

PORTSLADE HEALTH CENTRE MEDICAL PRACTICE STATEMENT OF PURPOSE

Portslade Health Centre Medical Practice is registered with the Care Quality Commission (CQC) for the following activities:

Diagnostic and screening procedures

Family Planning

Maternity and midwifery services

Surgical procedures

Treatment of disease, disorder or injury

The address registered for the activities is:

Church Road
Portslade
Brighton
BN41 1LX

Outlined below are our aims and objectives.

Communication

- To ensure that is easily accessible by patients
- To ensure that patients views are taken into account in order to maintain and improve our service
- To continuously monitor and implement enhancements as necessary to improve communication methods
- To ensure there is a safe and efficient method to engage with outside agencies or other service providers
- To ensure that any communication to or from the Practice abides by all information governance policies relating to patient confidentiality
- To ensure that patients are kept up to date with changes as and when necessary

Access

- To ensure that patients can access the surgery during core hours between 8.00am and 6.30pm
- To ensure that patients are aware of where they can access medical care when the surgery is closed
- To work with the building owners to ensure that safety is maintained and disabled access is available at all times

Healthcare

- To ensure that there is a variety of appointments in order to suit as many patients as practicably possible
- To ensure patients have access to the correct healthcare professional
- To ensure that patients can be seen quickly should the need arise
- To work alongside multidisciplinary teams such as the Integrated Care Teams (District Nurses), Health Visitors and Midwives to ensure continuity of care for patients
- To ensure that patients understand what treatment they are getting and why they are getting it
- To ensure that appropriate consent is got from patients before any treatment or investigation
- To promote lifestyle changes that would be beneficial to patients and improve their general well being
- To ensure that patients are listened to with regard to their health care and their wishes are taken into account where possible

Safety

- To ensure that cleanliness of the building is maintained to a high standard including any equipment used in the care of patients
- To ensure that all equipment used in the surgery is well maintained and checked regularly
- To ensure all staff are aware of infection control policies and their responsibility to maintain standards as detailed in the policies
- To ensure that all staff are updated regularly on infection control procedures
- To ensure that all staff are competent in using any equipment in the surgery
- To ensure the Practice has a safeguarding lead and that they attend regular updates
- To ensure that all staff are regularly updated on safeguarding of vulnerable adults and children
- To ensure that all staff are aware of the Mental Capacity Act
- To ensure that staff competency is maintained and checked by management
- To ensure that Health and Safety regulations including Fire Safety are adhered to at all times and any building issues are reported to the building owners

General

- To ensure that Management of the Practice is maintained to a high standard
- To ensure that complaints from patients are responded to and investigated to in accordance with guidelines
- To ensure that staff understand their role and duties and meet regularly to discuss any changes
- To ensure staff are supported by Management and trained according to their role
- To maintain a culture of respect within the Practice at all levels
- To promote a blame free culture within the Practice
- To ensure that information governance is adhered ensuring that confidentiality of patient and staff information is secure
- To ensure that accuracy and relevance of information being held by the Practice abides by governance rules and that information used can be justified under Caldicott Principles
- To ensure that any information passed to a third party is done so abiding by confidentiality rules and regulations
- To ensure that all staff have access to the Practice Intranet and all policies and protocols contained therein
- To ensure that all staff are aware when any changes have been made to policies or protocols on the intranet
- To ensure that business continuity is maintained and that all staff are aware of where they can find a copy of the Business Continuity Plan