



## **STATEMENT OF PURPOSE**

### **Aim**

Our aim is to provide high quality medical care, including appropriate health promotion and disease prevention activity, to all patients registered at our practice.

### **Objectives**

#### **The environment and equipment**

To provide an environment which balances the requirements of a clinical space with the needs of a consulting room in which patients often need to discuss difficult issues and benefit from non-clinical support *i.e.* an environment that:

- Meets the national standards for cleanliness and infection control
- Complies with all relevant safety regulation
- Is comfortable.

To ensure that all equipment is safe and effective by annual testing.

#### **The care**

To understand and meet the needs of our patients, involve them in decision making about their treatment and care and encourage them to participate fully.

To ensure that all members of the team have the right skills and training to carry out their duties competently.

To ensure that all patients are treated with respect, and their dignity and privacy maintained

To provide a chaperone whenever needed

To provide access to a high quality and independent translation service when appropriate

## **Working with other professionals**

To involve other professionals in the care of our patients where it is the patient's best interests, i.e. referrals for specialist care and advice.

To communicate effectively with all professionals involved in a patient's care

To work effectively with other members of the wider primary care team

To ensure that all members of staff have appropriate indemnity

## **Confidentiality**

To ensure that confidentiality is maintained at all times by managing all contact with patients appropriately and sensitively including telephone conversations, face to face encounters, and handling of computerised and paper records.

## **Listening to patients**

To carry out regular patient satisfactions surveys and use the results to make change when required.

To respond to complaints appropriately and take any necessary remedial action.

To develop, and to consult with, the patient participation group.

## **Systems**

To operate an appointment system which, within the constraints of the resources available, ensures quick and easy access to the doctor or nurse of choice, as much as possible at a time that is convenient for the patient.

To ensure that patients are fully informed about the service including:

- Details of the staff
- What services are provided and when
- How to access the services
- How to communicate with relevant team members
- How to express dissatisfaction with the service and/or pursue a formal complaint
- Details of fees for services which are not covered by the NHS e.g. medical reports, etc.

## **Training**

We are a training practice and are committed to providing a high quality experience to trainees. At any one time we may have up to two doctors in training. We maintain full and appropriate supervision and support to ensure the safety of our patients.

The Practice is not only committed to training GPs but is also actively involved in training Nurses and Business Administration apprentices.

## **Regulated activities**

The practice is registered for the following regulated activities:

- treatment of disease, disorder or injury
- diagnostic and screening procedures
- maternity and midwifery services
- family planning services

## **Services**

Services provided include:

- General medical care
- Contraceptive advice including coil fitting
- Chronic disease management (including asthma, COPD, heart failure, diabetes, hypertension)
- Cardiovascular risk assessment
- Spirometry
- 24 hour blood pressure monitoring
- ECG
- Cervical cytology
- Joint injections
- Child health surveillance
- Immunisations and travel advice

## **Service users**

Our service users are our registered population which includes:

- people of all ages
- people with learning disabilities
- people with physical disabilities
- people with mental health problems

- people with dementia
- people from a range of ethnic and cultural backgrounds

## **Location**

All the registered activities are undertaken at both our sites.

Our main site:

Thornton Medical Centre  
Church Road  
Thornton Cleveleys  
FY5 2TZ

Our branch site:

Carleton Branch  
9 Castle Gardens Crescent  
Carleton  
Poulton-Le-Fylde  
FY6 7NJ

## **Facilities at Thornton Medical Centre**

Thornton Medical Centre is a modern purpose-built facility incorporating some of the previous health centre building at the same site. Facilities include:

- A large waiting room
- Toilet facilities
- Car park
- Room with catering facilities available for hire by community groups
- Disabled access for patients to all public areas.
- Disabled access for staff to all relevant areas.

The Village Practice operates from the same health centre. Some facilities are shared e.g. the waiting room, toilets etc.

The following professionals and facilities are also based at, or use, the Health Centre:

- Treatment room (run by the district nursing service offering a range of services e.g. phlebotomy, dressings etc.)
- Lloyds Pharmacy
- Community midwife team
- District nurse team
- Health Visitor team
- Other visiting services such as
  - CBT Therapist - Early intervention Service (North Spoke Team)
  - Lancashire Wellbeing Service

- Senior CAMHS Practitioner
- N-compass Counsellor
- Chartered Psychologist (CPsychol) & Registered Clinical Psychologist
- Community Learning Disability Nurse

### **Security and confidentiality at Thornton Medical Centre**

The secure administration area is located away from the public areas; electronic key access is required ensuring the safety of confidential documents.

Telephone calls are answered in the secure administration area, and cannot be overheard by members of the public.

Receptionists who work at the reception desk are trained and experienced in maintaining confidentiality.

### **Facilities at Carleton Branch**

The Carleton Branch is not a purpose built facility however it has been renovated and adapted to provide medical services. Facilities include:

- A waiting room
- Toilet facilities
- 3 consulting rooms
- Disabled access for patients to all public areas.
- Disabled access for staff to all relevant areas.

### **Security and confidentiality at The Carleton Branch**

The secure administration area is located upstairs away from the public areas.

Telephone calls are answered in the secure administration area, and cannot be overheard by members of the public.

Receptionists who work at the reception desk are trained and experienced in maintaining confidentiality.

### **The partnership**

Dr Anthony Naughton  
 Dr Wendy Ford  
 Dr Judith Chaloner  
 Dr Felicity Guest  
 Dr Mike Power

## **Salaried GP's**

Dr Peter Kell  
Dr Carsten Ezard

## **Registered CQC manager**

Dr Judith Chaloner, GP partner

## **Address for service**

Thornton Practice  
Thornton Medical Centre  
Church Road  
Thornton Cleveleys  
FY5 2TZ

Carleton Branch  
9 Castle Gardens Crescent  
Carleton  
Poulton-Le-Fylde  
FY6 7NJ

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**Reviewed by:** Dr J Chaloner (Registered Manager)  
and Amy Sissons (Practice Business Manager)

**Review Date:** September 2019

**UPDATED:** **September 2019**

**Next Review Date:** September 2020