**Name and address of the registered provider is:**

**Regulated Activities**

 We are regulated to provide;

1. Family Planning
2. Maternity and midwifery services
3. Surgical Procedures
4. Treatment of disease, disorder or injury

Newton Drive Health Centre

The Partners

Newton Drive

Blackpool

Lancashire

FY3 8NX

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

**Registered Manager: Dr Jill Murray**

**Practice Manager: Mr Chris Casey**

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Newton Drive Health Centre) is required to provide to the Care Quality Commission a Statement of Purpose.

*“Our purpose is to provide patients registered with our practice with the highest level of care.  To continue to develop pathways and services; this will improve the local health economy and subsequently the health of the local population. We aim to work effectively as a team, throughout the practice, in order to meet patients’ expectations. The practice will continue traditions of training and development to provide highly skilled professionals. This will ensure the practice is delivering high quality Primary Care.”*

Our Aims and Objectives are;

* To ensure the **welfare** of patients registered at the practice through high quality health care, treatment and services
* To maintain and improve medical practice through **learning** and training
* To be committed to multi agency working to ensure **continuity of care** by all providers
* To **safeguard** all patients, children and families
* To treat each patient as an individual with **dignity**, **kindness**, **confidentiality** and **respect**
* To ensure that staff and patients are treated **fairly** without discrimination
* To provide **effective** information governance systems
* To **develop** the local health economy to suit the needs of the patients

**The Partners**

**Dr Jill S Murray (f)**
MB ChB DFFP MRCGP (Qualified 2003) University of Manchester

**Dr Stuart G Gall (m)**
BSc(Med Sci) MB ChB DRCOG MRCGP (Qualified 2003) University of Manchester

**Dr Susan J Green (f)**
MB ChB MRCGP(Distinction) DRCOG (Qualified 1996) University of Glasgow

**Dr Deepak Biyani (m)**

BSc (Med Sci) MB BS MS Surgery MRCS MRCGP (Qualified 1998) University of Delhi

**Dr Daniel Fernandes (m)**

MBChB MRCGP (Qualified 2010) University of Manchester

**Nurse Practitioner Practice Nurses**

**Sister Helen Cullen Sister Gill Harrop**

**Sister Alison Taylor**

**Health Care Assistant Practice Pharmacist**

**Mrs Mary Walker Mr Matthew Robinson**

**Mrs Clare Hayes** **Mr Edward Thompson**

**Location and Services**

The practice was created in 1950 and amalgamated with Yates Street Practice in 1982. We moved to our purpose built facility in August 2011. We have just approximately 9500 patients to whom we provide General Medical Services to. We are located in Newton Drive Health Centre, Newton Drive, Blackpool, Lancashire FY3 8NX. This building is shared with other services, such as Genix Dental Care, Health Visitor Service and Blackpool Pregnancy Advisory Service. We also have an attached pharmacy operated by HBS.

We are located opposite Blackpool Victoria Hospital and serve the local population of Grange Park, Staining, Poulton-le-Fylde and the Stanley Park areas of Blackpool. There is ample parking at the practice which has 11 consulting rooms, reception area and offices as well as specialist treatment rooms and minor surgery suite.

We are also very proud to be a training practice and train final year Medical Students from Liverpool University. We also train foundation year doctors, and Registrars training to become General Practitioners.

**Family Planning – Nurse Practitioner**

We offer a comprehensive service including the fitting of Implanon devices and coils. Please make an appointment at Reception.

**Antenatal Care**

Antenatal Clinics are run by the Midwife and Doctor. Clinics are at Newton Drive on a Thursday morning at 9.00am. An appointment system is in operation. The Doctor, Midwife and Health Visitor will see you regularly throughout your pregnancy.

**Cervical Smears – Practice Nurse**

We recommend routine smears every three years from the age of 25 up to the age of 50 and then every five years up to the age of 65. Sometimes they are needed more frequently. You will be advised when your next smear is due. Cervical smears are taken in privacy, with every confidentiality by our well trained Practice Nurses. Results will be posted to you. If you would like the result sent to a different address please check with the Nurse.

**Minor Surgery**

Dr Gall is recognised by Blackpool CCG to offer Minor Surgery. Dr Gall carries out Minor Surgical Procedures. Generally children under the age of seven are not suitable. Please make an appointment with the doctor for assessment of the condition in the first instance.

**NHS Health Checks – Practice Nurse**

If you are aged between 40 and 74 you are eligible for a free NHS Health Check. They are completed by our Practice Nurse or Health Care Assistant. It replaces the well person check. The consultation will involve taking some base line measurements such as height and weight, question relating to lifestyle, physical activity and family history. We also include blood test to search for any underlying conditions. The appointment is focussed on prevention of chronic diseases and it is recommended anyone eligible attends. If you have not already received an invitation please contact reception to book an appointment.

**Diabetic Clinic, Hypertension, COPD and other Chronic Disease – Practice Nurse**

If you are recorded as having a Chronic Disease such as Diabetes or Hypertension you will automatically be included in our annual health check system. This invitation process means you will have regular annual reviews with the practice nurse to ensure your condition is monitored and treated appropriately.

**Dental Care**

You are advised to visit a Dentist regularly at least once a year. The following Patients may be exempt from payment: pregnant mothers up until the baby is one year old; children and young adults up to 18 years of age or up to 19 if in full-time education; patients receiving income support or family credit. University students can apply for an exemption certificate every six months.

**Optician – Sight testing**

You are advised to have your vision checked every 12 to 18 months.
Children and Patients with either diabetes or glaucoma should be tested every six months. The following Patients may be exempt from payment: those with diabetes or glaucoma and anyone over the age of 40 who is related to a Patient with glaucoma; Patients wearing complex lenses; partially sighted or registered blind; children and young adults up to the age of 16 years of age or if in full-time education (students over 19 can apply for an exemption certificate); those receiving income support or family credit.

**Medical Examinations and** **Insurance – driving – adoption – elderly driver – HGV – taxi driver**

The Doctors will carry out such medicals as are necessary. These are not covered by the NHS. The British Medical Association scale of fees applies and you are asked to pay the Receptionist in advance of the appointment.

**Health Visitors**

They are fully Trained Nurses with Midwifery experience, who help mothers with young children but are willing to help patients of all ages with a wide variety of problems. Contact can be made via their answer machine phone – 01253 951723. Leave your name and number and the Health Visitor will contact you.

**Community Psychiatric Nurse (Stress Counsellor)**

Please see your Doctor to discuss and arrange a referral.

**Midwives**

They provide care of mother and child throughout pregnancy and postnatally. To contact them phone 01253 303618 day or night.

**General Information**

**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 if it is in the best interests of patient care.

Confidential patient data will be shared within the healthcare 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 patient or it is overwhelmingly in the public interest to do so.

The practice is also actively seeking to inform patients of data sharing services from NHS England such as the Summary Care Record and the Health and Social Care Information Centre services.

The Practice Caldicott Guardian is Dr Jill Murray. The Information Governance lead is Chris Casey.

**Patients’ Rights and Responsibilities**

Patients have a right to expect a high standard of care from our Practice and we will 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 patients take full responsibility for ensuring that they do not abuse the service. For example, it is the patient’s responsibility to ensure that they keep medical appointments and follow the medical advice given. In addition, if a medical problem is complicated, or patients have more than one problem to discuss with the Doctor, we would suggest that patients consider making more than one appointment. We ask patients to remember that their appointment is for them alone and the Doctor will not be able to give medical advice to anyone accompanying them unless they have made a separate appointment. You have the right to express a preference of practitioner when you make an appointment.

Very occasionally a Practice/Patient relationship breaks down completely. Before this situation is reached, with the agreement of a GP, the Practice will record the reason for this. In the event of an eventual breakdown, the patient may then choose to register with a different Practice. The Practice also has the right to remove that patient from their list. This would only follow warnings that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

**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.

We will notify the CCG, who is then responsible for providing further medical care for such patients.

**Comments, Suggestions and Complaints**

We welcome comments and suggestions on our service. We provide a leaflet in Reception entitled “Compliments and Complaints” to make it easy for patients to contact us. If we fail to provide the highest care possible, we ask that any observations are made known to our Practice Manager who will, where appropriate, use our complaints procedure to try to correct the problem.

Our complaints procedure meets national criteria and patients can obtain a copy of it from Reception. We aim to acknowledge a complaint within 2 working days and look into it within 20 working days of the date that it’s raised. We will find out what happened and what went wrong, make it possible for the patient to discuss the problem with those concerned if they would like this, make sure the patient receives an apology where this is appropriate and identify what we can do to ensure the problem does not happen again. If a patient is still unhappy about the response, they also have the right to take the matter to the Health Service Ombudsman within 12 months.

**Access to Health Records**

The General Data Protection Regulations allows patients to find out what information is held on computer. This applies to health records. If a patient wishes to see them, we ask that they make a written request to the Practice. Patients are entitled to receive a copy, but should note that a charge may be made where the request is excessive.

**Carers**

A carer is someone who, without payment, 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. We ask that patients inform our Reception staff if they are a carer or are cared for by another person. This will alert us to 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. You can do this in person, by post or online through our website.

**Chaperone**

If a patient requests that a chaperone is present at a consultation or procedure, we will arrange for a trained member of our Practice Staff to be present during the examination.

**Confidentiality**

We ask patients for personal information in order that they receive appropriate care and treatment. This information is recorded on a computer; consequently, we are registered with the Information Commissioner’s Office.

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 is shared with other members of the team.

Because Reception is sited in a public area, we will provide a separate interview room if a patient needs some privacy to discuss something with us. This can be requested at Reception at the time it is needed.

**Patient Participation Group**

Newton Drive Health Centre is committed to improving our services by learning from and engaging with our patient to hear their views and opinions on what we can change or develop to create better services. We have a Patient Participation Group which meets every 6 weeks, they discuss current practice issues and review suggestions from other patients. The feedback from these requests is on display on the PPG Notice Board in the reception area. Any registered patient is eligible to join this group.

**Date: March 2019 Review Date: March 2020**

**Signed by: Dr Jill Murray (Senior Partner)**