

HEATON MERSEY MEDICAL PRACTICE

www.heatonmerseymedicalpractice.co.uk

**Dr G Dent
Dr Z Youssef
Dr V Stott**

**460 Didsbury Road
Stockport
Heaton Mersey
Stockport
SK4 3BT
Tel. 0161 983 9400**

Statement of Purpose

The name and address of the registered provider is:
Heaton Mersey Medical Practice
460 Didsbury Road
Heaton Mersey
Stockport
SK4 3BT

gmicb-sto.hmreception@nhs.net
www.heatonmerseymedicalpractice.co.uk

Registered Manager: Dr Z Youssef
Practice Manager: Mrs Michelle Davenport

The practice is located in Heaton Mersey, Stockport and borders Greater Manchester to the North and West.

The surgery premises are a large converted Victorian house. Patients can be seen in 10 consulting rooms at ground floor level. The ground floor is also served by a reception, waiting room, and a disabled toilet.

Administrative accommodation and a staff room with kitchen can be found on the first floor.

Disabled patients can access the practice via a ramp at the front entrance.

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

The Aims and Objectives of Heaton Mersey Medical Practice are to:

- Provide a high standard of medical care
- Be committed to our patient's 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

We treat all patients and staff with dignity, respect and honesty. Given the resources made available to us our purpose is to provide patients registered with the practice with high quality personal health care and to seek continuous improvement of the health status of the practice population overall.

We aim to achieve this by developing and maintaining a well run practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

The Primary Healthcare Care Team

The Partners

Dr Graeme Dent
MRCGP MBChB

Dr Zahra Youssef
MBChB MRCOphth DM DRCOG MRCGP DFSRH

Dr Victoria Stott
MBBS MRCGP

Practice Nurses

Helen Walch
RGN, Diabetes Diploma, CHD Diploma, Asthma Diploma, ARTP Accredited for Spirometry, Mentorship Level 6

Nicola Farnworth
Diploma in Adult Nursing, Degree module is CHD, Degree module in Contraception

Jennifer Peoples

Assistant Practitioner

Sue Mangan
Sue runs an appointment service for blood tests, blood pressure including 24-hour BP monitoring, pulse and urine checks, glucose tolerance testing, B12 injections, as well as ECG's, healthy living screening, CVD screening, new patient checks, contraceptive pill checks and wound care. She also assists with minor surgery.

Practice Staff

Michelle Davenport, Practice Manager has responsibility for the practice finances, HR management and strategic direction of the practice.

Gemma Marriner, Assistant Practice Manager has responsibility for the day-to-day operational running of the practice, maintaining premises, equipment and information technology.

We have a team of receptionists, medical secretaries and administrators who support the day-to-day running of the practice.

The Practice

Heaton Mersey Medical Practice covers Heaton Mersey and surrounding areas

Home Visits

We offer home visits to housebound patients. Please make requests for this service before 10.30am 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. If you need an urgent visit, please make this clear in order that the doctor receives the correct message and can take the appropriate action.

Out of Hours

When our phone lines are closed you will automatically be transferred to NHS 111. Calls to 111 are free from both landlines and mobiles. The staff there will discuss the problem with you and may advise you over the phone or will either ask you to attend another service as most appropriate for your symptoms.

All calls made to this service are reported back to the GP the following working day.

Booking appointments

Telephone 0161 983 9424 and reception staff will be pleased to help you.

We have routine bookable appointments Monday to Friday with doctors, nurses and our assistant practitioner and one Saturday per month with a doctor.

Telephone consultations are also available upon request and where the clinician feels it is appropriate.

We have access to British Sign Language Service and a hearing loop. Translators are also available – please inform the receptionist if any of these are required.

Extended Hours

The practice is contracted to provide a number of appointments outside its normal opening hours each week. Typically these are early morning appointments from 7.30am on Tuesdays and Thursdays and late evening appointments until 8.00pm on Mondays and Tuesdays and one Saturday morning per month.

The practice telephone is not open during these extended hours.

Urgent Appointments

We take into account that not all illnesses are planned. We therefore have same day urgent appointments available in the morning and afternoon. Please ring at 8.00am to request an appointment and you will be allocated an appropriate appointment or signposted to the most appropriate service for your symptoms.

A GP will be on-call in the afternoon and will triage patients who are requesting an urgent appointment.

Between 8.00am and 10.00am can be very busy times on the surgery phones and although we have several receptionists answering calls sometimes this can incur a delay in answering your call. We operate a 'queue buster' system where your place in the queue is held and the system will call you back when you

reach the top of the queue. If calling for a routine appointment it is therefore advised not to call between these times.

Cancellation of appointments

If you are unable to make your appointment, please do let us know so that we can offer it to another patient who might really need to see a doctor. It would also help us if you could let us know you are unable to attend as far in advance as possible.

Prescriptions

To order a repeat prescription, please either hand in your written request or repeat counterfoil at reception, or post to the surgery address. Remember to include your full name, address, date of birth and the items you require that are listed on your repeat slip.

Alternatively you can register on the NHS app or Patient Online Access where you can see your health record and request repeat medication. In order to use this service, patients will need to register. We do not accept repeat prescription requests over the phone unless you are housebound. **Please allow 48 hours before collecting your prescription and remember to tick only the items you require.**

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. Diabetic, Stroke, CHD and respiratory appointments are regularly held throughout the year, usually with the nursing team.

General nursing care

Our Practice Nurses are trained to undertake a wide range of services –health promotion, contraceptive advice, vaccinations, cervical smears, smoking cessation advice, chronic disease management, travel vaccinations, childhood immunisations, weight management advice etc.

Maternity services

Antenatal and post natal care is provided by the doctors in conjunction with the community midwife. A midwife led antenatal clinic is held at Reddish Vale Children's Centre. Please contact them directly on 0161 480 6179.

Cervical screening

Cervical smears are recommended at least every three years for women aged between 25- 49 years of age who have not had a hysterectomy, and every 5 years for women aged 50 – 64. The test is quick and painless and will be performed by a practice nurse or female GP. Patients will be sent an invitation to attend when their smear is due.

Child Health Surveillance

Baby clinics are held regularly at the surgery (by appointment) by a GP or our Nurse Practitioner with support from the nursing team. This involves the baby having an 8-week check followed by their first immunisations.

Foreign Travel Health Advice

Vaccinations for foreign travel are available at the surgery. Patients should contact us stating which countries they intend to visit, the date of departure and the duration of the visit. You will need to complete a travel vaccination form. **Some vaccinations may incur a charge** and patients will be informed of this prior to booking the appointment. Appointments are 20 minutes per person. Please make a separate appointment for each person wishing to be vaccinated with the practice nurse **at least 4-6**

weeks prior to travel to ensure a convenient appointment can be offered. Some travel vaccinations incur a charge and this is because not all travel vaccinations are included in the services provided by the NHS.

Counselling

A counselling service is provided by referral from your GP.

Access to Patient Information

All patient information is considered to be confidential and we comply fully with the General Data Protection Regulations. All employees have access to this information in relation to their role and are aware of their responsibilities in this regard. 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 healthcare 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.

General Data Protection Regulations Policy

The practice is committed to security of the patient and staff records

The practice takes 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, General Data Protection Regulations, Caldicott 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 backup and recovery of data in the event of an adverse event.

The practice maintains a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

General Data Protection Regulation issues will form part of the Practice general procedures for the management of Risk.

Specific instructions will be documented within confidentiality and secure instructions and will be promoted to all staff.

Patient's Rights and Responsibilities

You have the right to expect a high standard of care from our practice and we 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

Violent Patients – Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

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. Stockport NHS is then responsible for providing further medical care for such patients.

Comments, suggestions and complaints

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our practice manager who will, where appropriate, use our complaints procedure to try to correct the problem.

General Information

Access to Health records

The General Data Protection Regulations allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should make a written request to the Practice. Alternatively you can register on the NHS app or Patient Online Access which allows you to view your medical record. Please contact Reception for information on how to register for this service.

Carers

A carer is someone who 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 it is important that we can contact you.

Chaperone

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. If you would like a chaperone to be present, please advise reception when booking an appointment or inform the clinician at the start of the consultation.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy.

Confidentiality

As you are aware, we ask you for personal information in order that you can receive appropriate care and treatment. This information is recorded on a computer; consequently, we are registered under the General Data Protection Regulations.

The practice will ensure that patient confidentiality is maintained at all times, by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, it is sometimes necessary that medical information about you is shared with other members of the wider practice team.

Patient Participation Group

The practice has a Patient Participation Group to engage with as many of our patients as possible. We aim to work with our patients to improve the service we deliver, including areas such as availability of appointments, clinical care, online facilities etc. We contact members of the group by email or letter two or three times a year to ask for their views and opinions. If you would like to be involved, please ask our receptionists for a joining form.

Heaton Mersey Medical Practice
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Date 09/04/24

Review Date April 2025

Signed by Registered Manager

