

# **Dr J A Gilby & Alyson Turner**

## **Brook Medical Centre**



# **Statement of Purpose**

Health and Social Care Act 2008

Version: 4.0 – November 2023

Date of Next Review: October 2024

## Service Provider Details

Name: Dr Gilby  
Address: Brook Medical Centre  
98 Chell Heath Road  
Bradeley  
Stoke-on-Trent  
ST6 7NN

Telephone: 01782 838355  
Email: SOTCCG.BrookMedicalCentre@nhs.net  
Website: [www.brookmedicalcentre.nhs.uk](http://www.brookmedicalcentre.nhs.uk)

Service provider ID: [CQC website]  
Registered manager ID: Dr J Gilby  
Legal Status: Partnership

### Partners:

Dr John A Gilby (Senior Partner)  
MB ChB, Qualified 1984  
GMC 2942841

Alyson Turner (Partner)  
Diploma in Practice Management, HNC Business

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Brook Medical Centre) is required to provide to the Care Quality Commission a statement of purpose.

## **Our Aims and Objectives (Vision Statement)**

1. Excellence: To provide the highest levels of quality and safety in healthcare through continuous learning, developing our skills, keeping up to date and innovation through collaboration.
2. Patient focus: To provide patient centred care, prioritising the needs of our patients, fostering collaborative, trusting relationships built on mutual respect and open communication.
3. Compassion: To approach every patient with kindness, understanding and a commitment to listening to their needs and preferences.
4. Equity and inclusion: We will embrace diversity and provide equitable healthcare services, ensuring that every patient receives fair and just treatment.
5. Accessible services: We will optimise access to our services by offering convenient appointments and accommodating the needs of our patients, especially those facing the greatest socio-economic challenges.
6. Teamwork and collaboration: We will continue to build and develop a strong multi-professional team who will work together to provide comprehensive and co-ordinated care to our patients. We will be prominent contributors to system working at local, Place and regional level.
7. Community engagement: We will actively participate and support our local community, advocating for the health and well-being of our patients.
8. Evidence based practice: We will follow the latest research and clinical guidelines, ensuring that our patients benefit from the latest advances in healthcare.
9. Privacy and confidentiality: We will hold the highest standards of ethical conduct in safeguarding the privacy and confidentiality of our patients' medical information.
10. Accountability: we take responsibility for our actions and decisions, learning where mistake and incidents occur and practicing candour.

## **Our Mission Statement**

Our mission is to provide high quality, accessible primary healthcare services to the underserved and deprived population within our catchment area. We are committed to delivering compassionate, patient centred care, addressing the unique needs of our community, and promoting overall health and wellbeing through a holistic approach. Our goal is to improve health outcomes for the people we serve through excellence in clinical practice and strong engagement with system partners across all sectors.

## **Our Values**

**Compassion**  
**Accessibility**  
**Respect**  
**Excellence**  
**Support**

## Location

### Primary Location

Name: Dr Gilby  
Address: Brook Medical Centre  
98 Chell Heath Road  
Bradeley  
Stoke-on-Trent  
ST6 7NN

Telephone: 01782 838355

### Branch Sites

Name: Dr Gilby  
Address: Brook Medical Centre  
2 Baden Road  
Smallthorne  
Stoke-on-Trent  
ST6 1SA  
Telephone: 01782 838355

Service provider ID: [CQC website]

Registered manager ID: Dr J Gilby

### Satellite Site:

Smallthorne Community Centre  
Community Dr  
Smallthorne  
Stoke-On-Trent  
ST6 1QE

Currently Smallthorne Community centre is to be run as a satellite site of Dr Gilby, Brook Medical Centre. This is solely being used as a COVID-19 vaccination centre in partnership with Whitfield PCN which includes Baddeley Green Surgery M83709, Orchard Surgery M83038 and Millrise Medical Practice M83061. CCG 05W have provided permission and designation for this to be used as a COVID-19 vaccination site as of 02.02.21.

### Service Types

- Doctors consultation service
- Doctors treatment service

### Regulated Activities

- Treatment of disease, disorder or injury
- Surgical procedures

- Diagnostic and screening procedures
- Maternity and midwifery services
- Family planning service

### **Service users:**

Open for registration to patients resident and temporarily resident in the Practice area.

### **Service user bands at these locations**

- Learning disabilities or autistic spectrum disorder
- Older people
- Younger adults
- Children 0-3 years
- Children 4-12 years
- Children 13-18 years
- Mental health
- Physical disability
- Sensory impairment
- Dementia
- People detained under the Mental Health Act
- People who misuse drugs and alcohol
- People with an eating disorder
- Whole population

## **The Primary Health Care Team**

### **GPs**

Dr John Gilby (Senior Partner)  
MB ChB, Qualified 1984  
GMC 2942841

Dr Misbah Jadoon (Salaried GP)  
MB BS, Qualified 2002  
GMC 6059917

Dr Saba Aziz (Sessional GP)  
MB BS, Qualified 2010  
GMC 7120364

Dr Jennifer Farrington (Locum GP)  
MB ChB, Qualified 2001  
GMC 6026049

Dr Kara Kennerley (Salaried GP)  
MB ChB, Qualified 2008  
GMC 7015223

Dr Lorna Clarson (Salaried GP)  
MB ChB, Qualified 2005  
GMC 6118996

### **Nursing Team**

Sara Pepper and Sarah Laing are the Nurse Team Joint Leads. The nursing team is a multi-disciplinary team of Nurse Practitioners, Practice Nurses, Nurse Associated, ARRS Roles, and Health Care Assistants.

The Nurse Practitioners work complimentary to the GPs and are all Independent Prescribers. They operate a daily minor illness clinic jointly with the GPs. Sara Pepper, Sarah Laing and Samantha Jones also run a routine clinic weekly, providing a non-on the day service.

### **Administration Team**

Alyson Turner is a Partner and Business Manager who leads on oversight and practice finance and is in overall charge. George Gilby is the Practice Manager who reports to Dr J Gilby and Alyson Turner and is responsible for the day to day running of the practice. The wider Practice team includes the receptionists; secretaries and ARRS roles and the administration team. This team is responsible for the smooth running of the Practice and has a full knowledge of the services the Practice has to offer.

## **The Practice**

The primary Practice is based in two surgeries in Bradeley and Smallthorne, being 0.6 miles apart. The Bradeley site is owned by Dr Gilby and Dr Parkinson who is retired, and the Smallthorne site is in a health centre owned by MPFT..

Both are purpose built surgeries providing a comfortable and practical environment with a large accessible waiting areas for patients. Parking is available at both surgeries.

## **Services**

NHS services are provided by our GPs and clinical staff and include:

- Routine medical check ups
- New patient checks
- NHS health checks
- Medication reviews
- Repeat prescription service
- Management of Diabetes, Asthma, COPD, Hypertension, etc
- Minor Surgery & Joint injections
- Phlebotomy
- Maternity services – midwife and GP
- Contraception services and pill checks, Nexplanon, insertion and removal
- Weight loss and lifestyle management.
- Treatment of depression and anxiety
- Cervical cytology screening
- Simple Wound Management and suture removal
- Childhood immunisations
- Child health surveillance
- Flu immunisation and routine adult immunisation
- Annual coil checks
- Annual Health checks
- Annual Learning Disability checks
- Home visits
- Palliative Care
- Cardiovascular health checks
- Mental Health
- Spirometry

- ECG

This list is not exhaustive; we are changing and developing as more services move to Primary Care and as staff develop.

We are well equipped clinically and have diagnostic equipment that includes ECG and portable ECG machines, ambulatory blood pressure monitors, peak flow meters, pulse oximeters, Doppler, cryotherapy, and electrocautery.

### **Non-NHS Services**

We also provide services which are non-NHS and are paid for by the patient or requesting organisation, Including:

- Private medical insurance reports
- Copies from records
- HGV medicals by appointment only

### **Booking Appointments**

Appointments are available to book in advance as well as GP and Nurse Practitioner urgent appointments on the day.

We have routine bookable appointments with doctors, nurses, and health care assistants.

### **Surgery Hours**

The Bradeley surgery is open 8:00 am to 6:30 pm Monday, Tuesday, Wednesday, and Friday. On Thursday the surgery is open 8:00 am to 1:00 pm, and 2:00 pm to 6:30 pm at the Bradeley site. The surgery at the Smallthorne site closes all day on Thursdays.

### **Extended Hours**

The surgery offers enhanced access appointments:

- Monday to Friday inclusive 18:30-20:00
- Saturdays 09:00-17:00

This is provided on a alternating weekly rota at Brook Medical Centre, Bradeley and Endon Surgery, Station Road, Endon, Stoke-on-Trent, ST9 9DN which is owned and operated by Orchard Surgery who are part of Whitfield PCN.

Reception and the general surgery phone are not open during these extended hours.

### **Prescriptions**

Authorised prescription requests will be dealt with, within **two** working days using the repeat order sheet.

For safety reasons we do not accept prescription requests over the phone, nor by fax or e-mail (from patients). Repeat Prescriptions can be ordered using the online service on our website, or through the usual paper format of posting, or dropping prescription requests at the surgery. Patients are asked to make certain they tick the medication they require on the request form. Arrangements for collection can be made with a pharmacy of your choice, please speak to your chosen pharmacy.

### **Home Visits**

Home visits are available for patients unable to visit the practice. All requests for this service will receive a phone call from a Nurse Practitioner.

Please make requests for this service before 10:00 am to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment.

### **Out of Hours**

When the surgery is closed, if you require urgent medical advice or attention, please telephone the surgery number for details.

VOCARE based at Riverside, Campbell Road, Stoke, is our out-of-hours service provider.

All contacts with out-of-hours providers will be reported back to the Practice the following working day.

### **Access**

For patients that do not speak English, a family member can translate at their request or a translation Service is available. We are also able to provide information in larger fonts or electronically as requested.

The Practice is accessible to wheelchair patients. All consulting rooms are on the ground floor.

### **Consent and Chaperone**

Consulting rooms are away from the reception area where no conversation can be overheard or examination seen. No patient is ever examined or procedure undertaken without consent.

Should you need a chaperone present at a consultation or procedure then please alert reception staff or please inform the clinician at the time of consultation. Chaperones can also be requested by any clinician to be present at your examination.

### **Carers**

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.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to your possible needs in this role, such as being eligible for flu vaccinations.

### **Change of personal details**

Patients are asked to notify the Practice as soon as possible of any change of name, address, home or mobile telephone number; not forgetting to indicate all the persons involved in this change. In an emergency, this could be absolutely vital.

### **Patients' Rights and Responsibilities**

You have a right to expect a high standard of care from our Practice and we will try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given. In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we would suggest that you consider making more than one appointment.

Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate appointment.

Very occasionally, a Practice/patient relationship breaks down completely. In this situation, the patient may choose to register with a different practice. The Practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

You have the right to express a preference of practitioner when you make an appointment.

### **Violent Patients – Zero Tolerance**

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the Practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients, and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse that leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it.

### **Confidentiality and Access to Patient Information**

All patient information is considered to be confidential and we comply fully with the Data Protection Act and GDPR to keep your 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.

### **Access to Health Records**

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. Where entitled to receive a copy, it should be noted that a charge will be made.

Brook Medical Centre has switched on online access for patients from the 04.10.2023 and patients will automatically be able to see their full medical records retrospectively from this date. If patients wish to see records prior to this date, this can be requested through our reception team.

### **Data Protection Policy**

The Practice is committed to security of patient and staff records. The Practice will take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The Practice will undertake prudence in the use of, and testing of, arrangements for the backup and recovery of data in the event of an adverse event.

### **Comments, Suggestions, and Complaints**

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our Practice Manager who will, where appropriate, use our complaints procedure to try to correct the problem. We take all complaints seriously and they are handled by our Complaints Team. If the complaint is not resolved, the complainant has access to PALS, and ultimately to the Health Service Ombudsman who can investigate the complaint further.

Please see the complaints leaflet and policy available in reception and on our website for more information.

### **Patient Participation Group**

Brook Medical Centre is committed to improve our services continually by learning from and listening to our patients.

We have a Patient Participation Group which is a 'virtual' Group, i.e. a Group that operates through electronic communication. The Group is contacted for opinions for improvements, surveys, etc. We are always looking for new members, please ask at Reception for a form, or submit the form on our website.

Website: [www.brookmedicalcentre.nhs.uk](http://www.brookmedicalcentre.nhs.uk)

Our website is accessible to all and kept up to date with current news. We produce a newsletter once a quarter and all information on the Practice can be found there as well as other information. The website is developing and changing continuously.

## **Brook Medical Centre Statement of Purpose**

**Date:** 2<sup>nd</sup> November 2023

**Review Date:** October 2024

**Signed by Registered Manager:** *Dr J Gilby*