

**Registered Provider:** BetterHealth Bucks CIC

**Provider Address:** Cressex Health Centre  
Hanover House  
Coronation Road  
Cressex  
High Wycombe  
HP12 3PP

**Business Telephone:** 01494 415788

<b>Sites</b>	<b>% time spent on this site</b>
Hanover House	80%
Lynton House branch	20%

This statement of purpose covers the contract awarded to CV Health in May 2015 to manage the GP practice in High Wycombe known as Cressex Health Centre. CV Health took over management of Cressex Health Centre on July 1<sup>st</sup> 2015 under an APMS contract and our lead commissioner with respect to overseeing this contract is Buckinghamshire CCG with delegated responsibility from NHS England. CV Health has added the locations (below) for Cressex Health Centre to its existing CQC registration.

CV Health has established a Community Interest Company (CIC), called BetterHealth Bucks CIC, into which the APMS contract to manage Cressex Health Centre practice will novate once appropriate CQC registration has been achieved.

**Location:**

The main Surgery is:

Cressex Health Centre  
Hanover House  
Coronation Road  
Cressex  
High Wycombe  
Bucks  
HP12 3PP Telephone: 01494 415788

We have one Branch Surgery:

Lynton House  
43 London Road  
High Wycombe  
Bucks  
HP11 1BP  
Telephone: 01494 415788

We are an Alternative Personal Medical Services (APMS) practice offering Primary Care Services registered with CQC for the following activities:

- Treatment of disease, disorder, illness or injury
- Family Planning
- Maternity and Midwifery
- Minor Surgery

### **Aims and Objectives**

We aim to provide high quality personalised care, treatment and support to our patients.

We will work in partnership with other agencies in the care of our patients where appropriate.

We will treat all our patients as individuals and with respect and involve them in their treatment and provide them with the information they require to do this.

Our Patient Participation Group will be fully informed and have the opportunity to be involved in new initiatives, surveys and feeding back on the services that we offer.

We will provide easily accessible patient care that is of a high quality. To ensure that this is provided we will employ staff with the necessary qualifications to ensure quality of care both clinical and administrative. Currently, and as a future Social Enterprise company we will involve all staff in decision making.

We will continually audit and monitor our services. This will not only include clinical audit but also audit of complaints, significant events and ensuring that we meet Data Protection criteria.

We will take care of our staff and will protect them from abuse and provide a working environment that is safe and friendly.

We will ensure that we meet all safeguarding criteria and safety standards. We will continually monitor our Clinical Governance and put processes and procedures in place to ensure that we are providing safe healthcare.

All staff, both clinical and administrative will be trained and have the correct skills to carry out their jobs. The management will ensure that the business is financially viable and have robust processes in place for reporting to the board.

We will provide all staff with Employment Policies and procedures which will cover all aspects of their employment.

The APMS services provided by BetterHealth Bucks CiC are defined under the APMS contract and are split into three groups:

#### ***Essential Services:***

GP consultations  
 Care for Chronic Diseases such as Asthma and Diabetes  
 Diagnostics

#### ***Additional Services:***

Cervical Cytology Screening

Contraceptive Services  
Child Health Surveillance  
Vaccinations and immunisations

**Enhanced Services:**

These are defined by local and national initiatives and may change from year to year.

**Other Services Offered:**

Mental Health  
Coil Fitting  
Travel advice and vaccinations  
Women's and Men's health  
New patient Health Checks  
Medication reviews  
Child Health and Development  
Flu vaccinations  
Joint Injection  
Extended Hours  
Improved Access

**Non-NHS Services:**

Insurance Claim forms  
Non NHS Vaccinations  
Private Sick Notes  
Private medicals

**Name of Location 1:** Cressex Health Centre  
Hanover House  
Coronation Road  
Cressex  
High Wycombe  
Bucks  
HP12 3PP

**Location 1 Premises:**

The premises are sited in an office building which was fitted out as a ground floor Health Centre in 2009. Hanover House is on a busy industrial estate which is surrounded by the densely populated area of Cressex, High Wycombe. It has good walking, parking and bus access. There is suitable disabled access and a lift to reach the 1<sup>st</sup> floor. The building is safe and accessible and provides surroundings that promote wellbeing. The building is adequately serviced and maintained and is a clean and safe environment.

We have a dedicated reception area, clinical rooms and admin rooms. Under the NHS transformation fund (ETTD) we are hoping to renovate the ground floor to clearly define clinical and non-clinical areas of work, create a more patient-friendly reception area and create a learning and information hub for patients and external agencies to meet and share information and services.

### Location 1 Equipment:

All equipment used, both clinical and non medical, is appropriate and is maintained. There is a maintenance log to ensure that this is carried out as required. All furnishings in clinical areas comply with infection control guidelines. Staff are trained in the use of all equipment and there are procedures in place to report any equipment problems. Emergency equipment, defibrillator, oxygen etc is easily accessible on each site and all staff are trained in its use on a regular basis.

### Location 1 Opening Hours:

#### Core opening times for Cressex Health Centre (Hanover House main branch)

Day	Opening times
Monday	*07.00 – **20:00
Tuesday	*07.00 – 18.30
Wednesday	*07.00 – 18.30
Thursday	*07.00 – 18.30
Friday	*07.00 – 18.30
Saturday	Closed (**8am-12pm)
Sunday	closed

\*Includes one hour of extended hours from 7am each morning

\*\* Open until 8pm every Monday iro Improved Access participation

\*\*\* Opens from 8am – 12pm one in every nine Saturday's iro Improved Access participation

**Name of Location 2:** Lynton House  
43 London Road  
High Wycombe  
Bucks  
HP11 1BP

**Telephone:** 01494 415788

### Premises:

Lynton House is a detached house which was originally a family residence. In 1990 the premises were fitted out as a GP Practice, including a ground floor extension and consists of two floors, with five clinical rooms, waiting area, reception area and admin rooms of varying size on the ground floor.

A public consultation was held in 2016 to close Lynton House as it was deemed by both staff and the CQC as being unsafe for the provision of primary care services. The consultation results showed public support for keeping Lynton House open and NHS England and the CCG agreed funding to enable the refurbishment that was completed in March 2018. The retention of Lynton House means that a vital GP service is maintained in the east of Wycombe, where there is limited coverage. Lynton House now has a smaller footprint but is clean, modern, safe and since rated 'good' by CQC.

The premises are in central High Wycombe, a densely populated area. There is adequate disabled access to the ground floor. The building is safe and accessible, is adequately serviced and maintained and offers a basic, clean environment.

### **Location 2 Opening Hours:**

#### **Core opening times for Lynton House (branch surgery)**

<b>Day</b>	<b>Opening times</b>
<b>Monday</b>	<b>08.00 – 18.00</b>
<b>Tuesday</b>	<b>08.00 – 13.00</b>
<b>Wednesday</b>	<b>closed</b>
<b>Thursday</b>	<b>08.00 – 13.00</b>
<b>Friday</b>	<b>08.00 – 18.00</b>
<b>Saturday</b>	<b>closed</b>
<b>Sunday</b>	<b>closed</b>

### **Equipment:**

All equipment used, both clinical and non medical, is appropriate and is maintained. There is a maintenance log to ensure that this is carried out as required. All furniture in clinical areas comply with infection control guidelines.

Staff are trained in the use of all equipment and there are procedures in place to report any equipment problems. Emergency equipment, defibrillator, oxygen etc is easily accessible on each site and all staff are trained in its use on a regular basis.

### **Staffing**

Cressex prides itself on the ability to already offer patients a varied skill mix of clinical and non-clinical personnel. There are currently 24 established posts with only current 3 x vacancies which lay within the reception team.

- 1 x Clinical Lead (GP), 2 x substantive GP's ( in total 2 x male and 1 x female) offering up to 32 sessions per week
- 1 x Nurses (prescriber/minor illness)
- 1 x PA (Physician's Associate)
- 1 x ECP (Emergency Care Practitioner)
- 1 x HCA/Phlebotomist
- 1 x Clinical Pharmacist (shared with WVS)
- 1 x Practice Manger, 1 x IT Manager, 1 x Reception Manager
- 14 additional non-clinical staff; 1 x Medical Secretary, 1 x Workflow Manager, 1 x Clinical Assistant, 1 X Admin Assistant, 1 x Administration/Deductions Officer, 9 x Receptionists.

### **Service Delivery**

The majority of the clinical services operate from the main site where the floor space is 502 m2 and currently (pre refurbishment) accommodates 8 clinical rooms and three administration rooms. There is a very large reception area and waiting room. There are five patient toilets (two male, two female and one disabled).

The staff at Cressex work hard to maximise all income offerings against targets included in QOF, PCDS, Enhanced Services and Public Health services. Year on year Cressex has strived to improve upon its service delivery in QOF and PCDS and the success is evidenced in the marked improvements in patient care equating to points and monetary gain. Clinical staff have undertaken training in joint injections and LARC services and now regularly hold clinics and specific non-clinicians have been trained to carry out phlebotomy, diabetes seven point health checks and standard national health checks thus easing capacity on the nursing team.

**Regulated Activities Carried on at all Locations:-**

Treatment of disease, disorder or injury

Diagnostics

Family planning Services

Maternity and Midwifery

Surgical Procedures – (Minor Surgery)