

# **The Long Melford Practice**

## **Statement of Purpose**

The Long Melford Practice  
Cordell Road  
Long Melford  
Sudbury  
Suffolk  
CO10 9EP

Tel: 01787 378 226 Fax: 01787 311287

Email: [longmelford.admin@nhs.net](mailto:longmelford.admin@nhs.net)

Website: [www.longmelfordpractice.org.uk](http://www.longmelfordpractice.org.uk)

Registered Manager: Dr Elizabeth Hornung (Partner)  
Practice Manager: Mrs Nicola Whitehead

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

### **Practice Location:**

The Practice main address is:

**The Long Melford Practice, Cordell Road, Long Melford, Sudbury, Suffolk, CO10 9EP**

Our Branch Practice address is:

**The Long Melford Practice, Lavenham Branch, 36 Church Street, Lavenham, Sudbury, Suffolk, C010 9SA**

### **Our Mission Statement**

To improve the health, well-being and lives of those we care for.

### **Our Vision**

To work in partnership with our patients and staff to provide the best Primary Care services possible working within local and national governance, guidance and regulations.

### **Our Aims and Objectives**

To provide high quality, safe, professional Primary Health Care General Practice services to our patients

- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients
- To work 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.
- To be a learning organisation that continually improves what we are able to offer patients.
- To treat 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
- 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 encourage our patients to communicate with us by joining our Patient Forum, talking to us, participating in surveys, and feeding back on the services that we offer
- To ensure 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
- To take care of our staff offering them support to do their jobs and to protect them against abuse
- Have a zero tolerance of all forms of abuse.
- To provide our patients and staff with an environment which is safe and friendly
- To operate on a financially sound basis.

## **Clinical Staff**

### **Our GP Partners**

Dr Mark Chambers  
Qualified Sheffield University 1981 GMC No 2702768

Dr Tessa Norris  
Qualified London University 1983 GMC No 2841823

Dr Ralph Hughes  
Qualified London University 1990 GMC No 3335613

Dr Elizabeth Hornung  
Qualified London University 1986 GMC No 3134939

Dr Christopher Browning  
Qualified University of Cambridge 1991 GMC No 3481246

### **Our Salaried GPs**

**Dr Sally May**  
Qualified London University GMC No 3675775

**Dr Rachel Carr**  
Qualified Warwick University GMC No 7014098

### **Our Nurse Practitioners**

Cilla Whittingdale  
Ruth Bescoby

Cilla and Ruth see most of our patients who require a consultation for urgent and acute health problems. They can also see patients for contraception and sexual health advice.

### **Our Nursing Staff**

Practice Nurses  
Julie Grant  
Lynn Neill  
Heather Levitt  
Jenny Jetha

Our Practice nurses see patients for chronic disease management, travel advice and vaccinations, baby immunisations and dressings.

Health Care Assistants  
Nicci Barber  
Jan Poole

Our Health Care Assistants (HCA's) see patients for blood pressure checks, ECGs, 24hr blood pressure monitoring, smoking cessation, new patient checks, NHS Health checks, diet advice, memory problems, falls prevention and simple dressings.

The Long Melford Practice is a General Practice Partnership open to all patients living within our Practice boundary in Long Melford, Lavenham and the surrounding areas. We work in partnership with our patients and our Patient Reference Group to provide medical care for our patients.

We are a Personal Medical Services (PMS) Practice offering Primary Care Services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness. Our GPs assess, diagnose, treat and manage illness. They carry out screening for some diseases and promote general health and wellbeing. Our GPs 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 GPs also provide the link to further health services and work closely with other healthcare colleagues. They may also arrange hospital admissions and referrals to other services and specialists and they link with secondary and community services about patient care, taking advice and sharing information where needed. They also collect and record important information from other healthcare professionals involved in the treatment of our patients. The Practice has a dispensary and is able to dispense medication to patients who live in certain villages.

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

### **Our Services**

The PMS services provided by our GPs 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. We also provide a variety of chronic disease management clinics and oversee the general care and management of terminally ill patients.

Our core services include:

- GP consultations
- Chronic disease management for those with
  - Asthma
  - Chronic obstructive airways disease clinics
  - Coronary heart disease
  - Diabetes
- Minor injury assessment service

### **Additional services**

Our additional services include:

- Cervical cytology screening
- Contraceptive services
- 6 week Baby Checks
- Maternity services
- Minor surgery procedures including joint injections.
- Vaccinations and immunisations

### **Enhanced services**

Our enhanced services include:

- Childhood vaccinations and immunisations
- Treatment of menorrhagia
- Diabetes management
- Flu immunisation

### **Other services**

Our Practice also offers services including:

- Child health and development
- Dressing clinics
- Ear wax and syringing
- ECGs (electrical heart trace)
- End of life care
- Epilepsy care
- Lung testing (spirometry)
- Medication review
- Men's health
- Mental health
- 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 claims forms
- Non NHS vaccinations
- Prescription for taking medication abroad
- Pre-employment medicals
- DVLA medicals
- Vaccination Certificates