

## Manor Medical Practice - Statement of Purpose

The name and address of the registered provider is:

Manor Medical Practice  
Offerton Health Centre  
Offerton Lane  
Offerton  
Stockport  
SK1 5AR

[www.manormedical.co.uk](http://www.manormedical.co.uk)

CQC Registered Manager: Dr Martin Dennis Leahy  
Practice Manager: Mrs Tricia Brookes

The main practice is located in Offerton in Stockport and we have a branch surgery on Higher Hillgate Stockport.

**Offerton Health Centre** was refurbished in 2005. Patients can be seen in 5 consulting rooms at ground floor level. The ground floor is also served by reception, a shared waiting room, patient toilets including one with disabled access, staff toilets and a staff room. We share the premises with another GP Practice – Littlemoor Surgery and there is also a Dental Surgery and Podiatry Clinic on site.

Externally, the Health Centre has a car park with 30 car parking spaces, some close to the front entrance are reserved for disabled parking.

**Hillgate Surgery** has 4 consulting rooms at ground floor level, a reception, a waiting room and accessible toilets. The clinical rooms underwent refurbishment from 2017 to early 2018, and work will commence on the waiting area and reception soon. Administrative accommodation, staff toilets and a kitchenette can be found on the first floor.

Externally there is no allocated parking but there is ample free 1 hour on road parking directly outside the front door.

### **The Aims and Objectives of Manor Medical Practice are to:**

- Provide a high standard of Medical Care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To improve as a patient centred service through decision making and communication
- To maintain our motivated and skilled work teams
- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training.
- To guide our employees in accordance with diversity and equality.
- To ensure effective and robust information governance systems.
- Treat all patients and staff with dignity, respect and honesty.

Given the resources made available to us our purpose is to provide patients registered with the practice with personal health care of high quality and to seek continuous improvement of the health status of the practice population overall.

We aim to achieve this by developing and maintaining a happy practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.



Dr M Leahy  
Dr J Bendelow  
Dr H Bower  
Dr J Abushena  
Dr D Tragen

The Primary Healthcare Care Team

#### **The Partners**

Dr Martin D Leahy	MB BS T(GP) DFFP MBC Optom FBDO, Regd. London 1996
Dr John Bendelow	MB ChB, Regd. Liverpool 2007
Dr Helena Bower	MB ChB, Regd. Leeds 2000

#### **Salaried GPs**

Dr Jamal Abushena	MB ChB, Reg. Glasgow 2006
Dr Dawn Tragen	MB ChB DRCOG MRCGP, Regd. 2004

#### **Advanced Nurse Practitioners**

Andrea Rimmer  
Suzanne McConnell

#### **Practice Nurses**

Helen Bagley  
Claire Bradley  
Jacqueline Schindler

#### **Assistant Practitioner**

Patricia Smith

#### **Health Care Assistant**

Annette Mason

#### **Practice Staff**

Tricia Brookes, Practice Manager responsible for the day to day smooth running of the practice.

Three Medical Secretaries are able to answer patient enquiries concerning communications between the Practice and other agencies, e.g. Hospitals

Our administrative team is responsible for reception, answering the telephones, booking appointments, preparing prescription request for authorization updating and summarising patients' medical records etc.

All members of staff are happy to assist you with any enquiries.

#### **The Practice**

Manor Medical Practice covers Offerton, Edgeley, Central Stockport and surrounding areas.

#### **Home Visits**

Please make requests for this service before 10.00am to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit please make this clear in order that the doctor receives the correct message and can take the appropriate action.

#### **Out of Hours**

When the surgery is closed, if you require urgent medical advice or attention, please telephone the Practice and you will be transferred to NHS 111. The calls are then assessed and if appropriate, passed to a Clinician at a local out of hours service (i.e. Mastercall\*), who will ring you back and decide the best course of action – a telephone consultation, an attendance or a home visit.

\*Mastercall is located on Pepper Road, Hazel Grove.

All calls made to these services are reported back to the GP the following working day.



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### **Booking appointments**

Telephone 0161 426 9166 and reception staff will help you.

We have routine bookable appointments Monday to Friday with doctors, nurses and health care assistants.

We also offer extended hours appointments with doctors every morning at 7.30am and late evening appointments Tuesday and Wednesdays plus a nurse led clinic one Saturday morning per month.

The general surgery phone is not open during these extended hours.

For non-English speaking patients a telephone based translation service is available during consultations – please inform the receptionist when booking an appointment if this is required.

### **Urgent Appointments**

We take into account that not all illnesses are planned. We therefore have same day appointments available for acute illnesses each day. Please ring at 8.00am to request an appointment. These appointments run throughout the day; morning and afternoon, by specially trained Nurses and Doctors. When you telephone the surgery, a member of the reception team will ask you a small number of questions relating to your presenting medical problem. The Doctors have asked the team to do this to ensure the best outcome and treatment.

A GP is on-call in the afternoon and will triage patients who are requesting an urgent appointment.

As you can imagine between 8.00am to 12.00pm can be very busy times on the surgery phones and although we usually have 3 receptionists answering calls sometimes this can incur a delay in answering your call. If calling for a routine appointment it is therefore advised not to call between these times.

### **Cancellation of appointments**

If you are unable to make your appointment please do let us know so that we can offer it to another patient who might really need to see a doctor. It would also help us if you could let us know you are unable to attend as far in advance as possible. The practice has a DNA (Did not attend policy) and you may be removed if you do not cancel pre-booked appointments.

We do offer a free text reminder service to patients to remind you of your appointment, you can also cancel an appointment by following the instructions in the text.

Additionally, we offer an online appointment booking and cancellation service. Please ask at reception if you wish to register to use this service.

### **Prescriptions**

To order a repeat prescription, please either hand in your written request or repeat counterfoil at reception, or post to the surgery address. If you are unable to collect your prescription, please enclose a stamped addressed envelope and we will post it to you. We do not accept repeat prescription requests over the phone.

**Please allow 48 hours before collecting your prescription and remember to tick only the items you require**

## Regulated Activities under CQC

### Management of chronic disease

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients' medication on an annual basis.

### General nursing care

Our nurses provide contraceptive services, smoking cessation advice, blood pressure monitoring and travel advice; they also perform vaccinations and smear tests.

### Maternity services

Antenatal and post natal care is provided by the doctors in conjunction with the community midwife. Please inform the receptionist if you need to make an appointment.

### Cervical screening

Cervical smears are recommended at least every three years for women aged between 25- 65 years of age who have not had a hysterectomy. The test is quick and painless and will be performed by a practice nurse or GP. Patients will be sent an invitation to attend when their smear is due.

### Child Health Surveillance

All new mums and babies will be invited to attend for an appointment with the GP and the nursing team. This involves the baby having an 8 week check followed by their first immunisations.

### Foreign Travel Health Advice

Vaccinations for foreign travel are available at the surgery. Patients should contact us stating which countries they intend to visit, the date of departure and the duration of the visit **at least 6 weeks before travel**. You will need to complete a travel vaccination form. You should contact the surgery after 7 working days when an appointment will have been made if necessary. **Some vaccinations may incur a charge** e.g if you require malaria tablets there will be a charge of £16 for the private prescriptions and a further charge at the chemist.

### Access to Patient Information

All patient information is considered to be confidential and we comply fully with the General Data Protection Regulations. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence, with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the health care team at the practice and with other healthcare professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless it is a matter of life and death or there is a serious risk to the health and safety of the patients or it is overwhelmingly in the public interest to do so.

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which data is required.

### **Data Protection Policy**

The practice is committed to security of the patient and staff records.

The practice takes steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. This will include training on Confidentiality issues, working security procedures, and the application of Best Practice in the workplace.

The practice will undertake prudence in the use of, and testing of, arrangements for the backup and recovery of data in the event of an adverse event.

The practice maintains a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

Specific instructions will be documented within confidentiality and secure instructions and will be promoted to all staff.

### **Patient's Rights and Responsibilities**

You have the right to expect a high standard of care from our practice and we try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given. In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we would suggest that you consider making more than one appointment. Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate appointment.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

You have the right to express a preference of practitioner when you make an appointment. Please remember that the Practice has two sites and all Clinicians work at both sites - you may get an appointment with your preferred practitioner sooner if you are willing to travel to either site.

### **Violent Patients – Zero Tolerance**

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it. Stockport NHS is then responsible for providing further medical care for such patients.

### **Comments, suggestions and complaints**

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our practice manager who will, where appropriate, use our complaints procedure to try to correct the problem.

All our staff are here to help you.

### **General Information**

#### **Access to Health records**

The Data Protection Act allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should make a written request to the Practice. You are entitled to receive a copy, but should note that a charge will be made.

#### **Carers**

A carer is someone who provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Anyone can become a carer; carers come from all walks of life, all cultures and can be of any age.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to your possible needs in this role.

#### **Change of personal details**

Patients are asked to notify the Practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

#### **Chaperone**

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the dignity and safety of everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. Please advise reception when booking an appointment.

#### **Confidentiality**

As you are aware, we ask you for personal information in order that you can receive appropriate care and treatment. This information is recorded on a computer; consequently, we are registered under the Data Protection Act.

The practice will ensure that patient confidentiality is maintained at all times, by all members of the practice team. However, for the effective functioning of a multi-disciplinary team, which is what we are, it is sometimes necessary that medical information about you is shared with other members of the team.

#### **Patient Participation Group**

The practice has a Patient Participation Group to engage with as many of our patients as possible. We aim to work with our patients to improve the service we deliver, including areas such as availability of appointments, clinical care, online facilities etc. We contact members of the group by email or letter two or three times a year to ask for their views and opinions. If you would like to be involved, please give your email address to a member of the reception team.



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**Date: 05/07/2018**

**Review Date: July 2020**

**Signed by Registered Manager .....**