

## Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

---

### Care Quality Commission ( CQC )

Hillview Medical Centre (like all GP surgery's throughout the UK from 1<sup>st</sup> April 2013), is registered with the Care Quality Commission (CQC).

Hillview Medical Centre (HV) is registered with CQC to provide the following regulated activities:-

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

All of our doctors are fully registered with the General Medical Council and fully licensed as fit to practice medicine. Our practice booklet and surgery website carry a more in depth description of each doctor including any special interests.

### Practice profile

The practice has is situated in Woking, Surrey and has two surgeries:

- Hillview Medical Centre, 3 Heathside Road, Woking, GU22 7QP
- Goldsworth Park Health Centre, Denton Way, Woking, GU21 3LQ

The practice holds a GMS contract and serves a registered population of approximately 12,500 patients in the Woking area.

Woking is a large town (population around 63k), located in the West of Surrey. The main line station into London (24 mins to London Waterloo) is just a few minutes walk away from the practice. A modern, large shopping centre is also very close by - with all the usual banks and shops that you would expect from a town of this size. The practice is based on a tree lined road - on the same site as Woking Walk-In Centre (NHS).

We have an established patient participation group - which provides direction and focus for how the practice develops.

# Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

Our practice area covers Woking, Old Woking, Maybury, Mayford, Bisley, Knaphill, St Johns, Horsell and Goldsworth Park.



# Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

## 1. Our vision, values and strategy

- 1.1 To provide the best possible quality service for our patients within a confidential and safe environment by working together
- 1.2 To show our patients courtesy and respect at all times irrespective of ethnic origin, religious belief, personal attributes or the nature of the health problem
- 1.3 To involve our patients in decisions regarding their treatment
- 1.4 To promote good health and well-being to our patients through education and information
- 1.5 To involve allied healthcare professionals in the care of our patients where it is in their best interests
- 1.6 To encourage our patients to get involved in the practice through an annual survey, friends and family and providing an environment which encourages feedback
- 1.7 To ensure that all members of the team have the right skills and training to carry out their duties competently
- 1.8 To provide an environment whereby the patients feel safe, secure and cared for

- Prescribing guidelines - in accordance with NICE and NWS CCG (local system: PAD)
- Referral - internal management process
- Complaints and significant events - discussed weekly
- Appointments - monitoring / changing as appropriate to meet demand
- Infection control - audits
- Stock audits
- Chronic monitoring - call and recall - templates to standardise quality
- QOF - regular monitoring
- NICE guidelines - available on shared drive for easy access - 'lead' responsible for keeping up to date
- Health checks
- Pre-diabetes register and annual health checks
- Try to provide as many additional services outside normal GMS contract - as possible e.g. INR\* monitoring clinic, minor surgery clinic, joint injections, family planning services including coil and implant fitting, full immunisation programmes, 24hr blood pressure monitoring, spirometry testing
- Training practice - gone through the rigorous accreditation process (Spring 2015) to ensure that we are fit to teach good general practice to young doctors
- Shared decision making with patients - and have consent forms for all minor surgery procedures and we teach these values and approaches to all GP registrars
- Patient information -we are trying to ensure that we build on the leaflets and information that we have available for patients (e.g. mentor leaflets which are given to people within consultations)

## 2. Our name and address and details of our registered manager

Hillview Medical Centre  
3 Heathside Road  
Woking  
Surrey

# Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

GU22 7QP

Surgery certificate number	CRT1 - 2077416776
Service Provider	ID 1 - 199744120
Provider Location	ID 1 - 581519903

The registered manager is Dr Henry Knights.

Our senior partner is Dr Richard Evans.

### 3. The relevant qualifications and experience of the registered provider and any registered manager

#### Dr Richard Evans BA MBBChir MSc

Registered in St Thomas's London 1981. Special interests are minor surgery, hormone replacement therapy, cardiology, and infectious diseases.

#### Dr Deborah Shiel MBBCh MRCGP DRCOG DMH

Registered in University College Galway 1986. Special interests are maternity, gynaecology, paediatrics, diabetes and general practitioner training.

#### Dr Henry Knights MBBS DRCOG

Registered in Charing Cross London 1988s. Special interests are antenatal care, asthma, minor surgery and drug trials. Dr Knights is our infection control lead.

#### Dr Kate Bulmer MBCLB MRCGP DFRH

Registered in University Birmingham 2006. Special interests are women's health and paediatrics.

The practice has professional indemnity insurance through a group practice policy with the Medical and Dental Defence Union of Scotland. Policy Number DPS1486. This policy covers most staff employed by the practice. In all cases where the policy does not provide cover for a staff member, we ensure that the staff member has their own professional indemnity policy.

Role	Permanent (P)/ Agency (A)	Relevant qualification(s)	Relevant experience
Practice nurse	Permanent Part time	<ul style="list-style-type: none"><li>General nursing level 1 - 1989</li></ul>	4 years at Hillview Medical Centre  5 years at Bounds Green Group Practice - senior practice nurse  3 years at Blithe Hale Medical Centre, Bethnal Green - practice nurse  9 years at practices in Crouch End and Wood Green - practice nurse

## Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

Practice nurse	Permanent Full Time	<ul style="list-style-type: none"> <li>Adult nursing diploma - 2010</li> </ul>	<p>3 months at Hillview Medical Centre</p> <p>1.5 years at Brook Green Medical Centre - practice nurse</p> <p>6 months at Guys &amp; St Thomas - staff nurse</p> <p>1 year at Royal Surrey County Hospital - staff nurse</p>
Advanced nurse practitioner	Permanent Part Time	<ul style="list-style-type: none"> <li>MSc - Public Health - 2007</li> <li>Emergency Nurse Practitioner - 2002</li> <li>Extended Nurse Prescribing - 2002</li> <li>BSc - Health Studies - RCN - 1999</li> </ul>	<p>2 years at Hillview Medical Centre</p> <p>44 years experience across a variety of roles including:</p> <ul style="list-style-type: none"> <li>8 years at Surrey Health &amp; Woking PCT</li> <li>2 years at Woking Walk-In Centre</li> <li>7 years - Bournewood Community &amp; Mental Health NHS Trust</li> </ul>
Advanced nurse practitioner	Permanent Part Time	<ul style="list-style-type: none"> <li>PG/Dip Advanced practitioner - 2008</li> <li>BSc (hons) Specialist Practice Community Nursing Prescribing - 2000</li> <li>Dip/HE RN (adult) - 1997</li> </ul>	<p>1 year at Hillview Medical Centre</p> <p>18 years experience across a variety of roles including:</p> <ul style="list-style-type: none"> <li>9 years at Virgin Care</li> <li>7 years at Ashford &amp; St Peters Hospital</li> </ul>
Advanced nurse practitioner	Permanent Full time	<ul style="list-style-type: none"> <li>MSc - advanced clinical practitioner - 2012</li> <li>BSc (hons) Specialist Community Practice - 2000</li> <li>Independent Prescribing - 2001</li> <li>Registered nurse - 1987</li> </ul>	<p>Just started at Hillview Medical Centre</p> <p>28 years experience across a variety of roles including:</p> <ul style="list-style-type: none"> <li>5 years with the MOD</li> <li>Lots in-between then -</li> <li>15 years - nurse practitioners - for various primary care organisations</li> </ul>
Health care assistant	Permanent Part Time	<ul style="list-style-type: none"> <li>NVQ level 2 health and social care - 2011</li> </ul>	<p>9 months at Hillview Medical Centre</p> <p>1.5 years at Virgin Care</p>
Health care assistant	Permanent Full time	<ul style="list-style-type: none"> <li>NVQ level 3 health and social care - 2010</li> </ul>	<p>3 months at Hillview Medical Centre</p> <p>1 year 2 months at Royal Surrey County Hospital</p>

## Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

### 5. The organisational structure of the establishment

See Appendix 1

### 6. The kinds of treatment and any other services provided for the purposes of the establishment / agency, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery services
- Surgical procedures
- Treatment of disease, disorder or injury

In addition to the above regulated CQC activities, the practice also offer several additional and enhanced services namely:-

Asthma / COPD / Diabetes / Heart Disease services - including annual reviews.

Smear / coil / contraceptive (including emergency contraception ) as well maternity services and sexual health.

Vaccination and immunisation programmes including flu clinics, childhood immunisations and travel clinics.

Minor injuries and minor surgery, wound dressing, dressings in general and suture removal

Anticoagulation ( patients on Warfarin tablets requiring regular INR monitoring)

Ear syringing / spirometry / ECG / fitting and removal of 24 hour blood pressure monitoring service and smoking cessation.

Health checks

### 7. The arrangements made for consultation with patients about the operation of the establishment / agency

The main surgery opening hours are:

Monday and Friday: 8.00am - 6.30pm  
Tuesday and Thursday: 7.30am - 6.30pm  
Wednesday: 8.00am - 8.00pm  
Saturday: 9.00am - 10.45am

The branch surgery opening hours are:

Monday to Friday : 8.00am - 3.00pm

#### Out of Hours

Patients can telephone the surgery and listen to the answer phone message which gives advice as to what to do :

- Telephoning NHS 111 service
- Attend one of the local Walk in Centres based next to us, open from 8am - 8pm, 7 days a

## Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

week.

- If the condition is life threatening then consider telephone 999 or attend the Accident and Emergency department at Ashford and St Peters or Royal Surrey Hospitals.

### 8. The arrangements made for contact between any inpatients and their relatives, friends and representatives

The surgery does not provide any in-patient / day case facilities - so this section is not applicable.

### 9. The arrangements for dealing with complaints

The aim of our complaints procedure is to examine complaints if received, and to establish what changes may need to be made in our services in order to rectify a possible problem. Staff at every level are involved in helping with suggestions made, and all see the procedure as being a positive and useful means of improving our services.

A complaints leaflet is available and a copy of the complaints protocol is available upon request.

### 10. The arrangements for respecting the privacy and dignity of patients

We are aware that for many of our patients, coming to see a doctor / clinician can be a worrying and stressful experience. It also involves sharing confidential information about themselves and sometimes having intimate examinations - which can make people feel vulnerable. We try by the following means to maintain patient privacy at all times:-

- Any discussions about patients take place in private
- Any help in intimate situations to be given as discreetly as possible
- Patients are offered chaperones for all intimate examinations
- Maintaining confidentiality
- All patient consultations take place in a private room / we have curtains around the examination couches

Dignity can quickly be eroded by disability and illness and so dignity and respect for our patients is sustained by all staff, clinical and non-clinical alike by employing the following means:-

#### Reception

- The practice will not stereotype patients based on perceived characteristics
- Patients will be referred to with respect even in private discussions in the surgery
- We will always try to address patients by their preferred method and titles ( Mr, Mrs etc.)

## Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

- A sign is available in reception offering the facility of a private discussion with a receptionist if required
- Guide dogs will be permitted in all parts of the building.
- A mobile hearing loop is available at receptionist
- Under no circumstances will staff enter through a closed consultation room / treatment room door without first knocking, and waiting for permission to enter ( if occupied ), or pausing to determine that the room is empty

### Consultations

- Patients will be allowed free choice of gender of doctor and nurse, where available, and will be able to wait or delay an appointment to see their choice of clinician. Where clinically urgent, patients will be encouraged to see a clinician appropriate for their "best care"
- Consultations will not be interrupted unless there is an emergency, in which case the room will be telephoned as a first step, before knocking at the door and awaiting specific permission from the clinician to enter
- Clinical staff will be sensitive to the needs of the individual and will ensure that they are comfortable in complying with any requests with the potential to cause embarrassment
- Patients will be afforded as much time and privacy as is required to recover from the delivery of "bad news", and the clinical staff will, where possible, anticipate this need and arrange their appointments accordingly
- Patients will be able to dress and undress privately in the consulting / treatment room, where a screening curtain is provided. Patients using this facility will be requested to advise the clinician when they are ready to be seen, and they will be afforded sufficient time to do this bearing in mind infirmity etc.
- Paper towel or similar will be available in each examination / treatment room, changed after each patient
- Clinicians and staff will allow "personal space" where possible and respect this
- Patients will be given adequate opportunity, time and privacy for the provision of samples on the premises without feeling under duress or time limitation
- Patients with difficulty in understanding due to language may have a family member or friend available to interpret or assist
- Communication by staff to patients will be individual according to the needs of the individual patient (e.g. those with speech difficulties, hearing, or learning difficulties may need an individual approach)
- Where an intimate examination is considered necessary to be performed on a patient with difficulty in understanding due to language or other issues (e.g. consent or cultural issues) it is recommended that a chaperone or family member / carer should always be present
- A chaperone will be offered where an intimate examination is to take place
- Areas used by patients for dressing / undressing will be secure from interruption or ingress
- Patients who may have difficulty in undressing will be offered assistance
- Patients will be requested only to remove a minimum of clothing necessary
- Consultations in the patient's home will be sensitive to the location and any other persons who may be present or may overhear



## Statement of purpose

Lead: Dr Richard Evans

Date: 23 June 2015

Hillview Medical Centre

3 Heathside Road

Woking

Surrey GU22 7QP

### Post - Consultation

- Clinicians and staff will respect the dignity of patients and will not discuss issues arising from the above procedures unless in a confidential clinical setting appropriate to the care of the patient ( respectful of the patient even when not there)

### 11. History

Date ratified	June 2015	Live date	23 June 2015
Date reviewed	June 2016	Next full review date	June 2018
Last annual review	-	Next annual review	June 2017
Original start date	23 June 2015	Author	Audrey Lynas