

CQC Statement of Purpose

**The Healy Medical Centre
(Dr Chitendra Duggal and Balvinder Duggal)
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London
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This is a Statement of Purpose for the Healy Medical Centre that sets out the following information:

CQC Registered Manager: Dr Balvinder Duggal

Practice Manager: David How

Healy Medical Centre is a partnership with 2 partners:

Dr Chitendra Duggal: (Male)

MB BS 1977 Rajasthan University

LRCP 1987 Royal College of Physicians of Edinburgh

LRCS 1987 Royal College of Surgeons of Edinburgh

LRCPS 1987 Royal College of Physicians and Surgeons of Glasgow

Senior Partner. Join the practice

Speciality: Safeguarding Vulnerable Adults, Dementia, Avoiding Unplanned Admissions, Long Term Conditions and Anticoagulation

Dr Balvinder Duggal: (Female)

MB BS 1982 Rajasthan University

LRCP 1986 Royal College of Physicians of Edinburgh

LRCS 1986 Royal College of Surgeons of Edinburgh

LRCPS 1986 Royal College of Physicians and Surgeons of Glasgow

Join

Speciality: Maternity Services, Safeguarding Vulnerable Child, Woman Health, Family Planning and Enhanced services

Other Clinical Staff:

Ajoke Osmisore: (Practice Nurse) joined the team in 19

Speciality: Childhood Immunisation, Management of Long Term Conditions

Gurpreet Kaur: (Health Care Assistant / General Admin) Joined the team in March 2007.

Speciality: Anticoagulation

Administrative Staff:

Practice Manager /Compliant Management/Caldicott Guardian/ IT lead- David How
Medical Secretary - Leyla Mohamed

General Administrator - Ionela Buliga (Apprentice NVQ Level 3)

Receptionist - Carol Gleed, Indianna Dale, Iyoni Skerritt (Apprentice NVQ Level 2)

Prescription Clerk - Stephanie Mattacks

Scanning / Data Input Clerk - Renisha Thompson (Apprentice NVQ Level 2)

Our practice has 5177 patients, the whole practice population, all ages, all medical conditions and disabilities

Patient Count: 5177

Males: 2558

Females: 2619

	Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
Gender												
Female		435	372	373	398	334	328	199	124	47	9	0
Male		417	371	347	416	346	298	203	111	43	6	0

The Healy Medical Centre is a General Practice Partnership open to all patients living within our Practice boundary around parts of E5 and N16 region. We work in close partnership with City and Hackney CCG, GP Confederation and our Patient Participation Group to provide medical care and treatment for all our patients.

We are a General Medical Services (GMS) 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 as well as managing maternity services They carry out screening for some diseases and promote general health, wellbeing and baby clinic. 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 in the community 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.

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

Location:

The Practice main address is:

Healy Medical Centre, 200 Upper Clapton Road, London E5 9DH

Our Mission Statement

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

Vision

To work in partnership with a wide multidisciplinary healthcare professional team and patients 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 closely with patients, families and carers by involving them with decision making relating to their care and treatment which will help us achieve positive experiences.
- 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.

Our Services

- Essential
- Additional
- Enhanced

Essential services

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.

Our core services include:

- GP consultations
- Asthma clinics
- Chronic obstructive airways disease clinics
- Coronary heart disease clinics
- Diabetes clinics
- Prostate Cancer Injection Therapy

Additional services

Our additional services include:

- Cervical cytology screening
- Contraceptive services
- Child health surveillance
- Maternity services
- Vaccinations and immunisations

Enhanced services

Our enhanced services include:

- Childhood vaccinations and immunisations
- Long Term Condition Management
- Flu immunisation

Other services

Our Practice also offers services including:

- Child health and development
- Ear wax and syringing
- End of life care
- Epilepsy
- Lung testing (spirometry)
- Medication review
- Men's health
- Mental health

- Pregnancy testing and contraceptive advice
- 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
- Private sick notes
- Pre-employment and HGV medicals
- Vaccination certificates