

DR S A BAILOOR
DR S CHATTERJEE



THE NEW FOLLY
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THE NEW FOLLY SURGERY

STATEMENT OF PURPOSE

CQC Provider ID: 1-199727619

Registered Manager: Dr Sheetal Bailoor
Practice Manager: Ms Daryl Laws

The New Folly Surgery is a Partnership and there are 2 partners:

Dr Sheetal Bailoor (Lead GP)
Dr Santana Chatterjee

Purpose built Practice premises in centre of Ingatestone, completed in 1994. Building owned by two of the Partners. Ground floor has 4 Consulting Rooms, a Treatment Room, Privacy Room facility and spacious Waiting Room and Reception area. First floor has an Office, Secretaries Office, Staff Rest Room with TV, and Store room. Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (The New Folly Surgery) is required to provide to the Care Quality Commission a statement of purpose.

Our Purpose

To provide our patients with high quality health care and to seek to improve the health and wellbeing of our patient population.

Our Aims and Objectives

- We aim to ensure high quality, safe and effective services
- To provide healthcare which is available to a whole population and create a partnership between patient and health profession which ensures mutual respect, holistic care and continuous learning and training
- The provision of accessible healthcare which is proactive to healthcare changes, efficiency and innovation and development
- To improve Clinical Governance
- To improve Clinical and Non-clinical risk management
- To reduce risk in specific clinical risk areas and facilities
- To improve the environment
- To improve vigilance for unforeseen emergencies
- To optimise performance against key targets and core standards
- To meet key targets
- To continue being a patient centred organisation
- To improve services offered to patients wherever possible
- To improve communication between the Practice and the patients

Our Aims and Objectives (Ctd)

- To recruit, retain and develop a highly motivated and appropriately skilled Workforce
- To enhance performance of the workforce
- To develop management capability
- To continue the development of the Practice
- To ensure effective management and governance systems
- To ensure a robust Information Technology strategy to support the business of the Practice
- To provide monitored, audited and continually improving healthcare services
- To provide care in a safe and clean environment, which complies with Infection Control standards
- The practice will adhere to data protection guidance
- All treatments and complications will be explained to patients and appropriate consent explained
- Referrals to specialist services and other providers will be made where clinically appropriate
- Doctors and staff will provide a service in a safe environment with zero tolerance to violence and aggression
- Patient confidentiality will be maintained
- Privacy and dignity will be maintained
- All our staff will be appropriately trained
- We will offer a high quality service that provides excellent patient choice

The services provided by The New Folly Surgery include:

- **Routine** medical checks and general medical services provided by fully trained and qualified clinical staff
- **Issue of** NHS prescriptions and medications as well as private prescriptions
- **General Clinic** – Nurse led clinics offering patients advice and care on a variety of conditions and immunisations
- **Treatment Room** - All our nurses carry out surgeries which cover routine matters such as blood pressure, ECG's, wound management, complex dressing requirements, removal of stitches, etc. A Minor Surgery service is also provided in the Treatment Room by a GP and nurse including incisions, excisions, aspirations, phenolisation of nail bed, etc.
- **Annual Flu Campaign** – The seasonal flu vaccine is offered between September-February for our 'Over 65's' and 'At Risk' groups
- **Asthma / Spirometry Clinic** – The Practice identifies and monitors asthmatic patients and has the facility for spirometry / lung function testing
- **Baby Clinic** – Held every 3rd Tuesday of the month and provided by a Health Visitor. Child Health Development checks are carried out by our GP's and childhood immunisations are given by our nurses
- **Cervical Screening** – Our nurses are qualified to carry out cervical smears
- **Diabetic Clinic** – A Diabetes Clinic is provided on a weekly basis for our diabetic patients
- **Ear Syringing** - The Practice offers an ear irrigation service for patients
- **Employment and Insurance Medicals** - Our GP's carry out medical examinations and reports for employment, insurance or driving purposes

The services provided by The New Folly Surgery include: (Ctd)

- **Family Planning** – Two of our female GP's are fully trained to provide advice and the administration of IUCD/IUS's and one of them also LARC. We also offer a full range of family planning advice which is given by our trained nurses
- **Foreign Travel Clinic** - Full foreign travel advice and any necessary immunisations are provided by our nurses
- **Special Appointments** – Our GP's offer Special Appointments in addition to normal surgeries to accommodate medical examinations for employment, insurance and driving purposes, family planning, 6-week baby checks, etc

Mutual Respect

We endeavour to treat all our patients with dignity, respect and honesty and would expect patients to treat all staff in the same manner.

Comments or suggestions

We welcome feedback from our patients on any issues or concerns about the service we provide. Patients should speak to Daryl Laws, Practice Manager, if they would like to make any comments or observations, or if they do not understand how any aspect of the Practice operates. In this way, we can explain any misunderstandings and try to make improvements.

Complaints

Although the Practice endeavours to offer the best possible service, there may be times when patients may feel this has not happened. Details of our in-house complaints procedure is available on request from the Practice Manager.

Continuity of Care and the 'Therapeutic Relationship'

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems or long-term illness. In these circumstances we would encourage our patients to continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem and the doctor or nurse that you normally see is not available or you would like to see someone else, then we would encourage you to see any of the doctors or nurses at the Practice.

'Holistic' Care

We treat 'patients' and illnesses. This means that we are equally interested in the physical, psychological and social aspects of your individual care.

Learning and Training

We believe in "life-long learning" and all the health professionals and administrative staff here undergo an annual appraisal where learning and development needs are identified.

Learning and Training (Ctd)

We also recognise the benefit of supported learning for our patients and families in enhancing their ability to manage and deal with both 'self-limiting' and long-term illnesses.

For continued patient safety and 'good practice', Significant Event Reviews (SER's) are routinely completed which are then discussed at quarterly Practice Staff and Clinical Staff Meetings. This provides an excellent opportunity for discussion of both adverse and favourable occurrences, learning, re-assessment of local procedures/guidelines and 'actions' for the future. Further, all members of the nursing team will seek immediate advice from a GP should they need this support.

Patient Reference Group

The Group met for the first time on October 12th 2011. The Practice Manager and a GP attend each quarterly meeting. The Group works with the Practice and involves patients in its running so that their concerns and recommendations are taken into account, especially when changes to local primary care services are proposed. It also means monitoring the services currently provided by the Practice and considering services that could possibly be provided in the future.

Updated April 2022