

Statement of Intent

Glensford Surgery Practice is a GP partnered surgery but vertically integrated with West Suffolk Foundation Trust:-

The Partners are:- Dr M Williams, Dr O Adah

CQC Registered Manager: Dr Ewen Cameron

Statement of Purpose (May 2025)

Our aims and objectives are to:-

- Provide a high standard of medical care in a local community setting
- Be committed to our patients needs
- Continuously strive to improve patient services
- Provide continuity of care whenever practicable
- Maintain open communication with patients, respect their views and take appropriate actions promptly and as required
- Act with integrity and absolute patient confidentiality
- Be courteous, approachable, friendly and helpful
- Ensure safe and effective services
- Provide a comfortable, up to date, clean and safe environment
- Maintain quality of care through continuous training and learning
- Train and lead our staff in accordance with equality and diversity
- Train and expand knowledge of student nurses and doctors
- Maintain and action robust information governance systems
- At all times treat patients and staff with dignity, respect and honesty
- Providing accessible services by adapting services where possible
- Work collaboratively with local health and care providers to improve patient pathways

Our **purpose** is to provide all our patients with the high quality of care who are registered with the practice; are a temporary resident at the practice; are consulted as an immediately necessary patient at the practice; or consult with associated providers within the building with personal health care. We will seek and support others to achieve continuous improvement of the services and health status of the practice population as a whole.

We aim to achieve this by developing and maintaining a happy, well run, well trained and efficient practice which remains responsive to national and local patient needs and expectations. At all times these will reflect wherever possible the latest advances in medical and social care, utilising best practice and clinical advice.

Services provided:-

As a GP Practice we offer the required General Medical Services required by our General Medical Services (GMS) Contract with NHS England. In addition, we provide various Enhanced Services and other NHS contracted or organised related services from time to time. As a GP Practice we work closely with other NHS associated providers which may or may not be located in the building or visit on an infrequent or regular basis. These 'organisations/services' abide by the Health Centre Patient Charter and code of conduct at all times.

Our Patient's Charter

- Patients will be treated with courtesy by GP's, employees and all other providers of health care.
- Our Practices will be maintained in a clean, tidy, welcoming and comfortable condition and appropriate access and facilities for children and the disabled will be provided.
- Staff will wear name badges and will be polite and helpful. We will inform patients of practice developments by means of leaflets, posters within the waiting room.
- Suggestions and complaints will be considered seriously. These can be made through the doctor, the Practice Manager or anonymously by using the suggestion box in the waiting room or on website.

Patient Responsibilities

- Where an appointment has been made, the patient is responsible for keeping it or to giving the adequate notice to the Practice if they wish to cancel.
- One appointment – one problem. If you have other concerns, please work with the reception to book other appointments
- Late attendees may forfeit the right to the missed appointment but will be offered the opportunity to book a further appointment or choose to wait to be seen at the practice's convenience.
- Having chosen to wait, no guarantee of consultation time, the identity of the doctor or the length of the eventual consultation can be given.
- Delays can be reduced by remembering that an appointment is for one person only.
- Some patients need longer consultations because of the nature of their illness. A doctor/nurse does not know this in advance. Please take this into consideration
- Just as the receptionists and all employees should treat the patient with courtesy, respect and friendliness, so the patient should be considerate in return.