

# CQC STATEMENT OF PURPOSE

## Service Provider Details

Lea Vale  
Liverpool Road Health Centre  
9 Mersey Place  
Luton  
Bedfordshire  
LU1 1HH  
Telephone: 01582 722525  
Email: [enquiries.leavale@nhs.net](mailto:enquiries.leavale@nhs.net)  
Website: [www.leavale.nhs.uk](http://www.leavale.nhs.uk)  
Provider ID: :1-199717719

**Legal Status:** Partnership

**Service Types:** Doctors Consultation Service  
Doctors Treatment Service

**Regulated Activities:**

Treatment of disease, disorder or injury  
Surgical Procedures  
Diagnostic and Screening Procedures  
Maternity and Midwifery  
Family Planning Service

**Service Users:**

Open for Registration to patients resident and temporarily resident on the practice area.

**Registered Manager:** Heidi Newton

**Practice Manager:** Heidi Newton

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

## Aims and Objectives

To provide personalised, effective and high quality General Practice Services, committed to the health needs of all of our patients.

To work in partnership with our patients, their families and carers, involving them in decision making about their treatment and care and encouraging them to participate fully by listening and supporting them to express their needs and wants and enabling them to maintain possible level on independence and control.

To recognise the diversity of Luton, and to tailor healthcare deliver to our unique population.

To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.

To involve other professionals in the care of our patients where it is in their best interest providing an informed choice to suit the patients' needs in respect of referrals.

To continually improve healthcare services to patients through learning, monitoring and auditing.

To take care of our staff, ensuring a competent and motivated team with the right skills and training to so their jobs to protect them against abuse.

To act with integrity and confidentiality and ensure robust information governance systems.

To treat all patients and staff with dignity, independence, respect and honesty in an environment which is accessible, safe and friendly.

## **Locations of Lea Vale**

### **Lea Vale**

Liverpool Road Health Centre

9 Mersey Place

Luton

LU1 1HH

Telephone: 01582 722525

### **Bushmead Medical Centre**

131 Bushmead Road

Bushmead

Luton

LU2 7YT

### **Whipperley Medical Centre**

311 Whipperley Ring

Luton

LU1 5QY

Telephone: 01582 484883

Lea Vale is based in Luton we consist of a main surgery based at Liverpool Road Health Centre and two branch surgeries at Bushmead and Farley Hill. Liverpool Road is a multi-occupancy health centre in the town centre, a patient car-park is at the front and with 18 consulting rooms which are all in

the ground floor. Bushmead Medical Centre is a purpose built medical centre, within the Bushmead development in Luton. It consists of 4 consulting rooms in a bungalow style property a patient car park is out the front and the bus stop is located directly opposite the surgery. Farley Hill Surgery is within the parade of shops located at Farley Hill Market place, the smallest of our surgeries it has 3 consulting rooms. Patients are able to use the market place car park which is free to park and located just at the front of the shops.

Lea Vale consists of 6 GP Partners and 1 Nurse Partner. In addition to the partners we also employ 3 salaried GP's. We are a training practice and usually have two registrars working with us during their training placements. Our nursing team comprises of 10 nurses and 3 healthcare assistants. We are a research active practice and participate in local and national research projects. The wider practice team includes the receptionists, note summarisers, scanners, medical secretary, research officer, prescribing clerks and management team including a patient service manager, resource manager and practice manager. Our staff have a full knowledge of the services the practice has to offer and are happy to assist with any enquires.

The GPs and Nursing team together provide the full range of clinics for family planning, childhood immunisation, health checks, foreign travel, minor surgery, asthma, COPD, Diabetes, Hypertension, Women's clinics and dressing clinics, we involve the wider primary health team if required. Community midwives provide antenatal checks at the practice. We also have attached to the surgery health visitors, district nurses and community matrons. We also accommodate a range of visiting clinicians and counsellors in the areas of mental health.

Our out of hours care is provided by Care UK.

We are well equipped clinically and have diagnostic equipment which includes: ECG machines, ambulatory blood pressure monitors, nebulisers, peak flow meters pulse oximeters, laser therapy and Doppler machines.

Services

NHS Services provided by our GP's and clinical staff are defined under the PMS contact. 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
- New Patient checks
- Medication Reviews
- Repeat Prescription Service
- Management of Long Term Conditions

- Joint Injections
- Cryotherapy
- Phlebotomy
- Maternity Services
- Sexual Health Services, including contraceptive advice, coil and implant insertion and removal
- Sexual Health Screening
- HIV Counselling and testing
- HIV management
- Weight loss and lifestyle management
- Treatment of depression and anxiety
- Cervical Cytology screening
- Wound Management and suture removal
- Childhood immunisations
- Child health surveillance
- Travel advice and vaccination
- Flu immunisation and routine adult immunisation
- Smoking cessation advice
- Coil Checks
- Health Checks
- Learning Disabilities check
- Home Visits
- End of life care
- Alcohol and drug misuse
- Mental Health
- Spirometry
- ECG
- Foot Care

### **Non – NHS Services**

We do not provide non-NHS services.

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 accessible to wheelchair patients.

## **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. A confidential room is available if you wish to speak to a member of reception or management.

## **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 to keep your confidential data 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. Where entitled to receive a copy, it should be noted that a charge will be made.

## **Comments, Suggestions and Complaints**

We welcome comments and suggestions on our service and have a protocol for dealing with complaints. Complaints should be made 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 the Health Service Ombudsman can investigate the complaint further.