

RAINFORD HEALTH CENTRE

Outcome 15 Statement of Purpose For Drs Veltkamp & Morgan

Date Produced: September 2014
Date Reviewed: June 2016, June 2018, Aug 2020, March 2022, March 2024, March 2025
Next Planned Review March 2026

Outcome 15 – Statement of Purpose

REGULATED ACTIVITIES

- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Maternity and midwifery services
- Surgical Procedures

RESPONSIBILITIES

Aspect	Overall responsibility	Delegated control
Statement of Purpose – Preparation, publication and periodic review	Dr Ulrich Veltkamp	Mrs Wendy Webster

Checklist for Outcome 15

ASPECT	REQUIREMENT	CHECKED AND PRESENT Y/N
Statement of Purpose	Prepared and checked	Yes
	Scheduled review planned and carried out	September 2014 June 2016, June 2018, Aug 2020, March2022, March2024, March2025 Review due: March 2026
	CQC advised of any revisions within 28 days of the revision	YES

Statement of purpose

Health and Social Care Act 2008

Version	5	Date of next review	March 2026
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Service provider

Full name, business address, telephone number and email address of the registered provider:

Name	Drs Veltkamp & Morgan
Address line 1	Rainford Health Centre
Address line 2	Higher Lane
Town/city	Rainford
County	Merseyside
Post code	WA11 8AZ
Telephone	01744 882855
Email	cmicb-sth.rainfordhc@nhs.net
Web Site	www.rainfordhealthcentre.co.uk

ID numbers

Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:

Service provider ID	1-199779464
Registered manager ID	CON1-1715949273

Aims and objectives

What do you wish to achieve by providing regulated activities?

How will your service help the people who use your services?

Please use the numbered bullet points:

1. To provide the highest quality NHS general medical services available under the NHS
2. To ensure that patients are seen by the most appropriate healthcare professional as quickly as possible as dependant upon their presenting complaint
3. To focus on prevention of disease by promoting good health and prophylactic medicine
4. To provide patients with an experience and environment that is comfortable, friendly, professional and relaxing and covers all aspects of health and safety requirements
5. To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully
6. To involve other professionals in the care of our patients where this is in the patient's best interests; for example, referral for specialist care and advice
7. To ensure that all members of our team have the right skills and training to carry out their duties competently
8. To continuously improve the lines of communication to patients using the latest technologies as appropriate
9. To develop new ways to educate and inform patients to encourage patients to be pro-active in their health and wellbeing

Legal status	
Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all Partners	Dr Ulrich Veltkamp Dr Craig Morgan
Unlimited liability partnership registered as an organisation	<input checked="" type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Company number	N/A
Are you a charity?	<input checked="" type="checkbox"/> No
Group structure (if applicable)	N/A

1. The Aims & Objectives of the Establishment

To provide a means for the practice population to receive medical consultation, examination and diagnosis by a General Medical Practitioner, Practice Nurse, HealthCare Assistant and other associated health care professional at the surgery location.

The service is to be provided in courteous, peaceful, practical, professional and comfortable surroundings, which cover all Health & Safety and Infection Control requirements.

The Practice will aim to provide the best possible healthcare within the scope of the NHS. It will be free at the point of use for most services, however, any charges for services not covered by the NHS, will be made clear to the patient in advance of those services being carried out.

We will strive to always maintain patient equality, and all registered patients will be afforded the same level of service regardless of age, sex, disability, sexual preference, ethnicity, nationality or religious beliefs.

We strive to provide the very best in general medical services and this practice prides itself on being a holistic person centred diagnostic and management service. Our services will include, but not be necessarily limited to, disease prevention, health promotion, management of acute and chronic illnesses, routine immunisations and travel health, family planning, cervical smears, chlamydia screening, ante-natal and post-natal care, ring pessary insertion and joint injections.

To provide the best possible healthcare, we encourage our patients take responsibility for their own health and the Practice will continuously look at ways and means to empower them to do this, by educating and informing patients through our website and waiting room literature as well as other lines of communication.

The Practice will continue to look at ways in which it can become more efficient without compromising on quality. However, patient support is needed to help us to achieve this.

The social, psychological and physical aspects of everyone are fully considered. We seek to help our patients to understand and know about their own bodies, sharing the responsibility of each patient's healthcare equally. We achieve this by allowing patients time in a comfortable environment, with a person who has the necessary skills and knowledge to deal with their medical needs. If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate healthcare professionals who can.

The Practice will offer a wide range of appointment times from early morning to late evening, Monday to Friday. St Helens Rota Out of Hours Service is responsible for the Practice Patients outside of these hours, but a duty GP from the surgery will be available in case of emergency.

Emergency Equipment will be maintained, and this includes a defibrillator, provision of oxygen, nebulisers and emergency medications.

The Practice will remain fully computerised and ensure that all clinicians have full access to all patients' medical records as required.

Staff performance is constantly monitored with daily contact with our manager and yearly appraisals. We identify training needs and ensure that all staff have the skills and knowledge required to perform their duties to the highest possible standard.

We will also maintain compliance with all legislative, industry and professional requirements.

Patient safety and staff welfare are always our priority. In such times as the recent Covid-19 pandemic we aim to minimise the risk of the virus spreading to any of our staff or patients by providing a "hot hub" clinic for Covid-19 symptomatic patients that is off site. This service is provided by St Helens Rota at Albion Street Clinic in St Helens. They have a dedicated site that has everything in place to see patients with potential or confirmed Covid-19 infections in a safe, isolated, dedicated environment. This also includes a "hot car" and doorstep assessment car for

housebound patients. Patients with healthcare needs not related to Covid-19 will feel safe and assured when in the practice premises.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is:

Rainford Health Centre, Higher Lane, Rainford, Merseyside WA11 8AZ. Dr Veltkamp & Morgan are members of the MDDUS.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of the two Partners are as follows:

Dr Veltkamp State Exam Med LLM MRCGP, DFFP qualified in 1992 in Cologne and joined the practice in 2011 as a Salaried GP and became a Partner in 2014. His GMC number is 4073295.

Dr Craig Morgan MB ChB in 2010, MRCGP qualified in 2015, PC Cert medical education in 2021. Joined the practice as a salaried GP 2015 and became a Partner at the practice in April 2022. His GMC number is 7074082.

To confirm GMC registration of any of our medical staff you can contact The General Medical Council on 0207 9153630 or e-mail registrationhelp@gmc-uk.org

4. The Relevant Qualifications and Experience of the Staff working in the Establishment, or for the purposes of the Agency

The practice employs two Salaried GP's, Dr Micheal Lea MBChB (Hons) in 2017, his GMC number is 7561968 and Dr Hayley Robinson MBBS in 2018, MRCGP in 2024, her GMC number is 7593333. The practice does not generally employ locum doctors but if we were to, we would require them to produce evidence of their CV, full qualification and registration of societies, medical indemnity insurance, General Medical Council certificates, Hepatitis B status, evidence of inclusion on a Performers List and references where appropriate. Inclusion on the performers list can be verified by accessing NHS England's website: www.performer.england.nhs.uk

Where doctors or nurses are NOT in an NHS / Private employee status, their CRB status will be required.

5. The Organisational Structure of the Establishment

Rainford Health Centre has two Partners. They are Dr Ulrich Veltkamp and Dr Morgan. We have two Salaried GP's Dr Micheal Lea and Dr Hayley Robinson.

Wendy Webster currently manages the Practice, and the employees report directly to her.

Our members of staff are:

Lindsay Johnson, Practice Nurse (extended prescriber)

Rebecca Sansbury, Practice Nurse

Ashlee Sharratt, GP Assistant

Liz Richardson, Practice Pharmacist

Kim Manchester, Healthcare Assistant

Emma Wilson, Assistant Practice Manager

Sharon Sung, Receptionist

Maureen Jenkins, Receptionist

Jade Barry, Receptionist

Julie Knowles, Receptionist

Emma Partridge, Receptionist/Admin

We are a GP Training Practice and routinely have Specialist Trainees working alongside the partners.

The Practice opening hours are from 8.00 am to 6.30 pm on Monday to Friday. We provide Extended Hours on a Wednesday and Thursday evening until 7.30pm. Out of hours communication is automatically transferred to our local OOH service, St Helens ROTA.

All blood tests and all x-rays are referred to outside accredited laboratories.

6. Practice Profile

The practice is in the north of the Borough of St Helens within the county of Merseyside. We border the county of Lancashire and Greater Manchester. We have circa 4700 patients. The area the practice covers is shown on our website.

7. The kinds of treatment and any other services that are provided by General Practice Services

- Routine and urgent appointments with a healthcare professional
- Repeat prescriptions
- Management of chronic health conditions, including but not limited to Diabetes, Asthma, Coronary Heart Disease, Stroke, Hypertension, Chronic Obstructive Pulmonary Disease, Mental Health and Epilepsy
- Immunisations e.g. routine, childhood and travel immunisations
- Health screening (40 -74-year Health Checks, Over 75 Health Care Checks, 6 week Baby checks, new patient health checks)
- Phlebotomy
- Spirometry
- ECG
- Contraception
- Home Visits
- Cervical cytology screening, chlamydia screening and pessary insertion

8. The Facilities which are available for the benefit of patients

- Ease of access to see a healthcare professional. We have routine pre-bookable and urgent appointments each morning and afternoon.
- A very pleasant, comfortable and clean environment is provided
- There are comfortable waiting areas where the patients can sit and relax whilst waiting to see the healthcare professional
- Ample free parking is available on site and there are disabled parking bays adjacent to the front entrance. There is access for disabled visitors throughout the building.
- Equipment facilities include a large library of books, the presence of equipment to aid diagnosis such as sphygmomanometers, eye charts, ophthalmoscopes, auroscopes, and urinalysis
- Emergency provision in the form of a defibrillator, provision of oxygen and emergency medications are on site.
- The practice also has facilities for Spirometry, ECGs, ambulatory blood pressure recording and loan blood pressure machines for patients
- The Practice is fully computerised.
- TV display offering health advice and large provision of health education leaflets
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9. Arrangements made for the introduction of patients to the operation of Drs Veltkamp & Morgan

Prior to registration and upon request by the patient a New Patient Pack is sent to the patient. This includes the Practice Leaflet and other valuable sources of information about the practice. This outlines the working practices and procedures of the surgery.

The Practice Patient Participation Group meets regularly to discuss ideas and concerns of patients about the running of the practice and to discuss plans to improve the way the practice works for patients.

The Practice does not have any in-patients and therefore arrangements being made for contact between in-patients and their relatives, friends and representatives is not relevant.

10. Arrangements for dealing with complaints

This Practice operates a procedure for the investigation of complaints.

Making a complaint to the Practice in no way prejudices the right to seek help from PALS or the Parliamentary Ombudsman should a complaint not be resolved to a satisfactory level.

Wendy Webster, Practice Manager manages the complaints procedure on behalf of the Practice.

A complaint should be submitted as soon as possible after the event giving rise to the complaint. The Practice will then ensure that all relevant details are recorded and arrange for the complaint to be investigated.

The Practice will acknowledge receipt of a complaint within 3 days and aim to report back within 14 days. If this is not possible the reason for the delay will be explained to and a revised date will be given for the completion of the investigation.

If, following the Practice's explanation the complaint is not resolved there is still a right to complain to the Parliamentary Ombudsman.

PALS can be contacted on (freephone) 0800 218 2333

However, if you want NHS England to deal with your complaint you can write to them at the following address:

Complaints can be sent to NHS England By post to:

NHS Cheshire and Merseyside
Patient Experience Team
No 1 Lakeside
920 Centre Park Square
Warrington
WA11 QY

By telephone: 0800 132 996

Email: enquires@cheshireandmerseyside.nhs.uk

11. Arrangements for respecting the privacy and dignity of patients

The consulting rooms are completely segregated away from the reception area.

Patients are interviewed on a one-to-one basis in the surgery setting. The whole ambience is of cleanliness and comfort. The examination couch is fully screened. The windows have full blinds and complete confidentiality is retained. Great respect is given to the dignity of each patient. If the patient wishes, it is possible to have a chaperone. No patient is ever examined without their full consent.

For those patients who do not speak English, consent must be obtained via a third party, who is usually a family member, and who can translate. Alternatively, Global Accent can be used. For those patients who are deaf an interpreter can be arranged through the Deafness Resource Centre (tel: 01744 23887)

12. Confidentiality

Everyone working at Rainford Health Centre must keep information about patients confidential, so that the patient can feel able to talk to anyone in the Practice freely. Also, by law, we must protect information about you.

All staff at Rainford Health Centre have a Contract of Employment which includes a confidentiality agreement, and all staff have undertaken Information Governance (IG) training to increase awareness. All contractors working on the premises are also required to sign a confidentiality agreement.

The Practice can supply information to other people or organisations only:

- with the Patient consent, or
- in accordance with the principles of medical confidentiality.

This does not apply if the Patient cannot be identified from the information. There are strict rules to prevent people being identified by mistake.

The Practice must comply with court orders.

What information does the Practice hold?

When the patient receives care the Practice will ask for information which is recorded in computerised health records. This helps the Practice to give relevant care and treatment. The Practice keeps this information and details of the treatment, because it may be needed if the patient is seen again. Usually, information is stored on the Practice computer system and medical records systems so that it can be traced more easily when needed. It also helps the Practice to keep statistics. These systems are kept highly secure. Please see the practice Privacy Notice for further information.

How may information about the Patient be used?

It will be used by the members of staff treating the Patient. Some information, such as name and address, may be used in the decisions for care, such as to make a hospital appointment. The Patient may be receiving care from other people as well as the clinicians from this Practice.

To work together for the benefit of the Patient, the Practice may need to share some information. The Practice only does this with organisations providing care for the Patient and only when it is known it will be used under the same restrictions that the Practice applies to itself ie., the Caldicott Principles:

1. Justify the purpose(s) of using confidential information
2. Only use it when necessary
3. Use the minimum that is required
4. Access should be on a strict need-to-know-basis
5. Everyone must understand his or her responsibilities
6. Understand and comply with the law

Please see the practice Privacy Notice for further information.

Anyone who receives information from the Practice is also under a legal duty to keep it confidential, unless the Patient agrees otherwise.

The Practice will regularly check that the care it offers is the best it can give by conducting patient surveys, audits, comparing against other Practices in the CCG and QoF points. Unless the Patient objects, medical records may be used by other medical professionals. If the Patient makes a complaint about their care, those investigating the complaint will be able to see those records. Sometimes the law requires doctors to pass on information, for example, to notify a birth or death, notify infectious diseases or in child protection cases. The Practice can also release information in certain circumstances for the protection of the public. For example, release information to help the investigation of violent crime but not of routine non-violent crime.

13. Primary Care Network (PCN)

Rainford Health Centre has signed up to DES, the Clinical Director is Dr David Lawson.

The PCN is known as North PCN, and all practices have signed a network agreement outlining the terms of delivery for the DES. The practice collaborates with other member practices to provide a same day Urgent Care Hub (UCB). Patients are triaged by the registered practice and allocated to the hub on a need's basis, supporting increasing same day provision and collaboration in the PCN.

The hub is led by Dr Anna Newton and is located across the PCN practices:

St Helens North Primary Care Network (PCN) General Practitioner Medical Practices:

- Bethany Medical Centre, 151 Grafton Street, St Helens. Merseyside, WA10 4GW
- Garswood Medical Centre, 121 Billinge Rd, Ashton-in-Makerfield, Wigan WN4 0XD
- Kenneth MacRae Medical Centre, 32 Church Rd, Rainford, Saint Helens, Merseyside, WA11 8HJ
- Rainford Health Centre, Higher Ln, Rainford, Merseyside, WA11 8AZ
- Windermere, Windermere Ave, Saint Helens, Merseyside, WA11 7AG
- Billinge Medical Practice, Recreation Drive, Billinge WN5 7LY

Signed:

Dr U Veltkamp

Designation:

Registered Manager / GP Partner