**STATEMENT OF PURPOSE**

Service Provider: Guildhall Surgery

GP Partners: Dr Jane Walker and Dr Adam Bone

Registered Manager: Dr Jane Walker

CQC Provider ID: 1-548091323

Location: Guildhall Surgery, High Street, Clare, Sudbury, Suffolk, CO10 8NY

Contact details: 01787277523 [guildhall.surgery@nhs.net](mailto:guildhall.surgery@nhs.net)

The Guildhall Surgery Clare is a General Practice Partnership open to all patients living within our Practice area of Clare and surrounding areas. We are a General Medical Service Practice offering primary care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness. We are part of West Suffolk Rural PCN which comprises of Wickhambrook, Glemsford and Guildhall Clare Practices.

**Mission Statement**

Our mission is to improve the health, well-being and lives of those we care for. We work to continually improve the quality, range and mode of delivery of our care; in consultation with our patients, staff and Integrated Care Board (ICB).

**Values**

How we accomplish our vision is as important as the vision itself. Fundamental to success for the practice are these basic values:-

*Staff* - our staff is the source of our strength and expertise. They provide our corporate intelligence, knowledge and skill and determine our reputation and vitality. Involvement and teamwork are our core human values.

*Care* – our patient’s personal healthcare is the end results of our efforts and should be of a standard comparable to the best, nationally and locally.

*Efficiency* – nothing other than the maximally efficient management of the resources at our command, human and otherwise is acceptable.

**Location**

Guildhall Surgery is a Grade II listed building. It is a two-storey 14th Century timber-framed building with a brick extension to the rear. The premises is located on the High Street and offers no patient parking. There is level access at the side of the building via the automatic door into the surgery and level access into all clinical rooms and washroom facilities.

Ground floor has the reception area, waiting room, staff toilet, patient/disabled toilet, 2 consulting rooms and 1 treatment room. There is a patient lift in the lobby to give disabled access to the first floor. The first floor has 3 consulting rooms, 1 treatment room, secretarial and admin office, practice management office, kitchen and a second waiting area.

**Guiding Principles**

Quality comes first. To achieve patient satisfaction, the quality of our care and service must be our number one priority.

Patients are the focus of everything we do – our work must be done with our patients and their carers in mind, providing higher standards of care than our colleagues.

Continuous improvement is essential to our success – we must strive for excellence in everything we do; in our care, in its safety and value, and in our services, our efficiency and our human relationships with our staff and patients.

Staff involvement is our way of life – we are a team. We must treat each other with trust and respect.

Clinical colleagues and institutions are our partners – the Guildhall Surgery and its staff must maintain mutually beneficial relationships with other clinical colleagues on whom we call for help from time to time and who call for help from us.

Our clinical and administrative teams work together to ensure the continual education and development of practice staff.

Integrity is never compromised – the conduct of those who work in and on behalf of the Guildhall Surgery must be pursued in a manner that is ethically, medically and socially responsible and commands respect for its integrity.

**Our Services**

Our clinical team assess, diagnose, treat and manage a variety of illnesses. They carry out screening for some diseases and promote general health and wellbeing. Our team 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 and ensuring links to further health services. We also refer into specialist clinics within both secondary and community care services. Our team ensure that they collect and record relevant, important information from other healthcare professionals involved in the treatment of patients.

Patients have access to the following health care professionals:

General Practitioner

Advanced Nurse Practitioner

Practice Nurse

Clinical Pharmacist

Pharmacy Technician

Health and Well-being Coach

Social Prescriber

First Contact Physiotherapist

The General Medical Services (GMS) provided by our clinical team are defined under contract. These services are mainly split into three groups: - Essential, Additional and Enhanced.

**Essential Services:**

We provide essential services for people who have health conditions from which they are expected to recover, chronic disease management and general management or terminally ill patients.

**Additional Services:**

Our additional services include: cervical cytology screening; contraceptive services; child health surveillance; certain minor surgery procedures; vaccinations and immunisation.

**Enhanced Services:**

Our enhanced services include: childhood vaccinations and immunisation; diabetes management; long-acting reversible contraception (LARC); spirometry; minor surgery; flu and pneumococcal immunisation; NHS health checks; learning disability; shingles.

**Arrangements made for consultation with patients**

Appointments are available on the day and in advance.

The surgery and telephone lines are open from 8:30 a.m. – 6:30 p.m. Monday to Friday (excluding Bank Holidays and ICB training events). A range of appointment times are available with members of the clinical team.

Appointments can be booked over the telephone, via online consultation service, via our website or by simply coming into the surgery. Out of hours or when the surgery is closed, the telephones are directed to the out of hour's provider.

**Arrangement for dealing with complaints**

All complaints should be made to the Practice Management Team who will manage via the complaints procedure.

**Arrangements for respecting the privacy and dignity of patients**

We adhere to the standards of the Data Protection Act regarding confidential data and offer a chaperone service to patients if required/requested. As we cannot guarantee the availability of a chaperone unless requested in advance, the patient may be asked to make another appointment to facilitate this.