

SUNDERLAND GP ALLIANCE MEDICAL PRACTICE

STATEMENT OF PURPOSE

GALLERIES HEALTH CENTRE

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GP's

Dr. Cindy Kelly	-	Head of APMS Clinical Services
Dr. Adil Salim	-	Lead GP
Dr. Charlotte Matthews	-	Salaried GP
Dr. Gina Middleton	-	Salaried GP
Dr. Mazin Abdalla	-	Long Term Locum
Dr. Mohammed Elhimadie	-	Long Term Locum
Dr. Farood Ranaie	-	Long Term Locum

Head of APMS Support Services

Mrs. Judith Taylor

Practice Manager

Mr. Kevin Doran

Lead Nurse

Mrs. Linda Dimmick

STATEMENT OF PURPOSE

SGPA APMS Practices, Disruptive Patient Service and Silksworth Health Centre seek to provide the full range of NHS General Practice Services that are subject to contract with NHS England.

- We seek to provide services that satisfy the needs and expectations of individual service users.
- We seek to respect the individuality of services users.
- We seek to response positively to constructive feedback from staff and service users.
- We seek to continuously improve the quality of the services we provide.
- We seek to protect out service users and staff from hazards and abuse.
- We seek to build a stable, committed and adequately trained workforce. To promote prescribing best practice across primary care
- To identify and promote the collation of key outcome data which relate to the development of the service and improving patient outcomes
- To support patient education programs where appropriate
- To treat all patients as individuals, with respect and dignity
- To provide high quality care in family practice settings
- To involve patients and their Carers in the management of their care
- To continually strive to improve services through audit, monitoring and feedback
- To continue to encourage staff in personal development and learning
- To maintain the core values shared amongst staff:-
 - Openness
 - Fairness
 - Respect
 - Accountability
 - Equity

To ensure that our services are delivered effectively and in a safe manner in a clean and safe environment

To work with Peers and share good practice to the benefit of the patient

MISSION STATEMENT

In holding contracts to provide General Practice services, Sunderland GP Alliance seeks:

'To provide high quality, person-centred care, to maintain and improve the health of our patients'

Values

Our organisational values underlie everything we do. As well as having a clear statement of purpose, we conduct ourselves as a business, and as individual members of staff, in accordance with the following values:

- **C**andour – being honest with patients and staff
- **R**espect – for all we come into contact with, regardless of age, religion or other characteristics
- **I**nnovation – embrace change, opportunities, and new ideas
- **S**afety – provide high quality care, in a safe working environment
- **P**ro-active – anticipate our customer needs, and go the extra mile to meet them

What Good Looks Like

Fulfilling our purpose in conjunction with our values, will lead to an excellent service for our customers. Sometimes, it's helpful to understand what this might look like. SGPA believes that a good practice will have the following characteristics:

- We provide the best possible care in a safe, confidential environment
- Our staff and patients are treated with respect at all times
- We involve patients in decisions made about their care
- We provide information and support to improve the health of our patients, including those with long term chronic illness
- We are a learning organisation with robust processes for complaints, feedback and incidents
- We operate a zero tolerance policy on all forms of abuse
- We use our resources wisely to deliver value for money
- We are receptive to change and embrace new ways of working

Our Services

The APMS services provided by our GPs are as defined under the APMS Contract. These services are mainly split into three groups:

Essential Services

We provide essential services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients. Our core services include:

- GP consultations (including telephone consultations)
- Asthma clinics

- Chronic obstructive airways disease clinics
- Coronary heart disease clinics
- Diabetes clinics

Additional Services

Our additional services include:

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

Enhanced Services

Our enhanced services include:

- Childhood vaccinations and immunisations
- Prostate cancer therapy
- Flu immunisation

Other Services

Our practice also offers services including:

- Child health and development
- Counselling
- Dressings
- Ear wax and syringing
- ECGs
- End of life care
- Epilepsy
- Spirometry (lung tests)
- Medication reviews
- Phlebotomy
- Pregnancy testing and contraceptive advice
- Stop smoking support
- Travel advice
- Women's health
- Benzodiazepine Withdrawal Clinic
- Community Integrated Teams

Non-NHS Services

- Insurance claim forms
- Prescription for taking medicine abroad

- Private sick notes
- Vaccination certificates