

# CQC Statement of Purpose

## **The Avenue Surgery** (Dr Robert Hacking and Partner)

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This is a Statement of Purpose for The Avenue Surgery 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.

The Practice is located on the northern edge of Brighton in a residential area, approximately 3 miles from Brighton city centre. The Practice is situated in a converted semi detached house, which has been developed and extended. The Practice has disabled access and there is free on street parking. The clinical team comprises 2 full time partners, a salaried GP and 3 part time Practice nurses. A full time Practice manager looks after the day to day administration with a team of receptionists and administrators.

### **Our Aims and Objectives**

To provide a high standard of primary care service to the Practice's patient population in accordance with the GMS contract to ensure the best health outcomes for patients.

To provide patients and staff with a safe and friendly environment where they are treated with dignity and respect.

To encourage patients to communicate with us through our Patient Participation Group.

To involve patients, their families and carers in decision making about their treatment and care, working in partnership with them towards a positive experience and understanding.

To treat patients with respect enabling them to express their needs.

To be courteous, approachable, friendly and accommodating.

To continually improve our services by being an effective learning organisation that monitors and audits our healthcare services.

To act with integrity and complete confidentiality.

To work 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.

To ensure all staff have the necessary skills and training to carry out their duties competently and in accordance with equality and diversity.

To provide support to our staff in their working environment and protect them against abuse with a zero tolerance of all forms of abuse.

To ensure effective and robust management and governance systems.

## **Our Services**

We provide GMS services provided by our GPs as defined under the General Medical Services Contract.

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.

Additional services are also offered to further benefit patients of the Practice. Some of these services are also available to those patients referred by other Practices.

The additional services include:

*Cervical screening*

*Contraceptive services including IUCDs and health promotion*

*Vaccinations and immunisations*

*Childhood vaccinations and immunisations*

*Child health surveillance*

*Neonatal checks*

*Antenatal and post natal mother and baby checks*

*Smoking cessation*

*Minor surgery including cryotherapy*

Nurse led clinics support chronic disease management for CVD, COPD, Diabetes and Asthma, operating a recall system to ensure patients are regularly reviewed.

A young person's sexual health drop in clinic offers advice and screening to all under 25s.

The additional services are chosen to best manage the requirements of the Practice's patient demographic and most prevalent medical conditions affecting them.

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

Medical examinations for driving requirements (HGV, PCV, etc), insurance claim forms, private sick notes and vaccination certificates.

## **Access**

For patients that do not speak English we can arrange an interpreter and/or a sign language service. The Practice is accessible to wheelchair patients.

## **Consent and Chaperone**

Consulting rooms are away from the reception area where no conversation can be overheard or examination seen. No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request.

## **Carers**

We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role. A carer is someone who, without payment, 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.

## **Medical Records: Confidentiality and Access to Patient Information**

The surgery maintains computerised records via SystmOne to ensure that all clinicians have accurate and up-to-date information about patients' medical history and medication available to them. Patients have the opportunity to have a summary care record, which will contain important information about medication, allergies and bad reactions to medicines. This allows healthcare staff access to this information in an emergency or when the Practice is closed. We ask that patients inform us if they change address, telephone numbers, marital status, etc.

All patient information is considered to be confidential and we comply fully with the Data Protection Act to keep confidential data safe and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary health care team at the Practice and with other health care 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 ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice. Where entitled to receive a copy, it should be noted that a charge will be made.

## **Comments, Suggestions and Complaints**

We welcome comments and suggestions on our service and have a protocol for dealing with complaints. Complaints should be made to the Practice Manager, who will ensure all relevant details are recorded, arrange for the complaint to be investigated and respond in a timely manner. If the complaint is not resolved to the satisfaction of the complainant the Health Service Ombudsman can investigate the complaint further.

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