# THE PRACTICE

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| **Statement of purpose, Part 1**Health and Social Care Act 2008, Regulation 12, schedule 3The provider’s business contact details, including address for service of notices and other documents, in accordance with Sections 93 and 94 of the Health and Social Care Act 2008 |

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| **1. Provider’s name and legal status** |
| **Full name**1 | Brookfield Surgery |
| **CQC provider ID** | 1-199776861 |
| **Legal status**1 | Individual | **[ ]**  | Partnership | **[x]**  | Organisation | **[ ]**  |  |

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| **2. Provider’s address, including for service of notices and other documents** |
| **Business address**2 | Brookfield Surgery Whitbarrow Road |
| **Town/city** | Lymm  |
| **County** | Cheshire |
| **Post code** | WA13 9DB |
| **Business telephone** | 01925 756969 |
| **Electronic mail (email)**3 | Warccg.brookfieldpm@nhs.net |

By submitting this statement of purpose you are confirming your willingness for CQC to use the **email address** supplied at Section 2 above for service of documents and for sending all other correspondence to you. Email ensures fast and efficient delivery of important information. If you do not want to receive documents by email please check or tick the box below. We will not share this email address with anyone else.

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| I/we do **NOT** wish to receive notices and other documents from CQC by email | [x]  |  |

1 Where the provider is a partnership please fill in the partnership’s name at ‘Full name’ in Section 1 above. Where the partnership does not have a name, please fill in the names of all the partners at Section 3 below

2 Where you do not agree to service of notices and other documents by email they will be sent by post to the business address shown in Section 2. This includes draft and final inspection reports. This postal business address will be included on the CQC website.

3 Where you agree to service of notices and other documents by email your copies will be sent to the email address shown in Section 2. This includes draft and final inspection reports.

*Please note:* CQC can deem notices sent to the email or postal address for service you supply in your statement of purpose as having been served as described in Sections 93 and 94 of the Health and Social Care Act 2008. The address supplied must therefore be accurate, up to date, and able to ensure prompt delivery of these important documents.

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| **Names:** | **Partners and Salaried GP’s**Dr Aparna Rao Senior PartnerDr Priya SumraDr Emma LynchDoctor Matthew LeechDr Nandini BiswasDoctor Daria Mudrak |

**Mission Statement**

Our purpose is to provide people registered with the practice with high quality personal health care and to seek continuous improvement in the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy, sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in primary health care.

Brookfield Surgery was built in the 1980’s. All GP consulting rooms are on the ground floor to ensure ease of access; there are also toilet facilities for the disabled. We have an annexe to the surgery which is across the practice car park with 3 consulting rooms. This was renovated in 2009 and updated to include a disabled toilet and baby changing facilities.

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| **CQC provider ID** | 1-199776861 |
| **Registered Manager** | Doctor Aparna Raoaparna.rao2@nhs.netTelephone 01925 756969Brookfield Surgery Whitbarrow RoadLymm Cheshire WA13 9DB |

**Contact number is 01925 756969**

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| **The CQC service type(s) provided at this location** |
| Diagnosis and screening procedures | [x]  |  |
| Family Planning | [x]  |  |
| Maternity and midwifery services | [x]  |  |
| Surgical Procedures | [x]  |  |
| Treatment of disease, disorder or injury | [x]  |  |

**Normal Working**

**APPOINTMENTS:**

1. You can speak to a receptionist personally during opening hours (between 8am and 6.30pm Monday to Friday). Patients can use Patchs, book a telephone consultation and be seen face to face. Appointments are available two weeks in advance
2. you can use the web based application “SystmOnline” to order repeat medication (you must register with the practice for this service and provide photographic ID and proof of address, not including a mobile telephone bill).

All surgeries are by appointment. If you need to see a doctor urgently please make this clear so that an appointment can be given as soon as possible. We aim to give patients an appointment within 2 working days to see a doctor. Our ultimate objective is to have appointments available on the day for urgent cases. We have several appointments available for booking in advance.

**HOME VISITS:** When a visit is needed, please ring the surgery before 10.00am if possible. Wherever possible, please try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit please make this clear in order that the doctor receives the correct message and can take the appropriate action.

If you wish to speak to a doctor on the telephone, book ahead appointments are available with all the clinicians.

**OUT OF HOURS COVER:** When the surgery is closed, if you require urgent medical advice or attention, please telephone (NHS)111. You will then be triaged and referred to the relevant organisation in “real time” according to your need. The call taker may ask the nature of your medical problem and will arrange the relevant and appropriate path for you to take.

**REPEAT PRESCRIPTIONS:** Repeat Prescriptions are processed through electronic prescription service to your Chemist.

Prescriptions can be:

* collected in person
* sent via EPS (Electronic Prescription Service) providing you have nominated a pharmacy and signed an agreement with that pharmacy.

**Please allow 48 hours/2 working days when ordering repeat medication.**

We regret that prescription requests cannot be taken over the telephone unless you are truly housebound.

The practice is developing a Patient Participation Group that will meet 3 – 4 times per year. Volunteers are always welcome.

**THE PRIMARY HEALTH CARE TEAM**

**PRACTICE STAFF:** We employ a Practice Manager, Ms. Debbie Taylor and Deputy Practice Manager, Mrs Beverley Stirrup, a team of receptionists, 2 secretaries, 1 administrator, 2 prescription clerks and 2 workflow optimisers. All have a full knowledge of the services the practice has to offer. All members of the staff are happy to assist you with any enquiries.

**PRACTICE NURSES:** We employ 3 practice nurses; Lisa Oliver, Jane Newsholme and Georgia Campbell. The Practice has a health care assistant / phlebotomist. Their duties include chronic disease checks, cervical screening, immunisations and ear syringing amongst other things, ECG’s, Travel Vaccinations etc. Our Nurses provide health screening checks, advice, blood pressure checks.

**HEALTH VISITORS/DISTRICT NURSES/MIDWIFE**
These members of the team are available to all our patients and are specially trained in their own field. They are not based at the surgery. The doctors will refer you to their services if the need arises.

District Nurses: 01925 251489

Health Visitors: 01925 843868

Midwives: 01925 662092

# SERVICES WE PROVIDE:

**General Medical Services**

**Medication Reviews**

**Repeat Prescription Service**

**CERVICAL SMEAR TESTS**
It is recommended that women between the ages of 25 and 64 should have a test every five years unless otherwise advised. These tests can be performed by the practice nurses. Please make an appointment through the receptionist if you require this test. If you require a vault smear (following a hysterectomy), you must see a doctor who will refer you to the appropriate service

**TRAVEL IMMUNISATIONS**
The practice nurses will be happy to discuss and perform any travel immunisations you require. Please allow plenty of time to have these.

**MINOR OPERATIVE PROCEDURES**
Where appropriate, minor operations can be performed.

**FAMILY PLANNING ADVICE**
A full range of contraceptive advice is available.

**ANTE-NATAL CLINIC/ POSTNATAL CHECKS**

## **DIABETIC SCREENING**

Diabetic screening takes place on Mondays with Dr Johnstone and Sr Geggie

## **CARDIOVASCULAR SCREENING**

IHD appointments can be booked in any of the appropriate nurses IHD sessions

**ASTHMA SCREENING**

Asthma appointments can be booked in any of the appropriate nurses Chronic Disease sessions

**PHLEBOTOMY SERVICE**

**CHRONIC DISEASE MANAGEMENT**

**ECG’s**

**CHILDHOOD IMMUNISATION**We strongly support the programme of immunisations against infectious diseases. All childhood immunisations are carried out by the practice nurses in regular clinics. Health visitors should advise patients regarding immunisations and we invite in a timely fashion following notification from the Child Development Unit when a child is due for an immunisation.

**CHILD HEALTH**
Health checks are available for children under 5. These will be performed by a qualified doctor, who will advise when they should be done.

**NHS HEALTH CHECKS**

**MINOR SURGERY**

RIGHTS AND RESPONSIBILITIES
As a patient you have the right to access the services provided by our practice. We request you advise the practice as soon as possible if you are unable to keep an appointment, in order that the appointment can be reallocated.

Patients have a right to information about their own health issues and access to their medical records, subject to the limitations of the law (and there may be a charge). Our practice will not tolerate violence or abuse. In the event of violent or aggressive behaviour the offender will be removed from the practice list.

## **EQUAL OPPORTUNITIES**

It is the policy of Dr Wadsworth & Partners to treat all employees and job applicants fairly and equally regardless of their sex, sexual orientation, marital status, race, colour, nationality, ethnic or national origin, religion, age, disability or union membership status. Furthermore we will ensure that no requirement or condition will be imposed without justification which could disadvantage individuals purely on any of the above grounds.

**COMPLAINTS**
The practice operates an "in-house" complaints procedure which is designed to provide an effective and informed explanation of events leading to a complaint, together with a plan of any appropriate action. The Practice Manager received complaints and they are discussed with the appropriate individual/s.