



# **Queens Medical Centre**

## **STATEMENT OF PURPOSE**

**Dr M Fuller and Mr M Forbes  
Trading as Queens Medical Centre**

13/05/2022

## Statement of Purpose

### **Name and Address**

Queens Medical Centre is a GP Practice run as an unlimited liability Partnership (Fuller and Forbes Partnership) located at Queens Medical Centre, 6/7 Queen Street, Barnstaple, Devon EX32 8HY. Dr Mark Fuller and Mr Methven Forbes are the sole partners.

### The main headquarter site is situated at:

6/7 Queen Street

Barnstaple

Devon

EX32 8HY

### **Registered Manager**

The registered Manager is Dr Jane Sinclair. The registered manager can be contacted at Queens Medical Centre, 6/7 Queen Street, Barnstaple, Devon EX32 8HY, 01271 372 672.

### **Vision**

To offer the highest quality primary health care to our patients.

### **Mission Statement**

To enable our patients to live longer and healthier lives that are full, active and meaningful.

### **Aims and Objectives**

Fuller and Forbes Partnership aims to provide high quality primary care health services and develop activities that support the stated vision and mission.

Our patient needs, their expectations and their wishes are central to the delivery of the services and activities we provide. Therefore, we will ensure that our services and activities are continually evaluated to ensure the highest levels of patient centred care and patient experience.

To support our aims, we have 5 key ambitions for general practice:

- Ensure there is a motivated, engaged, integrated and healthy workforce with the right skills, behaviours and training, available in the right numbers to meet the needs of our patients
- Fully use and prioritise our estate and technology resources we have available to improve the quality of primary medical care and New Models of Care experienced and delivered by patients and professionals.
- Redesign the way care is delivered by progressing a whole system model which focusses on a 'place-based' approach where everybody has a part to play, both citizens and services together.
- Ensure all patients registered with us understand how, when and are able, to access routine and urgent primary medical care when needed; and are empowered to manage their own conditions to live fulfilling lives in the community
- Free up more time in our Practice to plan and deliver better care for patients and professionals by streamlining workload in primary care and between our care provider stakeholders
- Increase the investment and resourcing into our general practice through maximising funding opportunities

The strategic decisions and day-to-day activities will be guided by the following values:

**EVIDENCE-BASED APPROACH TO MEDICINE**

Clinical expertise and best research

**PATIENTS AS PARTNERS**

Views, knowledge and experience as essential to health outcomes

**SOCIAL DETERMINANTS OF HEALTH**

Recognising that the medical view is not the whole picture of a person's health

**CARING**

Respectfulness, helpfulness, and professionalism

**LEARNING**

Training, mentoring and providing opportunities

**INNOVATING**

Harnessing creativity and ideas

**COMMUNITY**

Investing in social value, co-producing with stakeholders and partners

**COLLABORATING**

Synergy, sharing knowledge and expertise, supporting

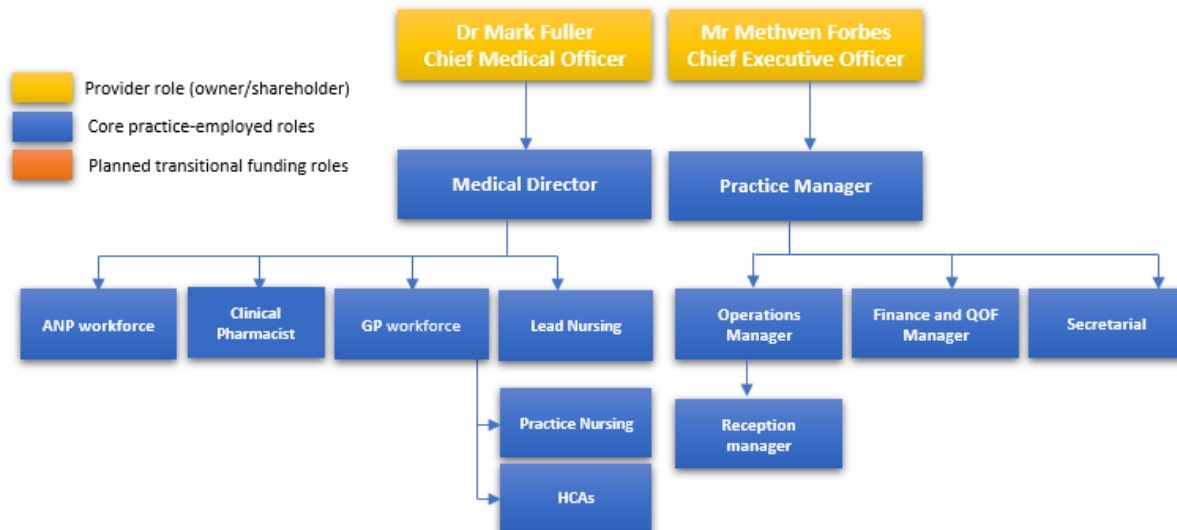
**SUSTAINABILITY**

Being responsible for our environment and environmental impact

**Number of Staff**

General Practitioners:	8
Nurse Practitioners	2
Practice nurses	2
Clinical Pharmacist	1
Healthcare assistant / Phlebotomist	3
Administration team	14
Management team	3

**Organisational Tree**



Our staff are committed to meeting the patients' needs and expectations. Patients are encouraged to speak to any staff member at any time whilst they are here or after they have left. Complaints and compliment forms are available from reception.

If a patient wishes to contact the Registered Manager on any matter they can either ask at reception or call 01271 372 672 or email [d-ccg.queensmc@nhs.net](mailto:d-ccg.queensmc@nhs.net) or write to Queens Medical Centre, 6/7 Queen Street, Barnstaple, Devon EX32 8HY.

Our patients can be assured that staff receive appropriate clinical and customer service training in order to meet our objectives and that we are committed to continually enhance and improve the quality of care for patients ensuring we meet regulations and standards by the relevant bodies.

### Staff Qualifications

All employees have the appropriate education, skills and experience to undertake the work for which they are employed. All healthcare professionals are registered with and regulated by the appropriate governing body including the Nursing and Midwifery Council, the General Medical Council, and the General Pharmaceutical Council.

### Services offered by our Practice

Queens Medical Centre has a primary medical services (GMS) contract with the NHS.

The GMS services provided by our Practice are defined under the NHS Standard Contract.

These services are mainly split into three groups:

- Essential
- Additional
- Enhanced

### Essential Services

Our essential services include the day to day medical care of the practice population such as health promotion, management of minor and self-limiting illness and referral to secondary care services and other agencies as appropriate, the general management of patients who are terminally ill and chronic disease management.

Our core services include:

- GP consultations
- Advanced nurse practitioner consultations
- Practice nursing consultations and Asthma, COPD, Diabetes and CHD clinics
- Healthcare assistant consultations

### Additional Services

Our Additional services include:

- Cervical cytology screening
- Contraceptive services
- Vaccinations and immunisations
- Child health surveillance
- Maternity services
- Vaccinations and immunisations

### Enhanced Services

Our enhanced services include:

- Childhood vaccinations and immunisations
- Contraceptive coil fitting
- Extended minor surgery
- Influenza vaccinations
- Implanon Service
- DMARDS Service

### Other practice services

- Child health and development
- Dressing clinics
- Ear wax and syringing
- ECGs (electrical heart trace)
- End of life care
- Epilepsy
- Lung testing (spirometry)
- Medication review
- Men's health
- Mental health
- Pregnancy testing and contraceptive advice
- Ring pessary replacement

- Stop smoking support
- Travel advice
- Women's health

### Non-NHS Services

Our Practice also provides services which are non NHS and are paid for by the patient. These services include:

- Insurance claim forms
- Non NHS vaccinations
- Pre-employment HGV and taxi medicals
- Private sick notes
- Vaccination certificates

### **Visiting Children**

Where children are required to attend our services, they are normally escorted by a parent or guardian. There is no age restriction for patients accessing our primary medical services.

### **Privacy and Dignity**

Patient privacy and dignity will be respected at all times. Our ethos is to understand and consider the diversity of all our patients, their cultures, customs and religions. Our staff are delighted to help with any special requests or concerns that patients may have. Patients should contact us on 01271 372 672.

### **Complaints Handling**

We welcome comments and suggestions and have a complaints policy and protocol in place for managing complaints. In the first instance, complaints should be raised verbally with the relevant individual at the time of the complaint. Where this does not resolve the issue or if the patient wishes to raise a more formal complaint, complaints should be address to the Reception Team Leader either in writing or using our complaints form or emailing us at [d-ccg.queensmc@nhs.net](mailto:d-ccg.queensmc@nhs.net). Relevant details are recorded so that the complaint can be investigated and responded to in a timely manner. If the complaint is not resolved to the satisfaction of the patient, the patient can complain to the Parliamentary and Health Service Ombudsman by downloading a leaflet from <http://www.ombudsman.org.uk/make-a-complaint/how-to-complain/download-leaflets-and-forms2> or calling the Ombudsman on 0345 015 4033, or make a complaint online at <https://ombudsman.achieveservice.com/module/home>? In addition, the complainant may write to the following address:

Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Fax: 0300 061 4000

### **Safeguarding of Children and Vulnerable Adults**

All staff employed by Fuller and Forbes Partnership are trained to the relevant level to deal with safeguarding of Children and vulnerable Adults, which for administration staff is Level 1, for clinical staff is Level 2, and for safeguarding leads and GPs is Level 3.

Policies and procedures are in place to ensure that any concerns are dealt with in a timely manner. Links have been established with the local Devon Safeguarding Teams, with all the information on how to contact them readily available to all staff. All staff are encouraged to raise concerns on site.

### **Care Quality Commission Registration**

Queens Medical Centre is regulated by The Health and Social Care Act 2008 and receive visits from the Care Quality Commission inspectors. Reports are available from [www.cqc.org.uk](http://www.cqc.org.uk)

### **Our Commitment to your Wellbeing**

The partnership is committed to the health and wellbeing of our registered population and to the wider community. Our commitment is expressed in a variety of ways, including:

- Commitment to patient choice
- Regular surveys and feedback opportunities for patients
- A commitment to provide proactive and preventative medicine
- Supporting the Devon Health and Wellbeing Strategy publication

### **Putting Patients First**

Fuller and Forbes Partnership is committed to achieving the highest possible standard of primary health care and in so doing, we recognise the centrality of the patient's personal dignity, individuality, and right to privacy.

Furthermore, we are committed to continuous improvement and flexibility in the interests of improving our service to the patient. Our clinical practice is founded on proven knowledge and research, as demonstrated in the first of our 9 values, thus putting quality first and foremost in all that we do.

We recognise and are fully committed to patients' rights, in particular:

- The right to receive safe skilled care redelivered with consideration and respect
- The right to consideration, privacy and confidentiality
- The right to be informed about information on the care and treatment available
- The right to refuse care, treatment and investigations, and to be informed of the consequences of such actions.

Our patients can be assured that our healthcare professionals are regulated by the relevant bodies and are bound by the respective Codes of Conduct that underpin the professional license to practice medicine, nursing and pharmacy.



### **Infection Control**

All clinical staff and relevant non clinical staff are training in infection control. Our audit and monitoring process, supported by our corporate assurance framework, enables the organisation to review infection control procedures and practices on a continual basis.

Queens Medical Centre is committed to reducing and eliminating the risks of infection and cross infection. Principally, all staff receive regular hand wash training and inspection and all clinical rooms contain liquid soap dispenses and disposable handtowels.

### **Fire Alarms**

In accordance with safety requirements, the fire alarms are tested on a regular basis. Should alarms sound at any other time than the planned fire alarm test date, staff assume that there is a fire, and procedures are in place to manage the evacuation of patients and staff to the fire assembly point.

### **Smoking**

Queens Medical Centre operates a strict no smoking policy on the premises at any time.

### **Mobile Telephones**

Patients are requested to silence mobile phones whilst in the building so as to show both courtesy to other patients and also to maximise time with the consulting clinician.

### **Confidentiality of Medical Records**

All patient information is considered to be confidential and we comply fully with the Data Protection Act to keep confidential data safe and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary health care team at the practice and with other health care 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 ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice.

### **Consent and Chaperone**

Consulting rooms are located away from reception desk where no conversation can be overheard, or examination seen. No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request.

### **Carers**

G2 - CQC Statement of purpose V1.1

We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role. 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 encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role.

### **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, long-term illness and care of the elderly. 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.