

PARK VIEW GROUP PRACTICE

2 Longford Road West, Reddish, Stockport SK5 6ET

Tel: 0161 983 9500

docman.p88018@nhs.net

www.parkviewgrouppractice.co.uk

 @ParkviewGP

Park View Group Practice Statement of Purpose

Under the Health & Social Care Act 2008 the Care Quality Commission Registration Regulations 2009 Part 4, the registering body (Park View Group Practice) is required to provide to the Care Quality Commission a statement of purpose.

The name and address of the registered provider is:

Park View Group Practice
2 Longford Road West
Reddish
Stockport
SK5 6ET

Website: www.parkviewgrouppractice.co.uk

Email: docman.p88018@nhs.net

CQC Registration Date	01/04/2013
Registration Provider	Park View Group Practice
CQC Registered Manager	Dr David Rhodes
CQC Service Provider ID	1-199786705
Practice Manager	Michelle Davenport

The Practice is located in North Reddish, in Stockport and borders Greater Manchester and Tameside.

The surgery premises are purpose built in 1984 and extended in the late 1990s and then again in 2017.

Patients can be seen in 11 consulting rooms at ground floor level. The ground floor is also served by a reception, waiting room, a staff toilet, cleaning store, disabled toilet facilities and baby changing facilities.

Administrative accommodation and a board and staff room with kitchen can be found on the first floor.

Externally the practice has a car park with 15 car parking spaces and two dedicated disabled parking spaces. Disabled patients can access the building via a ramp.

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The Aims and Objectives of the practice team are to:

- Provide a high standard of medical care
- Be committed to our patients needs
- Act with integrity and complete confidentiality
- Be courteous, approachable, friendly and accommodating
- Ensure safe and effective services and environment
- To improve as a patient centred service through decision making and  communication
- To maintain our motivated and skilled work teams
- Through monitoring and auditing continue to improve our healthcare services
- Maintain high quality of care through continuous learning and training.
- To guide our employees in accordance with diversity and equality.
- To ensure effective and robust information governance systems
- Treat all patients and staff with dignity, respect and honesty.

Given the resources made available to us our purpose is to provide patients registered with the practice with personal health care of high quality and to seek continuous improvement of the health status of the practice population overall.

We aim to achieve this by developing and maintaining a happy practice which is responsive to people's needs and expectations and which reflects whenever possible the latest advances in Primary Health Care.

The Primary Healthcare Care Team

The Partners

Dr S Johari
Dr D Rhodes
Dr M Dadah
Dr M Proctor
Dr A Wyatt
Dr J Williams

Salaried GP

Dr K McEwan
Dr F Staley

Practice Nurse / Trainee ACP

Robyn Hammond
Ese Aigbedo

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Nurse Associate

Lacey

Alicia

Assistant Practitioner

Joanne

Healthcare Assistant

Diane

Practice Staff

Michelle Davenport, Practice Manager is responsible for financial management and strategic direction of the practice as well as the smooth running of the practice.

Kayleigh Halliwell, Operations Manager is responsible for the day to day operational management of the practice.

Our reception and administration teams are responsible for reception, answering the telephones, booking appointments, preparing prescription requests for authorisation, updating and summarising patients' medical records, private reports and general administration required as part of our day to day running.

Our secretarial team are able to answer patient enquiries concerning communication between the practices and other agencies such as hospitals.

All members of staff are happy to assist you with any enquiries.

Park View Group Practice covers Reddish and surrounding areas and serves around 10,500 patients.

Home Visits

All requests for this service will be triaged by the GPs.

Please make requests for this service before 10.00am where possible to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker, and better facilities are available for your treatment. If you need an urgent visit please make this clear in order that the doctor receives the correct message and can take the appropriate action.

Out of Hours

When the surgery is closed, if you require urgent medical advice or attention, please telephone 111 as this is our out of hours service provider. Calls are free from both landlines

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and mobiles. The calls are then passed to a GP, who will ring you back and decide the best course of action – a telephone consultation, an attendance or a home visit.

Mastercall/111 provides an urgent service when the surgery is closed. Telephone contact to Mastercall is available between 6.30pm – 8.00am Monday to Thursday and 6.30pm Friday until 8.00am Monday. It also covers all Public Bank Holidays

Mastercall is located at [International House Pepper Road, Stockport SK7 5BW](#)

All calls made to this service are reported back to the GP the following working day.

Booking appointments

Telephone 0161 983 9500 or submit an online appointment request and our reception staff will be happy to assist you.

Telephone lines are open Monday – Friday 8am – 6.30pm. Telephone lines do not close unless for staff training.

We have urgent appointments available Monday to Friday both in the morning and afternoon with the on call GP. These are available to book from 8am each day.

We offer routine bookable appointments in the mornings and the afternoons with GPs and the wider clinical team.

Telephone consultations are also available every day where appropriate.

Translators are available – please inform the receptionist if this is required. We use the services of the translation service ‘the big word’.

Core Hours and Extended Hours

The practice core opening hours are 8am – 6.30pm Monday to Friday

The practice is contracted to provide a limited number of appointments outside its normal opening hours each week known as extended hours. Typically these are early morning appointments each day from 7.30am, and late evening on Wednesdays until 7.30pm.

The general surgery phone is not open during these extended hours.

Urgent Appointments

We take into account that not all illnesses are planned.

We therefore have the same day urgent appointments available in the morning and afternoon. Please ring 0161 983 9500 to request an appointment.

Between 8.00am to 11.00am our phone lines can be very busy and although we have receptionists answering calls sometimes this can incur a delay in answering your call. If calling for a routine appointment it is therefore advised not to call between these times if possible.

Cancellation of appointments

If you are unable to make your appointment please do let us know so that we can offer it to another patient who might really need to see a doctor. It would also help us if you could let us know you are unable to attend as far in advance as possible. The practice has a DNA (Did

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Not Attend Policy) and you may be removed if you frequently do not attend or cancel pre – booked appointments.

Prescriptions

To order a repeat prescription, please order using our on-line prescription ordering systems, hand in your written request or repeat counterfoil at reception, use the surgery post box, or post to the surgery address. Remember to include your full name, address, date of birth and the items you require that are listed on your repeat slip. We do not accept repeat prescription requests over the phone unless you are housebound.

Please allow 48 hours before collecting your medication from the pharmacy and remember to tick only the items you require.

The Regulated Activities under CQC

Management of chronic disease

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care is on-going and appropriate; to this end we shall endeavour to review patients' medication on an annual basis. Diabetic, Stroke, CHD and respiratory clinics are regularly held throughout the year

General nursing care

Our nurses provide contraceptive services, smoking cessation advice, blood pressure monitoring and travel advice; they also perform vaccination and smear tests.

Maternity services

Antenatal and post natal care is provided by the doctors in conjunction with the community midwife. Please inform the receptionist if you need to make an appointment.

Cervical screening

Cervical smears are recommended at least every three years for women aged between 25-65 years of age who have not had a hysterectomy. The test is quick and painless and will be performed by a practice nurse or female GP. Patients will be sent an invitation to attend when their smear is due.

Child Health Surveillance

Baby clinics are held weekly at the surgery (by appointment) by the GP with support from the nursing team, Health Care assistant and administration team. This involves the baby having an 8 week check followed by their first immunisations.

Foreign Travel Health Advice

Vaccinations for foreign travel are available at the surgery. Patients should contact us stating which countries they intend to visit, the date of departure and the duration of the visit. You will need to complete a travel vaccination form. **Some vaccinations may incur a charge** and

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patients will be informed of this prior to booking the appointment. Appointments are 10 minutes per person. Please make a separate appointment for each person wishing to be vaccinated with the practice nurse **at least 3- 4 weeks prior to travel and 4-6 weeks prior to travel during the busy summer months** to ensure a convenient appointment can be offered. Some travel vaccinations incur a charge and this is because not all travel vaccinations are included in the services provided by the NHS.

Minor Surgery

Dr Johari and Dr Williams undertake minor surgery at the Practice to include excisions and joint injections. Please enquire at reception for further details.

Family Planning

We offer coil fitting and removal, implant removal and advice on all contraception and family planning. Please enquire at reception for further details.

Access to Patient Information

All patient information is considered to be confidential and we comply fully with the Data Protection Act. All employees have access to this information in relation to their role and have signed a confidentiality agreement. 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 healthcare professionals to whom a patient is referred. Those individuals have a professional and contractual duty of confidentiality.

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

In these circumstances the minimum identifiable information that is essential to serve a legal purpose may be revealed to another individual who has a legal requirement to access the data for the given purpose.

That individual will also have a professional and/or contractual duty of confidentiality. Data will otherwise be anonymised if possible before disclosure if this would serve the purpose for which data is required.

Data Protection Policy

The practice is committed to security of the patient and staff records

The practice takes steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patient's consent, unless otherwise legally compliant. This will include training on

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Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The practice will undertake prudence in the use of, and testing of, arrangements for the backup and recovery of data in the event of an adverse event.

The practice maintains a system of "Significant Event Reporting" through a no-blame culture to capture and address incidents which threaten compliance.

DPA issues will form part of the Practice general procedures for the management of Risk.

Specific instructions will be documented within confidentiality and secure instructions and will be promoted to all staff.

Patient's Rights and Responsibilities

You have the right to expect a high standard of care from our practice and we try at all times to provide the very best care possible within the resources available.

In order to assist us in this we require that you take full responsibility for ensuring that you do not abuse the service. For example, it is your responsibility to ensure that you keep medical appointments and follow the medical advice given. In addition, if you feel that your medical problem is complicated, or you have more than one problem to discuss with your doctor, we would suggest that you consider making more than one appointment. Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate appointment.

Very occasionally a practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list. This would generally only follow a warning that had failed to remedy the situation and we would normally give the patient a specific reason for the removal.

You have the right to express a preference of practitioner when you make an appointment.

Violent Patients – Zero Tolerance

The NHS operates a Zero Tolerance Policy with regard to violence and abuse and the practice has the right to remove violent patients from the list with immediate effect in order to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

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In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patient's medical records the fact of the removal and circumstances leading to it.

NHS England is then responsible for providing further medical care for such patients.

Comments, suggestions and complaints

We welcome comments and suggestions on our service. If we fail to provide the highest care possible, please make any observations known to our practice manager who will, where appropriate, use our complaints procedure to try to correct the problem.

All our staff are here to help you and welcome all feedback.

General Information

Online Access

The practice offers online access to appointment booking/prescription ordering and some access to patient records.

Access to Health records

The Data Protection Act allows you to find out what information about you is held on computer. This applies to your health records. If you want to see them, you should make a written request to the Practice. You are entitled to receive a copy, free of charge. The information will also be available on the Practice's online systems.

Carers

A carer is someone who provides help and support to a partner, child, relative, friend or neighbour who could not manage without their help. This could be due to age, physical or mental illness, substance misuse or disability. Anyone can become a carer, carers come from all walks of life, all cultures and can be of any age.

Please inform our reception staff if you are a carer or are cared for by another person. This will alert us to your possible needs in this role.

Change of personal details

Patients are asked to notify the Practice as soon as possible of any change of name, address or telephone number; not forgetting to indicate all the persons involved in this change. In an emergency this could be absolutely vital.

Chaperone

We are committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the dignity and safety of

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everyone is of paramount importance. All patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required.

Your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. Please advise reception when booking an appointment.

Patient Participation Group

The practice has a Patient Participation Group to engage with as many of our patients as possible. We aim to work with our patients to improve the service we deliver, including areas such as availability of appointments, clinical care, online facilities etc. We contact members of the group by email or letter two or three times a year to ask for their views and opinions or to send them our newsletter. If you would like to be involved, please, ask our receptionists.

Park View Group Practice Statement of Purpose

Date 20.10.2025

Review Date 20.10.2026

Signed by Registered Manager – Dr D Rhodes