

Harleston Medical Practice

---

Statement of Purpose

Health and Social Care Act 2008

## Service Provider Details

Name	Harleston Medical Practice Bullock Fair Close Harleston Norfolk IP20 9AT
Telephone	01379 853217
Fax	01379 854082
Email	<a href="mailto:harleston.reception@nhs.net">harleston.reception@nhs.net</a>
Website	<a href="http://www.harlestonsurgery.co.uk">www.harlestonsurgery.co.uk</a>
Practice Manager	Maria Flood <a href="mailto:maria.flood@nhs.net">maria.flood@nhs.net</a>
Provider ID	1-199716299
Location ID	1-549993065
Certificate number	CRT1-558435192
Legal status	Partnership Dr Garfield Morrison Dr Sanjay Singh
Main site	Bullock Fair Close Harleston Norfolk IP20 9AT 01379 853217



Diagnostic and screening procedures

Maternity and midwifery services

Family planning service

## Service Types

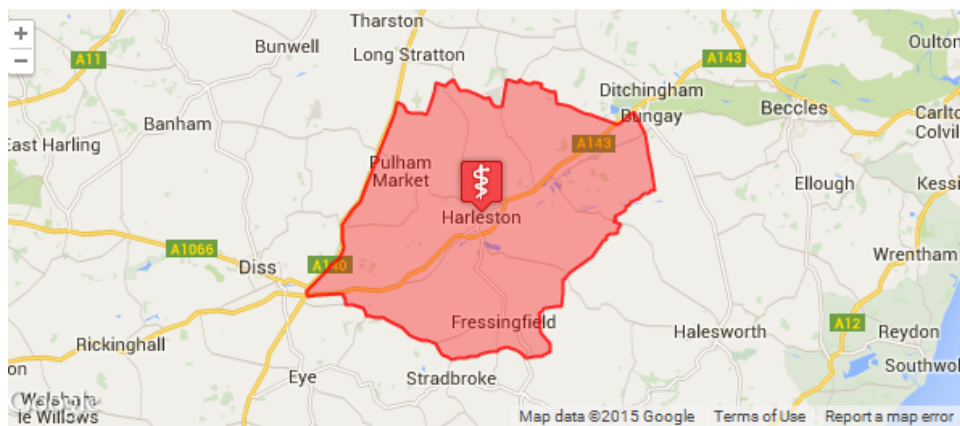
The main service provided by the practice is a doctor's consultation and doctor's treatment service. We have a team of fully trained Practice Nurses complimented by Health Care Assistants and Phlebotomists.

## Service Users

The Practice is open for registration of patients resident and temporarily resident in the Practice area as defined by the practice contract to deliver services with NHS England.

## Locations

The Practice area is set out on the map below:



## Dispensing Services

As a dispensing practice regulation allows us to dispense medication and appliances to patients registered at the surgery who live more than 1.6km (as the crow flies) from a community pharmacy.

We will advise patients whether they qualify for dispensing services when they register with the Practice. Ultimate choice in using the dispensing service lies with the patient.

## Surgery Buildings

Limited parking is available at both surgeries with ample free public parking close by. **Please note the branch site is not currently in use. CCG and NHSE aware.**

All consultation rooms are situated at ground floor level.

The dispensary is located at the Bullock Fair Close Surgery which is a very short distance from the Paddock Road Surgery.

## Services

NHS services provided by our GP's and clinical staff are defined under the General Medical Services Contract

The services provided include:

- Routine and urgent appointments for general health conditions
- Medication reviews
- Repeat prescription service
- Management of chronic diseases such as diabetes, heart disease & hypertension
- Management of asthma and COPD
- Minor surgery
- Phlebotomy
- Anticoagulation
- Maternity services (shared services with hospital midwifery care)
- Contraception services
- Cervical screening
- Wound care management including removal of sutures
- Childhood immunisations
- NHS travel advice and vaccination
- Learning disability checks
- Home visits for housebound patients
- NHS health checks
- Minor injury service
- Referral to other specialist services -including community and acute services
- Proactive care planning for patients at risk
- Management and support for patients with dementia
- Management and support for patients experiencing mental health problems

## Non NHS Services

We also provide a range of non NHS services which are paid for by the patient or organisation requesting.

These services include:

- Private medical insurance reports and medicals
- Sports, pre-employment and HGV medicals
- Fitness certificates
- Medication not provided on the NHS

A full list of non NHS services and associated charges is available on our website and is displayed at reception.

## **Access**

Translation services are provided (subject to notice) by INTRAN and are funded by South Norfolk CCG.

## **Confidentiality**

All patient information is to be confidential and we comply fully with the Data Protection Act 1998 to keep patient's confidential data safe and secure. All partners and employees have access to this information when it is relevant to their role and all employees have a confidentiality agreement as part of their contract.

Relevant information may be shared within the multidisciplinary health care team at the Practice and with other health care professionals involved in a patient's care. Those individuals have a professional duty of confidentiality to keep patient data safe and secure.

Confidential and identifiable patient information will not be disclosed to other individuals without the patient's explicit consent, unless required by law or where it is in the public interest to do so to prevent harm.

## **Comments, Suggestions and Complaints**

Harleston Medical Practice is always looking for ways to improve the services it offers to patients. To do this effectively the practice needs to know what patients think about the services they receive. This allows the practice to continue to improve upon the service it offers. Patient feedback is welcomed. In the first instance we encourage patients to discuss the issue with the staff member concerned. Where this is not appropriate or cannot be resolved at this stage, please contact Maria Flood, Practice Complaints Manager, who will try to resolve the issue and offer you further advice on the complaints procedure.

## **National Friends and Family Test (FFT)**

In accordance with our contractual requirement, the practice participates in the FFT seeking the views of patients and their carers on whether they would consider recommending our services to friends and family if they needed similar care or treatment.

The friends and family questionnaire is available in our surgeries and on our website.

## **Practice Leaflet**

In accordance with our GMS contract, the Practice produces a Practice leaflet. In addition to this the practice produces a Guide to Appointments. Both of these documents are available on our website.

## **Patient Participation Group**

The Practice is fortunate to have a committed and proactive Patient Participation Group. The purpose of the PPG is to make stronger the relationship between patients and their Practice, which is critical to the provision of modern, high-quality general practice.

Questions in relation to this document should be directed to Maria Flood, Practice Manager.