

## **CQC Statement of Purpose.**

Solihull Healthcare Partnership (SHP) is a NHS General Medical Services provider to over 55,000 patients through GP partnership operating from **seven surgeries** across Solihull/Shirley. We work in partnership with our patients and our Patient Participation Group to provide medical care for our patients.

SHP's vision is to provide local care to patients, forging a strong relationship between our multidisciplinary team within our healthcare centres and patients whilst at the same time being part of a larger organisation and benefitting from wider resources, of a larger organisation. We have a small centralised management team that support our GP practices and provide services such as HR, IT, finance, governance and communications which means our GP practice teams can concentrate their energies on providing excellent care to our patients.

We hold a General Medical Services contract offering care services for the diagnosis and prevention of disease as well as promoting healthy lifestyles. Our clinicians assess, diagnose, treat and manage illness. They carry out screening for some diseases and promote general health and wellbeing. Our clinicians also arrange hospital admissions and referrals to other services and specialists and they link with secondary care and community services about patient care, taking advice and sharing information where needed.

### **Locations:**

#### **Blossomfield Surgery**

308 Blossomfield Road, Solihull B91 1TF

#### **Dickens Heath Medical Centre**

94 Old Dickens Heath Road, Shirley, Solihull B90 1SD

#### **Grove Surgery (CQC registered address)**

3 Grove Road, Solihull, West Midlands B91 2AG

#### **Haslucks Green Medical Centre**

287 Haslucks Green Road, Shirley, Solihull, West Midlands B90 2LW

#### **Monkspath Surgery**

Farmhouse Way, Shirley, Solihull, West Midlands B90 4EH

#### **Shirley Medical Centre**

8 Union Road, Shirley, Solihull, West Midlands B90 3DT

#### **The Jacey Practice**

93 Northbrook Road, Shirley, Solihull B90 3LX

## The Partners:

Dr Arturo Lupoli (*Executive Performance Partner/CQC Registered Manager*)

Dr Majid Ali (*Executive Quality Partner*)

Dr Natasha Behl (*Executive Workforce Partner*)

Dr Michelle Caughey-Rogers (*Safeguarding Clinical Lead*)

Dr Beverley Dickinson

Dr Bhavesh Gandhi

Dr Sunil Kotecha

Dr Kapil Lad

Dr Maria Font Olive

Dr Rajib Pal

Dr Bilal Patel (*Executive Estates/Finance Partner/Caldicott/IG Lead*)

Dr Nishit Patel (*PCN Clinical Director and Acute Care Clinical Lead*)

Dr Mark Sterry

Dr Elizabeth Stokes

Dr Mark Webb

## Our Mission Statement

Sustainable Primary Care services that meet the needs of our patients and commissioners

Have a united, strong and financially viable organisation

Practice of choice of our patients and employer of choice for our staff

We are dedicated to improving healthcare provision and share a belief that General Practice is the foundation of NHS services.

We aim to meet the growing needs and expectations of our patients; without losing continuity of care, and we work together to find new, innovative solutions that will provide high quality, excellent care for all.

## Our Aims and Objectives

### 1. Improve both staff and patient satisfaction

- To encourage our patients to communicate with us by joining our Patient Participation Group, talking to us, participating in surveys and feeding back on the services we offer.
- To ensure staff have the competency and motivation to deliver the required standards of care ensuring that all members of the team have the right skills and training to carry out their duties competently.
- To take care of our staff offering support to do their jobs and to protect them from abuse.
- Have a zero tolerance to all forms of abuse.
- To provide our staff and patients with an environment that is safe and friendly.
- To treat patient as individuals and with the same respect we would want for ourselves or a member of our family, listening and supporting people to express their needs and wants and enabling people to maintain the maximum possible level of independence, choice and control.

## 2. Improve Patient access (telephone, digital & in-person)

## 3. Establish a structure that facilitates the sustainable delivery of both Planned and Unplanned patient care. Establish concept of Routine Planned care and Complex/Specialist Planned care

Our Clinical teams at Solihull Healthcare Partnership are divided into teams:

**Blue Team** (Shirley Medical Centre & Haslucks Green Surgery)

**Indigo Team** (The Jacey Practice & Monkspath Surgery)

**Green Team** (Grove & Dickens Heath Surgery)

**Acute Care Team** (Blossomfield Hub and the Roving team at Shirley Medical Centre)

**Medicines Management Team** (Shirley Medical Centre)

**Care Home team**

The BIG teams are based on an equal number of registered patients and form the basis of a structure with balanced workload able to provide improved continuity of care.

To work in partnership with other agencies to tackle the causes of, as well as provide the treatment for ill health and where appropriate involve other professionals in the care of our patients. Solihull Healthcare Partnership also works in collaboration with neighbouring PCN's to provide population based care at place level and locality based services through our GP Federation called Solihealth.

## 4. Improve continuity of care

Understand the value of continuity of care. To be a learning organisation that continually improves what we are able to offer to our patients.

### Our Services

The GMS services provided by our GP's are defined under the General Medical Services Contract. These services are split into these groups:

- Essential
- Additional
- Enhanced
- Quality Outcomes Framework

### Essential Services

We provide essential services for people who have health conditions from which they are expected to recover, chronic disease management and general management of terminally ill patients.

Our core services include:

- GP consultations
- Asthma clinics
- Chronic obstructive airways disease clinics
- Coronary heart disease clinics
- Diabetes clinics
- Cancer Care

### Additional Services

Our additional services include:

- Cervical cytology screening
- Contraceptive services
- Child health surveillance
- Maternity services
- Certain minor surgery procedures
- Vaccinations and immunisations

### **Enhanced Services**

- Our enhanced services include:
- Childhood vaccinations and immunisations
- Contraceptive coil fitting (IUD)
- Fittings for Menorrhagia
- Diabetes management
- Prostate Cancer Injection therapy
- Extended minor surgery
- Flu immunisations
- Minor injury service

### **Quality Outcomes Framework & PCN DES Framework**

Measures called indicators are agreed as part of the GP contract negotiations each year. These indicators have points attached that are given to GP practices based on performance and outcomes against these measures.

### **Other Service**

Other services we offer include:

- Child health development
- Dressing clinics
- ECG's (electrical heart trace)
- End of life care
- Epilepsy
- Lung testing (spirometry)
- Medication review
- Men's health
- Mental health
- Pregnancy testing and contraceptive advice
- Ring pessary replacement
- Stop smoking support
- Travel advice
- Women's health

### **Non -NHS Services**

We also provide services which are non-NHS and are paid for by the patient. These services include:

- Insurance claim forms
- Non NHS vaccinations
- Prescription for taking medication abroad
- Private sick notes
- Pre-employment and HGV medicals

- Vaccination certificates.