



GP Partners: Drs O'Flanagan, Smith, Rashid & Atxa

The Saltscar Surgery • 22 Kirkleatham Street • Redcar • TS10 1UA
Tel: (01642) 471388 • Fax: (01642) 511480 • Web: www.saltscarsurgery.co.uk

STATEMENT OF PURPOSE

The registered patients of Saltscar Surgery can expect to receive the provision of essential core services as stipulated in the contractual framework for General Medical Services (GMS) The practice will provide diagnostics/examination, treatment/therapies and advice, prescribing, to cover both physical and mental personal medical services, health promotion and life style advice, screening and preventive services. The range of services may include chronic disease management, child health surveillance and child health services, contraceptive and related services, maternity services and services for older people.

The Practice will be using clinical areas in Redcar Primary Care Hospital to provide patient access to Covid-19 vaccinations as part of collaborative working with Redcar Coastal Primary Care Network practices.

The clinical team will manage patients who are ill or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable. The practice will manage patients with a chronic disease in the manner determined by the practice, in discussion with the patient.

The general management of patients with a terminal illness is also a key role, in conjunction with the district nurses, Macmillan nurses and palliative care team as appropriate and using the Gold Standard Framework. The GPs endeavor to provide a personal service for their patients in this situation by ensuring that whenever possible they will be seen by their own doctor.

The practice will also provide Direct and Locally Enhanced Services, which may be commissioned from the practice by South Tees CCG, Local Authority or the NHS Commissioning Board. The Practice is a member of Redcar coastal Primary Care Network (Redcar Coastal PCN) AND Eston, Langbaugh & Middlesbrough Alliance Ltd (ELM Alliance Ltd)

The practice will develop the role of the Nurse to assume more clinical responsibility in the areas of chronic disease management, prevention and minor illness. To engage with patients to seek regular feedback from the Patient Group to devise our services

The practice will ensure the Clinical and administration members of the team are appropriately qualified for the roles they undertake and continue personal and professional development.

The practice has a complaints handling procedure to deal with complaints made by patients or someone 'who is affected, or likely to be affected, by the action, omission or decision of the responsible body which is the subject of the complaint'

