

Rainbow Medical Centre

Outcome 15 Statement of Purpose For Rainbow Medical Centre

Date 01.09.2014

Outcome 15 – Statement of Purpose

REGULATED ACTIVITIES

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

RESPONSIBILITIES

Aspect	Overall responsibility	Delegated control
Statement of Purpose – Preparation, publication and periodic review	Dr R S Thomas, GP Partner	Tracy Steward, Business Manager

Checklist for Outcome 15

ASPECT	REQUIREMENT	CHECKED AND PRESENT Y/N
Statement of Purpose	Prepared and checked	Y
	Scheduled review planned and carried out	
	CQC advised of any revisions within 28 days of the revision	

Statement of purpose

Health and Social Care Act 2008

Version	3	Date of next review	September 2015
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Service provider*Full name, business address, telephone number and email address of the registered provider:*

Name	Rainbow Medical Centre
Address line 1	333 Robins Lane
Address line 2	Sutton
Town/city	St Helens
County	Merseyside
Post code	WA9 3PN
Email	STCCG.Rainbowmc@nhs.net
Web Site	www.rainbowmedicalcentres.co.uk

ID numbers*Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:*

Service provider ID	PMS8255
Registered manager ID	Dr R S Thomas

[Statement of Purpose Part 1](#) – document on website[Statement of Purpose Part 4](#) – document on website

Aims and objectives

What we wish to achieve by providing regulated activities?

How we will help the people who use our services?

Please use the numbered bullet points:

1. To provide the highest quality NHS general medical services available under the NHS
2. To ensure that patients are seen by the most appropriate healthcare professional as quickly as possible as dependant upon their presenting complaint
3. To focus on prevention of disease by promoting good health and prophylactic medicine
4. To provide patients with an experience and environment that is comfortable, friendly, professional and relaxing and covers all aspects of health and safety requirements
5. To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully
6. To involve other professionals in the care of our patients where this is in the patient's best interests; for example, referral for specialist care and advice
7. To ensure that all members of our team have the right skills and training to carry out their duties competently
8. To continuously improve the lines of communication to patients using the latest technologies as appropriate
9. To develop new ways to educate and inform patients in order to encourage patients to be pro-active in their health and wellbeing

[Statement of Purpose Part 2](#) – document on website

Legal status	
Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all Partners	Drs Hanrahan, Thomas, Smith, Sayed, Koshy & Whittle
Unlimited liability partnership registered as an organisation	<input checked="" type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Company number	N/A
Are you a charity?	<input checked="" type="checkbox"/> No
Group structure (if applicable)	N/A

[Statement of Purpose Part 3](#) – document on website

1. The Aims & Objectives of the Establishment

To provide a means for the general public to receive medical consultation, examination and diagnosis by a General Medical Practitioner, Practice Nurse, HealthCare Assistant and other associated health service including, but not limited to, Midwifery, Phlebotomy and Drug Team liaison at the surgery location.

The service is to be provided in courteous, peaceful, practical, professional and comfortable surroundings, which cover all Health & Safety and Infection Control requirements. The Practice will aim to provide the best possible healthcare within the scope of the NHS. It will be free at the point of use for the vast majority of services, however, any charges for services not covered by the NHS, will be made clear to the patient in advance of those services being carried out.

The Practice will strive to maintain patient equality at all times and all fully registered patients will be afforded the same level of service regardless of age, sex, disability, sexual preference, ethnicity, nationality or religious beliefs.

The Practice will strive to provide the very best in general medical services and prides itself on being a whole person centred diagnostic and management service. Our services will include, but not necessarily limited to, disease prevention, health promotion, management of acute and chronic illnesses, routine immunisations and travel health, family planning, cervical smears, ante-natal and post-natal care.

In order to provide the best possible healthcare, we need support from our patients, whereby they take responsibility for their own health and the Practice will continuously look at ways and means in order to enable them to do this, by educating and informing patients through consultations, newsletters, information in the surgery and our website as well as other lines of communication. The Practice will continue to look at ways in which it can become more efficient without compromising on quality, however, patient support is needed to help us to achieve this.

The social, psychological and physical aspects of each person are fully considered. The Practice seeks to meet the needs of people to understand and know about their own bodies, sharing the responsibility of each patient's healthcare equally. It achieves this by allowing patients time in a comfortable environment with a person who is knowledgeable and can help them in most areas of their medical requirements. If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate healthcare professionals in order to help the patient.

The Practice will offer a wide range of appointment times from early morning to late evening, Monday to Friday. St Helens Rota Out of Hours Service is responsible for the Practice Patients outside of these hours, but a duty GP from the surgery will be available in case of emergency.

Emergency Equipment will be maintained and this includes a defibrillator, provision of oxygen, nebulisers and emergency medications.

The Practice will remain fully computerised and ensure that all clinicians have full access to all patients' notes as required.

Staff performance is constantly monitored with daily contact with our Manager and yearly appraisals. We identify training needs and ensure that all staff have the skills and knowledge required to perform their duties to the highest possible standard.

We will also maintain compliance with all legislative, industry and professional requirements.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is Dr Robert Stephen Thomas (Dr R S Thomas) of Rainbow Medical Centre, 333 Robins Lane, Sutton, St Helens, WA9 3PN & 99 Elephant Lane, Thatto Heath, St Helens, WA9 5QL and he is a member of the Medical Defence Union.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of (Registered GP Name) are as follows:

Dr R S Thomas has all the credentials required for the management of a General Practice. He has been an NHS partner for 32 years.

Dr R S Thomas is a member of the General Medical Council, GMC No. 2439080.

4. The Relevant Qualifications and Experience of the Staff working in the Establishment, or for the purposes of the Agency

All doctors who work at the practice are required to produce evidence of their CV, full qualification and registration of societies, medical indemnity insurance, General Medical Council certificates, Hepatitis B status and references where appropriate.

CRB statuses are obtained taking account of the latest guidance.

This practice does not use locum doctors.

5. The Organisational Structure of the Establishment

The Rainbow Medical Centres has 6 Partners. They are Drs Dr J M Hanrahan, Dr R S Thomas, Dr G L Smith, Dr F Sayed, Dr S Koshy & Dr R Whittle.

The Practice hours operate routinely from 8.30hrs to 18.00hrs on week days, but does, however, hold twice weekly late night surgeries until 20.00hrs. Early morning and late evening appointments are available to all patients who are registered with us.

Tracy Steward, Business Manager, currently manages the Practice and the employees report directly to her.

The Practice employs:

3 Salaried Doctors

4 Practice Nurses

1 HCA

4 Managers

2 Medical Secretaries

12 Receptionists

Most blood tests and all x-rays are usually referred to outside accredited laboratories, however, some exceptions, such as in-house Warfarin testing, exist.

6. Practice Profile

Look at website = www.rainbowmedicalcentres.co.uk to find a Practice Profile and additional information

7. The kinds of treatment and any other services that are provided by General Practice Services

- Routine and urgent appointments with a healthcare professional
- Repeat prescriptions
- Management of chronic health conditions, including but not limited to Diabetes, Asthma, Coronary Heart Disease, Stroke, Hypertension, Chronic Obstructive Pulmonary Disease, Mental Illness and Epilepsy
- Immunisations e.g. routine, childhood and travel immunisations
- Health screening

8. The Facilities which are available for the benefit of patients

- Ease of access to see a healthcare professional.
- Pleasant, comfortable and clean environments are provided.
- There are comfortable waiting areas where the patients can sit and relax whilst waiting to see the healthcare professional
- Free parking is available on both sites and there is adequate access for disabled visitors
- Equipment facilities include a large library of books, the presence of equipment to aid diagnosis such as sphygmomanometers, eye charts, otoscopes, oroscopes, and urinalysis including microalbuminuria. Emergency provision in the form of a defibrillator, provision of oxygen, emergency medications. The practice also has facilities for Spirometry and Warfarin testing.
- The Practice is fully computerised and has been paperlight since 2006

9. Arrangements made for consultation with patients about the operation of the Rainbow Medical Centres

During registration, the Practice leaflet is given to each patient and this outlines the working practices of the surgery. Patients have a right to access their own patient records.

10. Arrangements for dealing with complaints

This Practice operates a process for the investigation of complaints which follows the NHS Complaints Procedure.

Tracy Steward, Business Manager, manages the complaints procedure on behalf of the Practice.

A complaint should be submitted as soon as possible after the event giving rise to the complaint. The local PALS (Patient Advice and Liaison Service) can be contacted on 0800 218 2333 for advice and assistance. However, ultimately the practice needs to investigate the complaint and reply.

The Practice will acknowledge receipt of a complaint within 3 days and provide a date whereby the complaint will be answered. If delays occur for any reason this will be explained and a revised date will be given for the completion of the investigation. Once a response has been provided, a meeting may be organised if requested/required and the complaint has been finalised at a practice level, the patient still has a right to complain to the Health Services Ombudsman.

The Ombudsman exists to provide a service to the public by undertaking independent investigations into complaints that government departments, a range of other public bodies in the UK, and the NHS in England have not acted properly or have provided a poor service. However, the Ombudsman would generally only agree to review a complaint if they feel all attempts to resolve the complaint at a local level have been exhausted. The Ombudsman should be approached as soon as possible. The Health Service Ombudsman can be contacted on **0845 015 4033** or by writing to:

**Millbank Tower
Millbank
LONDON
SW1P 4QP**

Alternatively, you can visit their website at: www.ombudsman.org.uk where you can access their patient information leaflet

10. Arrangements for respecting the privacy and dignity of patients

The consulting rooms are completely segregated away from the Reception area.

Patients are interviewed on a one-to-one basis in the surgery setting. The whole ambience is of relaxation and comfort. The examination couch is fully screened. The windows have full blinds and complete confidentiality is retained. Great respect is given to the dignity of each patient. If the patient wishes, it is possible to have a chaperone. No patient is ever examined without their full consent.

For those patients who do not speak English, consent has to be obtained via a third party, who is usually a family member, and who can translate. Alternatively, Language Line can be used.

11. Confidentiality

Everyone working for Rainbow Medical Centres has received training on confidentiality and follows the NHS Code of Confidentiality. Everyone knows to keep information about patients confidential, so that the patient can feel able to talk to anyone in the Practice freely. The law also is clear of the practice's responsibility to protect your information.

All staff at Rainbow Medical Centre have signed a confidentiality agreement either as part of their contract or for as an appendix to their contract.

The Practice can supply information to other people or organisations only:

- with the Patient consent, or
- in accordance with the principles of medical confidentiality.

The practice can supply anonymous information but even this is governed by strict rules.

The Practice have to comply with court orders and in certain circumstances these do require that confidentiality is breached. However, the law is very clear and the instances of a breach happening due to a court order are extremely rare. Please contact the practice if you have any concerns.

What information does the Practice hold?

The practice records, holds and has access to information in the patient's electronic and paper medical records, appointment system and associated systems (such as the pathology result and x-ray systems). The information held supports the practice in providing relevant care and treatment and includes registration details (including contact details), medical history (including medication), appointment information and information supplied from other NHS organisations relating to healthcare. All information is stored securely and in line with NHS regulations and guidance.

How may information about the Patient be used?

Information is used by the practice for patient treatment. Some information, such as name and address, may be used to make arrangements for care, such as to make an appointment, other information will be used to support treatment and diagnosis and support a referral to other services such as hospitals.

Patients can be receiving care from other organisation as well as the Rainbow Medical Centre. To work together for the benefit of the Patient, the Practice may need to share some information with these other organisations. The patient does this with patient consent/to support the referral, only provides to the organisations providing care and only provides information required to support the patient receiving the necessary healthcare. Any organisation who receives information from the Practice is also under a legal duty to keep it confidential, unless the Patient agrees otherwise.



Signed: -----

01 September 2014

Designation: -----