



Care Quality Commission Statement of Purpose

(in accordance with the
Health and Social Care Act 2008)

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Statement of Purpose

Service Provider Details:

Name: MyHealth

Address: Strensall Health Care Centre
Southfields Road
Strensall
York
YO32 5UA

Telephone: 01904 490532
Website: www.MyHealthgroup.co.uk
Email: carequality@myhealthgroup.co.uk

Service provider ID: 1-199695965
Registered Manager ID: CON1-527961778

Legal Status: Partnership

Registered Manager: Dr Mark Stenton

Partners:

Dr Christopher Hirst
MB BS MRCP
London 1990

Dr Mark Stenton
MB BS MRCP DRCOG Dip Occ Med
London 1992

Dr Russell Saxby
MB BS MRCP DRCOG
Liverpool 1995

Dr Alison Travis
BMedSci MB BS MRCP DRCOG DFFP
Nottingham 1996

Dr Frances Matthews
MB ChB MRCP DRCOG DFFP
Sheffield 1998

Dr Peter Frost
DCR (R) BSc MBChB MRCGP
Leeds 2001

Dr Frances Adams
MBChB MRCGP DFFP
Leeds 2000

Dr Dan Crowley
MBChB MRCS MRCGP
Leeds 2001

Mrs Joanne Rowe
Managing Partner

MyHealth is a well established practice caring for approximately 19,200 patients across an area of over 200 square miles to the North East of York. The premises are modern, purpose built surgeries providing a comfortable and practical environment with large accessible waiting areas for patients. The practice operates in a semi-rural area and dispenses to around 20% of its patients.

There are 4 practice premises within the MyHealth group and all are managed from the main site at Strensall. Besides the consulting rooms, each surgery has a treatment room equipped for minor surgery, a fully fitted dispensary and suitable administrative offices. Attached staff such as midwives, counsellor, physiotherapist, and podiatrist all run clinics from MyHealth premises. The District Nursing Team and Health Visiting Team also work closely with the practice. We have an ultrasound service that visits the practice once a week and retinal screening once a month.

Other branch sites within the MyHealth Group:

Stamford Bridge Health Care Centre
46 Viking Road
Stamford Bridge
York
YO41 1BR

Huntington Health Care Centre
Garth Road
Huntington
York
YO32 9QJ

Dunnington Health Care Centre
Petercroft Lane
Dunnington
York
YO19 5NQ

We are also a training practice teaching GP registrars and students from the Hull & York Medical School. Seven of the partners are Honorary Tutors.

We also employ 2 salaried GPs including 1 GP Retainer and one Pharmacist.

We train new nurses under the Advanced Training Practice (ATP) Scheme and have 2 of our senior nurses as mentors.

The practice has Research Ready status. The practice participates in high quality local and national NHS research studies.

Our nursing team comprises one research nurse, 5 nurse prescribers which include 2 Advanced Nurse Practitioners, 1 Practice Nurse in training, 2 treatment room nurses and 2 Health Care Assistants. We now also employ a paramedic in the role of Urgent Care Practitioner. The wider practice team includes the receptionists and dispensers, medical record summariser and administrative staff who include typists, coders, IT, HR and Finance. The practice is managed on a day to day basis by the Operations Manager. This post reports into the Managing Partner. Our staff have a full knowledge of the services the practice has to offer and is happy to assist with any enquiry.

Out of Hours care is provided by NHS111.

Our service users cover all ages, all medical conditions and disabilities.

The age/sex profile of the practice population as of 21 February 2018 is as follows:

	Age	0-9	10-19	20-29	30-39	40-49	50-59	60-69	70-79	80-89	90-99	100+
F	9770	966	1026	923	1020	1433	1412	1394	941	527	127	1
M	8969	1053	1020	845	890	1301	1343	1245	855	363	53	1
	18739	2019	2046	1768	1910	2734	2755	2639	1796	890	180	2

The regulated activities under CQC are:

- Diagnostic and screening procedures
- Family planning
- Maternity and midwifery
- Surgical procedures
- Treatment of disease, disorder or injury

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

Our Aims and Objectives:

- To provide ethical, evidence based, high quality, safe, professional primary health care general practice services to our patients.
- To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
- To work in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- To be a learning organisation that continually improves what we are able to offer patients.
- To treat patients as individuals and with the same respect we would want for ourselves or a member of our families; listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control.
- To work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients.
- To encourage our patients to communicate with us by joining our Patient Participation Group, talking to us, participating in surveys, and feeding back on the services that we offer.
- To ensure all staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently.
- To take care of our staff offering them support to do their jobs and to protect them against abuse.
- We protect our patients and staff data and use, in accordance with current legislation and guidance
- To have a zero tolerance to all forms of abuse.
- To provide our patients and staff with an environment that is safe and friendly.
- To operate on a financially sound basis.
- To ensure a robust information technology strategy to support the business.
- To provide monitored, audited and continually improving healthcare services.
- To provide clinical governance and evidence based practice
- To recruit, retain and develop a highly motivated and appropriately skilled workforce
- To help to develop and support the medical professionals of tomorrow through training and appraisals

Our Services

The registered activities and service types have been agreed by the partners and practice manager of MyHealth in accordance with CQC guidance. NHS services provided by our GPs and clinical staff are defined under the General Medical Services Contract. They are mainly split into three groups of Essential, Additional and Enhanced services for people who have health conditions from which they are expected to recover; chronic disease management and general management of terminally ill patients. These services include:

- Routine medical check ups
- Repeat prescription service
- Dispensing services to qualifying patients
- New patient checks
- Management of chronic diseases such as Diabetes, Asthma, COPD, Hypertension, Coronary Heart Disease and Stroke
- Minor Surgery
- Phlebotomy
- Maternity services – midwife and GP
- Contraception services including pill checks, coil and Nexplanon insertion and removal
- Weight loss and lifestyle management
- Treatment of anxiety and depression
- Counselling
- Cervical cytology screening
- Wound management and suture removal
- Childhood immunisations
- Child health surveillance
- Routine adult immunisation
- Smoking cessation advice
- Home visits
- Palliative care
- Alcohol and drug misuse
- Cardiovascular health checks
- Mental health
- Learning disability checks
- ECG
- Spirometry
- 24hr BP monitoring
- Foot care
- Ear syringing
- Minor injury and minor illness
- Extended hours
- Walk In Clinic

- Monitored Doseette system
- EPSR2

Community Care Project

With effect from 4 February 2015, MyHealth commenced work together with 3 other leading General Practices in the area, on a pilot commissioned by the Vale of York CCG. This pilot has been established to help us provide the right care, at the right time and in the right place.

The focus is enabling people to remain independent in their own home, avoiding hospital admission and helping facilitate earlier hospital discharge when safe and appropriate.

We continue to work closely with York Hospital, local councils, voluntary organisations and the Vale of York Clinical Commissioning Group.

We have a team who will work alongside our GP practice, community nurses and care staff. We are not replacing care already available but identifying where there is a gap in care.

If patients prefer not to receive this service, they can request not to be involved.

Appointments

GP and nurse appointments are available to book in advance as well as GP urgent appointments on the day. We also offer a Walk-In Clinic at our Strensall Health Care Centre, Monday to Friday 8.30am till 11am. Telephone appointments are also available. Minor illness same day appointments are also available daily at Stamford Bridge Health Care Centre. The practice aims to enable access to a GP for any patient who requests to speak to a GP urgently on the same day. Home visits are available for patients unable to visit the practice. A Community Care Co-ordinator, who is a Nurse Prescriber also visits housebound and nursing home patients on a daily basis. A 48 hour repeat prescription service is available from our dispensaries for those qualifying patients. If the Practice is not able to meet an individual patient need a referral to an appropriate health professional or service will be made.

Community health services are also available to patients and may be provided in the patient's home or from a community location depending on the service.

Health and Care Needs

We respect the privacy and dignity of our patients and endeavour to treat all of our patients with respect and honesty. Everyone at MyHealth is committed to deliver an excellent service.

We also provide monitored dosette systems for these dispensing patients for whom this is a clear benefit.

We aim to provide holistic care to our patients. This means we are equally interested in the physical, psychological and social aspects of patient care.

We offer a wide range of services alongside a dedicated healthcare team. We firmly believe that by working in partnership “together, you're healthier”.

Access

For any patients who do not speak English a family member can translate at their request or a translation service can be provided. We are also able to provide information in larger fonts or electronically as requested. All locations are accessible to wheelchair patients. We also have access to an online signing service.

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. Each MyHealth location has a carers' notice-board to provide information regarding help and support available to this group of patients. Specific members of staff have had training as Carers' Champions and are available to provide additional information and support/referral to local Carers' Centres.

Comments suggestions and Complaints

MyHealth welcomes comments and suggestions on our service and we have a protocol for dealing with complaints. Concerns that cannot be resolved locally should be escalated to any member of the Management Team, who will ensure all relevant details are recorded, arrange for the concern to be investigated and a response provided in a timely manner. If the concern is not resolved to the satisfaction of the complainant the Health Service Ombudsman can investigate further.

Confidentiality and Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection Act and the General Data Protection Regulations. The practice completes the annual Information Governance toolkit issued by

the Department of Health and is registered with the Information Commissioner.

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.

Consent and Chaperone

Consulting rooms are away from reception areas to maintain confidentiality. No procedure or examination is undertaken without seeking the patient's consent. A chaperone is available upon request

Continuity of Care

MyHealth believes that building and maintaining a strong relationship between doctors, health professionals and patients is essential to the way we work. We therefore encourage patients to continue to see the same health professional for ongoing problems or long-term illnesses. Wherever possible we will facilitate this through our appointments system.

All Patients have been advised of their named accountable GP but continue to be free to choose to be seen by any clinician of their choice.

Dispensing

We are a dispensing Practice for eligible patients. All staff employed to cover reception and dispensary have either completed or are working towards their NVQ /Buttercups Level 2 in Dispensing. We participate in the DSQS (Dispensing Service Quality Scheme) annually and we aim to provide patients with a quality dispensing service. We also provide patients with the ability to request for electronic prescriptions to be sent to their specified pharmacy, through the NHS EPS (Electronic Prescription Service).

On-Line Patient Access

Patients have for some time been able to access their record electronically to book appointments, order repeat prescriptions, view allergies, immunisations, test results and medical problems.