

# **Dr Sodhi & Partners Hungerford Surgery**

## **Statement of Purpose** Health and Social Care Act 2008

July 2018

Date of Next Review: July 2019

## Service Provider Details

Name: Dr Sodhi & Partners  
Address: Hungerford Surgery  
The Croft  
Hungerford  
Berkshire  
RG17 0HY

Telephone: 01488 682507  
Email: [mikehall1@nhs.net](mailto:mikehall1@nhs.net) - Practice Manager  
Website: <http://www.hungerfordsurgery.co.uk>

Provider ID: 1-199754945  
Legal Status: Partnership

### Partners:

Dr Navreet Sodhi  
Dr Ellora Evans  
Dr Emma Alcock  
Dr Rachel Rowe

### Our Mission Statement

Hungerford Surgery is a well-established General Medical Practice. We strive to work in partnership with our patients to provide the best quality health care in a safe and supportive environment. Modern medicine, traditional values.

### Vision

To provide the highest achievable standard of care and treatment by well trained and motivated medical, nursing and multi-disciplinary staff working within local and national regulation, standards and evidence based guidance.

### Core Values

#### Caring

- To treat all with kindness and empathy
- To respect patient's dignity and privacy
- To involve patients and their families in decisions about their care and treatment
- To treat all equally and fairly and respect diversity at all times

#### Safe

- To maintain a safe and health promoting environment
- To assess and respond to needs of our patients
- To provide an appropriate range of high quality and cost effective services
- To identify the adults and children at risk and protect and support them
- To adequately review and investigate significant events, complaints and feedback

#### Team work

- To have effective and compassionate leadership
- To value the contribution of each team member
- To work in co-operation with other teams
- To build a safe and supportive environment for our staff
- To speak and act truthfully and be accountable for our actions

**Learning and improving**

- To be a learning organization and provide learning opportunities for relevant students
- To continuously learn, develop and improve our services

**Culture**

- To nurture a culture which is open, friendly and forward-looking

**Location**

Name & Address: **Dr Sodhi & Partners  
Hungerford Surgery  
The Croft  
Hungerford  
Berkshire  
RG17 0HY**

Telephone: 01488 682507

Location ID: 1-537624945

Registered Manager: Dr Navreet Sodhi

Service Types: Doctors consultation service  
Doctors treatment service

Regulated Activities: Diagnostic and screening procedures  
Family planning service  
Maternity and midwifery services  
Surgical procedures  
Treatment of disorder of injury

Service Users: Open for registration to patients resident and temporarily resident in the practice area

**Hungerford**

Hungerford is an attractive market town situated in an area of outstanding natural beauty in West Berkshire. It benefits from its close association with the Kennet & Avon Canal and has excellent road and rail links. The major towns of Swindon, Newbury, Reading, Oxford, Andover and Salisbury are all within easy reach. A number of residents commute each day to London on the Great Western Railway which runs into Paddington.

The Town is home to many antique shops but is also well served by a couple of supermarkets, a butcher, a fruit and vegetable shop and a mobile fish monger on Friday mornings. There are also a number of cafes which benefit from the patronage of the tourist population. Each year the Town hosts an arts festival, a carnival and a Victorian Extravaganza!

**Practice Philosophy**

Our philosophy is 'modern medicine, traditional values'. We are helped by the fact that we are the only doctors' surgery in Hungerford and consequently feel very much part of the community. Personal lists and a relatively stable population, mean that we get to know our patients as individuals very well. Most of our staff live in the area.

The Partnership is supportive, friendly, open, fair and democratic. All clinicians and the Practice Manager meet for coffee every day which provides a forum for informal discussion alongside our weekly practice meetings usually held on Monday lunchtimes.

## Practice Overview

The Practice covers the whole of Hungerford and the surrounding villages within a five mile radius of the town giving us a practice population of around 7,500. We are a semi-rural practice and our patients come from all social groups with a demographic spread which is close to the national average. The practice is based in Hungerford, West Berkshire and is located 10 miles west of Newbury, 30 miles west of Reading and 20 miles east of Swindon.

The Practice is housed in modern purpose built premises located in the Croft, an historic green. We have a large accessible waiting area for patients with parking at the rear. The surgery has 6 consulting rooms, two fully equipped treatment rooms equipped for minor surgery and a phlebotomy room as well as ample reception and administration facilities. We share the car park with the Community Health Centre which is provided by the Berkshire Healthcare Foundation Trust and houses the District Nursing team and the Health Visiting team as well as providing other NHS services such as physiotherapy and chiropody.

While we currently run personal lists, we have considerable flexibility allowing for cross-cover and are able to provide our patients with a fast and effective service. Our patient population is generally well informed, with a tendency towards assertiveness, and we are ideally located to offer patient choice in accessing services provided in Newbury (WBCH), Reading (RBH), Swindon (GWH) as well as Basingstoke and Oxford hospitals.

A typical non-duty day involves a morning surgery, starting at 8.30am, of around 15 booked patients with an average of 1 or 2 “extras” fitted onto the end. We run 10 minute appointments. Each doctor will have an average of 2 home visits each day. Afternoon surgery normally has 15 booked appointments with an occasional extra at the end if the Duty Doctor has been very busy.

The Surgery also offers additional routine appointments on specific days of the week: From 1<sup>st</sup> October 2018 we are participating in the provision of seven day working for the Newbury and District area.

## Practice Team

Our nursing team comprises 3 Practice Nurses and 1 Health Care Assistant. The wider practice team includes the receptionists, administrators, notes summarisers, medical secretaries, reception manager and the practice manager. Our staff have full knowledge of the services the practice has to offer and are happy to assist with any enquiries.

The GPs and Nursing team together provide the full range of clinics for family planning, childhood immunisation, NHS health checks, foreign travel, minor surgery, asthma, COPD, diabetes and hypertension - involving the wider primary health care team as is appropriate. Community midwives provide antenatal and postnatal clinics at the practice. District Nurses are based in the Community Health Centre adjacent to the surgery and we also accommodate a range of visiting clinicians and counsellors in the areas of mental health, alcohol and drugs counselling and the local Citizens Advice Bureau holds outreach sessions here.

We are all involved in the terminal care of our patients who are supported in their own homes whenever possible and we look after the majority of patients living in the Hungerford Care Home and other local residential care facilities.

Out of Hours care is provided by Westcall.

We are well equipped clinically and have diagnostic equipment which includes: ECG and portable ECG machines, portable 24-hour ambulatory blood pressure monitors, spirometry, nebulisers, peak flowmeters, pulse oximeters, obstetric and vascular sonic aids and minor surgery. We are also unique amongst West Berkshire practices in offering patients an anti-coagulation monitoring service through INRStar software.

## Training

We offer training placements to medical students from Bristol University, student nurses from Oxford Brookes and work experience placements and in both clinical and administration roles.

## Information Technology

We use the TPP SystmOne Clinical System and have a modern and comprehensive IT infrastructure. The majority of correspondence is now electronic which reduces the need to print letters. We offer all patients Choice at Referral and this is managed using the National Choose and Book System. We continue to develop and expand our on-line services and this will include offering patients on-line access to booking appointments, ordering repeat prescriptions and viewing their summary care record.

## Quality Outcomes Framework & Enhanced Services

Our practice consistently achieves high QoF points every year and in addition we participate in the Quality, Innovation, Productivity and Prevention (QIPP) initiative projects including providing an additional out of hours extended Saturday morning clinic. We also consistently achieve significant savings on medicines management and prescribing initiatives.

We undertake a wide range of Enhanced Services including Community Enhanced Services (CES) work which results in excellent multi-disciplinary team care for our patients.

## Clinical Commissioning

We are part of our local Commissioning Group Locality, Berkshire West Clinical Commissioning Group (BWCCG), Newbury and District Locality, which is made up of the 10 Newbury and District practices. One of our GP's represents the practice on the CCG Council and we play an active role in Commissioning as well as always being willing to be involved or assist with any new projects or initiatives.

## Services

NHS services provided by our GPs and clinical staff are defined under the General Medical Services Contract. They are mainly split into three groups of Essential, Additional and Enhanced services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients. These services include:

- Routine medical check ups
- Medication reviews
- Repeat prescription service
- Management of Diabetes, Asthma, COPD, Hypertension
- Care planning
- Minor Surgery
- Phlebotomy
- Anti-coagulation monitoring
- Maternity services – midwife and GP
- Contraception services and pill checks, coil, implanon, insertion and removal
- Weight loss and lifestyle management.
- Treatment of depression and anxiety
- Counselling
- Cervical cytology screening
- Wound Management and suture removal
- Childhood immunisations
- Child health surveillance
- Travel advice and vaccination including Yellow Fever
- Flu immunisation and routine adult immunisation
- Smoking cessation advice
- Annual coil checks
- Annual Learning Disability checks
- District Nurse Management
- Home visits

- Palliative Care
- NHS cardiovascular health checks
- Alcohol and drug misuse
- Mental Health
- Spirometry
- ECG
- Foot care
- Ear care

### **Non-NHS Services**

We also provide services which are non NHS and are paid for by the patient or requesting organisation, including:

- Private medical insurance reports and medicals
- Sports, pre-employment and HGV medicals
- Private appointments and blood tests
- Fitness certificates
- Non-NHS vaccinations e.g. Yellow fever
- Copies from records

GP and nurse appointments are available to book in advance as well as GP urgent appointments on the day. Home visits are available for patients unable to visit the practice. If the Practice is not able to meet an individual patient need a referral to an appropriate health professional or service will be made. Community Health Services are also available to the patient and may be provided in the patient's home or from a Community location depending on the service.

### **Health and Care Needs**

We respect the privacy and dignity of our patients and endeavour to treat all of our patients with respect and honesty:

#### **Access**

For patients that do not speak English a family member can translate at their request or a translation service is available. We are also able to provide information in larger fonts or electronically as requested. The practice is fully accessible to wheelchair patients and there are disabled toilet and baby changing facilities.

#### **Consent and Chaperone**

Consulting rooms are away from the reception area where no conversation can be overheard or examination seen. No patient is ever examined or procedure undertaken without consent. A chaperone is available upon request.

#### **Carers**

We encourage patients to let us know if they are a carer or are cared for by another person as this helps to alert us to possible needs in this role. A carer is someone who, without payment, 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.

#### **Confidentiality and Access to Patient Information**

All patient information is considered to be confidential and we comply fully with the Data Protection Act and General Data Protection Regulations (GDPR) and are registered with the Information Commissioners Office (ICO) to keep patient data confidential, safe and secure. All employees have access to this information in relation to their role and have signed a confidentiality agreement. Relevant information may be shared within the multi-disciplinary 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. Confidential and identifiable information relating to patients will not be disclosed to other individuals without their explicit consent, unless ordered to do so by court order or where it is in the public interest to do so to prevent harm.

The Data Protection Act and The Access to Health Records Act allow a patient to find out what information is held in their health records and those of someone who has died in some circumstances. A patient wishing to see health records should make a written request to the Practice.

### **Comments, suggestions and complaints**

We welcome comments and suggestions on our service and have a protocol for dealing with complaints. If it is not possible to resolve the complaint there and then it is forwarded to the Practice Manager, who will ensure all relevant details are recorded, arrange for the complaint to be investigated and respond in a timely manner. If the complaint is not resolved to the satisfaction of the complainant we offer the services of the patient advocacy service SEAP and / or the patient is referred to the Health Service Ombudsman who can investigate the complaint further.

A suggestion box is available in the main waiting room and we encourage feedback through the NHS Friends and Family Test or NHS Choices website.

### **Patient Engagement**

We have a pro-active and engaged Patient Participation Group, comprising of ten members, whom meet monthly at the Practice. The group have greatly supported the Practice as well as organising and facilitating projects in the wider community including a cancer care support group which meets monthly.

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