

Statement of Purpose

Health and Social Care Act 2008

Probus Surgery

October 2019

Appendices:

Appendix 1: **Part 1 of the Statement of Purpose;** the provider's name, legal status, address and other contact details.

Appendix 2: **Part 2 of the Statement of Purpose;** Aims and Objectives.

Appendix 3: **Part 3 of the Statement of Purpose;** Location(s) and People who use the service there, their service type and their regulated activities.

Appendix 4: **Part 4 of the Statement of Purpose;** registered manager's details

Appendix 5; Business Structure Flowchart

Appendix 6; Practice Leaflet

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Aims and Objectives:

Probus Surgery aims to deliver a high quality service, accessible to its patients living in our practice area. The idea is to offer a range of services in a primary care setting and offering care closer to home for the majority of its patients who live in this rural location.

Probus Surgery started off as offering a GP service. 19 Years ago it introduced surgical procedures and in 2011 the surgical side of the business became a Limited Company, being managed separately from the GP side of the business but still situated within the same building.

Probus Surgery sits approximately 8 miles east of the capital city of Truro, just off the A30 in the expanding village of Probus. It is on the main transport route and offers parking to its patients and staff. The village offers a range of amenities including a school, post office and shop.



The Surgery offers a range of services /clinics to address a range of symptoms. Examples would be nurse led clinics.

Probus Surgery consists of a large purpose built building which also houses the Surgical Centre and its theatres.

It is easily accessible from the main A30 and the practice is fully DDA compliant. Whilst it offers the full range of services at Probus it also offers limited services at our 4 branch sites, along with medication delivery services to 7 surrounding villages which include home deliveries.

Within the building:

The front reception area offers a separate dispensary area so medication can be discussed and collected away from the main desk.

There is also a confidential booth if needed.

The waiting room boasts a large seating area with plenty of chairs catering for the disabled patients. There is also access to a wheelchair if required.

The room is light and airy and offers a range of leaflets and notice boards displaying information to the patients. The practice will try and obtain any relevant leaflet should the patients request.

The patients are called and met by the clinician, where they are accompanied to the consultation / treatment room. The practice is able to offer plenty of accommodation with 7 GP consultation rooms, 3 Nurse treatment rooms, a room used by the health visitor/midwife, Counsellors and a large back office where the calls are manned and some of the admin staff are based other than the separate offices, 6 toilets; 5 of which have disability access and a large modern dispensary where the staff dispense 95% of the medication to our patient population.

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All staff have access to a rest room and court yard in the summer months.

The practice offers a range of services;

- Diabetic Clinic
- Dementia/memory clinic
- Nurse led clinics
- Counselling
- COPD
- CHD
- Respiratory clinic
- Family Planning clinic
- Physiotherapy

Probus Surgery is a dispensing practice with its own dispensary within its building. In the last 4 years it has seen the dispensary expand and updated.

It dispenses to approximately 95% of its patient population and this is managed over 2 sites; the other being our Grampound branch site.

The small branch site offers limited GP and Nurse led clinics. There are limited dispensing services. The surgery is not fully compliant with the DDA but has made alternative arrangements with access with a removable ramp and offering appointments at its other DDA compliant sites should the patient require these.

A GP and Nurse also conducts 3 morning sessions at their Tregony branch site within Roseland Residential Parc, 1 afternoon session at the Summercourt Village Hall and 3 sessions at the Merlin MS Centre in Hewas Water. The practice also offers a home delivery service five days per week to those patients that are unable to collect their medication from the 7 delivery drop off sites in the surrounding villages of Probus and Grampound.

The practice tries to involve its patients as much as possible. It maintains an open and transparent culture, encouraging those who wish to provide feedback both good and bad to do so. It has an interactive 'Friends' groups and a small patient virtual group.

It has a complaints procedure in place and takes all concerns seriously and will deal with them in a swift and sympathetic manner.

The practice tries to provide a patient newsletter on an annual basis, a comments book is permanently housed at the front entrance and information is provided on its website. It also provides online medication ordering service and online appointment booking.

The practice offers urgent appointments or telephone consultations with an 'On Call' GP every day. The patients have access to a mixture of pre booked and on the day appointments. The practice also offers late clinics, 6.30 to 7.45pm, each week for those patients who work

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Staff Qualifications

Staff Member	Role within the Practice	Relevant Qualifications
Dr Howard Ball	Partner	MBChB BSC (MED) MRCP (1985) NHS Mandatory Training
Dr Emma Campbell	Partner	MBChB DCH DRCOG (1986) NHS Mandatory Training
Dr Simon Purchas	Partner/CQC Registered Manager	BSc MBChB MRCP DRCOG DCH MRCP (1993) NHS Mandatory Training
Dr Guy Lin	Partner/ CQC Registered Manager	MBBch MRCS MRCP DR COG (1992) NHS Mandatory Training
Dr Rawlins Murthy	Managing Partner	MBBS DRCOG MRCP (2002) NHS Mandatory Training
Dr Kayleigh Smithson	Partner	MB BS NHS Mandatory Training
Dr Grace Moon	Salaried GP	MBChB DCH DRCOG DFSRH MRCP NHS Mandatory Training
Dr Robert Hutchinson	Salaried GP	MBBS MRCP
Dr Paul Laurent	Salaried GP	MBBS MRCP
Mrs Debbie Barnicoat	Practice Manager	ILM Level 5 Management. Btec in Science; Pharmacy Services: Pharmacology Pharmaceutics Law Management Biology/Physics/ Chemistry. Human Resources. Information Governance. Complaints handling. Business management. NVQ Level 2 Care. NHS Mandatory Training
Miss Verity Allen	Deputy Practice Manager	ILM Level 3 First line Management. Buttercups Level 2 in Pharmacy services. NHS Mandatory Training.
Patricia Lin	Finance	
Receptionists	9 staff members	NHS Mandatory Training.
Dispensers and Dispensary	15 staff members plus 1	Buttercups Level 2 in

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Receptionists including Team Leaders	maternity cover	Pharmacy services. NHS Mandatory Training.
Nurse incl team leader	4 Nurses and 4 Health Care Assistants	Various nursing degrees, Diplomas and NVQ's NHS Mandatory Training.
Administrator Incl Team Leader	6 staff members	Amspar various levels. Level 2 Diploma in ICT professional competence. Level 2 award in ICT systems and principals. NHS Mandatory Training
Medication Delivery Driver	2 staff member	Competency assessment

Organisational Structure

Business Structure Flowchart (Appendix 5)

Probus Surgery has a team that offers a range of job skills. Many staff members have increased their key skills and can multitask in various departments making this an efficient and effective working arrangement.

All staff will undertake annual mandatory training either in house or by a reputable outside contractor. All staff has access to the NHS training site.

There is a member of staff here at Probus from 8.00am through to 19.00pm Monday to Friday. Late clinics are offered to those patients who work from 18.30pm through to 19.45pm. These are managed on a rota system by the GP, Nurses and staff members. The surgery is closed on Saturday and Sunday.

The staff are contracted to work either full or part time. This consists of full or half days 5 days per week. Sickness or Annual leave is offered in house before bringing in locums.

Once the surgery is closed the out of hours team NHS111/Kernow Messaging Service will take over. Our patients are informed of this through our telephone messaging service, patient leaflet and on our website.

All new members of staff are given an introduction on their first day. This consists of Health and Safety, IT clinical system training which they have to complete within one month of their start date and a list of mandatory training that needs to be achieved within 6 months of their start date. The staff member is then entered onto our training matrix and their training is monitored.

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Compliance against essential standards:

The surgery has made several changes to implement and strengthen our compliance against the essential standards.

These improvements include an annual infection control audit completed by the infection control lead here at Probus Surgery. The cleaning company has put in place a cleaning schedule which includes a twice yearly deep clean of the whole practice.

Health and Safety in general has been updated with a comprehensive list of policies and risk assessments. Williams Medical have been contracted to undertake an annual Safety Inspection and Report. This includes; general site safety, First Aid, Health & Safety, Induction and Training, Accident reporting and recording, Plant and Machinery, Risk assessments, Outside clinical waste disposal, Housekeeping, Office, walkways and WC's, Fire procedures, equipment and testing and an infection prevention and control report.

We have a zero tolerance policy to safeguard and support staff as well as patients.

The practice has tightened up on security by installing a logging in system which acts as our fire register for both staff and visitors to the practice. We also have CCTV installed around the outside of the building and in reception.

The surgery has an estate plan in place detailing work due to take place and the time scale in which it should be completed.

Consumables; the practice has access to NHS supply chain. This allows us to purchase the majority of consumables through one organisation, reducing administration costs and the carbon footprint.

The NHS courier service is used for internal postage and delivery services.

We have a main drug wholesaler who supplies us with our drugs. Also in place is a contract with 3 main drug companies who provide the drugs through the wholesaler. By having the choice we reduce the chance of limited stock and full filling a repeat medication turn around within 3 working days.

Our opening times and dispensing information can be found in the practice leaflet and website as well as in the practice.

Appendix 6; Practice Leaflet

Our clinical waste is contracted out as well as our confidential waste

Arrangements for dealing with Complaints:

Probus Surgery prides its self with the quality of services provided by all staff.

We recognise and welcome patient feedback whether this is good or bad. The practice has supplied a patient's comment book to help in this two way process and has a complaints policy in place. Occasionally a patient will want to bring to our attention a concern and the complaints policy is available from the website as well as the practice. All written concerns are acknowledged within 2 working days. The practice ensures the patient is kept well informed of the process and the time scale of the investigation throughout until the final outcome is achieved.

The practice has received both positive and negative complaints. If we do receive any concerns these are dealt with in a swift and sensitive manner following our complaints procedure.

We pride ourselves on being open and transparent and feedback is used in the learning and training process.

If for any reason the patients feel that the complaint has not been handled in the correct manner or does not agree with the outcome they are given information regarding access to the following support;

Cornwall Health Watch
Leaflet given in with the response letter to the Patient

Care Quality Commission
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG
03000 616161

Further information on our regulating body; CQC can be found on their website;
www.cqc.org.uk

Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London SW1P4QP
03450154033
Appendix 8; Probus Surgery Patient Complaints form.

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Arrangements for respecting the privacy and dignity of patients.

Probus Surgery is a purpose built building of the highest standards and offers a range of services using high quality equipment.

The practice understands that it is important to provide the patient with regards to respecting their privacy and dignity. The front reception area has a separate dispensary area along with a separate confidential area.

We have single sex WC's in this part of the building including baby changing facilities available.

The waiting area is screened off and separate from the front reception desk which provides privacy for the patients who wish to discuss an appointment or perhaps their medication.

The patients are called and escorted from the waiting room by the clinician to the consultation/treatment rooms.

Each consultation/ treatment room provides a privacy screen and blinds at the window. The small theatre and nurse treatment rooms have a vacancy/engaged sign in use on the doors.

If the patient requires a medical procedure; this is explained to them by the clinician and content is obtained beforehand.

Chaperones can be offered whilst the patient is in with the clinicians. There are dedicated staff members who have been trained to do this role and if those staff members are not available then the practice will rearrange the patient's appointment if necessary to accommodate the wishes of the patient.

With regards to the information governance side; the computer screens within the building are locked every time the user leaves their desk and there is a clear desk culture within the building. During the consultation the clinician's appointment screen is not left for the patient to see and the computer is locked if the GP leaves the room for any reason.

The practice has an information Governance toolkit in place to covers;

Confidentiality

Faxing/emailing sensitive information

Access to patient records

Incident managing and reporting

Encrypted USB memory sticks

Information asset register

Smartcard protocol

Computer, internet and email usage

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Safe haven Policy
Computer and Data security procedure
Information Governance policy

Probus Surgery has had a DDA inspection on the Practice (March 2011) as well as the Grampound and Summercourt branch sites (August 2012).
Any suggested improvements have been added to the estates improvement plan.

The practice policies are available to all staff including the Staff Handbook which sets out their employment entitlements, procedures and operational policies.

The practice and its staff are aware of the guidance surrounding the Mental Capacity Act, with Dr Rawlins Murthy leading the practice on this.