

Statement of Purpose

Rose Villa Surgery

This is a Statement of Purpose for Rosevilla surgery setting out important information in relation to services provided at:

Rosevilla Surgery

Our purpose is to provide primary care services for the diagnosis and prevention of disease. We strive to offer high quality health care to help our patients to manage their health and prevent illness. We aim to do this by developing an excellent workforce with an extensive skill mix able to respond to patient's needs and expectations and which reflects the latest advances in Primary Health Care.

Our GP led Primary Care services are provided from **Rosevilla surgery**. The surgery is open to all registered patients living within the localities and Practice boundaries appropriate to the local Commissioning Clinical Group and patients can choose to access services at either location. We work jointly and in partnership with our patients to promote wellness, resilience and improve health outcomes. We encourage close working and engagement with our Patient Participation Groups to listen, learn and continue to improve services and access for our patient groups to reflect local needs and priorities.

Our full provider name and the name of the registered manager: -

Dr C & S Ukpaka: 6 Rectory Park Drive Essex SS13 3DW

Company Registration Number:

Registered Location: 6 Rectory Park Drive Essex SS13 3DW

Registered Manager: Dr C Ukpaka

Practice Manager: Joanne Copeland

Telephone: 01268 222280

Lead reception: Alison Grey

Telephone: 01268 552999

For our registered practice population, we provide all essential services; these include the assessment, diagnosis, treatment and management of illness both physical and mental. Other services include health promotion and lifestyle advice, screening and preventative services, Chronic Disease Management, Child Care Services, Contraception and related services, Maternity medical services.

Our purpose is to provide exceptional primary care services for the diagnosis and prevention of disease. We strive to offer high quality health care to help our patients to manage their health and prevent illness.

We aim to do this by developing and maintaining a Practice which is responsive to patient's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

Our core objective is to provide the highest quality general medical services available under the NHS, whilst providing patients with a positive patient experience and a journey and environment that is easily accessible, safe, caring, responsive, comfortable, welcoming, professional and friendly.

We provide experienced clinical Triage to manage demand and access and ensure that our patients are seen by the most appropriate healthcare professional as quickly as possible and as clinically appropriate to their presenting complaint, ensuring that all patients are managed and treated with dignity and respect in a caring, responsive and efficient way.

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We focus on prevention of disease by promoting good health and prophylactic medicine.

Our Mission Statement

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

Our Vision

Rose Villa Surgery is committed to continually improving quality and the range of services available and the manner in which they can be accessed, working in partnership with patients and staff within national and local guidance and regulations. The practice will strive to provide the highest quality, evidence-based healthcare to those who are ill, or believe themselves to be ill and through the provision of information and screening promote healthy living and prevent ill health.

Our Aims and Objectives

- To provide high quality, safe and professional medical care without discrimination.
- Review: November 2022
- 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 involve patients in all aspects of their care, reflecting patient choice where possible and including health promotion advice and information on treatment and investigations.
- Maintain and promote an organisational structure where all staff and service users are treated with respect and dignity.
- Be courteous, approachable, friendly and accommodating.
- Ensure safe and effective services and environment.
- Promote best practice through the utilisation of specialist expertise within the practice team and externally promoting professional development of all members of the practice team and to maintain our motivated and skilled work teams.
- Guide our employees in accordance with diversity and equality.
- Ensure effective and robust information governance systems.
- Treat all patients and staff with dignity, respect and honesty.
- We have a strong commitment to the duty of candour and ensuring that this policy and commitment is understood by all staff throughout our organisation.
- Ensure that every individual is treated fairly and without discrimination.

Rose Villa Surgery

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- 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 be a learning organisation that continually improves what we are able to offer patients.
- Through monitoring and auditing continue to improve our healthcare services.
- Maintain high quality of care through continuous learning and training.
- 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.
- Review: November 2022
- To continuously consider the needs of our patients by listening to what they say, encouraging them to talk to us, participating in surveys and feeding back and on the services that we offer supporting and promoting the patient representative group.
- 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.
- Ensure zero tolerance of all forms of abuse.
- To provide our patients and staff with an environment that is safe, caring, responsive and friendly.
- To operate on a financially sound basis in the best interests of patients.
- **Our Services**
- Our services are mainly split into three groups:
- **Essential services for registered patients:** 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.
- **Core services:** We offer all core services during our core hours of 08:00 – 18:30 Monday to Friday.

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- **(3) Enhanced & Other Services:** In addition to core activities and services, BB Health Care has given additional commitment to provide our registered patients with a range of enhanced services included in the attached list. Our Services
- Registered
- **CORE** GP Consultations
- Asthma Clinics
- Chronic obstructive airways disease clinics
- Coronary heart disease clinics
- Diabetes clinics
- Cervical cytology screening
- Contraception services
- Child health surveillance
- Childhood immunisations
- Flu vaccination