

**ALRESFORD SURGERY**  
**STATEMENT OF PURPOSE**

**November 2023 – for review November 2024**

Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (Alresford Surgery) is required to provide to the Care Quality Commission a statement of purpose.

**The name and address of the registered provider is:**

Alresford Surgery  
Station Road  
Alresford  
Hampshire  
SO24 9JL

Telephone: 01962 732345

[www.alresfordsurgery.co.uk](http://www.alresfordsurgery.co.uk)

Registered Manager: Dr Anna Cross  
Registered Manager's email address: [annacross@nhs.net](mailto:annacross@nhs.net)

Practice Business Manager: Mr Michael Ott  
Practice Manager's email address: [michael.ott@nhs.net](mailto:michael.ott@nhs.net)

Our purpose is to provide the population registered with the practice with high quality health care services. We seek to improve the health status of the practice population by developing a practice which is responsive to people's needs and expectations and which reflects, where possible, the latest advances in primary health care.

## **Aims and Objectives**

- To ensure high quality, safe and effective services
- To provide an environment which is clean, safe and effective
- Continue to improve our healthcare services through monitoring and auditing
- To maintain high quality care through continuous learning, training and reflection
- To be committed to the needs of our patients
- For all staff to act with integrity and confidentiality
- To be courteous, approachable, respectful, friendly and accommodating
- To improve as a patient centred service through decision making and communication
- To provide robust and effective Information Technology systems
- To recruit, retain and develop a motivated and skilled work team
- To guide employees in terms of equality and diversity
- To ensure effective and robust information governance systems
- To treat all patients and staff with dignity, respect and honesty

## **The Practice**

The surgery was purpose built in the 1960's. The building has been extended and improved at various times since. The surgery is centrally located in the town of Alresford and has a Pay and Display public car park adjacent to the building. The practice provides general medical services to the town of Alresford and the surrounding rural area. The practice has a list size of 10040 patients (as at August 2022).

### **Surgeries (by appointment)**

Morning Surgery                      08.00 – 12.30

Afternoon Surgery                    14.40 – 18.30

In addition to the above surgeries we offer extended hours surgeries from 7.15am. These surgeries are appointment only and the surgery telephone lines are not open for normal service.

Appointments can be booked in person at the surgery, via telephone or online and patients are offered a choice of telephone consultation or face to face.

### **Home Visits**

Patients who are too ill to attend the surgery are encouraged to telephone the surgery as early as possible. All home visit requests are triaged by a trained clinician (advanced practitioner or GP).

### **Urgent Appointments**

We operate a duty doctor system each morning and afternoon for patients with urgent or acute problems.

### **Out of Hours**

When the surgery is closed urgent medical advice is available by telephoning 111. The out-of-hours service offers telephone advice, appointments at a surgery in Winchester or home visits. All out-of-hours contacts are reported to the surgery and are reviewed by the duty doctor.

### **Health Checks**

All new patients are encouraged to have a health check within a few weeks of registering with the practice.

### **Repeat Prescriptions**

Repeat prescriptions are issued within 60hours of being requested. Requests can be made in person or online via Patient Access or NHS App. Medication reviews are carried out in accordance with guidelines on a regular basis. We are a dispensing practice.

## **The Primary Health Care Team**

### **The Partners:**

Dr Anna Cross MB ChB DCH DFFP MRCGP  
Dr Paul Webb BM BS BMedSci MRCGP DFRH  
Dr Ben Saunders MBBS, BSc (Hons), MRCS (Eng), MRCGP, DFSEM(UK)  
Dr Marie Dodd BM BS BMedSci MRCGP DFRH

### **Employed Doctors:**

Dr John Robinson  
Dr John Foreman  
Dr Hannah Harring  
Dr Charlotte Allberry  
Dr Samantha Powell

### **Advanced Practitioners**

Lizzie Blacklock – Trainee Advanced Nurse Practitioner

### **Practice Nurses:**

Sue Millard RGN  
Carol Bowerman RGN  
Clare Elliott RGN

### **Nurse Associate:**

Sheree Villiers

### **Healthcare Assistants:**

Vanessa North

### **Phlebotomists:**

Sheryl Blackwell  
Rosemary Walters  
Vicki Howe

### **Practice Staff:**

Practice Business Manager	Michael Ott
Operations Manager	Sue Lees
HR and Communications Manager	Liz Brown
Admin Team Leader	Vicky Tiplady
Admin Team	Tracy Cole, Bethan Williams, Glenn Fordyce, April Carroll, Clare Nightingale
Practice Secretaries:	Christine Riches, Leanne Turner
Reception Team Leader and Senior Care Coordinator:	Kim Brimson
Receptionists:	Suzanne Stevenson, Claire Gettinby, Mel Holtom, Beth Oakley, Sandy Clark, Ruth Potter, Lis Blackburn, Katie Whiteford
Dispensary Manager:	Marie Hamlin
Dispensary Assistants:	Adrian Parady, Jayne Rappini, Julie Rustell, Sue Hamlin, Jayne Roberts,

**Training:**

We are a training practice and regularly host GP registrars who are on placement.

**Regulated Activities****General medical services and routine medical checks**

NHS relevant prescriptions and medications can be issued as well as referral for diagnostic procedures and investigations where appropriate.

**Management of chronic disease**

We offer clinics for those with diabetes, asthma, COPD, heart disease and stroke.

**Practice Nurses**

Our Practice Nurses are available for consultation by appointment most mornings and afternoons. Among the services routinely provided in our Treatment Rooms are dressings, leg ulcer care, ear syringing, urine testing, removal of stitches, immunisations and general advice on health matters.

**Well Woman Clinic**

Our practice nurses offer advice on all aspects of women's health as well as carrying out cervical screening.

**Phlebotomy**

Blood test appointments are offered every Monday and Thursday morning from 8.30am – 12.30pm.

**Foreign Travel Health Advice**

The practice nurses offer a full travel health advice service including vaccination programmes and general travel health advice.

**Family Planning Advice**

All our doctors and nurses offer family planning advice during normal surgeries. Like all our consultations this is fully confidential to women of all ages. Most methods of contraception are available including fitting of intrauterine devices (coil) and implants. Free condoms and emergency contraception are also available.

**Antenatal Care and Midwifery**

Midwife clinics are held regularly at the surgery and the doctors also provide antenatal and postnatal care.

**Child Health Surveillance**

The Health Visitors offer support to families in the care of their children through home visits and regular baby clinics. Child vaccinations are carried out at weekly clinics at the surgery.

**Minor Surgery**

We hold regular minor surgery sessions.

**Immunisations**

'Flu' and Covid vaccination is offered to 'at risk' groups each year through a programme of walk-in and bookable appointments.

## **Other Information**

### **Complaints**

We are responsive to suggestions and complaints and our complaints policy and procedure is available from the Practice Manager.

### **Patient Participation**

We are aware that the views of our patients are important. Our patient participation group (known as Alresford Surgery Patient Forum) was created with the following aims:

- To enable effective consultation with patients on the current provision of services and any future changes to those services.
- To facilitate greater understanding and communication between practice staff and patients.
- To empower patient views and ideas within the practice setting.
- To act as a representative patient voice when local provision of health and social care are considered.

We also operate a Facebook page and engage with the local community through this and other social media groups.

### **Data Protection**

Alresford Surgery is committed to the security of patient and staff records

All patient information is considered to be highly confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and all staff contracts contain a confidentiality clause. Information may be shared, in confidence, with other NHS organisations in the interests of patient care. Confidential patient data will be shared within the health care team at the practice and with other health care professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality. All staff undergo regular information governance training.

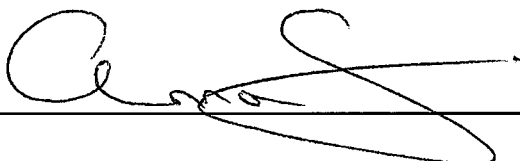
Confidential and identifiable information relating to patients will not be disclosed to other individuals or organisations without the explicit consent of the patient unless it is a matter of life or death or there is serious risk to the health and safety of others or it is overwhelmingly in the public interest to do so.

## **Alresford Surgery Statement of Purpose**

1<sup>st</sup> November 2023

Review Date: November 2024

Signed by Registered Manager:

  
ANNA CROSS