

ATHERLEY HOUSE SURGERY

143-145 Shirley Road

Shirley Southampton SO15 3FH

Tel: 023 80220763

Email: hiowicb-hsi.atherleyhousesurgery@nhs.net

Statement of Purpose



Care Quality Commission

The Care Quality Commission is the independent regulator of all health and social care services in England. Its job is to make sure that care provided by hospitals, dentists, ambulances, care homes and elsewhere meets the national standards of quality and safety. The CQC is funded through a combination of registration fee income and government grants.

The Commission began operating on 1st April 2009 as the independent regulator of health and social care in England. It replaced three earlier commissions; the Healthcare Commission, the Commission for Social Care Inspection and the Mental Health Act Commission. The CQC started regulating activities provided by GP surgeries in April 2013. To comply with these standards our statement of purpose is below.

Service Provider – Atherley House Surgery, 143-145 Shirley Road, Shirley, Southampton, SO15 3FH.

Main telephone: 023 80220763

Email: hiowicb-hsi.atherleyhousesurgery@nhs.net

Website: www.atherleyhousesurgery.nhs.uk

Service Provider ID: 1-199750250

Registered Manager ID: CON1-506302310 Dr Angela Wallis - 1 session per week

Registered Manager ID: CON1-541333135 Dr Caroline Law - 6 sessions per week

GP Partner: Dr Tina Hillman – 6 sessions per week

Salaried GP: Dr Samantha Green – 5 sessions per week

Our aims and objectives are:

- **We aim to treat all our patients equally and give a high standard of service sensitive to their needs**
- **We aim to provide a service which puts patients welfare at the heart of what we do**
- **We aim to work within the framework of the NHS Primary Care Services to provide professional, medical, nursing and other services which meet the identified need of patients**
- **We aim to promote best practice through utilizing specialist expertise within the practice team and externally and by encouraging continuous professional development of all members of the practice team**
- **We aim to prevent ill health, improve wellbeing, and provide services that improve local health outcomes**
- **We aim to provide services that are equitable, accessible and of high quality.**

Demographics of Atherley House Surgery

Atherley House Surgery in Southampton is in the South East region of England. The postcode is within the Freemantle ward/electoral division, which is in the constituency of Southampton. Across the UK as a whole, the gender split is roughly 52% male, 48% female. This part of Freemantle however contains slightly more men than average (53%). The average age of people in Freemantle is 35, while the median age is lower at 31. As a whole, the UK population claims itself as approximately 86% white, with residents of this area being 81% (*information from 2011 census*).

The Surgery

The surgery contains 5 consulting rooms including a Treatment room and Phlebotomy room. Our Nursing team comprises 1 Practice Nurses, 1 Healthcare Assistant and a Phlebotomist, all of whom are part-time. The wider practice team includes the Receptionists, Notes Summariser, Medicine Manager, Administrators, Secretary and the Practice Manager. Our staff has a full knowledge of the services the practice has to offer and is happy to assist with any enquiries.

The GPs and Nursing team together provide the full range of clinics for family planning, childhood immunisation, health checks, foreign travel, minor surgery, asthma, COPD, diabetes and hypertension - involving the wider primary health care team as is appropriate. Community midwives provide antenatal clinics at a local hub. District Nurses are based nearby at a local surgery.

We are well equipped clinically and have diagnostic equipment which includes: ECG and ambulatory blood pressure monitor, nebulisers, peak flow meters, pulse oximeters, obstetric and vascular sonicaids. We are also able to offer nebulisers for patient use at home if appropriate.

NHS Services

NHS services provided by our GPs and clinical staff are defined under the General Medical Services Contract. They are mainly split into three groups of Essential, Additional and Enhanced services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients. These services include:

- **Routine medical check-ups • Medication reviews • Repeat prescription service**
 - **Management of Diabetes, Asthma, COPD, Hypertension •**
 - **Phlebotomy • Maternity services – midwife and GP**
 - **Contraception services and pill checks**
- **Treatment of depression and anxiety • Counselling • Cervical cytology screening**
 - **Wound Management and suture removal**
- **Childhood immunisations • Child health surveillance • Travel advice and vaccination**
 - **Flu immunisation and routine adult immunisation • Smoking cessation advice**
 - **Annual Learning Disability checks • Shared care prescribing**
 - **District Nurse Management • Home visits • Palliative Care**
 - **Cardiovascular health checks • Alcohol and drug misuse**
 - **Mental Health • Spirometry • ECG • 24 hr ABPM**

Non-NHS Services

We also provide services which are non NHS and are paid for by the patient or requesting organisation, including:

- Private medical insurance reports and medicals
- Sports, pre-employment and HGV medicals

- Fitness certificates
- Copies from records

GP and nurse appointments are available to book 4 weeks in advance as well as GP urgent appointments on the day. Home visits are available for patients unable to visit the practice. A two working day repeat prescription service is available. If the Practice is not able to meet an individual patient's need a referral to an appropriate health professional or service will be made. Community Health Services are also available to the patient and may be provided in the patient's home or from a Community location depending on the service.

Health and Care Needs

We respect the privacy and dignity of our patients and endeavour to treat all of our patients with respect and honesty.

Access

For patients that do not speak English a family member can translate at their request or a translation service is available via Language Line. Our website can be translated to any language. The practice is accessible to wheelchair patients via an intercom system and has a disabled toilet. The Practice offers baby changing facilities.

Consent and Chaperone

Consulting rooms are away from the reception area where no conversation can be overheard or examination seen. No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request either by the patient or GP/Nurse.

Carers

We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role. A carer is someone who, without payment, provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.

Confidentiality and Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection Act to keep your confidential data safe and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality. Confidential and identifiable information relating to patients will not be disclosed to other individuals

without their explicit consent, unless ordered to do so by court order or where it is in the public interest to do so to prevent harm. The Data Protection Act and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice.

Comments, suggestions and complaints

We welcome comments and suggestions on our service and have a protocol for dealing with complaints. Complaints should be made to the Practice Manager, who will ensure all relevant details are recorded, arrange for the complaint to be investigated and respond in a timely manner. If the

complaint is not resolved to the satisfaction of the complainant, NHS England, Southampton Healthwatch or the Health Service Ombudsman can investigate the complaint further.

Southampton West Primary Care Network

We operate as part of Southampton West Primary Care Network in order to deliver additional services to our patient population. These include:

- Social prescribing
- Health & Wellbeing Coaches
- Clinical Pharmacists
- Primary Care Mental Health Practitioners
- First Contact Physiotherapists
- Pharmacy Technicians

Southampton West PCN has commissioned Core Prescribing Solutions to provide an outsourced Clinical Pharmacy Service. Although Clinical Pharmacy Service organisations are exempt from CQC registration, Core Prescribing Solutions works to CQC standards and has a robust quality assurance approach based upon meeting national guidelines and best practice