**Statement of Purpose**

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4)

**Organisation:** Purbeck Health Centre, Stantonbury, Milton Keynes, MK14 6BL.

**Telephone Number**: 01908 318989

**Email Address**: purbeckhc@nhs.net

**Type of Business**: Partnership (Dr Azfar Ejaz & Dr Bilal Attique)

**Registered Manager:** Dr Azfar Ejaz

**Practice Manager:** Julia Boyd

Purbeck Health Centre is committed to meeting the requirements of the Health and Social Care Act 2008 and providing a statement of purpose to the Care Quality Commission (CQC) that reflects our objectives, ethos, and service offerings.

**Our Aims and Objectives**

1. **Personalised Care**: Provide high-quality, safe, and effective services within a family practice setting, focusing on individual needs.
2. **Continuous Improvement**: Monitor, audit, and refine healthcare services to enhance quality and safety.
3. **Holistic Partnership**: Foster a partnership between patients and health professionals based on mutual respect, continuous learning, and holistic care.
4. **Accessible Healthcare**: Deliver accessible and efficient healthcare that adapts to changes and innovations in the sector.
5. **Clinical Governance**: Enhance clinical governance and evidence-based practices to support safe, effective care.
6. **Risk Management**: Strengthen risk management practices, particularly in high-risk areas, to reduce clinical risks.
7. **Performance Optimisation**: Strive to meet key targets and maintain high performance against core standards.
8. **Patient-Centered Approach**: Evolve as a patient-centered organisation that prioritises patient needs and feedback.
9. **Workforce Development**: Recruit, retain, and develop a motivated, skilled workforce to ensure optimal service delivery.
10. **Organizational Growth**: Support ongoing practice development, including technological advancements and financial stability.

**Our Services**

The registered activities and service types are established according to CQC guidelines and have been reviewed by the Surgery Partners and Practice Manager. The services provided by the surgery include:

* **Routine medical checks and general medical services.**
* **NHS relevant prescriptions and medications or a private prescription can be issued.**
* **Immunisations, e.g. childhood immunisations.**
* **Foreign travel and immunisation.**
* **Executive & employee medicals –**Our GP’s are able to carry out medical report and review.
* **Assessment of employees returning to work after illness.**
* **Smoking Cessation –**Any patient who is a smoker and ready to stop smoking will be referred to a nurse with in the practice.
* **Family planning advice.**
* **Diabetic control.**
* **Flu vaccination –**we offer ‘at risk’ groups the flu vaccine during the winter months each year to protect you against the flu virus.
* **Phlebotomy –**we offer clinics for all routine blood test at Purbeck Health Centre Monday to Friday 8.10am – 2.00pm.
* **Ear syringing –**The Surgery has facilities for ear syringing by the practice nurses.
* **Well person checks –**These can be carried out with any practice nurse.
* **Cervical screening**-­ our nurse is qualified to carry out cervical screening and tests in the form of cervical smears
* **Physio.**
* **Minor Surgery.**
* **Treatment of disease, disorder or injury.**
* **Chronic Disease Management.**
* **Clinical Pharmacist**

**Practice Ethos**

Our practice ethos is based on:

* **Mutual Respect**: We endeavour to treat all our patients with dignity, respect and honesty. Everyone at Purbeck Health Centre is committed to deliver an excellent service.  We ask all patients to highlight any discrepancies and to offer the same commitment in return.
* **Comments or suggestions:** We welcome feedback from our patients on any issues or concerns about the service we provide. Patients should speak to Julia Boyd, Practice Manager if they would like to make any comments or observations, or if they do not understand how any aspect of the Practice operates. In this way, we can explain any misunderstandings and try to make improvements.
* **Complaints**: Although the Practice endeavours to offer the best possible service, there may be times when patients may feel this has not happened. Details of our in-house complaints procedure is available on request from the Practice Manager.
* **Holistic Care**: We treat ‘patients’ and illnesses. This means that we are equally interested in the physical, psychological and social aspects of your individual care.
* **Continuity of Care and the ‘Therapeutic relationship’**: Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems or long-term illness. In these circumstances we would encourage you to continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem, the doctor or nurse that you normally see is not available, or you would like to see someone else then we would encourage you to see any of the doctors or nurses at the practice.
* **Learning and Training**: We are committed to the ongoing professional development of our clinical and non-clinical team. We believe in “life-long learning” and all 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 your ability to manage and deal with both ‘self-limiting’ and long-term illnesses.

**Facilities and Access**

Our practice building, is located within the Stantonbury Health Centre Building, Purbeck, Milton Keynes:

* Ground floor: reception, patient waiting area, accessible restrooms, hearing loop, seven consulting rooms and administrative spaces.
* Accessible ground floor entry with a permanent ramp and automatic doors for ease of access.

**Commitment to Quality**

1. Delivering equitable access to care for all patients.
2. Upholding patient dignity, respect, and confidentiality.
3. Involving patients in treatment decisions and encouraging feedback.
4. Maintaining open communication and patient engagement.
5. Involving allied health professionals to deliver comprehensive care.
6. Promoting good health and well-being through education and information.
7. Ensuring a safe and clean environment through infection control and risk assessment.

**Service Type**: GP Consultations, ANP Consultations, Nurse Consultations & Treatments.

Purbeck Health Centre operates under a General Medical Services (GMS) Contract, offering same-day and advance appointments, telephone consultations, and a duty doctor for urgent access and minor illness needs.

The Purbeck Health Centre offers flexible appointment options to meet the diverse needs of our patients:

* **Same-Day and Advance Appointments**: Available to accommodate both immediate and scheduled needs.
* **10- and 15-Minute Appointment Slots**: Tailored for a range of consultations to ensure quality time with each patient.
* **Urgent Access and Minor Illness Clinic**: Provides expedited care for urgent medical issues and minor illnesses.
* **Telephone Consultations and Duty Doctor**: Available for convenient and accessible consultation options when in-person visits are not required.

This statement outlines our dedication to delivering accessible, high-quality healthcare and reflects our commitment to continuous improvement, patient-centered care, and professional development within our team.

**Purbeck Health Centre**

*Last Updated – Aug 2024*