Care Quality Commission
Statement of Purpose

(in accordance with the
Health and Social Care Act 2008)
Statement of Purpose

Service Provider Details

Name: Brierley Park Medical Centre
Address: 127 Sutton Road
Huthwaite
Nottinghamshire
NG17 2NF
Telephone: 01623 550254
Website: www.brierleyparkmc.co.uk
Service Provider ID: 1-199711248
Registered Manager ID:
Legal Status: Partnership
Registered Manager: Dr. Theyvanai Dodd

Partners:

Dr. Hilary Lovelock
MB BS London 1979, FFARCS, MRCGP

Dr. Lucinda Genillard
BMedSci, BMBS Nottingham 2001, MRCGP, DRCOG, DFFP

Dr. Theyvanai Dodd
BMedSci, BMBS Nottingham 2003, MRCGP, DFFP

Dr. Gavin Lunn
BA (Hons) Nottingham 2007, PhD, BMBS (Hons), MRCGP, DRCOG CPC, PGCME

Dr. Roderick Addis
BMedSci, BMBS Nottingham 2007, MRCGP, DGM
MISSION STATEMENT

“Working in partnership with patients and their families to deliver health and wellbeing to the practice population.”

Brierley Park Medical Centre is a well established practice caring for approximately 8,600 patients in Huthwaite and Sutton in Ashfield together with the surrounding Derbyshire villages. The practice area is predominantly urban with some semi rural pockets in the surrounding villages. The practice building was a 1267m² purpose built surgery which was commissioned by the current partners in 2012/13. The partners spent a great deal of time ensuring the building reflected the ethos of the practice and hence it is light, spacious and equipped with state of the art technology. This enables the practice to offer an excellent and truly modern 21st century service. Besides the 14 consulting rooms, the surgery has a treatment room for dressings and coil fits and a minor surgery suite with recovery area which is on the first floor and can be reached by stairs or lift. There is a large administrative area on the first floor which can be also be reached by stairs or lift. The Community Health Partnership District Nursing team has its own dedicated administrative room in the building. The forward thinking attitude of the partners and developers led to the inclusion of one clinical and one administrative expansion room. The practice is working towards achieving funding to open up these rooms to improve its service in the near future by increasing the number of GPs working in the practice.

There are 5 GP partners (32 sessions in total) who work between 6 and 8 sessions each. They comprise of 3 female doctors and 2 male doctors. All the doctors are British trained GPs with MRCGP qualifications. The nursing team includes 2 staff nurses, 1 minor illness / diabetes nurse and 2 health care assistants. The administrative team includes 3 receptionists, 1 apprentice receptionist (local apprenticeship scheme), 5 administrators, 2 secretaries, assistant practice manager and the practice manager. All staff members are fully trained in customer care and the services which the practice offers. They are keen to help all patients in the practice. We regularly take apprentice reception staff from the local scheme and the whole team contributes to their training and nurturing. We are proud to have employed 2 of those apprentices, one received the Ashfield Apprentices’ House of Lords Award in 2014 and the other received the Celebration of Achievement Award.

Brierley Park Medical Centre is a training practice taking GP registrars (up to 3 at one time) from the Mansfield GP specialty training scheme and a F2 doctor from the local Nottingham Postgraduate Scheme. 3 of the partners are GP registrar trainers and 2 partners share the responsibility of being F2 trainer. The practice previously welcomed medical students from Nottingham University but due to workload commitments has postponed this aspect of teaching and training for now. It is something that the newest partner hopes to reinstate in due course.

The practice is excellently supported by a capable extended healthcare team consisting (at full complement) of community matron, district nurses, midwives, counselor, CCG pharmacist, primary care mental health worker, physiotherapist, health visitors, podiatrists and diabetes, heart failure and respiratory nurse specialists.

The practice works collaboratively with the locality Integrated Care Team (PRISM) to reduce unplanned admissions.

The practice has an active patient participation group called Huthwaite Involving Patients (HIP), currently with 11 members who meet monthly on the 3rd Wednesday here at the practice. They are well supported by members of the GP partnership and assistant practice manager. If
patients have any issues with the practice that they feel can be improved, the HIP team are available to listen and help. Contact details are available from the practice and on the website. The group is very proactive in health promotion and has helped to deliver various patient information sessions including fibromyalgia and diabetes. For the last 5 years they have organised healthy lifestyle and wellbeing promotion events for families both at the local leisure centre and more recently as part of the annual Brierley Park Family Fun Day. The ethos of the practice includes promotion of health and wellbeing and so several members of staff from the practice help to support and run these events which have been well received by the patients with an excellent turnout most years. The HIP group have also helped the practice to conduct surveys and promoted use of the patient information area. Recently, they have been building relations with the pharmacy in the building, Peak Pharmacy to try to improve communication between the patients and the pharmacy and thus help provide a better patient service.

Out of Hours care is provided by contact initially through NHS 111 and face to face contact care delivered by Central Nottinghamshire Clinical Services (CNCS).

Brierley Park Medical Centre is a GMS practice and offers an excellent, accessible service to all of its service users who span across all the ages and have a variety of ethnic origins, disabilities, sexual orientations and medical conditions. Each of the clinical staff has their own areas of expertise and together, they are proud to offer a plethora of knowledge and skills to provide first class care to the whole practice population.

Brierley Park Medical Centre is an active member of the Mansfield and Ashfield Clinical Commissioning Group (CCG) and more locally, is part of the locality based federation (Ashwood) which includes 6 other local GP practices. This group has also recently formed a provider company, Ashwood Medical Services. Two partners within the practice are closely involved with the various projects of the CCG, with one a former Governing Body member and now Clinical Lead for transformation, and another working as Clinical Advisor (mainly for elective pathways redesign) and a member of the local Education Forum.

Profile of the Practice Population

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**Bold** text – totals

The regulated activities under CQC are:
- Diagnostic and screening procedures
- Family Planning
- Maternity / midwifery
- Surgical procedures
- Treatment of disease, injury or disorder
Our Aims & Objectives

For the patients:

- To provide high quality, evidence based safe primary health care (general practice) services to our patients.
- To practice ethically with openness, transparency and fairness.
- To ensure that our service is welcoming and accessible to all patients regardless of age, gender, ethnicity, sexuality and disability and medical condition.
- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
- To put patients at the heart of everything we do, working in partnership with them and their families and carers together to enable them to have a positive experience and understanding, involving them in decision making about their treatment and care.
- To treat our patients compassionately and as individuals giving them the same respect we would want for ourselves or a relative. We aim to listen and support people to express their needs and wants and enable people to maintain the maximum possible level of independence, choice and control.
- To encourage patients to communicate with us by joining our Patient Participation Group (PPG), talking to us participating in surveys and feeding back on the services we offer.

For the staff:

- To be a well trained, highly motivated learning organisation which works effectively as a team and which continually improves the service it offers to patients.
- To recruit, retain and develop a highly motivated and appropriately skilled workforce.
- To maintain a supportive, fulfilling and rewarding working environment for all of our staff, and to take care of them with a holistic approach to supporting them.
- To have a zero tolerance policy in the practice against all forms of abuse.
- To ensure all staff has the competency and motivation to deliver the required standards of care, ensuring that all members of the team have the appropriate training and skills and training to carry out their duties competently.
- To encourage personal development of all staff members through regular appraisal and educational events, together with ad hoc external training when needs are identified.
- To listen to all team members and value their comments, suggestions and contributions through regular meetings and informal discussion.
- To promote and encourage a healthy workforce including exercise opportunities, personal development and support to achieve a good work life balance.

For the practice and partnership:

- To provide our staff, patients and ourselves with an environment which is pleasant, welcoming, safe and friendly to work in.
- To operate on a financially sound basis.
- To ensure a robust information technology strategy to support the business.
- To provide monitored, audited and continually improving healthcare services.
- To provide clinical governance and evidence based practice.
- To help to develop and train the medical professionals of tomorrow through excellent, high quality training, nurturing and mentorship.
- To engage in Commissioning and Transformation to help shape the future of services.
for our own practice population and the wider community in Mansfield & Ashfield

Our Services

NHS services provided by the GPs and clinical staff at Brierley Park Medical Centre are in accordance with the General Medical Services Contract and national and local enhanced services. All groups of patients are treated, including those with acute illness, chronic disease and of terminal illness. These services include:

- Routine annual health checks for those with chronic diseases.
- Assessment and treatment of patients who are acutely unwell.
- Repeat prescriptions service
- New patient checks
- Chronic disease management including Diabetes, Asthma, COPD, Hypertension, Coronary Heart Disease, Stroke, Epilepsy etc.
- DMARD (Rheumatology drug) monitoring
- Minor surgery
- Phlebotomy
- Maternity services – midwife and GP
- Contraception services – pill initiation and reviews, depo provera, contraceptive implant (Nexplanon) insertion/removal, coil insertion / removal.
- C-card service – confidential service to allow young people to access free condoms.
- Weight loss and lifestyle management
- Smoking cessation clinics through New Leaf – offered from the practice building once a week.
- Mental health services – treatment of primary care mental health problems, counseling.
- Cervical cytology screening
- Wound management and suture removal
- Vaccination and Immunisation – childhood programme, flu, pneumococcal, pertussis, shingles etc.
- Child health surveillance
- Travel advice and vaccinations
- Home visits
- Palliative care, supported by district nurses and Macmillan nurse
- Alcohol and drug misuse
- Cardiovascular health checks (heart checks)
- Primary care investigations – blood tests, ECG, BP and monitoring, spirometry
- Diabetic foot care
- Ear syringing
- Minor injury and illness
- Extended hours
- Warfarin monitoring

External Services Offered from the Practice Building

- Counselling
- Dermatology community clinic
- Diabetes structured patient education – Expert Health
• AAA screening

• Local church members used to attend the practice to offer their support and signpost patients in need of help or guidance in relation to their overall wellbeing or social situation. This pastoral care was offered in a humanitarian way with no obligation to join or take part in church activities. Unfortunately the uptake of this service dwindled after the first few months and was sadly stopped.

Appointments

Appointments are available to book up to 4 weeks in advance and are released regularly throughout the week. An urgent care rapid access clinic is run daily to cater for on the day urgent appointment requests. This has successfully increased the capacity of same day access and means that we can see all acutely unwell patients as soon as possible to avoid deterioration in their condition. Appointments can be booked / cancelled face to face in the practice, on the telephone or online. Telephone appointments are available with each doctor daily when they are not on call. If patients require urgent advice, these telephone calls are taken by the on call doctor.

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. The whole team is committed to delivering a top quality, highly effective and excellent service.

We aim to provide holistic care to our patients, taking account of their physical, psychological and social wellbeing.

The care we offer to our patients is based on a team approach which often includes external primary care team members including community nurses, physiotherapists, social workers etc.

Access

A patient’s first language is ascertained at registration. For any patients who do not speak English, an interpreter service is available either via telephone or face to face. We have printed copies of the practice booklet in Polish and Urdu. The practice is accessible to wheelchair patients and designated disabled car parking spaces are available. The practice building is fully DDA compliant. A hearing loop for patients with hearing difficulties and who wear aids is available in certain parts of the practice. We welcome guide and assistance dogs in to the practice.

Information for patients and communication

Information about the practice, any important notices and health related information are displayed on our media boards in the waiting room. Information is also available via the website which is updated as frequently as possible. Brierley Park Medical Centre is proud to offer a patient information hub area in the waiting room equipped with computers for patients to access health related information and leaflets, a facility which we believe to be unique in the area.

Health and wellbeing promotion is important to the practice team and we have previously
delivered sessions on fibromyalgia and more recently how to manage diabetes. These sessions have been extremely well received by the patients and the feedback has been excellent. An evening information session on pain management is planned.

Carers

We encourage patients to let us know if they are, or have a carer so that we can support them where possible. Information for carers is available in the practice information area and in each consulting room. There is also a designated area for carers on the website.

Comments, Suggestions and Complaints

Brierley Park Medical Centre welcomes comments and suggestions on our service and patients can do this in a variety of ways – using the suggestion box in reception, via the website, NHS Choices or in person. The practice complaints policy is available to view on the website and in reception. Complaints are dealt with promptly by the practice manager and senior partner. If the concern is not resolved satisfactorily, then it can be escalated by the patient to the Health Service Ombudsman who can investigate further.

Confidentiality and Access to Patient Information

All patient information is treated with strictest confidentiality and we comply fully with the Data Protection Act. The practice completes the annual Information Governance toolkit issued by the Department of Health and is registered with the Information Commissioner. The practice participates in NHS information sharing programmes including eDSM (electronic data sharing module), Summary Care Record, care.data, Ashfield Medical Interoperability Gateway and EpaCCS (Electronic Palliative Care Co-Ordination Systems). These allow the practice to share important patient information with relevant healthcare professionals e.g. District nurses, when a patient is referred. Those individuals have a professional and contractual duty of confidentiality. Information about all of these is available on our website and in the practice. Opt out forms are available in reception and on the website for patients who do not wish to give their consent for information sharing.

Consent and Chaperone

Consulting rooms have been made as sound proof as possible during the design of the building, to enable the practice staff to maintain confidentiality. Patients will be asked for their consent before ANY procedure or examination is carried out. For some procedures e.g. Minor surgery, corticosteroid injections, implant/coil insertions, written consent will be obtained. Where an intimate examination is required, a chaperone will be offered by the clinician.