



# Littleborough Group Practice

## Statement of Purpose

**The name and address of the registered provider is:**

Littleborough Group Practice  
Littleborough Health Centre  
Featherstall Road  
Littleborough  
OL15 8HF  
01706 393 000

[www.littleboroughgrouppractice.nhs.uk](http://www.littleboroughgrouppractice.nhs.uk)

**Registered Manager : Dr Venkatesh Mallya**  
**Practice Manager: Mrs Kelly Vines**

The Surgery is within a purpose built Health Centre in Littleborough with onsite parking.

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

### Our Aims and Objectives

- Provide a high standard of Medical Care to patients.
- Be committed to our patient needs
- Act with integrity and complete confidentiality (When appropriate)
- Be courteous, approachable, Friendly and accommodating
- Ensure safe and effective services and environment
- To improve communication through decision making and communication
- To maintain our motivated and skilled work teams
- Treat all patients and staff with dignity, respect and honesty

**Our purpose is to provide registered patients second to none health care, continuing with our high quality yet looking to seek continuous improvements. We aim to achieve this through our Patient group and long standing staff. We are a listening practice who listens to the needs and expectation.**

## **The Team at Littleborough Group Practice**

### **Partners**

#### **Dr Venkatesh Mallya MB BS MRCGP**

Rajiv Gandhi University of Health Sciences 2001

#### **Dr Miles Wilks MB ChB**

University of Manchester 2008

#### **Mrs Kelly Vines (Non Clinical Partner)**

#### **Dr Sarah Waqar**

University of Manchester 2013

### **Salaried GP**

#### **Dr Matthew Stuckey**

University of Manchester Leicester 2014

#### **Dr Katie Walsh MB ChB**

University of Liverpool 2015

### **Practice Nurses/Nursing Associate**

#### **Sister Julie Wild**

#### **Miss Olivia Beck (NA)**

#### **Advanced Nurse Practitioner – Colette Taylor**

#### **Specialist Nurse – Lidia Cooper**

#### **Sister Dawn Alexander**

Independent Prescriber

### **Trainee Assistant Practitioner**

#### **Tracy Kershaw**

Tracy runs an appointment service for Blood Pressure Monitoring. NHS Health Checks, ECG, healthy living screening. She also assists the doctors with procedure such as minor surgery.

### **Trainee Nursing Associate**

#### **Alanya Helliwell**

### **Practice Staff**

Mrs Kelly Vines is the Practice Manager who is overall in charge and is responsible for the smooth running of the Practice.

Littleborough Group Practice, ,Dr Mallya, Dr Wilks, Dr Waqar, Dr Walsh, Dr Stuckey  
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The Reception team are the forefront of Littleborough Group Practice. They arrange appointments, pass on important information, explain our services and answer all phone calls.

The administrative team is responsible for updating and summarising patient medical records. They recall all our chronic disease patients for their annual review, organise specialist clinics they also undertake regular audit to ensure we continue to achieve targets.

The Secretary is able to answer patient enquires. Often liaising on the patient's behalf to other agencies like secondary care.

The team have full knowledge of the services the practice has to offer, and are happy to assist you with any queries.

## **The Practice**

Littleborough Group Practice has approximately 9500 patients and covers Littleborough and the surrounding area.

## **Home Visits**

All requests for this service will be triaged by the GP  
Please ensure that all requests are made before 10am 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 you treatment.

## **Out of Hours**

When the Surgery is closed, if you require urgent medical advice or attention please telephone NHS 111.

Bardoc provides an EMERGENCY service when the surgery is closed. The surgery is also closed the 2<sup>nd</sup> Thursday In every month for Staff Training from 1pm until 4.30pm.

## **Booking Appointments**

Telephone 01706 393 000 and reception staff will assist you. We also have a automated booking system which you can ring 24 hours a day to book, cancel, change an appointment. The number for this is : 01706335 331

We have routine bookable appointment these can be booked up to 4 weeks in advance. We do take into account that not all illnesses are planned, we therefore have same day **urgent** appointments available in the morning and afternoon. Please ring after 08.00 am for an appointment. Please note that with urgent appointments we are unable to specify a named GP. Appointments can also be booked through our online system or our telephone automated service. We also offer telephone consultation where appropriate. We do aim to give patients an appointment within 48 hours to see a doctor and 24 hours to see a health care professional. The practice does offer online consultations, for further information please speak to a member of the team and they will be able to assist you. Translators are bookable by request.

## **Extended Hours**

The surgery offers extended hours on:

Monday Evening until 08.30pm and Wednesday mornings from 07.00am.

These appointments are especially beneficial to those patients who find daytime appointments difficult.

The general surgery phone is not open during these extended hours and will be diverted to Out of hours. This will be reviewed and changed in accordance with NHSE in October, more information to follow.

## **7 Day Access Clinic ( until October 22)**

The Surgery offers signposting to the HMR 7 day service, this is provided by GP Services and Bardoc. Patients are able to request an appointment by contacting 0161 763 8292. Appointments are available from 18.30-21.00 Mon-Fri 08.00-18.00 Sat/Sun. There are 4 local hubs within HMR, These are based at Littleborough/Heywood/Rochdale infirmary and Middleton.

## **Prescriptions**

Authorised prescription request will be dealt with, within three working days issuing the repeat ordering sheet.

Patients are asked to make sure they circle the medication they require.

The Practice does not accept request from community Pharmacies. This is reduce the number of medication waste

The Practice does support Electronic Prescriptions Patients are able to sign up to this service via there nominated Pharmacy.

We also support and encourage repeat dispensing for patients on stable medication. To discuss and find out more please contact the surgery to arrange an appointment with our clinical pharmacist.

## **The Regulated Activities under CQC**

General Medical Service and routine medical checks involving a holistic approach.

## **Management of Chronic Diseases**

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care in on-going and appropriate; we shall endeavour to review patients on an annual basis. Diabetic, CKD, CHD clinics are regularly held throughout the year.

## **General Nursing Care**

Our Nurses provide, Contraceptive Service, Minor Illness, Smoking Cessation advice, well person checks, New Patient Checks, BP monitoring, NHS Health Checks, Baby Clinics/immunisations and Travel advice.

## **Maternity Services**

The Practice has use of full maternity services within the community. Midwives are based at the Health Centre in Milnrow, patients can refer themselves without contacting there GP There number is 01706 378166

## **Cervical Screening**

This service is provided by our specially trained nurses within Practice.

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Practice Manager Mrs Kelly Vines

## **Family Planning and Contraceptive Services**

This is provided by our Trained GPs and Specialist Nurse we offer a full range of contraception service including the IUCD and implanon. The Practice also has its own sexual health clinic on a Friday 13.00-18.00 no appointment is required.

## **Child Health Surveillance.**

These are held weekly at the surgery by our nursing team with support from a Doctor.

## **Vaccinations and immunisations**

The practice supports childhood immunisations programme. All routine childhood immunisations are performed at the surgery by the nurse following an automatic invitation from the Local Health Authority. The Practice offers all "at risk" patients the seasonal influenza vaccine from September to January every year. The Practice also actively recalls patients who fit the criteria for the Shingles Vaccine.

## **Foreign Travel Health Advice**

Our trained nurses can provide an up to date service that includes vaccination if necessary (please note there is a charge for some vaccinations).

## **Weight Loss Clinic**

Appointments are led by our Health Trainers/Coach to offer support and advice to patients who want to lose weight and maintain a healthier lifestyle. Clinics are available weekly. For those patients who may be housebound or find it difficult to come to the Practice can be referred to the Neighbourhood team, in which Link for Life can visit the patient.

## **Smoking Cessation**

The Practice actively signposts to the Stop smoking service provided by the big life group. Patients can self refer by contacting 01706 751190

## **Phlebotomy**

The Practice has a Phlebotomist, clinics are held every Monday and Wednesday morning. Patients are encouraged to book an appointment during these times. Patients are able to book outside these time with our Trainee Assistant Practitioner, or Practice Nurse. The Practice does have a number of receptionist that are trained and competent to deliver phlebotomy services.

## **Well Person checks**

These are carried out by our Practice Nurses, patients are able to book these through reception.

condition, which might be amenable to this form of treatment, please make an appointment to discuss it with Dr Chew during normal surgery times.

## **Focus Care Worker**

Our Focus care worker is available to help any individual or families who may need some extra support. This can include taking you to the hospital, social support or help with benefits. This list is not exhausted the aim to help any social factors that may be impacting on your health.

## **Minor Surgery**

The Practice has minor surgery clinics weekly, minor surgery is performed by Mrs Colette Taylor advanced Nurse practitioner or Mrs Lidia Cooper Specialist Nurse.

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### **Access to Patient Information**

All patient information is considered to be confidential and we comply fully with the Data Protection Act 2018 and General data protection regulations. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Information may be shared, in confidence with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the 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 there is serious risk to the patient.

### **General Data Protection Regulation**

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 patients 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 maintain a system of "significant Event Reporting" (Critical case analysis) through no-blame culture to capture and address incidents which threaten compliance.

DPA/GDPR issues form part of the Practice General procedures for the management of risk.

Specific instructions will be documented within confidentiality and security instructions and will be promoted to all staff.

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

You have the right to expect a high standard of care from our practice and we will try at all times to provide this with the resources available.

In order to assist us, we ask 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 your medical appointments and follow the medical advice given, in addition if you feel 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.

You have the right to express a preference of practitioner when you make the appointment, this can sometimes mean a delay in obtaining an appointment.

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

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The NHS operated a Zero Tolerance Policy with regard to violence and abuse. 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 which 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 patients' medical records the fact of the removal and circumstances leading to this.

### **COVID Vaccination Site**

Pennines PCN which consists of the Following Practices

Littleborough Group Practice  
Pennine Surgery  
Trinity Medical Centre  
Village Medical Centre  
Stonefield Street Surgery  
Milnrow Village Practice

Overview of this service is to support the mass vaccination programme in Littleborough and Milnrow. To deliver this programme we work in collaboration with Rochdale Health alliance and closely with Heywood, Middleton and Rochdale CCG.

All Staff and volunteers both professional registered and non professional.

The site will follow the national protocol.

Site address is follows:

Littleborough Health Centre  
Featherstall Road  
Littleborough  
OL15 8HF

Responsible Clinician Dr Venkatesh Mallya.

The Practice is attached to the Pennines PCN which covers the footprint of approximately 40,000 patients. The Lead Practice for the PCN is Littleborough Group Practice.

The Clinical Director for the PCN is Dr Venkatesh Mallya

The PCN consists of the following Practices:

Littleborough Group Practice  
Pennine Surgery  
Trinity Medical Centre  
Village Medical Centre

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Stonefield Street Surgery  
Milnrow Village Practice

In addition to the Practice Staff we have a number of additional roles attached to the PCN. All PCN staff are employed by Rochdale Health Alliance and all HR is conducted by them.

**Pharmacy Team**

Nicola Lord  
Aniqa Ahmed  
Beth Spiteri

Caroline Shimwell

**Paramedic Team**

Bart Karwaszewski

**Nursing Team**

Ashley Mulangu ( Nursing Associate)

**Social Prescribing Team**

Sarah Dunne  
Shabana Afzal

**Mental Health Practitioner**

Layreb Anderson  
Annaliese Rushton

From October 2022 there will be a new proposed extended access and this will be update once we have all the details and engaged with our Patient on a PCN level.