

# **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	20 July 2026
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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 317251
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.

<b>Legal status</b>	
<b>Partnership</b>	3 PARTNERS
	1. DR MATTHEW RUTHERFORD 2. DR LEE ROBY
<b>Clinical Staff</b>	Jo Bond RGN: Practice Nurse Charlotte Maddocks Lane Practice Nurse Janine Hartley: Practice Nurse
<b>Management</b>	Maria Lawton: Practice Manager Nicola Wilson: Assistant Manager/Medicines Coordinator Helen Wilson/ Gail Roberts/ Hannah Rowlands: Supervisors
<b>Admin Staff</b>	Helen Wilson: Secretarial Lead Lynn Rasburn: Patient Engagement Lead Elisa Gaskell: Safeguarding and Registrations Admin Lead Toni Heaton: Equality and Diversity Lead Sarah Horton: Private work Lead Gail Roberts: Medicines Coordinator Danielle Mcfarlane: Care Coordinator Owen Miller: Admin
<b>Reception Staff</b>	Hannah Richardson Erin Mcwalters Charlotte Lynch Antonia Myles James Foster

<b>Regulated activity 1</b>	<b>DIAGNOSTIC AND SCREENING PROCEDURES</b>
<b>Services</b>	ECGS PHLEBOTOMY URINE DIP TESTING SPIROMETRY DIABETIC FOOT PULSES BLOOD PRESSURE MONITORING 24 HR BLOOD PRESSURE
<b>Location:</b>	
<b>Name of location</b>	HALL GREEN SURGERY
<b>Address line 1</b>	164 ORMSKIRK ROAD
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<b>Address line 3</b>	SKELMERSDALE
<b>Address line 4</b>	LANCASHIRE
<b>Address line 5</b>	WN8 0AB
<b>Brief description of location</b>	Detached privately owned premises standing in private gardens with patient car park. GP surgery with disabled access and facilities. Provision of 2 waiting rooms, 8 consultation rooms, 1 Treatment room, 2 Admin areas, 2 public toilets, 1 staff room, 1 staff toilet, 3 storage rooms
<b>Name and contact details of registered manager(s)</b>	<b>Registered manager</b>
	Full name: DR LEE ROBY
	<b>Contact details:</b>

	Business address: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
	Telephone: 01695317251	
	Email: lee.robby@nhs.net	
	<b>Location:</b> Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
	<b>Regulated activities:</b>	
	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	
	<b>Service user band(s) at this location</b>	Older people
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
<b>Regulated activity 2</b>	<b>FAMILY PLANNING</b>	
<b>Services</b>	Advice re contraception Prescription of contraceptives Implant insertion and removal IUCD insertion and removal	
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<b>Name and contact details of registered manager(s)</b>	<b>REGISTERED MANAGER</b>	
	Full name: DR LEE ROBY	
	<b>Contact details:</b>	

	Business address: Hall Green Surgery 164 Ormskirk Road Upholland Skelmersdale Lancashire WN8 0AB	
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	Email: lee.robby@nhs.net	
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	2. Family Planning	
	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
	<b>Service user band(s) at this location</b>	Learning disabilities or autistic spectrum disorder
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
<b>Regulated activity 3</b>	<b>MATERNITY AND MIDWIFERY SERVICES</b>	
<b>Services</b> <i>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)</i>	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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<b>Name and contact details of registered manager(s)</b>	<b>Registered manager 1</b>	
	Full name: LEE ROBY	



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	2. Family Planning	
	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
	<b>Service user band(s) at this location</b>	Learning disabilities or autistic spectrum disorder
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

<b>Regulated activity 4</b>	<b>SURGICAL PROCEDURES</b>
<b>Services</b> <i>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)</i>	<b>PUNCH BIOPSY SKIN FOR HISTOLOGICAL ANALYSIS</b> <b>INTRA-ARTICULAR INJECTION OF JOINTS</b> <b>REMOVAL OF SKIN TAGS CAUSING INCONVENIENCE TO PATIENTS</b> <b>REMOVAL OF WARTS/ VERRUCAES</b>
<b>Location 1:</b>	
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	3. Maternity and Midwifery Services	
	4. Surgical Procedures	
	5. Treatment of disease, disorder or injury	
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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

<b>Regulated activity 5</b>	<b>TREATMENT OF DISEASE, DISORDER OR INJURY</b>
<b>Services</b>	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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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

## ***Statement of Purpose – Hall Green Surgery***

### **Practice Information**

Information about our practice is available in print at the surgery and on our official website:

 <https://www.hallgreensurgery.nhs.uk>

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### **Practice History**

Hall Green Surgery was established in 1896 by Dr J.T. Shirlaw, who relocated from Scotland to Upholland and began practicing from “Hall Green House.” In the early years, Dr Shirlaw served the community on horseback, by pushbike, motorcycle, and eventually by car—a familiar and trusted presence throughout the local area.

The practice became a generational legacy: Dr J.T. Shirlaw was joined by his son, Dr Eric Shirlaw in 1922, and his grandson, Dr Tony Shirlaw, in 1954. This unique lineage created a true “family practice.”

Dr Tony Shirlaw was joined by Dr Gerard Flood in 1969, followed by Dr Daniel Chang in 1984, Dr Gary Heaton in 1986, and Dr Samantha Barnes in 2005. The current GP Partners are Dr Lee Roby and Dr Matthew Rutherford.

This long-standing heritage underpins the values of continuity, patient-centred care, and community trust that remain central to our ethos today.

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### **Our Team**

#### **Practice Manager**

The Practice Manager, oversees the strategic and day-to-day management of the surgery, ensuring that patient care is delivered safely, efficiently, and in line with NHS and regulatory standards. She is the first point of contact for any suggestions, complaints or compliments and may be contacted directly or via email at [maria.lawton@nhs.net](mailto:maria.lawton@nhs.net).

## Administrative and Clinical Support Staff

### Secretarial Team

Our secretarial team is fully trained and experienced in providing vital administrative support to both patients and clinicians. They uphold strict confidentiality protocols and serve as a key communication link for clinical correspondence.

### Reception Team

Our receptionists are trained, approachable, and professional. They assist patients with non-clinical aspects of their healthcare journey and uphold confidentiality at all times.

### Practice Nurse Team

Our qualified nurses offer a wide range of services by appointment, including:

- Chronic disease monitoring (e.g. asthma, diabetes, CHD)
- Cervical screening
- Childhood immunisations
- Travel health advice and vaccinations
- Contraceptive advice
- Warfarin clinics and general nursing services

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### Primary Care Network Services (ARRS Roles)

To enhance care and accessibility, we offer the following services through the Additional Roles Reimbursement Scheme:

- **Pharmacist** – Available three days a week to carry out structured medication reviews.
- **First Contact Practitioner** – Musculoskeletal assessments available twice weekly.
- **Health Care Assistant** – Performs ECGs, spirometry, and blood pressure checks as requested by a clinician.
- **Physiotherapy** – On-site appointments every Thursday to reduce waiting times and improve accessibility.
- **Mental Health Nurse** – Weekly clinics offering support and assessment for patients experiencing mental health difficulties.

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### Specialised Services

- **Minor Surgery** – Performed by Dr Rutherford by appointment.
- **Antenatal and Postnatal Care** – Led by Drs Roby and Rutherford.
- **Family Planning** – Including implant fittings (Dr Rutherford by appointment).
- **Cervical Screening** – Conducted by the Practice Nurse Team.
- **Holiday Vaccinations** – Provided on site with guidance from MASTA.

- **Childhood Immunisations** – Delivered by two trained nurses.
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## **Appointments and Access**

### **Routine Appointments**

Appointments are available up to six weeks in advance and can be booked throughout the day. Early contact is advised due to high demand.

### **Urgent Appointments**

Same-day urgent appointments are available for clinically appropriate cases. These may not be with a preferred GP. Patients are urged not to use urgent slots for routine matters.

### **Telephone Triage**

We offer GP triage appointments for cases that do not require face-to-face consultation. Reception staff may ask relevant questions to ensure safe and appropriate use of these appointments.

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### **Home Visits**

Home visits are offered where a patient's condition prevents them from attending the surgery. Requests should be made by 10:00am and should include patient details and a brief description of the issue for triage purposes. GPs may see up to six patients in the time it takes to complete one home visit; therefore, in-person consultations are encouraged where possible.

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### **Prescriptions**

Repeat medication can be requested in the following ways:

- In person
- By post
- Via local pharmacies
- Online through Patient Access or other accredited services

We operate the Electronic Prescription Service (EPS) for convenience.

Please allow 48 hours for processing and note that telephone requests are not accepted due to safety and confidentiality concerns.

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### **Medication Reviews and Chronic Disease Monitoring**

All patients receiving repeat prescriptions will be reviewed annually or six-monthly, depending on clinical need. Chronic disease reviews are carried out annually by the nursing team for conditions such as:



- CHD
  - Diabetes
  - COPD
  - Asthma
  - Stroke/TIA
  - Hypertension
  - Hypothyroidism
  - Chronic Kidney Disease
  - Epilepsy
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### **Test Results**

Patients should call after 2:00pm for test results. Receptionists can only provide results once reviewed by a GP. For complex results (e.g., X-rays), patients may be transferred to a secretary. Receptionists cannot interpret clinical results.

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### **Facilities and Site Access**

- On-site parking (including one disabled space) is available at the front and rear of the building.
- Access ramps and disabled toilet facilities are available.
- Consulting rooms are on the ground floor.

A one-way system is in operation for safety. We respectfully ask patients not to park in spaces designated for doctors or emergency access.

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### **Registration Process**

Patients residing within our catchment area (Upholland) may apply to register. Requests are reviewed weekly by the GP Partners. Upon approval, patients must complete a registration form and provide two forms of identification.

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### **Patient Rights and Responsibilities**

#### **Patients can expect:**

- Courtesy, respect, and confidentiality
- Timely access to emergency and routine care
- Annual health checks if eligible
- Access to results, referrals and medications
- Prompt investigation of concerns

#### **Patients are expected to:**

- Treat staff with courtesy
- Attend or cancel appointments appropriately

- Respect waiting times and the home visit service
  - Take ownership of minor illnesses
  - Refrain from smoking on the premises
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### **Zero Tolerance Policy**

The practice operates a zero-tolerance policy for abusive or violent behaviour. Any form of aggression—verbal or physical—towards staff will result in removal from the patient list and may be reported.

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### **Patient Confidentiality**

All staff, including clinicians, administrative, and support personnel, are bound by strict confidentiality policies in accordance with the Data Protection Act and NHS codes of practice. Information is only shared with third parties with patient consent unless there are legal or safeguarding concerns.

We are a training practice, and patient records may be used for educational purposes within the surgery only. Patients may opt out by informing reception.

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### **Accessing Medical Records**

Patients may request access to their records in writing. Requests will be reviewed and actioned in accordance with data protection regulations. If it is deemed that access may cause harm, the request may be partially or fully declined.

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### **Feedback and Complaints**

We welcome all feedback. Compliments, concerns or complaints can be made in person, in writing, or via our suggestion box in reception. We operate an in-house complaints procedure in line with NHS guidance. External complaints can be directed to:

### **Central Lancashire Primary Care Trust**

Jubilee House, Lancashire Business Park, Centurion Way, Leyland PR26 6TR

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### **Patient Participation Group (PPG)**

Established in 2011, our PPG comprises patients from a cross-section of the community, providing feedback and supporting continuous improvement. Meeting minutes are available on our website or in print upon request.