

Great Western Healthcare Primary Care Network STATEMENT OF PURPOSE

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Our Vision



We will deliver joined up services for local people at home, in the community and in hospital helping them to lead independent and healthier lives.

Name of service provider	The Great Western Hospitals Foundation NHS Trust
CQC Provider ID	RN3
Address	Great Western Hospital Marlborough Road Swindon Wiltshire SN3 6BB
Nominated individual	Kevin McNamara, Acting Chief Executive


About the primary care network

Great Western Healthcare Primary Care Network brings a group of providers of NHS primary care services across Swindon into one coordinated organisation. The service will be designed to meet the full needs of the registered population in line with the NHS 5 year forward view and local CCG plan.

Our purpose is to ensure that all patients using our services and visiting our sites receive excellent personal care.

What we want to achieve over the next 5 years

Our Vision



We will deliver great joined up services for local people at home, in the community and in hospital, helping them to lead independent and healthier lives.

Our 4 Pillars

What we'll be known for

 <p style="font-size: 0.9em; margin: 5px 0;">Outstanding patient care and a focus on quality improvement in all that we do</p>	 <p style="font-size: 0.9em; margin: 5px 0;">Staff and volunteers feeling valued and involved in helping improve quality of care for patients</p>	 <p style="font-size: 0.9em; margin: 5px 0;">Improving the quality of patient care by joining up acute and community services in Swindon and through partnerships with other providers</p>	 <p style="font-size: 0.9em; margin: 5px 0;">Using our funding wisely to give us a stronger foundation to support sustainable improvements in quality of patient care</p>
<p style="font-size: 0.8em; margin: 0;">We want quality to be the golden thread running through everything we do. We want to be held up as an example of an organisation that, when it commits wholeheartedly to focus its energies to deliver improvements in quality, becomes a beacon across the NHS in terms of improved safety of care. We want to raise the bar each time and be ambitious and innovative in how we deliver improvements in quality so that we become an outstanding Trust.</p>	<p style="font-size: 0.8em; margin: 0;">We aspire to be an organisation where staff and volunteers at every level and in every setting know the part they play in improving quality for our patients. We want to work in an environment where people can freely offer up their ideas and insights for how we will work together to drive improvements and empowered to make the right decisions for their patients. Our staff and volunteers will feel valued and know that the right training and development is available to enable them to deliver quality care.</p>	<p style="font-size: 0.8em; margin: 0;">We know that the vast majority of healthcare is done outside of hospital and involving not just the formal parts of the NHS and the voluntary sector but also the informal but vital role of carers and local communities. For the Trust to not only survive but thrive, we need to tap into these resources and work closely to ensure that collectively we are greater than the sum of our parts, to make things easier and more joined up not only for patients navigating the system but also staff to help their patients find the care or support they need first time.</p>	<p style="font-size: 0.8em; margin: 0;">We need to get the very best out of the resources we have available to us. We know that striving for efficiency at the expense of quality is unthinkable whilst quality without efficiency is unsustainable. We therefore have to find ways to free up capacity and release resources to invest in those ideas and models of care that will help deliver sustainable improvements in quality. Improvements that are not about the short term immediate impact but improvements that future generations can benefit from.</p>



Great Place



Estate

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Great People

Delivering great care through our STAR values & Leadership Principles



Our Values

Service | Teamwork | Ambition | Respect

Our Leadership Principles

1
Patient First

2
Ownership

3
Make it Great!

4
Top Talent

5
Inspire

6
Get Involved

7
Be Smart

8
Deliver

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Nature of service

Our services are provided to the whole population group. Our services are designed to ensure we provided appropriate services to meet the needs of all our core population groups including:

- Frail and vulnerable adults;
- People with dementia;
- Mental health problems;
- Sensory impairment;
- People with learning difficulties;
- Children and young adults;
- People with complex care needs;
- People of working age;
- Terminally ill patients.

We provide services without discrimination for patients who are ill or believe themselves to be ill, including proactive health promotion and referrals as appropriate. Delivered in a timely and effective fashion with a focus on right care first time reflecting patient choice wherever practical

The management of chronic disease in a proactive and coordinated manner, utilising a team based approach make full use of a wide skill mix and technological innovation

Staff

We have a commitment to all our staff for each person to be recognized as a valuable member of the team with a shared objective of giving the highest possible quality of care. We recognize that the wellbeing of our patients is dependent on our staff feeling engaged and supported in their roles. All our staff shall respect the wishes of service users

Locations

The PCN will operate from two main locations, Moredon Medical Centre and Abbey Meads Medical Centre, and two branch surgeries at Crossroads and Penhill.

All the locations are accessible by foot with appropriate disabled access and provide car parking. All sites are linked by regular bus services.

The staff at each site will be sufficient to meet the needs of the local population and will be supported by a centralised hub clinical team based out Moredon Medical Centre. This team will provide coordinated support for each individual site providing for enhanced patient access and resilience to increased demand.

This central team will comprise: duty GP, home visiting team, Nurse practitioner triage, pharmacy and physiotherapy input. Within the hub team will be an enhanced care team providing pro-active support for vulnerable and frail patients across the practice sites.

Each site will be staffed by sufficient non-clinical staff to manage the daily requirements of patients using the facilities. This will be enhanced by a centralised patient contact centre and administration support unit. This dedicated patient contact centre will provide for enhanced patient access and signposting, improving patient experience and ensuring sufficient capacity to manage call handling demand across core hours. The admin support unit will provide for improved turnaround of clinical administration including pharmacy support.

Key Functions

Surgery opening hours

The service will operate from 08:00 to 18:30.

Extended hours access will be provided via a collaborative service.

Individual location opening hours will be tailored to the needs of the local population.

Appointment Booking

Patients will be able to book appointments via the usual practice telephone lines, which will be directed to the patient contact centre at the Moredon Medical Centre hub. Patients will also be able to book on-line and utilise e-consult facilities.

Urgent appointments will be available daily with enhanced access through the central clinical team.

Routine appointments will be available at each site with doctors, nurses, health care assistants and advanced nurse practitioners.

Out of hours urgent medical attention will be accessed via NHS 111.

Telephone, electronic and virtual appointments will be provided on a daily basis.

Home visits will be available from the clinical team and will be enhanced by a dedicated central home visiting service to provide cover across core hours. This team will include proactive frailty and vulnerable groups service. Access to home visiting will be following triage to assess needs.

Prescriptions

Repeat prescriptions will be dealt with within 48hrs.

This will be supported by the central administrative support unit and through utilisation of the local POD service to provide timely and effective turnaround.

Management of chronic disease

This includes a wide range of conditions which call for long term treatment and care. Our priority is to guarantee that this care is ongoing and provided by the most appropriate clinicians for the patients' needs. We value continuity of care and endeavor to ensure that our care is coordinated with all appropriate external providers to ensure the best outcomes.

Patient participation group

The PCN views the engagement of patients in the design and development of services as essential. Each site (Moredon and Abbey Meads) will operate its own patient participation group to ensure local needs are represented.

Essential and additional services provided at each site

- Immunisations- Childhood immunisations;
- Health prevention immunisations-including Influenza campaign;
- Lifestyle management/Health promotion;
- Phlebotomy;
- Child health surveillance;
- Contraceptive services;
- Maternity medical services;
- Cervical Screening;
- Well person checks;
- Wound dressings;
- ECG Monitoring;
- 24hr BP monitoring;
- INR monitoring;
- Medication reviews;
- Chronic disease management;
- Acute care services;
- Services for vulnerable groups.

Additional and Enhanced services to be provided from the most appropriate clinical site

- Foreign travel clinic;
- Specialist respiratory clinic- including facilities for spirometry/lung function testing, with outreach at each site;
- Specialist diabetic clinic with outreach at each site;
- Family planning clinic;
- Minor surgery services;
- Proactive care planning services;
- Near patient testing;
- Shared care monitoring;
- Timely diagnosis and support for people with dementia;
- Tissue viability;
- Physiotherapy.

Non-NHS services

- Our practice will provide services which are non-NHS and are paid for by the patient;
- Insurance reports and claims forms;
- Private medical reports;
- Non-NHS vaccinations;
- Private Sick notes;
- Insurance and pre-employment medicals;
- Vaccination and other certificates.

Each site complies with all current regulations and guidance on cleanliness and infection control and provide and maintain all necessary medical equipment and devices. Each site has a current "*Inadequate*" CQC rating. On beginning services at these locations the Trust will be working closely with the CQC to improve these ratings.

STATEMENT END