

CQC STATEMENT OF PURPOSE
March 2019

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (St Johns House GP Surgery) is required to provide to the Care Quality Commission a statement of purpose.

Part 1 The provider's name, legal status, address and other contact details

The name and address of the registered provider is:

West Farm Surgery
31 West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8LS
Tel 0191 2662215
Fax 0191 2664028

www.westfarmsurgery.nhs.uk

Registered Manager: Dr Joanne Lee

Practice Manager: Christine Davidson

Email: christine.davidson2@nhs.net

West Farm Surgery is a partnership. There are four partners:

Dr Joanne Lee	GP Partner	Female
Dr Kate Grisaffi	GP Partner	Female
Dr Deena Dayalan	GP Partner	Male
Dr Sabiha Umarjee	GP Partner	Female

The practice has a team of practice nurses, practice pharmacist and health care assistant.

The surgery is located in a modern 2 storey building in Longbenton. The practice has a GMS contract with NHS England and is part of North Tyneside Clinical Commissioning Group and offers directly and locally enhanced services to its patients. We are also a member of Tynehealth Federation.

Part 2 Aims and objectives

Core Value of our team

Every patient matters

Core Aims of our team

- **Patient care**
 - We want to offer high quality, personalised care
 - We want to treat our patients with respect and dignity
 - We aim to provide healthcare in a safe and accessible environment for all
 - To listen to and respond to patient needs
- **Healthy lives**
 - We seek continuous improvement in the health status of the whole practice population
 - We would like to support our practice population to make healthy life choices
 - We also want to help our team have healthy working lives
- **Working together**
 - Great teamwork is crucial to the successful running of the practice
 - We value our cohesive team-based approach which we will invest in and develop
 - Effective communication, respect and a positive attitude are important for us as an effective team
 - We will look outside the practice to work with third sector or primary care networks if this will improve patient experience
- **Open and honest**
 - We aim to be open within the team and with our patients if a mistake has been made
 - We support a positive blame free culture to ensure we learn from significant events and continue to improve safety.
- **Innovation**
 - We will be open to new technologies and ways of working to provide the best care in a resource poor climate
 - We aim to do this without losing the traditional values of a family practice

Expectations of our patients

- **In return we thank our patients for treating us with respect**
 - Arriving on time
 - Cancelling appointments promptly
 - Being patient when we are very busy
 - Not shouting or using aggressive language or actions

Part 3 Location(s), and

- **the people who use the service there**
- **their service type(s)**
- **their regulated activity(ies)**

The registered activities and service types have been agreed by West Farm Surgery's Registered Manager, the Partners and the Practice Manager in accordance with CQC guidance.

Location: West Farm Surgery
31 West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8Ls

Location Description: The premises are a 2 storey converted residential property which has been extensively developed to provide suitable premises for the purpose of providing general medical services. The premises comprises 5 GP consulting rooms, 2 practice nurse consulting rooms, treatment room, reception area and reception office and a large patient waiting area, patient and staff toilet facilities on the first floor and an administrative office, secretary office, practice manager office, large meeting room and staff kitchen and toilet facilities on the second floor. Entrance to the surgery is via electronic doors to the front of the building and is wheelchair accessible.

Service User Bands: The Whole Population

CQC regulated Activities:

Treatment of Disease, Disorder or Injury

Location: West Farm Surgery
31 West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8Ls

General medical services for our registered patients and, on occasions, patients registered with other GP practices or temporary residents.

Surgical Procedures

Location: West Farm Surgery
31 West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8Ls

Joint Injections

Diagnostic and Screening procedures

Location: West Farm Surgery
31 West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8LS

- General practice services for our registered patients and, on occasions, patients registered with other GP practices or temporary residents.
- Collection of blood and microbiology samples which analysed off-site
- Cervical Screening
- NHS Health Checks

Maternity and Midwifery Services

Location: West Farm Surgery
31 West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8LS

General practice services offered and provided in conjunction with community midwives for the assessment, treatment and education of patients in the antenatal period as well as post-delivery

Family Planning Services

Location: West Farm Surgery
31 West Farm Avenue
Longbenton
Newcastle upon Tyne
NE12 8LS

- Provision of all general family planning advice and prescribe oral contraception, depot contraception and emergency contraception.
- Able to refer to other services for contraceptive coil or implanon

4 Part Registered manager details

The registered manager responsible to all CQC related activities at West Farm Surgery is Dr Joanne Lee. She can be contacted by email via the Practice Manager Mrs Christine Davidson christine.davidson2@nhs.net

Next Review March 2020