

***The Kenneth MacRae
Medical Centre***

***32 Church Road
Rainford
St Helens
WA11 8HJ***

***Outcome 15
Statement of Purpose
For The Kenneth MacRae Medical Centre
28 March 2013***

Outcome 15 – Statement of Purpose

REGULATED ACTIVITIES

- *Treatment of disease, disorder or injury*
- *Diagnostic and screening procedures*
- *Maternity and midwifery services*

RESPONSIBILITIES

Aspect	Overall responsibility	Delegated control
<i>Statement of Purpose – Preparation, publication and periodic review</i>	<i>Dr R.A.D. MacRae</i>	<i>Michelle Anderton</i>

Checklist for Outcome 15

ASPECT	REQUIREMENT	CHECKED AND PRESENT Y/N
Statement of Purpose	<i>Prepared and checked</i>	Y
	<i>Scheduled review planned and carried out</i>	<i>March 2013</i>
	<i>CQC advised of any revisions within 28 days of the revision</i>	

Statement of purpose

Health and Social Care Act 2008

Version

1

Date of next review

March, 2015

Service provider

Full name, business address, telephone number and email address of the registered provider:

Name*The Kenneth MacRae Medical Centre***Address line 1***32 Church Road***Address line 2***Rainford***Town/city***St Helens***County***Merseyside***Post code***WA11 8HJ***Email**admin@kennethmacraemedicalcentre.co.uk**Web Site**www.kennethmacraemedicalcentre.co.uk**ID numbers**

Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:

Service provider ID

N83049

Registered manager ID*Dr R.A.D. MacRae*

Aims and objectives

What do you wish to achieve by providing regulated activities?

How will your service help the people who use your services?

Please use the numbered bullet points:

1. To provide the highest quality NHS general medical services available under the NHS

2. To ensure that patients are seen by the most appropriate healthcare professional as quickly as possible as dependant upon their presenting complaint

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

4. To provide patients with an experience and environment that is comfortable, friendly, professional and relaxing and covers all aspects of health and safety requirements

5. To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully

6. To involve other professionals in the care of our patients where this is in the patient's best interests; for example, referral for specialist care and advice

7. To ensure that all members of our team have the right skills and training to carry out their duties competently

8. To continuously improve the lines of communication to patients using the latest technologies as appropriate

9. To develop new ways to educate and inform patients in order to encourage patients to be pro-active in their health and wellbeing

Legal status	
Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all Partners	Dr Rosemary MacRae Dr Eithne MacRae
Unlimited liability partnership registered as an organisation	<input checked="" type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Company number	N/A
Are you a charity?	<input checked="" type="checkbox"/> No
Group structure (if applicable)	N/A

1. The Aims & Objectives of the Establishment

To provide a means for the general public to receive medical consultation, examination and diagnosis by a General Medical Practitioner, Practice Nurse and other associated health services including, but not limited to, Midwifery, Phlebotomy at the surgery location.

The service is to be provided in courteous, peaceful, practical, professional and comfortable surroundings, which cover all Health & Safety and Infection Control requirements. The Practice will aim to provide the best possible healthcare within the scope of the NHS. It will be free at the point of use for the vast majority of services, however, any charges for services not covered by the NHS, will be made clear to the patient in advance of those services being carried out.

The Practice will strive to maintain patient equality at all times and all fully registered patients will be afforded the same level of service regardless of age, sex, disability, sexual preference, ethnicity, nationality or religious beliefs.

The Practice will strive to provide the very best in general medical services and prides itself on being a whole person centred diagnostic and management service. Our services will include, but not necessarily limited to, disease prevention, health promotion, management of acute and chronic illnesses, routine immunisations and travel health, cervical smears, ante-natal and post-natal care.

In order to provide the best possible healthcare we need the involvement of our patients in taking responsibility for their own health. The Practice will continuously look at ways and means in order to enable them to do this, by educating and informing patients through our website as well as other lines of communication. The Practice will continue to look at ways in which it can become more efficient without compromising on quality, however, patient support is needed to help us to achieve this.

The spiritual, social, psychological and physical aspects of each person are fully considered. The Practice seeks to meet the needs of people to understand and know about their own bodies, sharing the responsibility of each patient's healthcare equally. It achieves this by allowing patients time in a comfortable environment with a person who is knowledgeable and can help them in most areas of their medical requirements. If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate healthcare professionals in order to help the patient.

The Practice will offer a wide range of appointment times from early morning to evening, Monday to Friday. St Helens Rota Out of Hours Service is responsible for the Practice patients outside these hours but a duty GP from the surgery will be available in case of emergency.

Emergency Equipment will be maintained and this includes a defibrillator, provision of oxygen and emergency medications.

The Practice will remain fully computerised and ensure that all clinicians have full access to all patients' notes as required.

Staff performance is constantly monitored with daily contact with our Manager and yearly appraisals. We identify training needs and ensure that all staff have the skills and knowledge required to perform their duties to the highest possible standard.

We will also maintain compliance with all legislative, industry and professional requirements.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is Dr Rosemary A. D. MacRae, The Kenneth MacRae Medical Centre, 32 Church Road, Rainford, St Helens, Merseyside, WA11 8HJ and she is a member of the Medical Protection Society.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of Dr Rosemary MacRae are as follows:

Dr Rosemary MacRae has all the credentials required for the management of a General Practice. She has been an NHS partner for 22 years and worked in hospital for 3 years post graduation.

Dr Rosemary MacRae is a member of the General Medical Council, GMC No. 3204106

4. The Relevant Qualifications and Experience of the Staff working in the Establishment, or for the purposes of the Agency

Locum doctors may be asked to work on a self employed basis for the purposes of the Practice. Such doctors will be required to produce evidence of their CV, full qualification and registration of societies, medical indemnity insurance, General Medical Council certificates, Hepatitis B status and references where appropriate.

Where doctors or nurses are NOT in an NHS/Private employee status, their CRB status will be required.

5. The Organisational Structure of the Establishment

The Kenneth MacRae Medical Centre has two Partners. They are Dr Rosemary MacRae & Dr Eithne MacRae. The Practice is open routinely from 8.15 am to 6.00pm on week days. Early morning, afternoon and evening appointments are available to all patients who are registered with us.

Michelle Anderton currently manages the Practice and the employees report directly to her.

The practice has one Practice Nurse, an Office Manager, one Data input/Receptionist, one Admin/Receptionist, four Receptionists and one Domestic.

Most blood tests and all x-rays are usually referred to outside accredited laboratories, however, some exceptions, such as in-house Warfarin testing, exist

6. Practice Profile

The practice is centred on the village of Rainford and extends into Bickerstaffe, towards Billinge and Windle.

7. The kinds of treatment and any other services that are provided by General Practice Services

- *Routine and urgent appointments with a healthcare professional*
- *Repeat prescriptions*
- *Management of chronic health conditions, including but not limited to Diabetes, Asthma, Coronary Heart Disease, Stroke, Hypertension, Chronic Obstructive Pulmonary Disease, Mental Illness and Epilepsy*
- *Immunisations e.g. routine, childhood and travel immunisations*
- *Health screening*

8. The Facilities which are available for the benefit of patients

- *Ease of access to see a healthcare professional. We have early morning afternoon and evening appointments available*
- *A very pleasant, comfortable and clean environment is provided*
- *There is a comfortable waiting area where the patients can sit and relax whilst waiting to see the healthcare professional*
- *Limited free parking is available on site and there is adequate access for disabled visitors*
- *The practice has equipment to aid diagnosis which includes the presence of equipment such as sphygmomanometers, eye charts, otoscopes, ophthalmoscopes, and urinalysis, as well as emergency equipment in the form of a defibrillator, provision of oxygen, emergency medications. The practice also has facilities for Spirometry and Warfarin testing.*
- *The Practice is fully computerised.*

9. Arrangements made for consultation with patients about the operation of The Kenneth MacRae Medical Centre

During registration, the Practice leaflet is given to each patient and this outlines the working practices of the surgery.

Patients have a right to access their own patient records but must make a request in writing.

The Practice does not have any in-patients and therefore arrangements being made for contact between in-patients and their relatives, friends and representatives is not relevant.

10. Arrangements for dealing with complaints

This Practice operates a procedure for the investigation of complaints.

Making a complaint to the Practice in no way prejudices the right to complain to PALS, should a complaint not be resolved to a satisfactory level.

Michelle Anderton, Practice Manager manages the complaints procedure on behalf of the Practice.

A complaint should be submitted as soon as possible after the event giving rise to the complaint. The Practice will then ensure that all relevant details are recorded and arrange for the complaint to be investigated.

The Practice will acknowledge receipt of a complaint within 7 days and aim to report back within 28 days. If this is not possible the reason for the delay will be explained to and a revised date will be given for the completion of the investigation.

If, following the Practice's explanation the complaint is not resolved there is still a right to complain to PALS.

PALS complaints procedure leaflets will be available to all registered patients. This is available for complaints which cannot be settled within the Practice.

To confirm GMC registration or any of our medical staff you can contact The General Medical Council on 0207 9153630 or e-mail registrationhelp@gmc-uk.org

11. Arrangements for respecting the privacy and dignity of patients

The consulting rooms are completely segregated away from the Reception area.

Patients are interviewed on a one-to-one basis in the surgery setting. The whole ambience is of relaxation and comfort. The examination couch is fully screened. The windows have full blinds and complete confidentiality is retained. Great respect is given to the dignity of each patient. If the patient wishes, it is possible to have a chaperone. Patients will not be examined without consent.

For those patients who do not speak English, consent has to be obtained via a third party, who is usually a family member, and who can translate. Alternatively, Language Line can be used.

12. Confidentiality

Everyone working for The Kenneth MacRae Medical Centre must keep information about patients confidential, so that the patient can feel able to talk to anyone in the Practice freely. Also by law, we must protect information about you.

All staff at The Kenneth MacRae Medical Centre have signed a confidentiality agreement

The Practice can supply information to other people or organisations only:

- with the Patient consent, or*
- in accordance with the principles of medical confidentiality here described.*

This does not apply if the Patient cannot be identified from the information. There are strict rules to prevent people being identified by mistake.

The Practice has to comply with court orders.

What information does the Practice hold?

The practice will maintain records of the patient's name, address, date of birth and any other relevant registration details that will enable the practice to identify the appropriate patient. Relevant medical information is recorded when patients are seen for treatment either at the practice or by any other health care professional/service. Information is stored on the practice computer system and medical records systems so that it can be traced more easily when needed. These systems are kept highly secure.

How may information about the Patient be used?

It will be used by the members of staff treating the Patient. Some information, such as name and address, may be used to make arrangements for care, such as to make a hospital appointment. The Patient may be receiving care from health care professionals as well as those in the Practice and to work together for the benefit of the Patient, the Practice may need to share some information. The Practice only does this with organisations providing care for the Patient and only when it is known it will be used under the same restrictions that the Practice applies to itself.

Anyone who receives information from the Practice is also under a legal duty to keep it confidential, unless the Patient agrees otherwise.

The Practice will regularly check that the care it offers is the best it can give by conducting patient surveys, audits, comparing against other Practices in the CCG and QOF points. Unless the Patient objects, medical records may be used by other medical professionals. If the Patient makes a complaint about their care, those investigating the complaint will be able to see those records. Sometimes the law requires doctors to pass on information, for example, to notify a birth or death, notify infectious diseases or in child protection cases. The Practice can also release information in certain circumstances for the protection of the public. For example, release information to help the investigation of violent crime but not of routine non-violent crime.

Signed: *Dr Rosemary MacRae*

Date : 28/03/2013