**Statement of Purpose**

**CQC**

**Service Provider: Bourn Galletly Medical Practice**

**The Surgery**

**40 North Road**

**Bourne**

**Lincolnshire**

**PE10 9BT**

**Contact Telephone:** 01778 562200

**CQC provider ID:** 1-199709190

**Legal Status:** Partnership

**Partners Names: Dr I G Pace**

**Dr A M Wright**

**Dr P D Cregor**

**Mr I S Robinson**

**Dr R J Mitchell**

**Registered Manager: Mr I S Robinson**

**Aim, Values and Objectives**

Our mission is simple – ***we are a modern, friendly and innovative practice, serving the community.***

The Galletly Practice consists of a dedicated and professional team who aim to provide high quality medical care for all patients by delivering safe and effective services that meet our patient’s needs.

The purpose of The Galletly Practice is to provide care for those who are ill or believe themselves to be ill, for the duration of that condition. We aim to give advice and support for our patient population including relevant health promotion advice. This includes the general management of patients with Long Term Conditions and the management of those with terminal illness.

Our priority is to provide the highest standard of clinical care possible to patients registered with the practice and to collaborate with other healthcare providers and agencies. We believe it is essentially important to enable our patients to be treated in a primary care setting, close to their home.

**We aim:**

* To understand the expectations of our patients and meet their medical needs
* To motivate and invest in our team and acknowledge their value
* To encourage all team members to participate in achieving our aims and objectives

**Our Values**

Our moto is “Friendly Innovation”.  We are dedicated to providing our patients with excellent health care and providing a nurturing environment for our team to work in.  We are a happy family of staff and value the contributions we all make towards keeping our patients and their family healthy. We try to centre our approach on five core values and always revert back to them when we are trying to make decisions in the interests of our practice population. These values are:

* We will always be **caring**
* We work hard to provide **effective** health care
* We endeavour to keep you and your loved ones **safe**
* We try to be **responsive** to the needs of patients and our population
* We understand that to achieve all of this we need to be **well-led**

**Our objectives:**

The objectives of the practice are to deliver a service of high standard in line with professional standards and:

* To be accountable for our performance as a team and as individuals
* To maintain the highest professional and ethical standards
* To respond to the needs of our patients
* To treat our patient with honesty and integrity
* To treat our patient with dignity and respect
* To support each other in meeting our patient expectations

To achieve our objectives we strive to be:

**Caring**

We are the friendly practice, we entered the profession of medicine to look after people and ensure scientific advances are applied appropriately to family medicine. Our practice origins lie at the heart of our community, with our site being the old home of Dr John Galletly and his son, Alistair.  We take pride in caring for our patients and their family when they need us most and spend time ensuring that we care for our patients when they may not know they need us.  Examples of how we work above and beyond to ensure our patients are well looked after:

* We try to bring together generations by asking our social media followers to help us look out for our frailest and most vulnerable community members – every Christmas we coordinate their generous donations to give presents to our elderly patients who live alone. Our patient participation group deliver these gifts and spread the word about their outreach efforts.
* Our team of professionals dedicated to looking after frail (and often elderly) patients aiming to keep them well and in their place of choice for care. Our practice care coordinators care for patients in our ‘virtual clinic’ and update our team on our most vulnerable patients each month to ensure we all go ‘above and beyond’. Our patient participation group is active and engages with patients and helps to make their experience at our practice better. We always contact bereaved relatives and offer support wherever we can.
* Our Facebook page is linked to a carer support group, a sanctuary where carers can discuss their difficulties and support each other.
* We ensure that every member of our population is cared for, including the very young, vulnerable and elderly.  We train our team to ensure that patients with mental health problems including dementia, learning difficulties and patients with long term conditions are especially safe in our hands. Our appointment system and access means that patients who work are able to see a clinician when they need to.

**Effective**

* Our Patients or their families will ALWAYS receive help from our team on the day using our telephone triage service and we appreciate how positively our patients have responded to this system.
* We will maintain and expand where required, our ratio of patients to clinicians at an effective level, we now have 9 GPs in our team.
* During periods of high demand such as Winter Pressures we will use our innovative appointment system, working hard as a team, while supporting each other to handle these pressures daily, ensuring all our patients will receive the help they need.
* We are aware that our frailest patients need to be cared for effectively, and that this care doesn’t always have to be in a hospital setting.  We maintain an effective relationship with the care homes in our area, the staff have immediate access to a GP daily and are working with our practice care coordinators (a team of highly qualified community nurses) to ensure our patients and their loved ones are well looked after. Our care coordinators have a “Virtual Ward” of patients who are severely frail and at risk of becoming unwell, we ensure that all of our staff know who these patients are and we go out of our way to ensure that we deliver the best care we can.  This innovative project based on the comprehensive geriatric assessment means a lot to us all.
* We firmly believe in modern advances in medicine and technologies, we always promote the most effective methods of patients being able to seek help or advice. This is why we promote the use of online access to patients own medical records. We provide patients with a level of service they deserve – we are able to offer minor surgeries and imaging in house.
* We regularly seek patient input and thank them for their responses, most recently on our surgery, appointment system and access to services.  We will update our patients on changes as a result of their feedback.  Bi-monthly we post links to feedback websites, such as I Want Great Care and NHS Choices, we enjoy learning how we can do better.  Patient feedback is a positive and seen as a real boost to our team too.  After visits to our surgery patients will receive a text asking the ‘friends and family test’
* Our multidisciplinary team, including ANPs, clinical pharmacists, care coordinators, social prescribers all use the very best of their skills to help us to help you.

**Safe**

We pride ourselves in being a safe place for our patients and their family to receive care. We understand that they put an enormous amount of trust in us and never underestimate it.

* We maintain a robust child and adult safeguarding protection protocol in place. We have a lead GP who meets regularly to discuss vulnerable patients and feeds back to all staff and we are all trained to the highest level. We have a protocol to prompt your clinician to record who attends with a minor during a consultation and always offer a chaperone. We send letters to over 16s inviting them to update their contact information and ensure their safety and confidentiality.
* Our prescribing and drug monitoring is incredibly thorough. We monitor our antibiotic use and try to explain to our patients, using information leaflets, why immediate use of medication may not be the right thing.  We audit the use and monitoring of potentially toxic medication monthly and encourage patients to attend for regular review using our “Happy Review” system.
* We follow up any unplanned admissions with a phone call from a GP the day after discharge and monitor who has been admitted to hospital.
* We maintain two modern ‘emergency admissions’ rooms, set up with protocols and equipment to help if our Patients are very unwell within our premises.  This means we can offer the very best care whilst we wait for an ambulance.
* We discuss any ‘significant events’ monthly and learn how to be better.  This is something we take very seriously and we always try to learn from events.  As a result we have a number of new protocols in place and have adapted how we work.
* Our house-keeping staff are on the premises whenever our building is open to ensure someone is always on hand to prevent falls or clean up spills.

**Responsive**

* We respond to the need to change. This is why we need patient views and regularly ask for them.  Patient feedback, online and through our PPG is crucial and we appreciate it. Our recent survey responses for 2019 have been incredibly helpful and we look at varied methods for patients to consult with their clinician.
* We recognise the need to continually change and adapt to keep our patients safe and to attract the best clinicians to our team. We regularly monitor and update our appointment system. We are proud of the fact that patients don’t have to wait here to be seen. It means that we are providing a quick service and not leaving people to suffer. Dr Galletly wrote in his memoirs before his death, explaining that he *“worked long hours to serve his patients and everyone was seen on the same day, either at home or in his practice”.*
* We regularly respond to clinical updates and embark on quality improvement projects, changing practice and keeping our patients informed. Our CCG informs us of how we are working compared to other practices in the area. It is useful information given that we are all working with a similar population of patients. If we are outliers in any area we adapt and change our approach. Examples recently include changing the way we assess for vitamin D deficiency and we believe we are now offering you a higher standard of care as a result of changing our practice.
* We hold regular meetings to analyse significant events. It is an unfortunate but infrequent occurrence if things don’t go to plan. The fundamental principle is that responding to problems helps us to learn. We report any problems to higher authorities and sit as a team to discuss how we can learn and improve if things could have been done better or reward each other after things have gone well. Examples of changed practice recently include a new protocol for reviewing letters that come into the practice and setting up a new emergency admissions procedure. Both of these examples have dramatically improved the care you receive.
* We support public health campaigns in house and online. We hold regular inter-professional meetings to learn from other healthcare workers.
* We recognise that patients with disability need to be able to communicate with us, therefore our team are training to learn Makaton and we are looking at text/email access for patients too.

**Well-led**

Being well-led is the key to ensuring you are well looked after. Our experienced managerial team produce a catalogue of practice policies and protocols which are regularly reviewed.  Our intranet system means that guidance is never far away from a team member in the rare event that our managers cannot be contacted in person. Regular staff and team meetings are held and information is filtered down weekly. Our team of managers are friendly and approachable and we listen to our team and take on board any changes for suggestions.

**Consultations:**

Consultations are carried out by suitably qualified staff either in the privacy of a consultation room or, if appropriate, at the patients home. Records of all consultations are kept electronically in the clinical records system.

Treatments and procedures are only carried out after discussing fully the benefits and risks with the patient. Patients have the right to ask any questions about their treatment at any time

Patients have a right to make their own decisions regarding medical treatment and care. The practice has a consent policy which will be issued on request for patients to read and understand prior to any treatment taking place.

Consent to treatment must be given freely and voluntarily by a person capable of making decisions regarding that treatment.

Privacy and dignity are respected at all times; if a chaperone is required during consultation or examination this will be provided. Information about how to request a chaperone is available in consulting and waiting rooms and is usually routinely offered.

**Regulated Activities:**

* Diagnostic and screening procedures
* Family Planning
* Maternity and midwifery services
* Surgical Procedures
* Treatment of disease, disorder and injury

**Services provided:**

* A full range of Personal Medical Services
* Extended Access Services in line with NHSE specifications and in conjunction with our GP Federation
* Ante-natal Care
* Anticoagulant Service
* Cervical Cytology
* Child health surveillance
* Childhood developmental checks, vaccinations and immunisations
* Contraceptive services including contraceptive implants and intra-uterine devices
* Disease management services including Asthma, Diabetes, Hypertension, Coronary Heart Disease and Chronic Obstructive Pulmonary Disease
* District Nurse, Health Visiting and Midwifery Support Services
* Dressings
* Flu Clinics
* Health promotion services for young people and adults of all ages
* Immunisations
* Maternity Medical Services
* Minor surgery services
* Community Day Surgery
* New patient consultations
* Phlebotomy
* Removal of Stitches
* Smoking Cessation Service
* Teen Drop in Clinic
* Travel and other immunisations
* Ultrasound Service in partnership with Excel Ultrasound

Services are available to all patients and The Galletly Practice does not discriminate against individuals on any grounds.

We are committed to providing a safe, secure environment for our staff and patient.

**Premises:**

The practice provides services from 1 site:

Location ID: 1-582123696 The Galletly Practice

The Surgery

40 North Road

Bourne, PE10 9BT

The site is a purpose built health centre in the town of Bourne. The site has dedicated parking outside the practice and good access for disabled patients.

All clinical rooms are situated on the ground floor

The practice has a no smoking policy throughout the building and car parks.

**Appointments:**

We offer a GP led triage appointment system which ensure all patients receive assistance and support on the day they make contact. No patients are ever told to “call back tomorrow” as we have no appointments.

Patients are initially triaged over the telephone by a GP (of the patient’s choice if requested). This call takes place within 1 hour of the patient making the initial request (subject to the surgery being open). Following the initial triage if the problem cannot be resolved and a face to face appointment is required the patient is booked in for a face to face consultation on the same day. This face to face appointment is usually with the triaging GP unless the patient expresses a choice for a different GP. The aim is to enhance patient care and clinician availability.

Routine bookable appointments are available for our nurse led surgeries and other associated clinics including phlebotomy, INR, Long Term Conditions and Treatment Rooms.

Appointments are booked by telephone or by our online booking system including our GP telephone triage appointments as well as at our reception desk.

We operate a personal list system so that all of our patient population have a named registered GP who is the patients responsible/accountable GP for their care.

Home visits are available every day for those patients too ill or frail to attend surgery. This includes routine and acute visits to our supported Nursing and Residential Nursing Homes and our Heritage Care Homes for our Profoundly Impaired Mentally Disabled Patients (PIMD).

We offer Extended Access appointments for residents of Bourne and South Lincolnshire in general, irrespective of them being registered with our Practice. These appointments are pre booked via the patients registered practices. Extended Access Services operated Monday to Friday from 6.30pm to 8pm and Saturday mornings from 09:00 to 12 noon.

We also offer Extended Hours appointments, available to our registered patients on Tuesday and Thursday evenings from 18:30 to 20:00 and Saturday mornings from 09:00 to 12 noon.

**Primary Care Network and GP Federation**

As a Practice we have jointly formed the South Lincolnshire Rural Primary Care Network in support of the NHS Long Term Plans. This network is a group of 8 likeminded Practices who have voluntary come together with a shared vision and ethos of patient care. The aim is to ensure delivery of quality community services for our patients within their own localities, providing a more cohesive, structured and increasing range of services. The South Lincolnshire Rural Primary Care Network is supported by Allied health South Lincolnshire, our independent GP Federated organisation of which the Practice is also a member.

**Practice Care Co-Ordinators**

We have an embedded Care Co-Ordinator attached to the practice. The Care Co-ordinator is an experienced Band 7 Nurse responsible, via patients usual GPs for specialist care of the frail elderly. While the nurse is managed on a day to day basis by the Practice the individual is employed by Allied Heath South Lincolnshire (South Lincolnshire GP Federation) via a contract awarded to them by South Lincolnshire CCG. A jointly signed Clinical Governance, Licence to Attend Document exists between the Practice and Allied Health South Lincolnshire governing the duties, responsibilities and governance of this post.

**Patient surveys and patient involvement:**

We value the views of our patients and staff and use their feedback to improve the provision of care.

Patients are welcome the give feedback and any time as well as through the annual patient survey.

We have a well-established and highly valued Patient Participation Group (PPG).

Our PPG has organised a Community Health Booklet for Bourne and surrounding areas with the support of the Practice and organise a series of events throughout the year aimed at supporting patients. The PPG Chair represents patients on the CCG Patient Involvement Committee.

**Complaints and Comments:**

We have a robust complaints procedure in line with NHS standards

Complaints or comments can be made to the practice and we have a formal complaints procedure which is available for patients in the practice or on the practice website.

We acknowledge and process all complaints in accordance with the NHS complaints procedure.

We review our complaints as a practice team and report them to NHS England annually.

When looking into a complaint we shall aim to:

* Find out what happened and what went wrong
* Identify, if possible, what can be done to make sure the problem does not happen again
* Offer an explanation to the patient, or their family, and offer an apology if appropriate.
* We aim to improve our services and learn something from our complaints and comments process.

We work closely with our CCG, neighbouring practices and our PPG to learn more about our community.  Our PPG have recently helped us to produce a booklet detailing help available in the community, from carers to social events.

We take staff training very seriously. We all engaged in a vast amount of online training and consolidate this with face to face sessions run by specialists. Examples include resuscitation training, sepsis training, fire training and regular child and adult protection updates. We take some time at least monthly to consider how we can do better, our training meetings ensure that each department has some protected time to learn and improve their trade. We work with our CCG and federation with a named GP attending regular clinical committee meetings ensuring you receive the gold-standard care you deserve.