

THE KNARES MEDICAL PRACTICE

STATEMENT OF PURPOSE
Health and Social Care Act 2008

Date of Review April 2018

Service Provider

The Knares Medical Practice
93 The Knares
Basildon
Essex SS16 5SB

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www.knaresmedicalpractice.nhs.uk.

Practice Manager – Mrs Teresa A Euston

1.The Aims and Objectives of The Practice.

The aims and objectives of The Knares Medical Practice, is to provide an excellence in quality and care to our patients.

A consultation will be offered in a quiet and comfortable area with a time and date to suit you, whereas a General Practitioner will give a medical examination and provide a diagnosis or referral. The GP will provide you with an informed choice, in respect of a referral, with a time and venue to suit your needs. This can be booked through choose and book immediately if required.

The practice will provide the very best service in general medical practice. The practice will communicate effectively and frequently with the patient until such time as the patient is deemed fit for work, (for employees who have been off sick).

2.The Registered Provider

Dr W J Degun and Dr O O Macaulay, The Knares Medical Practice, 93 The Knares, Basildon, Essex SS16 5SB. The registered manager is Dr W J Degun.

3.The relevant qualifications and experience of the Registered Provider

Dr Wynne Janine Degun (GP)
MBBS DRCOG DFPP MRCGP

Dr Olatunde Macaulay (GP)
MBBS MSc FRCOG FWACS MFSRH MRCGP

Dr Degun and Dr Macaulay are Partners in the practice and are members of the General Medical Council (GMC).

Dr W J Degun	GMC2747754
Dr O O Macaulay	GMC3526390
Dr K Dambawinna	GMC1627251 (Locum)

To confirm the registration of Dr W J Degun and Dr O O Macaulay you can contact the General Medical Council on: 0207 915 3630 or e mail, registrationhelp@gmc-uk.org.

4.The relevant qualifications and experience of the staff in the Organisation.

Locum doctors may be asked to work on a Self Employed basis for the purposes of the practice. They will provide evidence of their CV together with full qualifications, medical indemnity insurance, General Medical Council certificates, Hepatitis B status and references where appropriate.

Doctors and nurses together with any other medical staff are all CRB checked and a certificate is in their personal file.

5.The Organisational structure of the Practice

The Knares Medical Practice is a Partnership. The Partners are Dr W J Degun and Dr O O Macaulay.

The Practice hours are from 8am until 6.30 pm from Monday through Friday with additional extended hours. These are early morning 7.30 – 8.00am and late evening on Thursday 6.30 – 7.15. Early morning and early evening routine appointments are available together with emergency appointments each day on an emergency phone call basis.

Teresa Euston is the Practice Manager and the employees report directly to her.

6.Treatment and Services provided by the Practice on a daily basis.

- Routine medical check ups.
- Medication reviews.
- Repeat prescription service.
- Management of Diabetes, Asthma, Hypertension, Coronary Heart Disease, COPD.
- Minor Surgery (Removal of lumps, bumps and moles).
- Vasectomy.
- Phlebotomy. (Blood taken 4 days per week).
- Midwife. (Friday mornings).
- Contraception services and pill checks, coil, nexplanon, insertion and removal
- Weight loss and lifestyle management.
- The treatment of depression and anxiety.
- Counselling.
- Cervical Smear.
- Wound Management and suture removal.
- Immunisations – childhood immunisations, travel injections and separate injections such as Hepatitis A,B and measles, mumps and rubella.
- Smoking cessation.

- Annual coil checks.
- Annual Health checks.
- Annual Learning Disability checks.
- Learning Disability Management.
- District Nurse Management and Domiciliary.
- Home visits.
- Palliative Care.
- Cardiovascular health checks.
- Hypothyroidism.
- Mental Health.
- Epilepsy.
- Management of Osteoporosis.
- Stroke and TIA.
- Spirometry and lung function testing.
- Insurance reports.
- DNA testing.
- Ultrasound service.

The Practice will also carry out any examinations or assessments required for Insurance Companies due to accidents or return to work after an illness.

The report for an Independent Insurance Company will be at a cost.

The range of services The Knare Medical Practice has to offer is to meet the needs of the patient. The Practice prides itself on managing patient care in an efficient, professional, and caring manner. If the Practice is not able to meet the individual patient need immediately then a referral to an expert Consultant or another health professional will be made.

7. The facilities that are available for the benefit of the patient.

Easy access to see a doctor or nurse every day. Emergency appointments on the day. 48 hour appointments for non urgent cases. Home visits on a daily basis for patients who are unable to attend the surgery. 48 hour prescription service with a pharmacy intervention if the patient requires this.

- Delivery and collection service from a local pharmacy for prescriptions.
- A pleasant, comfortable and clean environment is provided for the patients to wait with a television provided.
- A specimen collection facility (Urine,blood) is available so the patient does not need to attend the hospital.
- Parking facilities are numerous and close by with a disabled facility on the premises.
- Blood pressure monitors are available for patient use together with oxygen on the premises for emergency treatment.
- A wheelchair can be provided.
- The Practice is fully computerised although medical records are held securely.

Community Health Services are available to the patient. They can be provided in the patient's home or from a Community location. The Service is divided into children, family services, adult services and older adult services.

8. On registration the patient is made aware of the Practice arrangements.

A patient can register at any time with The Knares Medical Practice and the books are open for the local area.

Patients can register on the Practice website or call into the Surgery for an application form. The Practice website is www.knaresmedicalpractice.nhs.uk. Consultation with the patient, during the registration process, is carried out. The patient is given a number of forms, including a Summary Care Record, smoking and alcohol units and a health check form for completion. This will take approximately 7 days and an immediate appointment is made for a New Patient Check.

The Practice arrangements leaflet and guidelines to opening times and clinics are given to the patient on registering. You may also register for online services.

9. Arrangements for dealing with complaints.

- The Practice has a protocol for dealing with complaints.
- Your complaint should be submitted as soon as possible after the event.
- Your complaint should be in writing to the Practice Manager.
- The Practice Manager will ensure all relevant details are recorded and arrange for the complaint to be investigated.
- We aim to report back to you within 28 days.
- The Primary Care Trust has a Patient Advice and Liaison System (PALS) which can be called on 0800 587 9159.
- If the complaint is not to your satisfaction you can contact the Health Service Ombudsman on 0345 015 4033. Or write to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP.

10. Arrangements for dealing with the dignity of patients and their privacy.

The consulting rooms are away from the reception area where no conversation can be overheard or examination seen. The consulting room doors can be locked and the patient has the right to decline an examination if they so wish. The patient can have a chaperone if necessary. The patient and doctor are on a one to one basis during the session and no telephone calls can be overheard. Great respect is given to the dignity of every patient. No patient is ever examined without their full consent.

For the patients that cannot speak English a family member can translate at their request.

All staff employed at the Practice sign a confidentiality agreement which bars them from discussing anything from within the Practice.

By law the Practice cannot give out confidential information about any patient without their consent, unless this is by court order or to prevent harm.

The patient's confidential information is held in their Health records, this helps the Practice give care and treatment when required. The Practice has a legal duty to keep your confidential data safe and secure.

In some cases the patient has the right to see their records. Please visit the website for more information on 'Data Protection' or 'Access to Health records'.