
Umbrella Medical

Statement of Purpose

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Lichfield Street Surgery) is required to provide to the Care Quality Commission a statement of purpose.

Date agreed by Partners:

Date of implementation:

Last Review date:

Review date:

Person responsible for policy implementation:

Applicable to:

Version:

12th September 2016

November 2018

Dr Martin Stevens

All team members

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Our Organisation

Registered provider: Umbrella Medical

CQC provider ID: 1-199775739

Legal Status: Partnership

Lichfield Street Surgery is a partnership comprising three practices registered separately with the CQC and listed below:

- Lichfield Street Surgery
19 Lichfield Street, Walsall WS1 1UG
01922 624380
Clinicalinfo.m91XXX@nhs.net
- Holland Park Surgery
Park View Centre, Chester Road North, Brownhills, Walsall WS8 7JB
01543 378594
Clinicalinfo.m91XXX@nhs.net
- Mossley Fields Surgery
3 Fisher Road, Bloxwich, Walsall WS3 2TA
01922 477226
Clinicalinfo.m91XXX@nhs.net

There are 6 partners:

Dr Cormac Denihan

Dr Salim Ismail

Dr Martin Stevens

Dr Candice Stedall

Dr Bhavna Sood (Registration with CQC pending – recent appointment)

Dr Ryan Hobson (Registration with CQC pending – recent appointment)

Our Aims and Objectives

Aims:

- To deliver high quality, patient centred and responsive healthcare in a caring and safe environment
- To provide safe and effective care which is monitored and audited in order to continually improve quality

- To create effective partnerships between patients and health care professionals based on mutual respect, trust, holistic and compassionate care
- To provide accessible healthcare to a whole population which is responsive to their changing needs
- To provide excellent clinical and corporate leadership with accessible, transparent and effective Clinical/Corporate governance processes

Objectives:

- Improve the services we offer by focusing on patient priorities and experience, responding to patient feedback and liaising with the Patient Representative Group
- Optimise performance against key targets and core standards. To focus in particular on providing high quality care to older patients, those with long term conditions, families and young people, those of working age, vulnerable persons and those with poor mental health
- Ensure excellent Clinical Governance and Evidence Based Practice with regular audits linked to current guidance
- Improve the primary care environment, expand capacity and increase availability
- Help in the prevention of illness and disease by providing annual health checks to targeted patient groups and addressing public health concerns with all our patients
- Ensure Clinical and Non-clinical risk management which reduces risk in specific clinical areas and facilities
- Recruit, retain and develop a highly motivated and appropriately skilled workforce
- Enhance the performance of our workforce by regular appraisal and training, including mandatory adult and child safeguarding training
- Develop management capability with accessible and transparent leadership
- Ensure effective leadership and governance systems with robust corporate processes at management level
- To maintain a financially stable organisation which is able to provide cost efficient healthcare services
- Focus on the quality of the services we provide and continue to develop and improve our practice

- Ensure a robust Information Technology strategy to support our practices

Our Services

The registered activities and service types have been agreed by the Lichfield Street Partners in accordance with CQC guidance. Services are described under registered activity and service type.

□ **Lichfield Street Surgery**

Registered manager: Dr Cormac Denihan (For all regulated activities)

Description: Lichfield Street Surgery is located close to Walsall town centre. The building was constructed in approximately 1860 and extensively modernised in 1996 enabling the practice to provide a comprehensive range of health care services. There are 14 clinical areas, including 2 Treatment Rooms and 12 Consultation Rooms. All 14 clinical areas contain all the necessary IT, stationary and clinical equipment required to provide the range of services we offer. There are 3 waiting areas for patients with notice board information displayed. The building has 4 toilets one of which is for staff only. Two toilets have disabled access and are located on either floor. There is disabled access at the front entrance and a lift within the building enabling service users to access all clinical areas. The surgery is on several main bus routes and there are bus stops within easy walking distance including one directly outside the surgery. Patients may park on the forecourt while attending surgery and there is an abundance of local parking. We have 32 staff at Lichfield Street Surgery, which includes 10 Doctors, 4 Registered Nurses, a HCA, a phlebotomist and 16 administration and support staff.

Service users: We provide services to The Whole Population

Service types: Doctors consultation service (DCS)
Doctors treatment service (DTS)

Regulated activities: Treatment of disease, disorder or injury
Surgical procedures
Diagnostic and screening procedures
Maternity and midwifery services
Family planning service

□ **Holland Park Surgery**

Registered manager: Dr Martin Stevens (For all regulated activities)

Description: Holland Park Surgery is located within a purpose built health centre in the Park View Centre in the Brownhills area of Walsall. Our surgery shares the building with other healthcare providers, a pharmacy and non-medical community services. We have 6 clinical rooms including 1 Treatment Room and 5 Consultation Rooms. All 6 clinical areas contain all the necessary IT, stationary and clinical equipment required to provide the range of services we offer. The clinical areas of the practice are all located on the lower ground floor which has direct stairless access from the car park. There is a waiting area with notice board information displayed. The building has disabled facilities. Patients are able to park within a large car park directly adjacent to the building. This car park has spaces for those with a disability. We have 10 staff at Holland Park Surgery, which includes 3 Doctors, a Registered Nurse, a phlebotomist and 4 administration and support staff.

Service users: We provide services to The Whole Population

Service types: Doctors consultation service (DCS)
Doctors treatment service (DTS)

Regulated activities: Treatment of disease, disorder or injury
Surgical procedures
Diagnostic and screening procedures
Maternity and midwifery services
Family planning service

Mossley Fields Surgery

Registered manager: Dr Candice Stedall (For all regulated activities)

Description: Mossley Fields Surgery is located in the Mossley area of Walsall. Lichfield Street Surgery was awarded the contract to provide medical services from this site in 2011. A new building was constructed which opened in 2015. We have 8 clinical rooms including 2 Treatment Rooms, 6 Consultation Rooms and a quiet room. All 8 clinical areas contain all the necessary IT, stationary and clinical equipment required to provide the range of services we offer. The clinical areas of the practice are all located on the ground floor of the building with administration and meeting rooms located on the upper second floor. There is a lift in the building enabling access to all areas. The building has disabled facilities. Patients are able to park within a large car park directly adjacent to the building. This car park has spaces for those with a disability. We

have 10 staff at Mossley Fields Surgery, which includes 3 Doctors, a Registered Nurse, a phlebotomist and 4 Administration and support staff.

Service users: We provide services to The Whole Population

Service types: Doctors consultation service (DCS)
Doctors treatment service (DTS)

Regulated activities: Treatment of disease, disorder or injury
Surgical procedures
Diagnostic and screening procedures
Maternity and midwifery services
Family planning service

Specific services provided by our practices are:

- Routine medical checks and general medical services; NHS relevant prescriptions and medications or a private prescription can be issued.
- Childhood Immunisations and Vaccinations. Our Surgeries provide appointments to our patients for immunisations such as travel immunisations, childhood immunisations and seasonal immunisations.
- Medicals – Our GP’s can provide Medical Reports for our patients on request. We also carry out Taxi, HGV and Fostering medicals.
- Respiratory appointments– our practices provide spirometry testing.
- Diabetic appointments – our practice nurses offer diabetic checks to provide on-going care for our diabetic patients at all our practices.
- Family planning clinic – Dr Stedall runs coil and implant clinics for our three surgeries. These are held at our Mossley Fields Surgery.
- Phlebotomy - we offer a daily phlebotomy service at our practices.
- Minor surgery - We offer a range of minor surgical procedures and injections to patients from all of our surgeries. Dr Ismail and Dr Denihan provide the relevant clinics held at our Lichfield Street Surgery.
- Ear syringing - each of our practices offers an ear syringing service.
- Well person checks – These are carried out by our practice nurses.
- Over 75 checks – These are carried out by our Doctors and associated clinical staff members.
- ECG monitoring - each of our practices offer an ECG service.
- 24 Hour Ambulatory Blood Pressure Monitoring - provided at each of our practices.
- Cervical Cancer Screening - our nurses are qualified to carry out cervical cancer screening in the form of cervical smears.
- Anticoagulation monitoring – each of our sites has at least one nurse qualified to carry out anticoagulation monitoring.

- Shared Care - Our practice works closely with the local substance misuse service and offers our patients support and medication. Controlled drugs are issued by our GP's in a shared care arrangement with the specialist service.
- Free Condom Scheme - We stock condoms and issue on request.
- Wound care – we offer daily wound care and three-layer bandaging at each of our 3 practices.
- Nurse Prescribing - Our Nurse Prescribers, can treat minor illnesses such as chest infections, ear infections, urinary tract infections etc.
- Home Visits - Our GP's and Nurses will see patients daily at their homes on request.
- Patient Participation Groups - We have a Patient Participation Group. The groups have regular meetings and all have information in the Surgery waiting rooms for patients on how to join, minutes of the last meeting and when the next meeting is scheduled.

- Our practices also facilitate the provision of the following services on our premises but the services are provided by NHS Walsall rather than Lichfield Street Surgery
- Community Psychiatric Nurse (CPN) – each of our practices has an attached CPN who provides support for patients with psychological or psychiatric difficulties.
- Midwifery - The community midwives hold their own clinics at our practices. They supervise antenatal care, undertake deliveries in hospital and at home where appropriate.

Our Managers

□ **Lichfield Street Surgery**

Registered Manager: Dr Cormac Denihan

Address: 19 Lichfield Street, Walsall, WS1 1UG

Business Telephone: 01922 624380

Personal Email: Cormac.Denihan@walsall.nhs.uk

□ **Holland Park Surgery**

Registered Manager: Dr Martin Stevens

Address: Park View Centre, Chester Road North, Walsall WS8 7JB

Business Telephone: 01543 378594

Personal Email: Martin.Stevens@walsall.nhs.uk

□ **Mossley Fields Surgery**

Registered Manager: Dr Candice Stedall

Address: 3 Fisher Road, Bloxwich, Walsall WS3 2TA

Business Telephone: 01922 477226

Personal Email: Candice.Stedall@walsall.nhs.uk

Our Principles

Our practice ethos is to strive towards a partnership between patients and health professionals based on the following key principles:

Mutual Respect

We endeavor to treat all our patients with dignity, respect and honesty. Everyone at our practice is committed to delivering an excellent service. We ask all patients to highlight any shortcomings.

Patient Centred and Responsive Care

We endeavor to deliver care which is tailored to the specific and changing needs of our patients. We recognise that patients are individuals with different expectations and priorities. We are committed to delivering services which can meet these.

Holistic Care

We treat patients, not illnesses. This means that we are equally interested in the physical, psychological and social aspects of our patients' care.

Continuity of Care and the 'Therapeutic relationship'

Building and maintaining strong relationships between health professionals and patients is central to the way we work. This is essential in the management of ongoing problems or long-term conditions. We encourage our patients to see the same health professional and wherever possible facilitate this through our appointments system. However, if our patients have a new problem, if the doctor or nurse they normally see is not available, or if they would like to see someone else then they may see any of the doctors or nurses at our practices.

Learning and Training

We have been a training practice for many years and are committed to the training of doctors and nurses all of whom are closely supervised. We believe in “life-long learning” and all our health professionals and administrative staff undergo an annual appraisal where learning and development needs are identified. We also recognise the benefit of supported learning for our patients and families in enhancing their ability to manage and deal with both self-limiting and long-term illnesses.