

PENN SURGERY

2a Coalway Road
Penn
Wolverhampton
West Midlands
WV3 7LR

Provider ID: 1-539310589

Surgery Telephone: 01902 333408 Website: www.pennsurgery.co.uk

Penn Surgery Statement of Purpose

Registered Manager: Dr David Mackenzie Bush – GMC Number 3167586

Practice Manager: Mrs Janice M Griffiths

Legal Status: Individual

Service Type: Doctor Treatment Services & Doctors Consultation Services

Regulated Activities:

Treatment of disease, disorder or injury

Surgical procedures

Diagnostic and Screening Procedures

Maternity and Midwifery

Family Planning Service

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

This is a Statement of Purpose for Penn Surgery which sets out the following information:

- ❖ The full name of the service provider and any registered manager together with their business address, telephone number and where available electronic mail addresses
- ❖ The legal status of the service provider
- ❖ Details of the locations at which the services provided for the purpose of the regulated activity carried on
- ❖ Our aims and objectives in carrying on the regulated activity
- ❖ The kinds of services provided for the purpose of carrying on of the regulated activity
- ❖ The range of service users need which those services are intended to meet

Penn Surgery is a General Practice open to all patients living within our practice boundary in Wolverhampton and Wombourne. We work in partnership with our patients and our Patient Participation Group to provide medical care for our patients.

We are a GMS Practice offering Primary Care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness. Our GPs assess, diagnose, treat and manage illness. They carry out screening for some diseases and promote general health and wellbeing. Our GPs act as a patient's advocate, supporting and representing a patient's best interests to ensure they receive the best and most appropriate health and / or social care. Our GPs also provide the link to further health services and work closely with healthcare colleagues. They may also arrange hospital admissions and referrals to other services and specialists and they link with secondary and community services about patient care, taking advice and sharing information where needed. They also collect and record important information from other healthcare professionals involved in the treatment of our patients.

Our GPs are also involved in the education and training of doctors. Dr Maninder Pamma is our GP Trainer; we currently work with 1 GP Registrar at a time.

Location:

The Practice main address is:

**Penn Surgery
2a Coalway Road
Penn
Wolverhampton
WV3 7LR**

Our Mission Statement

To improve the health, well-being and lives of those we care for

Vision

Our purpose is to provide people registered with the practice with personal health care of high quality and to seek continuous improvement on the health status of the practice population overall. We aim to achieve this by developing and maintaining a happy sound practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care

Our Aims and objectives

- ❖ To provide personalised, effective and high quality General Practice Services, committed to the health needs of all of our patients.
- ❖ To work in collaboration with our patients, their families and carers, involving them in decision making about their care and treatment and encouraging them to participate fully by listening and supporting them.
- ❖ To recognise the diversity of Wolverhampton and tailor healthcare to our patient population.
- ❖ To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
- ❖ To involve other professionals in the care of our patients where it is in their best interest providing an informed choice to suit the patients' needs in respect of referrals
- ❖ To continually improve healthcare services to patients through learning, monitoring and auditing.
- ❖ To take care of our staff, ensuring a competent and motivated team with the right skills and training to do their jobs to protect from abuse. To guide our staff in accordance with diversity and equality.
- ❖ To act with integrity and confidentiality and ensure robust information governance systems.
- ❖ To treat all patients and staff with dignity, independence, respect and honesty as we would want for ourselves or a member of our families; listening and supporting people to express their needs and wants enabling people to maintain the maximum level of independence, choice and control.
- ❖ 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.
- ❖ Have a zero tolerance of all forms of abuse.

Penn Surgery is based in the suburban southwest area of Wolverhampton – we currently have 5023 registered patients. We operate from two buildings the main building being 2a Coalway Road and Shenstone House which is adjacent. Our main building consists of 3 GP consulting rooms, 1 treatment room and 1 minor surgery room. Shenstone House consists of 2 GP consulting rooms and 1 treatment room. We have a patient car park with 2 disabled parking bays and we are able to utilise parking provision provided if needed by a local pharmacy close by, both buildings have wheelchair accessible access and disabled toilet facilities including baby change stations in both buildings.

Penn Surgery consists of 1 Principal GP and 2 associate GPs along with 1 Practice Nurse and 2 Health Care Assistants.

Our out of hours care is provided by Wolverhampton Drs on Call

The Primary Health Care Team

Principal GP

Dr David M Bush – Qualified 1986 (Birmingham)
MB, ChB, DRCOG, DFSRH, DCH, D.OccMed, MRCP (Male)

Associate Doctors:

Dr Emma J Axon – Qualified 1994 (Birmingham)
MB, ChB, DRCOG, MRCP (Female)

Dr Maninder Pamma – Qualified 2001 (Cardiff)
MB, ChB, BSc. (Hons) DRCOG, DFSRH, MRCP

The wider clinical team consists of:

Mrs Denise Hill – Practice Nurse
Mrs Margaret Ashworth – Health Care Assistant
Mrs Angela Hughes – Health Care Assistant

The wider practice team consists of 6 receptionists (1 senior) 1 medical secretary, 1 summariser/read coder, 1 PA to Practice Manager and 1 Practice/Business Manager

The GP's and Nursing Team together provide the full range of clinics for family planning, childhood immunisation, health checks, foreign travel, minor surgery, asthma, COPD, diabetes, hypertension, dressing clinics. We involve the wider primary health team if required.

Community Midwives perform antenatal care at another location and feedback information to the practice. We also have attached to the surgery health visitors, district nurses and community matrons; we also accommodate a range of clinicians and counsellors in the areas of mental health who utilise our consulting rooms.

We are well equipped clinically and have diagnostic equipment to include: ECG machine, ambulatory blood pressure monitors, nebulisers, peak flow meters, pulse oximeters and doppler machines.

NHS Services provided by our GP's and clinical staff are defined under the GMS Contract. They are mainly split into three groups of Essential, Additional and Enhanced Services for people who have conditions from which they are expected to recover, for chronic disease management and general management of terminally ill patients, these services include:

- Routine medical check ups
- Home visits
- New Patient checks
- Medication Reviews
- Repeat Prescription Service
- Management of Long Term Conditions
- Joint Injections
- Cryotherapy
- Phlebotomy
- Maternity Services
- Sexual health Services, including contraceptive advice, coil insertion and removal
- Sexual Health screening
- Weight Loss and Lifestyle Management
- Treatment of Anxiety and Depression
- Cervical Cytology Screening
- Wound management and Suture removal
- Childhood Immunisations
- Child health Surveillance
- Travel Advice and vaccination
- Flu immunisation
- Smoking Cessation and Advice
- Learning Disabilities Checks
- End of Life care
- Mental health
- Asthma, Spirometry and COPD

Non – NHS Services

We also provide services which are non NHS and are paid for by the patient or requesting organisation – these include:

- Private medical insurance reports and medicals – GPR's
- Sports, taxi and HGV medicals
- Fitness Certificates
- Yellow Fever Vaccinations

GP and Nurse Appointments are available in advance and often available same day or next working day. A 48 hour repeat prescription service is available and prescriptions can be requested online via this website..... <https://patient.emisaccess.co.uk>

if the practice is not able to meet an individual patients' need then a referral to an appropriate health professional or service will be made.

For patients who do not speak English a family member can translate at their request or a translation service is available. A chaperone is available upon request and we have a confidential room if you wish to speak to a member of reception or management.

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

We respect the privacy and dignity of our patients and endeavour to treat all of our patients with respect and honesty.

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 provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. Anyone can become a carer; carers come from all walks of life, all cultures and can be any age.

Comments, suggestions and complaints

We welcome comments and suggestions on our services and have a protocol for dealing with complaints. Complaints should be made to the Practice Manager – Mrs Janice Griffiths who will ensure all relevant details are recorded, arrange for the complaint to be investigated and respond in a timely manner. If the complaint is not resolved to the satisfaction of the complainant the health Service Ombudsman can investigate the complaint further.

Confidentiality and Access to Patient Information

All patient information is considered to be confidential and we comply fully with data Protection Act 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 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.

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.

