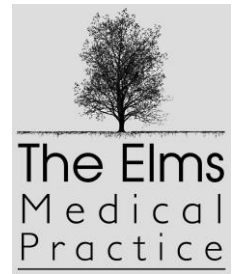


The Elms Medical Practice Statement of Purpose



The name and address of the registered provider is:

The Elms Medical Practice
Dr Jackie Impey and Partners
5 Stewart Road
Harpenden
Herts AL5 4QA

5 Stewart Road
Harpenden
Hertfordshire
AL5 4QA

Tel 01582 767444
Fax 01582 461735

elmsmedicalpractice.co.uk

elmsmedical@nhs.net

www.elmsmedicalpractice.co.uk

Registered Manager: Dr Julian Smith
Practice Manager: Ms Sarah Brindley

The surgery was purpose built in 1994 in Harpenden with large onsite parking.

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (The Elms Medical Practice) is required to provide to the Care Quality Commission a statement of purpose.

Our Aims and objectives:

- Provide a high standard of Medical Care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To improve as a patient centred service through decision making and communication
- To maintain our motivated and skilled work teams
- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training.
- To guide our employees in accordance with diversity and equality.
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty.

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

The Primary Health Care Team

The 7 Partners:

Dr Jacqueline Impey Partner
Qualified 1981 MB ChB DRCOG DCH

Dr David Hemsli Partner
Qualified 1984 MB BS DRCOG MRCGP DCH (Otago)

Dr Julian Smith Partner
Qualified 1996 MB BS MRCGP

Dr Bethan Rees Partner
Qualified 1994 BSc MBBS DRCOG DFFP MRCGP

Dr Charlotte Allam Partner
Qualified 1997 BSc BM BCh MRCGP

Dr Rebecca May
Qualified 2000 MBChB DRCOG MRCGP

Dr Ellen Sibly
Qualified 2012 BMedSc MBChB DFRSH

Salaried GP:

Dr Vidya Kanthi
Qualified 2004 BSc, MBBS, nMRCGP, DFRSH, DRCOG, DCH, PGDD

Practice Nurses

Ruth Mayo
RGN, DIPLOMA (asthma) Family Planning Certificate, Minor illness diploma

Clare Mealey
A(HONS), RGN, Asthma Diploma

Paula McGinnigle
RGN, DIPLOMA (Diabetes) Family Planning Certificate

Judy Sutton
RGN

Rebecca Ghermoul
RGN

Physician Assistant

Emma Day
Emma runs minor illness clinics, learning disability clinics, CHD/Stroke clinics, Nursing Home Reviews

Health Care Assistant

Teresa Williams

Teresa runs an appointment service for blood pressure, pulse and urine checks, as well as ECGs, 24 hour blood pressure, healthy living screening and breathing tests that include peak flow and spirometry. She also assists the doctors with procedures.

Practice Staff

Sarah Brindley is the Practice Manager who is in overall charge and is responsible for the smooth running of the practice.

Emma Heaton is the Assistant Practice Manager who assists the Practice Manager in all areas

The Reception team man the reception desk, arrange various appointments, pass on information (such as blood results), explain our services and answer the emergency telephone line.

The Secretaries are able to answer patient enquiries concerning communications between the Practice and other agencies, e.g. Hospitals.

The Administrative team is responsible for updating and summarising patients' medical records, for the repeat prescribing service, for organising the specialised clinics, for ensuring that our IT Systems are functioning properly, and undertake regular audits of our achievements.

Each team have a full knowledge of the services the practice has to offer.

All members of the staff are happy to assist you with any enquiries.

The Practice

The Elms covers Harpenden, Wheathampstead, Southdown, Redbourn and surrounding areas.

Home Visits

All requests for this service will receive a phone call from a doctor.

Please make requests for this service before 10.00am to enable us to provide an efficient service.

Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit please make this clear in order that the doctor receives the correct message and can take the appropriate action.

Out of Hours

<http://hucweb.co.uk>

When the surgery is closed, if you require urgent medical advice or attention, please telephone HUC (Herts Urgent Care) 03000 333 333, this is our out of hours service provider.

HUC provides an EMERGENCY service at all times when the surgery is closed. It is available between 6.30pm - 8.00am Monday to Thursday and 6.30 Friday until 8.00am Monday. It also covers all Public Bank Holidays.

HUC have a number of bases around Hertfordshire. The St Albans base is in the MIU (Minor Injuries Unit) at St Albans City Hospital. All Out of Hours calls are answered at the HUC Headquarters in Welwyn Garden City. The calls are then passed to a GP, who will ring you back and decide on the best course of action – a telephone consultation, an attendance at the nearest HUC base or a home visit.

All the Doctors working for HUC are local or Hertfordshire based GPs.

Dr Impey and Dr Smith from The Elms Medical Practice, work occasionally for HUC.

All contacts with HUC will be reported back to their GP the following working day

You can also dial 111. NHS 111 was launched in Hertfordshire by Herts Urgent Care in 2012. This service is for urgent advice but not life threatening.

Booking Appointments

Telephone 01582 767 444 and reception staff will help you.

We have routine bookable appointments Monday to Friday from 8am until 12 midday and 14.30pm until 18.30pm with doctors, nurses and health care assistants.

Telephone consultations are also available every day.

Translators are bookable on request.

Extended Hours

The surgery offers extended hours on:

Monday evening to 8pm

Friday morning from 7am

Every 3rd Saturday morning

These appointments are especially beneficial to those patients who find daytime appointments difficult.

All these appointments can be found using the on-line services through our website. It is very simple to register as long as we have your correct personal email.

The general surgery phone is not open during these extended hours.

Extended Access

The Elms is a member of the St Albans provider federation called STAHFED. Together with 10 other practices in the St Albans and Harpenden district we have a sharing agreement in place enabling the practices to provide extended access outside core hour appointments for our patients. Telephone 01582 767 444 and reception staff will help you.

Urgent Appointments

We take into account that not all illnesses are planned. We therefore have same day urgent appointments available in the morning and in the afternoon. Please ring at 8am to request a morning appointment and ring at 12pm for an afternoon appointment. The morning GP appointments start at 9.30 am and are booked in call order. The afternoon GP appointments start at 3.30pm and are also booked in call order. We have minor illness clinics every day which work alongside the duty doctor

As you can imagine 8am and 12pm can be very busy times on the surgery phones and although we have 5 receptionists answering the calls sometimes this can incur a delay in getting to your call.

If calling for a routine appointment it is therefore advised not to call at these times.

We aim to give patients an appointment within 48 hours to see a doctor and 24 hours to see a health care professional in line with the government's 'Access Plan'.

Prescriptions

Authorised prescription requests will be dealt with, within **two** working days using the repeat order sheet.

Patients are asked to make certain they tick the medication they require on the request form, insert the date, and sign the form before forwarding it to an approved pharmacist (see list on the form and allow extra time), posting it to us with an enclosed stamped addressed envelope or placing it in

the appropriate 'drop off' box at reception. Our patients are now able to order repeat medication through our website. The surgery is now live with the Electronic prescribing service which means if a patient signs up for the service the prescription request is sent electronically and securely to a preferred nominated chemist. Please be aware that if you send a prescription via email, emails are not monitored continuously and therefore can take a little longer but the practice will endeavour to deal with any request within 2 working days and the prescription will be sent to your nominated pharmacist.

Primary Care Networks

Our population continues to grow and people are living very much longer. A lot of patients are living with long term conditions such as heart disease, mental health issues and diabetes, in turn may need to access local health services more often.

To meet these needs practices across the country are forming Primary Care Networks and working together with their local community services. PCNs enable greater provision of personalised, proactive, integrated health and social care.

In 2018 the three Harpenden surgeries; The Elms Medical Practice, The Village Surgery and Davenport House formed a Primary Care Network serving a community of circa 46,000 patients.

We had our first meeting on 6th November 2018 and although in its infancy we have already won a local CCG bid for a new pilot service in the community which we have called '**HASTY**'. Across the UK and indeed in our own locality there is an increasing anxiety in teenagers and young people. As local GPs we recognise this on a daily basis but we have limited access to talking therapies, which tend to have long waiting times and only be available to those children with the most severe mental health problems. It is a pilot running for 6 months from 25.2.2019. The aim is to provide help early on to try and avoid difficulties escalating and reduce the need for referral out of primary care.

All three surgeries are also currently working with a community pharmacist. Clinical pharmacists are highly qualified in medicines. It is a patient facing role and taken on to help maintain and improve peoples health by providing information and advice on their medication, reviewing on-going health problems and improving the patients outcome. This means that the GP can focus their skills where that are most needed for example diagnosing and treating patients with more complex conditions.

The Regulated Activities under CQC

General medical services and routine medical checks involving an holistic approach.

Management of chronic disease

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients' medication on an annual basis. Diabetic, Stroke, CHD, Respiratory clinics are regularly held throughout the year.

General nursing care

Our nurses provide wound care, contraceptive services, minor illness, smoking cessation advice, well person checks, new patient checks, blood pressure monitoring and travel advice; they also perform vaccinations, ear syringing and smear tests.

Minor Illness Treatment

We have 4 specially qualified nurses who hold daily minor illness clinics in support with the Duty

Doctor. Nurse Paula McGinnigle, Nurse Ruth Mayo, Nurse Liz Godfrey, Nurse Rebecca Ghermoul and Physician Associate Emma Day.

Maternity services

Midwife clinics are held regularly at the surgery. The doctors also provide ante-natal and postnatal care.

Cervical screening

This service is provided by specially trained nurses.

Family Planning and Contraceptive services

This is provided by doctors and nurses. Nurses are able to provide follow up contraception monitoring for all methods initiated by the doctor.

Child health surveillance

Baby clinics are held weekly at the surgery by our nurse team with support from a doctor.

Vaccinations and immunisations

The Elms strongly supports childhood immunisation programme. All routine childhood immunisations are performed at the surgery by a nurse following an automatic invitation from the Local Health Authority. The Elms offers all 'at risk' patients the seasonal influenza vaccine from September to January every year.

Foreign Travel Health Advice

Our nurses have been trained to provide an up to date service that includes vaccinations if necessary (please note that there is a charge for some vaccinations).

Prior to appointment patients will need to fill in a 'Travel Risk Assessment Form' which can be printed from our website or picked up from reception. This form is to be filled in by the patient and brought to the nurse appointment.

We also recommend www.fitfortravel.scot.nhs.uk website.

Counselling

We have access to NHS and private counsellors through GP referral

We have a CBT therapist attending the practice every Friday afternoon

Weight Loss clinic

Appointments are lead by our nurse team to offer help, support and advice to patients who want to lose weight and maintain a healthier lifestyle.

Smoking Cessation

We have a smoking cessation clinic on a Thursday evening and our smoking cessation practice nurse 'Champion' Rebecca Ghermoul and Herts Smoking Cess service holds clinics for smokers who wish to quit.

Phlebotomy

Clinics are held on Monday to Thursday mornings at the Harpenden Memorial Hospital. Our Health Care Assistant will also do more urgent blood tests in surgery.

Audiology

The Elms holds facilities for Audiology checks

Gynaecology

The Elms has a Gynae GP specialist (GPWsi) Dr Bethan Rees

Urology

The Elms has a Urology GP specialist (GPwsi) Dr Julian Smith.

Well persons check

These are carried out by the practice nurses and the Physician Assistant. Every patient over 40 is invited to have a Health Check.

ENT Community Service

Ear Nose & Throat Community Services (CATS)
Commissioned by Herts Valley CCG

Service provided by Communitas – hub based at The Elms Medical Practice. This service provides alternatives to hospital based specialist treatment reducing secondary care waiting lists and helps manage patients in primary care through specialist advice and feedback

Our facilities allow for the following procedures:

Ear suction with microscope
Nasopharyngeal endoscopy
Nasal cautery
Audiology

This service provides a routine ENT service in the community for the Herts Valley locality.

Access to Patient Information

All patient information is considered to be confidential and we comply fully with the General Data Protection Regulation. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the 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 it is a matter of life and death or there is a serious risk to the health and safety of the patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which data is required.

Data Protection Policy – Please also see our separate Privacy Notice

The Practice is committed to security of patient and staff records.

The Practice will take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The Practice will undertake prudence in the use of, and testing of, arrangements for the backup and recovery of data in the event of an adverse event.

The Practice will maintain a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

DPA issues will form part of the Practice general procedures for the management of Risk.

Specific instructions will be documented within confidentiality and security instructions and will be promoted to all staff.

Patients Rights and Responsibilities

You have a right to expect a high standard of care from our practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given. In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we would suggest that you consider making more than one appointment. Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate appointment.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

You have the right to express a preference of practitioner when you make an appointment.

Violent Patients – Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. West Hertfordshire NHS is then responsible for providing further medical care for such patients.

Comments, suggestions and complaints

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our practice manager who will, where appropriate, use our complaints procedure to try to correct the problem.

All our staff are here to help you.

General Information

Access to Health Records

The General Data Protection Regulation (GDPR May 2018) allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should either make a written request to the Practice or complete an access request form. The initial request can be made over the phone or by email at the convenience of the patient. This can take up to 1 month to complete. You are entitled to receive a free copy, however please note that a charge will be made for more than one copy at any time or if the request is excessive. This is made available on a CD or memory stick. Your full care record can now be viewed on line. Patients will need to register for this service where full identification will be checked for security purposes. An individual password will be given to that patient to view their own summary which will include repeat medication, allergies and immunisations. It can take up to 28 days to process your request.

Carers

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.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to your possible needs in this role.

Website: www.nhs.uk/carersdirect or call 0808 802 0202 for free confidential advice.

Change of personal details

It is a patients responsibility to ensure we have their correct contact details. Please notify the Practice as soon as possible of any change of name, address, telephone number or email address; not forgetting to indicate all the persons involved in this change. Children often take their parents contact details so this needs to be considered by the patient as they get older to ensure they have the appropriate contact details. In an emergency this could be absolutely vital.

Chaperone

Should you need a professional chaperone present at a consultation or procedure then please alert reception staff who can ensure that Teresa, our health care assistant or one of our trained staff is available for the appointment.

Confidentiality

As you are aware, we ask you for personal information in order that you can receive appropriate care and treatment. This information is recorded on a computer. Please read our Private Policy with full details which can be found on the Practice website www.elmsmedicalpractice.co.uk

The Practice will ensure that patient confidentiality is maintained at all times, by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, which is what we are, it is sometimes necessary that medical information about you is shared with other members of the team.

Policy on Environmental Management

We recognise the need to minimise any adverse environmental effects caused as a result of its activities or products, achieving our business objectives in a manner that reflects the changing environmental priorities of our patients and the community. It acknowledges responsibility for and a commitment to protection of the environment at all levels. Elm's Medical Practice will comply with applicable environmental regulations, laws and codes of practice whilst committing to continuous improvement of our environmental management performance and the prevention of pollution. We recognise that our key adverse environmental impacts are energy, fuel consumption and waste generation.

Patient Participation Group

The Elms surgery is committed to continually improve our services by learning from and listening to our patients.

We have a virtual Patient Participation Group and we are always looking for new members, please ask reception for a form or submit the form on our website.

Please visit the Patient Participation Group website page for more information and to read the newsletters and completed surveys.

You do not need to be a member of the Patient Participation Group to get in touch with us and have your say. You can find many ways to communicate with us; through our website feedback form, our surgery email elmsmedical@nhs.net, Friends and Family Test forms in the surgery or simply ask to speak to our Assistant Practice Manager Emma Heaton. Emma is a dedicated member of staff who has a patient liaison role. The Practice Manager Sarah Brindley is also dedicated to deal with any concerns, improvement ideas or general feedback Direct Tel: 01582 716680.

The Elms Statement of Purpose

Date: 9.4.15

Revised 29th May 2019

Review Date May 2020