Statement of purpose

Health and Social Care Act 2008

Hall Green Surgery

164 ORMSKIRK ROAD
UPHOLLAND
WN8 0AB

Statement of purpose

Health and Social Care Act 2008

Version	1	Date of next review	MARCH 2017

Service provider	
Name	HALL GREEN SURGERY
Address line 1	164 ORMSKIRK ROAD
Address line 2	UPHOLLAND
Town/city	SKELMERSDALE
County	LANCASHIRE
Post code	WN8 0AB
Email	maria.lawton@nhs.net
Main telephone	01695 588848
Service provider ID	1-199781620

Aims and objectives
1. Provision of high standard quality primary care services delivered in a clean, suitably equipped and safe environment.
2. Proactive management of long-term conditions, from birth through to the end of life.
3. Efficient use of NHS resources whilst providing clinically appropriate access to other NHS services eg consultant referrals, diagnostic tests and effective treatment.
4. All members of the practice team will have the right skills and training to carry out their duties competently and will be courteous, approachable, friendly and accommodating.
5. To treat all of our patients and staff will be treated with honesty respect and dignity.
6. Be committed to our patient's needs acting with integrity and complete confidentiality.
7. Patients will be proactively involved In the development and maintenance of good quality services through the patient representation group and patient feedback.
8. We will liaise with other agencies and NHS colleagues in an effective manner with the focus on what is best for the patient.
9. To maintain motivated and skilled work teams.
10. To guide our employees in accordance with diversity and equality.
11. To ensure effective and robust information governance systems.

Legal status	
Partnership	3 PARTNERS
	1. DR DANIEL CHANG 2. DR STEVEN GARY HEATON 3. DR SAMANTHA BARNES
Clinical Staff	Janet Gallagher RGN: Practice Nurse Julie Hatton RGN: Immunisation Nurse Jean Harrison: Health Care Assistant
Management	Maria Lawton : Practice Manager Nicola Wilson: Assistant Manager/Medicines Coordinator Leander Costello: Assistant Manager
Clerical Staff	Helen Wilson: Secretarial Lead Kath Jackson Colette Flack Julie Hatton
Reception Staff **Other Staff**	Carole Lyon Kath Jones Emma Gaskell Sarah Cranston Liz Hilton Norah Rigby: Daily Cleaner Conner Barnes: Deep Cleaner Emma Chang: Seasonal Staff

Regulated activity 1	**DIAGNOSTIC AND SCREENING PROCEDURES**
Services	ECGS PHLEBOTOMY URINE DIP TESTING SPIROMETRY DIABETIC FOOT PULSES INR BLOODS BLOOD PRESSURE MONITORING 24 HR BLOOD PRESSURE
Location:	
Name of location	HALL GREEN SURGERY
Address line 1	164 ORMSKIRK ROAD
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Address line 4	LANCASHIRE
Address line 5	WN8 0AB
Brief description of location	Detached privately owned premises standing in private gardens with patient car park. GP surgery with disabled access and facilities. Provision of waiting room, 5 consultation rooms, 1 Treatment room, 4 Admin areas, 2 public toilets, 1 staff room, 1 staff toilet, 3 storage rooms, and 1 locked record room.
Name and contact details of registered manager(s)	**Registered manager**
	Full name: DR DANIEL CHANG
	Contact details:
	Business address: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB

	Telephone: 01695588848	
	Email: daniel.chang@nhs.net	
	Location: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
	Regulated activities:	
	1. Diagnostic and Screening Procedures	
	2. Family Planning	
	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
	Learning disabilities or autistic spectrum disorder	
Service user band(s) at this location	Older people	YES
	Younger adults	YES
	Children 0-3 years	YES
	Children 4-12 years	YES
	Children 13-18 years	YES
	Mental health	YES
	Physical disability	YES
	Sensory impairment	YES
	Dementia	YES
	People detained under the Mental Health Act	YES
	People who misuse drugs and alcohol	YES
	People with an eating disorder	YES
	Whole population	YES

	None of the above Please give details:	YES
Regulated activity 2	**FAMILY PLANNING**	
Services	Advice re contraception Prescription of contraceptives Implant insertion and removal IUCD insertion and removal	
Location :		
Name of location	HALL GREEN SURGERY	
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Name and contact details of registered manager(s)	**REGISTERED MANAGER**	
	Full name: DR DANIEL CHANG	
	Contact details:	
	Business address: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
	Telephone: 01695588848	
	Email: daniel.chang@nhs.net	

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	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
Service user band(s) at this location	Learning disabilities or autistic spectrum disorder	YES
	Older people	YES
	Younger adults	YES
	Children 0-3 years	YES
	Children 4-12 years	YES
	Children 13-18 years	YES
	Mental health	YES
	Physical disability	YES
	Sensory impairment	YES
	Dementia	YES
	People detained under the Mental Health Act	YES
	People who misuse drugs and alcohol	YES
	People with an eating disorder	YES
	Whole population	YES

Regulated activity 3	MATERNITY AND MIDWIFERY SERVICES
Services ***What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)***	Referral to midwife on first presentation Advice re vitamins in pregnancy Routine antenatal care of the normal pregnancy (shared with midwife) Shared antenatal care of pregnancies as requested by the hospital antenatal team Postnatal check Referral to hospital/consultant obstetric care as required/indicated
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Name and contact details of registered manager(s)	**Registered manager 1**
	Full name: DR DANIEL CHANG
	Contact details:
	Business address: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB

	Telephone: 01695588858	
	Email: daniel.chang@nhs.net	
	Locations: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
	Regulated activities:	
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	2. Family Planning	
	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
Service user band(s) at this location	Learning disabilities or autistic spectrum disorder	YES
	Older people	YES
	Younger adults	YES
	Children 0-3 years	YES
	Children 4-12 years	YES
	Children 13-18 years	YES
	Mental health	YES
	Physical disability	YES
	Sensory impairment	YES
	Dementia	YES
	People detained under the Mental Health Act	YES
	People who misuse drugs and alcohol	YES
	People with an eating disorder	YES
	Whole population	YES

Regulated activity 4	SURGICAL PROCEDURES
Services ***What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)***	**PUNCH BIOPSY SKIN FOR HISTOLOGICAL ANALYSIS** **INTRA-ARTICULAR INJECTION OF JOINTS** **REMOVAL OF SKIN TAGS CAUSING INCONVENIENCE TO PATIENTS** **REMOVAL OF WARTS/ VERRUCAES**
Location 1:	
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	Locations: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
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	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
Service user band(s) at this location	Learning disabilities or autistic spectrum disorder	YES
	Older people	YES
	Younger adults	YES
	Children 0-3 years	YES
	Children 4-12 years	YES
	Children 13-18 years	YES
	Mental health	YES
	Physical disability	YES
	Sensory impairment	YES
	Dementia	YES
	People detained under the Mental Health Act	YES
	People who misuse drugs and alcohol	YES
	People with an eating disorder	YES
	Whole population	YES

Regulated activity 5	TREATMENT OF DISEASE, DISORDER OR INJURY
Services	Primary care medical services Assessment of ill patients Provision of advice Provision of prescriptions when appropriate Minor injury assessment and treatment (excluding x-rays) Referral to other providers as appropriate Palliative care
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	Telephone: 01695588848	
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	Locations: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
	Regulated activities:	
	1. Diagnostic and Screening Procedures	
	2. Family Planning	
	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
Service user band(s) at this location	Learning disabilities or autistic spectrum disorder	YES
	Older people	YES
	Younger adults	YES
	Children 0-3 years	YES
	Children 4-12 years	YES
	Children 13-18 years	YES
	Mental health	YES
	Physical disability	YES
	Sensory impairment	YES
	Dementia	YES
	People detained under the Mental Health Act	YES
	People who misuse drugs and alcohol	YES
	People with an eating disorder	YES
	Whole population	YES

PRACTICE INFORMATION:

Our Practice information is available in print at the surgery or on our website :
http://www.hallgreensurgery.nhs.uk/index.aspx

PRACTICE HISTORY

The Hall Green Surgery Practice was founded in 1896 by Dr J.T.Shirlaw. A native of Scotland, he moved to Upholland and took up practice from "Hall Green House"

In the early years he did his rounds on horseback, his pushbike then a motor cycle and later his car was a common sight in the area as he visited his patients.

In 1922 he was joined by his son, Dr.Eric Shirlaw, and in 1954, his grandson Dr.Tony Shirlaw completed a unique record of three generations of one family in the same practice.

A real 'Family Practice'. Dr Tony Shirlaw was joined by Dr. Gerard Flood in 1969.

He was followed by Dr Daniel Chang in 1984, and by Dr Gary Heaton in 1986. Dr Samantha Barnes also joined the Practice in 2005.

THE PRACTICE STAFF

The Practice Manager

The Practice Manager is responsible for the smooth running of the service we provide.

If you have any comments, complaints or suggestions about how we can improve our service you can contact her directly or email at maria.lawton@nhs.net

The Secretaries

The secretaries are fully trained and have vast experience in their role. They are here to offer support to the Doctor's and the Patients.

They are bound by the same rules of confidentiality as the doctors.

The Receptionists

All our receptionists are fully trained, competent and caring. They are here to welcome and help you with any administrative or non-medical aspect of your health treatment.

They are bound by the same rules of confidentiality as the doctors.

The Practice Nurse

The Practice Nurse is RGN Janet Gallagher She is available in the surgery Monday to Friday by appointment only to all patients.

She can refer you to a doctor if she thinks your condition warrants this. She is also available for holiday vaccinations, children's immunisations, regular blood pressure, diabetes, coronary heart disease and asthma checks, warfarin clinics, contraception advice and runs a general practice nurse clinic.

OTHER SERVICES – OUTSIDE PROFESSIONALS

The District Nurses

A District Nurse is available Mon, Wed and Fri PM.
The District Nurse can change and apply dressings, syringe ears and give certain injections as well as other procedures.

Phlebotomist

To take bloods as requested by your doctor.

Health Care Assistant

If requested by a doctor the Health Care Assistant will perform ECG's, Blood Pressure and Breathing tests.

Physio

Every Thursday we have a Physio onsite consulting patients registered at our practice. The provision of this room helps keep waiting lists down and provides a service within easy travel distance for our patients.

Consultations by appointment only.

Dietitian

Every second Tuesday we have a dietitian on site who will consult with our patients on diet and healthy living. Consultations by appointment only.

Diabetes Dietitian

Once a month on a Thursday we have a Diabetic Dietitian onsite who can consult with our diabetic patients on diet and healthy living in order to manage their diabetes.

Consultations by appointment only.

Midwife

Every Thursday the midwife will be on site to offer support to our pregnant patients, ensuring that everything with your pregnancy is running smoothly.

Family Planning

A Family Planning service is available within normal surgery times.
Contraception implants and coils can be fitted by Dr Barnes appt only.

Antenatal / Postnatal

Dr Chang, Dr Heaton and Dr Barnes:
Thursdays / Fridays 2.00 pm – 3.00 pm.

Minor Surgery

Dr Heaton and Dr Barnes perform various minor surgical procedures at the surgery thus saving unnecessary visits to the hospital. Please speak to a secretary to make an appointment.

Smoking Cessation

Every Wednesday we open up our library to the local smoking cessation services who hold a drop in clinic to support our patients

Cervical Smear Tests

These are carried out by the practice nurse Sister McCann and patients will be invited by a computer typed letter when a smear test is due. Please ask at Reception should you have any queries.
The age group for smear tests is 25—65 years.

Child Vaccinations and Immunisations

We have two nurses available to provide the full Child Vaccination/ Immunisation Injections recommended by the Health Authority.

Holiday Vaccinations

With increasing numbers of people travelling abroad it is important to get good advice re your health and any inoculations that you need for the journey.
Please make an appointment with the Practice Nurse after contacting MASTA, ideally 6 weeks prior to your holiday.
The majority of vaccines required are available at our surgery.

MASTA 0906 5501402
www.masta.org.uk

Non NHS Examinations

Medical examinations for special purposes:
Such as those for elderly drivers, pre-employment, fit to travel, taxi drivers.
These examinations are not undertaken during surgery times. You must speak to the secretary to arrange an appointment.

APPOINTMENTS

Routine Appointments

We currently book appointments 6 weeks in advance for all doctors. Appointments can be booked at any time.

Although we advise calling early in the day as appointments times are taken up fast.

Medical Reviews will take place in a routine appointment slot.

Urgent Appointments

You will be able to consult a doctor the same day, if you feel that you need an **urgent** appointment.

However this may not be the doctor of your choice, or your regular doctor.

Booking an urgent appointment for a routine matter could:

a) Deprive an ill person of an appointment.

b) Put undue pressure on the doctor to see many patients at one time.

To ensure that we are able to continue this vital service we must ask that you do not use these **urgent** appointments for repeat prescriptions, medical certificates of any other routine matters.

Telephone Triage Appointments

We are currently trialling Telephone Triage appointments. These appointments are set aside for patients to talk to their GP about medical matters that they do not need to be seen for. Our receptionists do ask a few questions prior to booking these appointments to ensure they are appropriately booked.

HOME VISITS

If your condition makes it necessary for your doctor to visit you, please do not wait until late in the day before sending for him/her.

Except in special circumstances, all calls must be received by **10.00 am** if the visit is required that day.
When requesting a visit the message should be able to give some information about the illness in order that the doctor can assess the degree of urgency.

You must clearly state the following:

Patient name
Address
Date of birth
Contact Number
Information on illness

If it is not essential to have a visit that day, please say so.
Please remember that your doctor can see up to 6 patients in surgery in the time it takes for the average home visit.

PRESCRIPTIONS

There are a number of ways in which you can order your repeat medication, please see the options listed below:

CALL INTO SURGERY: Place your request in the repeat prescriptions basket on the reception desk.

CHEMISTS: Contact your local chemist for further details of service provided.

POST: Send your request in along with a self-addressed stamped envelope should you want it returned by post

FAX: Please send your fax request to (01695) 588848

E-MAIL: WELACCG.prescriptionhallgreen@nhs.net

· Please allow 48 hours for completion of scripts.

· Scripts received after 12 noon will go into the following day's requests.

· Please ensure name and date of birth is clearly stated on requests.

· Please be aware we will not hand out scripts to anyone under the age of 16 years.

· We often have requests for medication early, when requesting your medication please clearly state the reason for the early request, such as holidays. This will be reviewed by the doctor.

· If you need an item that is not on your repeats but you have had in the past, please speak to one of the receptionists on the front desk and we will complete a query form and request this medication with the doctor.

· If possible could you pick up your prescription between 4.30pm and 6.00pm unless you have had prior agreement from staff.

· Telephone requests are not accepted as they can lead to errors, and can block the telephone lines, perhaps preventing an emergency call from getting through immediately.

· Copies of your repeat prescription items will be handed to you only. We cannot give these to family members or friends. This is due to patient confidentiality.

Our practice offers EPS: Electronic Prescription Service: This service allows patients to order their prescriptions with a local nominated pharmacy and collect it from the pharmacy.

MEDICATION REVIEWS & HEALTH CHECKS

Medication reviews are carried out by your prescribing doctor on a 6 monthly or yearly basis, depending upon your medication.
It is important that you make an appointment for your review to ensure that your medication is up to date, you understand it and that you are getting the best from your medication.
Should you miss your medication review you will be issued a reminder.
A medication review will also give you the time and opportunity to discuss with the doctor any questions you have about your medication.

Patients with the following diseases are entitled to a health check on an annual basis, these will be carried out by RGN Janet Gallagher.

Coronary Heart Disease
Diabetes
Epilepsy
Asthma
Chronic Obstructive Airways Disease
Hypertension
Stroke or Transient Ischaemic attacks
Hypothyroidism
Chronic Kidney Disease
A member of our staff will contact you on a yearly basis to give you an appointment.

TEST RESULTS

In order to obtain the results of any test or investigations please ring the surgery.

The Doctor needs to check your results before the receptionists are able to give you them and this is why we advise you to ring in the afternoon.

For some results such as X Rays you may be transferred to the secretary.
Our staff are instructed only to give the results to the patient concerned. This is for patient confidentiality.

Our reception staff are not trained to go into further detail on any of your results. Should you need to speak to the doctor or see the doctor you will be advised of this and suitable appointments be arranged.

WAITING ROOM

When entering the surgery, for whatever reason please bear in mind that the waiting room is for sick patients. Please try and keep the noise to a minimum and take a seat whilst waiting for your appointment.

We ask should you bring children to the surgery that you consider other patients who are waiting. Be aware of their safety when in the surgery, and ensure that they are seated with you.
We ask that you do not use your mobile phone in the surgery. That you please go outside should you need to make a call but advise a member of staff of your whereabouts.
Should you needs the toilets please advise a member of staff that you are leaving the waiting room should a doctor call for you.
Please take care of your personal belongings when in the waiting room

REGISTERING WITH OUR PRACTICE

Should you live in the Upholland area, the receptionist will take some details from you and your request will be forwarded to the Practice Partners for review.
On acceptance to the practice you will be asked to complete and sign a registration form and provide two forms of proof of identity:

Requests are normally reviewed on a weekly basis.

Patient Rights

Confidentiality and courtesy from the staff at Hall Green Surgery

Be offered a health check on joining the practice

Receive appropriate drugs and medicines

Be referred for specialist advice or to other health professionals if appropriate

Telephone calls answered promptly by a receptionist

Receive emergency care at any time through the practice

An explanation if you have to wait unduly

Repeat prescriptions available within **48** hours

Prompt investigation of any complaint

Patient Responsibilities

- Treating our staff with courtesy
- To be considerate to other patients
- Being respectful to our home visiting and out of hours emergency services
- Attend appointments on time or give adequate notice if you wish to cancel
- An appointment is for one person only
- Learning how to treat minor illnesses and to keep some basic household medicines in a safe place
- Please be patient when appointments are running late
- Respecting your and our health by not smoking on our premises

VIOLENT OR ABUSIVE PATIENTS

Please note the surgery reserves the right to take off its list any patient who is violent or abusive towards any partner or any other member of staff.

Verbally abusing the staff in any way will not be tolerated.

Please treat our staff as you would expect them to treat you.

SITE ACCESS

Parking

There is parking at the front and back of the surgery.

We ask that you do not park in the spaces marked for the doctors use or directly outside the Main Entrance.

This is to ensure that should a doctor need to leave on an emergency or we require an ambulance suitable access is available.

We also have a one-way system in operation when driving around the surgery; any patients driving incorrectly around the one-way system could cause a serious accident.

Access for the Disabled

Access ramps and disabled toilet facilities are available.

All consulting rooms are easily accessed on the ground floor.

There is also a designated disabled parking space.

KEEPING YOUR RECORDS CONFIDENTIAL

Your doctors, their staff and everyone else working for the NHS have a legal duty to maintain the highest level of confidentiality about patient information.

In some instances you may be receiving care from other people as well as the NHS.

We may need to share some information about you with them so that we can all work together for your benefit.

Anyone who receives confidential information about you from us is also under a legal duty of confidence.

Unless there are exceptional circumstances, for example when the health or safety of others is at risk we will not disclose your information to third parties without your permission.

We will only give your relatives, friends and carers information if you want us to.

In certain circumstances we are required by law to report information to the appropriate authorities. This information is only provided after formal authority has been given by a qualified health professional.

Whilst always preserving confidentiality, your records can also help you by:

Assisting with the teaching and training of health care professionals (but you can choose whether or not to be involved personally).

This Practice is now a training practice and so your records may be used for training purposes, however data will not be taken out of the surgery**.** Should you have any objection to this, please notify the reception staff.

Assisting with health research (if you need to be personally involved with the research, you will be contacted to see if you are willing to participate. You will not be identified without your agreement.

If you do not want certain information recorded in your records, please talk to your doctor.

How you can arrange to see your records

Everyone should be able to see the information that is kept in his or her medical records.
If you want to see them, you should make a written request to the person who holds your records.

This person (e.g. GP/Practice Manager) is also obliged to let you see the information and also to explain any part of the record which you do not understand.
There will be a charge for the time and administration involved.

Should your doctor decide that seeing your records might put your health at risk, you may only be shown part of your records or your request may be declined.

If at any time you would like to know more about how we use your information, or wish to access your health

records, please speak to the practice managers.

Suggestions, Compliments and Complaints

We aim to give a good service to all our patients.
If you are unhappy with any aspect of what we do, we would like to hear about it.
You will find a suggestions box as well as forms to complete in the waiting room.
We welcome all comments both positive feedback and negative. We operate our own in-house complaints procedure.
If you have any problems please ask to speak directly to one of our Practice Managers or you may wish to write in with your comments.
Alternatively you may wish to contact the Patients Complaints Manager
at:
Central Lancashire Primary Care Trust
Jubilee House
Lancashire Business Park
Centurion Way
Leyland PR26 6TR

Patient Participation Group

History:

The doctors and staff at Hall Green Surgery recognize the importance of open discussion with registered patients in order to evaluate and improve the services offered at the practice. In order to do this the surgery advertised through internal and direct publicity inviting patients to join the group. Once a number of patients expressed an interest, the doctors and management chose a selection of patients that fairly represented all the practice population. These patients were written to and invited to attend the first meeting of the Patient Participation Group on 13th December 2011.

The Meetings:

Minutes of all the meetings are available to download from our practice website :
http://www.hallgreensurgery.nhs.uk

Or a printed copy can be supplied at your request.

REVIEWED 2016