



Statement of Purpose

4 KINGSMEAD WAY LONDON E9 5QG

1. Introduction

Our 'Statement of Purpose' sets out who we are, what we stand for and how we work together, both inside and outside the organisation, to maintain a clear sense of our aims and objectives – to deliver high quality medical care to our patients on a consistent and efficient basis, underwritten by clinical skills which are current, in a safe and confidential environment, involving patients in the decision-making process, treating them with courtesy, honesty and respect, with the help of other professionals where indicated, and all such care delivered through a well-integrated team with the right skills and training to ensure that care is effective – right first time as far as possible. The key to good care – for both who receive it and those who help deliver it – is listening.

Kingsmead Healthcare is a PMS (Personal Medical Services) in South-east Hackney, which has undergone several transformations since 1948. It is currently housed in a double storey detached building on the promenade of the busy Kingsmead estate. Caring for 5500 patients at this time, its patients come from five different health boroughs, most happy to stay even when moving far away from the Practice. We take this as a testament to our caring relationship with such patients.

The clinical team comprises of a GP Principal and two salaried GPs, two Practice nurses and two HCAs (healthcare assistant). An administrative team of a General Manager, a deputy manager, a medical secretary and five receptionists, supports them. In addition, the team is supported by health visitors, community psychiatric nurse, a psychiatrist, a clinical psychologist, diabetic specialist nurse, a diabetic dietitian, district nurses, a community matron and multiple new ARRS roles such as PCN pharmacist, Wellbeing Practitioner, social prescriber and first-contact physiotherapist.

The Practice team looks after the health of its registered patients and deals with a whole range of health problems which can also include social care. It also provides health education, screening for diseases, onward referrals to specialists, offers advice on smoking and diet, runs several clinics, gives vaccinations and advises patients on the importance of maintain good health in the long term. GP records are the repository of clinical information for every one of its patients and the GP acts as a coordinator, subject to various legal Acts and regulations.

Kingsmead Healthcare is also a Training Practice for trainee GPs.

The Practice operational (core and non-core areas) boundary can be seen on the Practice website which can be accessed at www.Kingsmeadhealthcare.co.uk.

2. Location

Kingsmead Healthcare is located at 4 Kingsmead Way, London E9 5QG.

The GP Principal is:

Dr. Jamal ARSHAD, MB.BS, CIDC

Dr. Arslan ARSHAD, MB. BS, CIDC – Salaried GP

Dr Annu Radha VILVANATHAN, MB.BS, MRCGP – Salaried GP



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Mrs. Judith Mian, RGN – Practice Nurse
Mrs. Dhanya ELDHOSE, RGN – Practice Nurse
Mrs. Sharon HOGAN – HCA
Mrs. Naadia ARSHAD HCA

3. Mission Statement

- A. To provide the best possible quality service for our patients within a safe environment by working together, acting with integrity and total confidentiality
- B. To show our patients courtesy, honesty and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem
- C. To involve our patients in decisions regarding their treatment and to help educate patients as to realistic expectations from the NHS services
- D. To promote good health and well-being to our patients through education and information
- E. To involve allied healthcare professionals in the care of our patients where it is in their best interests
- F. To encourage our patients to get involved in the practice through an annual survey and encouragement to comment on the care they receive
- G. To ensure that all member of the team have the right skills and training to carry out their duties competently and that learning and training is an ongoing process
- H. To use auditing and monitoring tool to ensure that improvement is a continuous, ongoing process.

4. Our Services

The PMS services provided by the Practice are defined under the Standard PMS contract. They are split into three groups:

- a. Essential
- b. Additional
- c. Enhanced

Essential Services

Also known as core services, these services are mandatory for any PMS Practice to provide to its patients within core hours. These are services for health conditions from which patients are expected to recover, chronic disease management and general management of terminally ill patients. Core services include:



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1. GP consultations, diagnostics, treatment and specialist referrals to all registered, temporary and immediately necessary treatment patients
2. Chronic Disease Services
3. Health Promotion
4. Home Visits (Practice Hours).
5. NHS 111 and CHUHSE (City & Hackney Urgent Healthcare Social Enterprise based in A&E, Homerton Hospital) provide the Out-of-Hours services.

Additional Services

1. Cervical Cytology Screening
2. Contraceptive Services
3. Child Health Surveillance
4. Childhood Vaccinations & Immunisations
5. Maternity Medical Services
6. Vaccinations & Immunisations

Enhanced Services:

1. Childhood Vaccinations & Immunisations
2. Contraceptive Coil Fitting & Removal; Implants and Depot Injections
3. Diabetes Management
4. Prostate Cancer Injection Therapy
5. Seasonal Influenza and Shingles vaccinations
6. Recommended Catch Up Immunisation Programmes
7. Anticoagulation Clinic
8. Learning Difficulties Annual Health Check
9. Long-term Mental Illness Health Check
10. Phlebotomy

Other Services:

1. Dressings
2. Ear Syringing
3. End of Life Care
4. Proactive Care – Home & Practice Based (Services for the Frail)
5. Spirometry
6. Well Man Services (including NHS Health check)
7. Well Woman Services (including NHS Health check)
8. Mental Health
9. Pregnancy testing
10. Ring Pessary Fitting and Replacement
11. Travel Advice & Vaccinations
12. First Contact Physiotherapy
13. Well Being Practitioner Services
14. Social Prescribing Service



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Non-NHS Services

1. Private Sickness Certificates
2. Yellow Fever Vaccination & Travel Certificate
3. Non-NHS Vaccinations such as those for Occupational Health
4. Blood and other Tests requested by Occupational Health
5. Insurance Examinations & Reports
6. Letters for Housing
7. Medical Reports for Appeals to Benefits Agency
8. Other Medical Reports
9. Vaccination Certificates
10. Passport Application
11. Driving-related examination
12. Fostering & Adoption Reports and Examinations
13. Reports to confirm personal details
14. Access to Health Records

The above list is not comprehensive and may change from time to time in line with changing NHS regulations and local and national NHS contracts. Please refer to the Practice leaflet for additional information. In case of any confusion, the Practice Reception will provide clarification.

5. Access to Patient Information

The Practice is fully compliant with the Data Protection Act, which ensures that the Practice team manages personal data (both in electronic and paper form) in accordance with the law. All staff have signed a declaration of confidentiality significant breaches of which can lead to prosecution. When a patient's data is shared, it is always with the patient's explicit consent (such as specialist referral or a medical report). The law clearly prescribes exceptions.

Patients can access their medical records at any time or have them released to a third party, subject to the stipulations of the Access to Health Records Act and its amendments.

The Practice Caldicott Guardian and Information Governance lead is Dr. J Arshad. A **Caldicott Guardian** is a senior person responsible for protecting the confidentiality of patient and service-user information and enabling appropriate information-sharing. Each NHS organisation is required to have a **Caldicott Guardian**; Health Service Circular mandated this for the NHS: HSC 1999/012.

6. Patient Rights & Responsibilities

We try at all times to provide the best possible service to patients within the remit of limited resources, and whilst patients have the right to expect a high standard of service from the Practice, the patient-Practice partnership can only work effectively if patients adhere to their responsibilities in connection with their health needs. For instance, they should adhere to appointments or cancel in good time so that it can be offered to another patient; they should appreciate that a clinician has a limited time to offer so the list of ailments should be



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prioritised. The patient-Practice partnership is based on a set of realistic expectations for both and is enumerated in detail in our Practice leaflet.

The Practice follows the NHS Zero Tolerance policy.

7. Comments, Suggestions & Complaints

We always welcome constructive comments and criticism and have a procedure in place for patients to make a complaint if they are not satisfied with any aspect of the services we provide. The process is simple and straightforward – the reception will provide every patient who wishes to make a complaint an explanatory leaflet and a complaints form. In addition, we also provide the patient the opportunity to discuss it with the manager or another GP at the time the complaint is made. The Practice recognises that patients are present there for a reason and that they are not feeling their best. Most complaints are minor in nature but they are also good pointers to improve services and we give due consideration to all verbal and written complaints as constructive criticism.

8. Patient Participation Group

A PPG is a productive platform for both compliments and criticism, being both a formal feedback and recommendation channel to help improve service delivery. The Practice has had a PPG since 2007 and suggestions, commendations and criticisms have helped us in no small measure to get where we are today. These include upgrading the telephone system, refurbishing the surgery and quarterly newsletters. We wish to involve patients more but there are considerable practical impediments. For instance, the level of computer use within the Practice population is limited. The amount of information that can be cascaded is therefore restricted. However, the Practice is working with its PPG to help overcome such obstacles. Health screening (for instance, diabetes) is another area we are aiming at collaboration.

Any patient can join the PPG. We advertise this open invitation both on the Practice and NHS Choices website as well as through a poster in the waiting area.