

CQC Statement of Purpose

This is a Statement of Purpose for Bildeston Health Centre CQC provider ID 1-199716657 which sets out the following information:

- The full name of the service provider and of any registered manager together with their business address, telephone number, and where available electronic mail addresses
- The legal status of the service provider
- Details of the locations at which the services provided for the purposes of the regulated activity carried on
- Our aims and objectives in carrying on the regulated activity;
- The kinds of services provided for the purpose of carrying on of the regulated activity
- The range of service users needs which those services are intended to meet.

Bildeston Health Centre is a General Practice Partnership open to all patients living within our Practice boundary.

We are a General Medical Service Practice offering Primary care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness. Our Health Professionals assess, diagnose, treat and manage illness. We carry out screening for some diseases and promote general health and wellbeing. Our Health Professionals act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and/or social care. Our Health Professionals also provide the link to further health services and work closely with other healthcare colleagues. We may also arrange hospital admissions and referrals to other services and specialists and link with secondary and community services about patient care, taking advice and sharing information where needed. We also collect and record important information from other healthcare professionals involved in the treatment of our patients.

Our Health Professionals are also involved in the education and training of FY2 doctors, practice staff and other healthcare professionals.

Location:

The Practice main address is:

Bildeston Health Centre, High Street Bildeston Ipswich Suffolk IP7 7EX.

Phone: 01449 740254 www.bildestonhealthcentre.co.uk

Partners Details

Dr Mark Hainsworth MB ChB (1984) Auckland- Male Full Time (Registered Manager for CQC Activities)

Dr David Clark MB ChB (1990) Cape Town Male Full Time

Dr Louise Beale MB ChB (2006) Leicester Female Full Time

Aims and Objectives

Our purpose is to provide patients registered with the practice access to personal health care of high quality and to seek continuous improvement on the health status of the practise population overall. We aim to achieve this by developing and maintaining a happy , sound, family centred practice which is responsive to people's needs and expectations and which reflect the latest advances in Primary Health Care.

- Provide access to a high standard of medical care in a local community setting.
- To maintain continuity of care.
- Focusing on prevention of disease by promoting health and wellbeing and offering care and advice to our patients
- Working in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- Being a learning organisation that continually improves what we are able to offer patients.
- Treating patients as individuals and with the same respect we would want for ourselves or a member of our families, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control
- Working in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- Ensuring all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently
- Taking care of our staff offering them support to do their jobs and to protect them against abuse
- Having a zero tolerance of all forms of abuse.
- Providing our patients and staff with an environment which is safe ,effective and friendly

Our Services

The GMS services provided by our practice are defined under the Standard Personal Medical Services Contract. These services are mainly split into three groups:

- Essential
- Additional
- Enhanced

Essential services

We provide essential services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients.

Our core services include:

- GP consultations
- Asthma clinics
- COPD clinics
- Diabetes clinics

Additional services

Our additional services include:

- Cervical cytology screening
- Childhood vaccinations and immunisations
- Child health surveillance
- Contraceptive services
- Maternity medical services
- Vaccinations and immunisations
- Certain minor surgery procedures

Enhanced services

Our enhanced services include:

- Alcohol Consumption Screening
- Contraceptive coil fitting (IUD) for treatment of Menorrhagia
- Flu Vaccinations, including children aged 2-5 years
- Glucose Tolerance Testing in Pregnancy
- HPV
- HRT
- LARC (Long Acting Reversible Contraception)
- Learning Disability Health Checks

- Minor Injury Service
- Minor Surgery Incisions/excisions
- Minor Surgery Joint Injections
- MMR Catch-up Programme Vaccinations
- NHS Health Checks
- Nurse/HCA Phlebotomy
- Pertussis Vaccinations
- Pneumococcal Vaccinations
- Rota Virus Vaccinations
- Severe Mental Illness Health Checks
- Shared Care Monitoring
- Shingles Vaccinations
- Timely diagnosis & support for people with dementia
- Tissue Viability (Wound Care) for Mobile Patients
- Tissue Viability (Leg Ulcers) for Mobile Patients

Other services

Our Practice also offers services including:

- Antenatal Care, Child health and development
- Ear wax and syringing
- ECGs (electrical heart trace)
- End of life care
- Lung testing (spirometry)
- Medication review
- Men's health
- Mental health
- Pregnancy testing and contraceptive advice
- Ring pessary replacement
- Stop smoking support
- Travel advice
- Women's health

Non-NHS Services

Our Practice also provides services which are non NHS and are paid for by the patient. These services include:

- Insurance reports and claims forms
- Private medical reports
- Non NHS vaccinations
- Prescription for taking medication abroad
- Private sick notes

- Pre-employment and Driving (HGV, PSV, Taxi, Elderly, Racing Driver, etc) medicals
- Vaccination certificates
- Completion of Certificates/Forms/Letters

Coast and Country Primary Care Collaboration.

Coast and Country Primary Care Collaboration (CCPCC) employ Paramedic staff to work at a number of practices within the collaboration. All participating practices have signed a Joint Venture Contract (JVC) which outlines the agreement between practices and how they will work together to provide a range of services. The JVC also contains schedules which detail specific information relating to the delivery of individual services or projects. Where this necessitates the employment of staff working across a number of different locations, the following model will be utilised:

- Staff will be jointly employed by all member practices and this will be reflected in the contract of employment, which will be signed by all parties.
- A 'Lead Practice' will be identified who will act as the primary point of contact for any staff employed.
- The lead practice will be responsible for ensuring all necessary pre-employment checks are undertaken and in place before the employee commences in post.
- The lead practice will be responsible for ensuring an appropriate induction programme is in place.
- The lead practice will provide general HR and payroll support for staff along with any administrative management support.
- The lead practice will identify a named GP to act as overall clinical supervisor for any staff employed to work within the collaboration.
- Any general concerns regarding performance or clinical competencies will be addressed by the lead practice.
- If a complaint is made by a patient or their representative in relation to any staff employed by the collaboration, it will be the responsibility of the practice at which that patient is registered to investigate and respond to any such complaint.
- Any concerns relating to the clinical practice, conduct or competency of staff employed by the collaboration, including any complaints received as per the previous bullet point, must be communicated to the lead practice.
- All member practices are expected to maintain appropriate written records in relation to staff employed by the collaboration and adhere to any mandatory guidelines and timescales.

SOUTH SUFFOLK PRIMARY CARE NETWORK

SOUTH SUFFOLK PCN currently are employing and recruiting Clinical Pharmacists staff to work at a number of practices within the PCN. All participating practices have signed a Joint Venture Contract (JVC) which outlines the agreement between practices and how they will work together to provide a range of services. The JVC also contains schedules which detail specific information relating to the delivery of individual services or projects. Where this necessitates the employment of staff working across a number of different locations, the following model will be utilised:

- Staff will be jointly employed by all member practices and this will be reflected in the contract of employment, which will be signed by all parties.
 - A 'Lead Practice' will be identified who will act as the primary point of contact for any staff employed.
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 - The lead practice will be responsible for ensuring an appropriate induction programme is in place.
 - The lead practice will provide general HR and payroll support for staff along with any administrative management support.
 - The lead practice will identify a named GP to act as overall clinical supervisor for any staff employed to work within the PCN
 - Any general concerns regarding performance or clinical competencies will be addressed by the lead practice.
 - If a complaint is made by a patient or their representative in relation to any staff employed by the PCN, it will be the responsibility of the practice at which that patient is registered to investigate and respond to any such complaint.
 - Any concerns relating to the clinical practice, conduct or competency of staff employed by the PCN, including any complaints received as per the previous bullet point, must be communicated to the lead practice.
 - All member practices are expected to maintain appropriate written records in relation to staff employed by the PCN and adhere to any mandatory guidelines and timescales.
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