**STATEMENT OF PURPOSE**

The Guildhall Surgery Clare is a General Practice Partnership open to all patients living within our Practice area of Clare and surrounding area. We are part of WGGL PCN which comprises of Wickhambrook, Glemsford, Guildhall Clare and Long Melford Practices.

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.

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, 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.

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

Service Provider:

Guildhall Surgery

Dr Jane Walker and Dr Adam Bone

Registered Manager: Dr Jane Walker

Location: The Practice Address is Guildhall Surgery, High Street, Clare, Sudbury, Suffolk, CO10 8NY.

**Mission Statement**

Our mission is to continually improve the quality, range and mode of delivery of our care; in consultation with our patients, staff and 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.

**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 in 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.

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**

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

**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. Our clinical team are also trained in contraceptive services, cytology screening, adult and child vaccinations and immunisations. We also provide health checks for eligible patients i.e. learning disabilities and NHS Health Checks.

Our core services include: General Practitioners / Advanced Nurse Practitioners and Practice Nurses. We also have other clinical team members; pharmacy technicians, clinical pharmacists and physiotherapists who carry out medication reviews, nurse appointments and chronic disease management etc. Our social prescribing service additionally help patients with non-clinical related needs.

**Arrangements made for consultation with patients**

The surgery and telephone lines are open from 8:30 a.m. – 6:30 p.m. Monday to Friday. A range of appointment times are available with members of the clinical team.

Appointments can be booked over the telephone or via e-consultation service via our website or by simply coming into the surgery. Out of hours, the telephones are directed to the out of hours provider.

**Arrangement for dealing with complaints**

All complaints should be made to the Practice Management Team. We have a complaints procedure for managing all complaints.

**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.