedures

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- Maternity & midwifery services
- Treatment of disease, disorder or injury
- Diagnostic & Screening Procedures

### The regulated services provided by Godiva Group Practice

- Routine medical checks and general/personal medical services
- NHS relevant prescriptions and medications or a private prescription can be issued.
- **GP Consultation & Treatment Services** will be available to all registered patients.
- **Immunisations, e.g. Childhood Immunisations, Influenza, Pneumonia, and Shingles, Foreign travel advice and immunisation**
- **Weight loss and Dietician clinic lifestyle management** - We have a weight reduction clinic which is run to offer help, support and advice to patients who want to lose weight and maintain a healthier lifestyle.
- **Smoking Cessation** - Any patient who is a smoker and ready to stop smoking will be referred to stop smoking clinic.
- **Asthma/Respiratory clinic** – The Surgery has facilities for and spirometry / lung function testing.
- **Diabetic clinic** – The Surgery operates a diabetes clinic regularly to provide ongoing care for our diabetic patients and run by trained nurses and supervised by GP Partners.
- **Ear syringing** - Practice has facilities for ear syringing for our patients.
- **Pneumonia/Flu vaccination** - At Godiva Group Practice we offer 'at risk' groups the flu vaccine at a certain time each year to protect you against the flu virus. The Practice also offers pneumonia and flu vaccine to patients aged 65 and over.
- **Social Prescribing** – Do you have social, emotional or practical concerns and need support? Our Social Prescribing team can help. Know that your GP practice is more than your GP.
- **Health Checks** – Practice offers health checks to patients aged 40 and over.
- **Midwifery** - The community midwives hold their own clinics at for patients at our practices. They supervise antenatal care, undertake deliveries in hospital and at home where appropriate.
- **Minor Surgery** - We offer a number of minor surgeries & joint injections. The minor surgeries are held by Dr P Bahalkar.
- **Cervical Screening** - At our practices, our nurses are qualified to carry out cervical screening and tests in the form of cervical smears.
- **First Contact Physiotherapist** – If you had recently hurt your muscles or you are experiencing certain bone pains, you can now see our First Contact Physiotherapist (FCP).
- **Multi-disciplinary Team meeting** - The Surgery holds regular team meetings with other service providers reviewing palliative care and safeguarding issues.

### Non NHS-Services

We also provide services which are non-NHS and are paid for by the patient. These services include:

- Insurance claim forms
- Non NHS vaccinations (limited)

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- Private sick notes
- Pre-employment and HGV medical

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

### **Mutual Respect**

At Godiva Group of Practice's, we aim and endeavour to treat all our patients with dignity, respect and honesty and would expect patients to treat all staff in the same manner.

### ***Comments or suggestions***

We welcome feedback from our patients on any issues or concerns about the service we provide. Patients should speak to Site manager or practice manager Saddam Hussain, if they would like to make any comments or observations, or if they do not understand how any aspect of the Practice operates. In this way, we can explain any misunderstandings and try to make improvements.

### **'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 and the 'Therapeutic relationship'**

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 believe in "life-long learning" and all the health professionals here and administrative staff, undergo an annual appraisal where learning and development needs are identified. We also recognise the benefit of supported learning for our patients and families in enhancing your ability to manage and deal with both 'self-limiting' and long-term illnesses

For continued patient safety and 'good practice', Significant Event Reviews (SER's) are routinely completed which are then discussed at Practice Staff and Clinical Staff Meetings. This provides an excellent opportunity for discussion of both adverse and favourable occurrences, learning, re-assessment of local procedures/guidelines and 'actions' for the future.

### **Open List**

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The Practice has an open list policy and accepts patients who are resident and newly resident in the defined practice area, please ask the reception for any guidance on catchment area.

### Primary Care Network Services

Godiva Group Practice leading a Primary Care Network of nine GP practices in the City of Coventry called Coventry Navigation 1. As PCN we are delivering range of services to our registered patient population of 90,000. [Coventry Navigation1](#)

### Coventry Navigation 1 Vision:

Coventry Navigation1 Primary Care Network is a cooperation between 9 GP practices working together to deliver high standard of care to our patients, ensure best quality and value for money.

### Our Values:

- Integrity, treating everyone with respect and equity
- Actively listen to our patients and partners to maximize their potential and fully contribute to being part of Primary Care Network.
- Work together effectively with our colleagues across health and social care
- Patient social needs are looked after by trained professionals.

### Extended Access Service:

Coventry Navigation 1 PCN has signed up to delivery Primary Care Direct Enhanced Service – **Extended Access**, as PCN we will be providing this service to all our network patients in out of hours every day (Mon- Fri) from 18:30 – 20:00 and on the Saturday 09:00 till 18:00 between two sites. As GMS provider all network practices under the obligation to provide their own in hours services during core hours.

Godiva Group Practice remain the responsible for the regulated activities provided to our patients in this service. Network practices delegate's responsibility for the service for their patients to EAS provider. The practice has given assurance via governance framework and taken the responsibility to deliver the service.

EAS will provide and share the following to all PCN practices on regular basis.

- 1: Reporting & communication
- 2: Performance Management
- 3: Compliance checks / documentation
- 4: Service procedure and policies
- 5: Clinical governance

Extended Access Service Manager: Saddam Hussain

Extended Access Lead Clinician: Dr Nelofer Ali

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Extended Access Complain Lead: Saddam Hussain

Extended Access Governance/ Quality Assurance Lead: Dr N Ali & saddam Hussain

Extended Access Admin: Zaid Memon

### **Extended Access delivery sites:**

#### **Clay Lane Health Centre**

Monday	18:30 – 20:00
Tuesday	18:30 – 20:00
Thursday	18:30 – 20:00

#### **City of Coventry Health Centre 1<sup>st</sup> Floor**

Wednesday	18:30 – 20:00
Friday	18:30 – 20:00
Saturday	09:00 – 17:00

### **Coventry Navigation 1 PCN – Network practices**

- Hillfield Health Centre – Dr Bano Practice
- Hillfield Health Centre – Dr Sani & Partners Practice
- The Meridian Practice
- Priory Gate Practice
- Paradise Medical Centre
- Godiva Group Practice
- Clay Lane Medical Practice
- Central Medical Practice
- Anchor Centre

Statement Reviewed: Oct 2024 by Practice Manager & Partners

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