



# St George's Medical Centre

## Statement of Purpose Health and Social Care Act 2008

Version: 1.05 - May 2017

Date of Next Review: May 2018

**Service Provider Details:**

Name: Drs. Hodgson and Partners

Location: St George's Medical Centre  
Field Road  
New Brighton  
Wirral  
CH45 5LN

Telephone: 0151 630 2080  
Fax: 0151 630 8191  
Website: [www.stgeorgesmedicalcentre.com](http://www.stgeorgesmedicalcentre.com)

Provider ID: 1-199780413  
Location ID: 1-558030855

Legal Status: Partnership

Partners: Drs Hodgson, Sedgwick, Halder, James, Osborne and Sinfield

Registered Manager: Dr Paul Sedgwick

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

Service Users: Whole Population

Service Type: Doctors Consultation Service (DCS)  
Doctors Treatment Service (DTS)  
Diagnostic and or Screening Service (DSS)

## **A brief history of St George's Medical Centre:**

St George's Medical Centre is located in New Brighton which is part of Wallasey. The Practice moved to its current site in 1997, having previously been based in Field Road Heath Clinic. In 2009, a large extension was added which doubled the size of the practice. In March 2016, the practice renovated 3 large administration rooms on the first floor into 6 state of the art clinical rooms.

The Practice list size is currently stable at around 9,570 patients. Most of our patients live in New Brighton although we have many patients throughout Wallasey, Liscard, Egremont, Seacombe, Leasowe and Moreton. We also register Out of Area patient's in line with the National Direct Enhanced Service. Wallasey is an urban area with high levels of deprivation in places. Our patient demographic shows a wide range of ages, fairly even male/female split, some ethnic diversity and a spectrum of all medical conditions, disabilities, etc.

St George's Medical Centre provides Personal Medical Services (PMS) and is a non-dispensing Practice, well-served by local pharmacies. We are a Personal Medical Services (PMS) Practice offering Primary care services for the diagnosis and prevention of disease. We help patients to manage their health and prevent illness. Our GPs assess, diagnose, treat and manage illness. They carry out screening for some diseases and promote general health and wellbeing with the support of our extended clinical team.

In addition to this, our practice are also contracted to provide Community Ophthalmology and Community Minor Surgery and Joint Injection clinics to Wirral patients.

The Practice Team:

### **1.1 Clinical Staff**

St George's Medical Centre is currently an eight doctor practice, seven of whom are partners. We have five Practice Nurses, as well as two healthcare assistants. We also have the support of our Community Nursing Team, Midwives, Health Visitors, Counselor's and an In-house Medicines Management Team.

**Dr Lesley Hodgson** joined the practice in 1992. She is a GP trainer and supervises the GP registrars at the practice. Her particular interests are Diabetes, Child Health and Women's Health.

**Dr Paul Sedgwick** joined the practice in 2003. He is a GP trainer and supervises the GP registrars at the practice. He works in the practice every day except Wednesday. His clinical interests include Asthma and COPD. He is also our Registered Manager, Caldicott Guardian and Clinical Governance Lead.

**Dr Dip Halder** joined the practice in 2003. He is a GP trainer and supervises the GP registrars at the practice. His clinical interests include cardiovascular disease and minor surgery (including joint injections). Dr Halder is our Safeguarding Adults and Children Lead.

**Dr Matthew James** joined the practice in 2005. He works in the practice on Monday, Wednesday and Thursday. He supervises GP registrars at the practice and also works at the University of Liverpool. His clinical interests include musculoskeletal medicine and he performs joint injections. Dr James is the practices Complaints and Significant Events Lead as well as Dementia Lead (Joint).

**Dr Jennifer Osborne** joined the practice in 2012 as a Salaried GP and became a partner in April

2015. She works everyday apart from Friday. Her particular interests are diabetes, palliative care and elderly care. She also performs joint injections. Dr Osborne is the practice's End of Life, Elderly Care, Dementia (Joint), Nursing Home, Mental Health Capacity and Deprivation of Liberty Lead.

**Dr Rebecca Sinfield** joined the practice in 2015 as a Salaried GP after a two year training post at the practice and became a partner in April 2016. She works Monday, Tuesday and Thursday. Dr Sinfield's particular interests are paediatrics, palliative care and elderly care. Dr Sinfield also performs ICUD and implant insertions and removals. Dr Sinfield has recently been accredited as a Foundation Doctor trainer she also leads on research.

#### **Sue McGuire, Specialist Nurse Practitioner**

Sister McGuire leads the practice nurse team and has been with the practice for 16 years, gaining her degree in Specialist Practice in 2005. Her specialist interests are diabetes and respiratory disease management. In 2007 she obtained her qualification as a nurse prescriber and now works as an independent practitioner.

#### **Deborah Bowers, Specialist Nurse Practitioner**

Sister Bowers joined the practice in 2002. She is a Specialist Nurse Practitioner for skin surgery and dermatology and completed her Master's degree in this field in 2013. She works in the practice Monday to Friday, spending Wednesday as nurse lead for the Intermediate Minor Surgery and Joint Injection Service. Other clinical interests are cardiac and respiratory care and teaching. Sister Bowers is also our Clinical Infection Control Lead.

#### **Louise Carragher, Practice Nurse**

Sister Carragher joined the Practice in 2006 and has a nursing background that includes midwifery, haematology and community nursing. Louise is Dementia Lead Nurse for the Practice. Her current interests include health promotion in the areas of diabetes management, respiratory disease and heart disease.

#### **Sister Sharon Fadden**

Sister Fadden joined the practice in 2015 and works at the practice one morning a week. Sister Fadden has an interest in promoting health promotion such as cytology and NHS Health Checks.

#### **Sister Hannah McGowan**

Sister McGowan joined the practice in May 2016 and works at the practice three days a week. Sister McGowan has an interest in managing long term conditions and women's health.

#### **Jo Trout, Healthcare Assistant**

Jo initially started working at St George's Medical Centre in 1998 as a receptionist. In 2003, she started a NVQ (Level 2) to become a health care assistant (HCA) and qualified in 2004. She conducts routine mental health reviews, ECGs, blood taking and near patient INR testing. She also assists in the ophthalmology clinic.

### **Jill Doyle, Healthcare Assistant**

Jill joined the practice team in October 2013. Jill conducts INR testing, blood pressure reviews and NHS health checks to name but a few. Jill can also administer b12 injections and dress simple wounds. Her particular interest is assisting in minor surgery clinics. Jill has been accepted onto the Assistant Practitioner programme with the University of Chester and is due to start in September 2016.

## **1.2 Non-Clinical Staff**

### Practice Management

Phil Eagle, Practice Business Manager

### Reception

Susan W, Patient Liaison and Reception Manager

Susan E, Deputy Reception Manager

Sally , Senior Receptionist

Jo-Anna, Senior Receptionist

Lorraine, Medical Receptionist

Natasha H, Medical Receptionist

Charlotte, Medical Receptionist

Heather, Medical Receptionist

Rebecca, Medical Receptionist

Karla, Medical Receptionist

Michelle, Medical Receptionist

### Administrative Team

Natasha, IT and Administration Team Manager

Wendy, Data Entry Clerk

Jeanette, Data Entry Clerk

Tracy, Data Entry Clerk

Hayley, Data Entry Clerk

### Practice Support Team

Pamela, Finance Manager

### Medicines Management Team

Carole, Medicines Management Manager

Claire, Medicines Management Administrator

Kim, Medicines Managements Administrator

### Other Members of the Team are as follows:

#### Pharmacist

Gareth Malson, Practice Pharmacist (Contracted under SLA with Millbrook Medical Centre)

## **Additional Contracted Services**

### **Wirral Vision – Community Ophthalmology Clinic**

Wirral Vision is managed and delivered by St Georges Medical Centre. Wirral Vision provides a community eye service to Wirral residents and has been in operation since April 2011. The service is currently in Year 2 of a 3 year AQP contract with Wirral Clinical Commissioning Group (CCG).

Wirral Vision offers a consultant led service staffed by qualified ophthalmology nurses and in-house trained technicians. The clinical team are supported by a full-time and part-time administrator and Manager.

The aim of the service is to manage patients within the community, where appropriate, ensuring that patients are transferred to secondary or intermediate care only when treatment needs or requires secondary or specialist care services. It does so by providing a high quality consultant led community eye service.

#### **Service Team**

Phil Eagle – Service Manager  
Linda Corcoran – Ophthalmic Nurse Manager  
Linda Smith – Ophthalmic Nurse  
Jo Trout - Technician  
Mr Joey Cazabon – Self Employed Consultant & Clinical Governance Lead  
Mr Jai Shankar – Self Employed Consultant  
Mr Kamal Sahni – Self Employed Consultant  
Mr Ramasamay – Self Employed Consultant  
Stephanie – Wirral Vision Administrator  
Vicky – Wirral Vision Administrator

### **Intermediate Minor Surgery and Joint Injection Service**

The Intermediate Minor Surgery and Joint Injection Service is managed and delivered by St George's Medical Centre.

The service provides a community minor surgery to Wirral residents and has been in operation, under different models, since 2008. The service has been contracted for a further two years under a new specification by Wirral Clinical Commissioning Group (CCG) which now includes joint injection provisions.

The service offers a GP and Nurse led community based minor surgery service. The clinical team are supported by a healthcare assistant, a part-time administrator and Manager.

#### **Service Team**

Phil Eagle – Service Manager  
Deborah Bowers – Nurse Practitioner  
Dr Lucy Wictome – Self Employed GPwSI  
Ms Jill Doyle – Minor Surgery Assistant  
Dr Matthew James – GPwSI  
Natalie – Minor Surgery Service Administrator

## Our Aims and Objectives

- ⇒ To exceed the expectations of all patients, relatives and carers by providing the highest standards of care and to be acknowledged by our patients, peers and external regulators, as an example of excellence in our field by striving for the highest standards possible at all times.
- ⇒ To provide personalised, effective and high quality General Practice services, committed to the health needs of all of our patients.
- ⇒ To focus on prevention of disease by promoting health and wellbeing and offering care and advice to our patients.
- ⇒ To work in partnership with our patients, their families and carers, involving them in decision making about their treatment and care by supporting them to express their needs and wants enabling them to maintain the maximum possible level of independence, choice and control.
- ⇒ To involve other professionals in the care of our patients where it is in their best interest, providing an informed choice to suit the patient's needs in respect of referrals.
- ⇒ To continually improve healthcare services to patients through learning, monitoring and auditing in conjunction with evidence based medical practice
- ⇒ To take care of our team, ensuring that they are competent and motivated with the right skills and training for them to fulfill their role.
- ⇒ To act with integrity and confidentiality at all times in line with our robust information governance systems. We offer a pathway for feedback to the management and clinical teams so as to always strive for improvement.

## Our Values

- We recognise our staff as our greatest asset
- To uphold the integrity of the National Health Service and its values
- To treat all patients and staff with dignity, independence, respect and honesty in an environment that is accessible, safe and friendly.
- To be a caring and supportive practice which ensures fairness and equality of opportunity in all our actions
- To maintain and promote a welcoming and positive approach in our attitude and outlook to all
- To develop our staff for the benefit of the Centre and themselves

## Services

The services provided by St George's Medical Centre include, but are not limited to:

- Routine medical checks, disease and condition-specific monitoring
- NHS relevant prescriptions and medications (or private prescriptions where appropriate)
- **Immunisations** – childhood immunisations/foreign travel immunisations
- **Health protection** – preventative immunisations, e.g. influenza, shingles, and advice
- **Lifestyle management** – including: dietary and weight loss advice/monitoring; smoking cessation advice; exercise advice.
- **Diabetic clinics** – annual and other reviews as appropriate.
- **Family planning** - IUCD & implant insertions, Depo Provera injections, oral contraception prescribing and FP checks/advice.
- **Executive & employee medicals** – Our GP's are able to carry out medical report and review.
- **Minor Surgery and Joint Injections** – Dr Dip Halder and Sister Bowers perform minor surgery. Drs Naylor, Sedgwick, James, Osborne and Yorke perform joint injections.
- **ECGs** – screening available in-practice
- **24 hr BP monitoring** – we have 24-hour ambulatory BP monitoring system and software in-practice
- **CHD checks** – we run regular coronary heart disease clinics for affected/at-risk patients.
- **Anticoagulation monitoring** – INR monitoring and dosing available daily in-practice.
- **Cervical cytology screening** – all our practice nurses are qualified to carry out cervical screening and tests (cervical smears).
- **Asthma/COPD** – our trained nurse(s) offer routine checks, spirometry, arrange prescription medicine as appropriate and follow-up for patients with respiratory conditions.
- **NHS Health Checks** – offered in a rolling programme to patients aged 45-74 years.
- **Well-person checks** – well-man and well-woman health checks available on request and new patient health checks offered.
- **Wound care** – our practice nurses are trained in all aspects of wound care, Inc. dressings and suture removal
- **Midwifery** – pregnant patients see midwives for booking and follow-up appointments at local centres; GPs see patients as required in-practice and carry out post-natal checks on mother and baby at 6 weeks
- **Ear syringing** – nurses and health care assistant are able to carry out ear syringing



- **Learning disabilities** – register of patients maintained and patients offered annual health checks with trained clinical staff and a doctor
- **Call and recall** – robust recall systems are operated to call patients in for, e.g. BP monitoring, mental health, dementia, immunisations due, blood tests, routine check-ups, etc.
- **Carer's identification** – posters and forms in-practice encouraging carers who are patients to identify themselves for support and referral to carer's service(s) if requested.

**Our Practice ethos is to strive towards a partnership between patients and the Practice and its healthcare professionals and staff based on:**

### **Mutual Respect**

We endeavour to treat all our patients with dignity, respect and honesty. The whole practice team are committed to deliver an excellent service in an appropriate and timely manner. We encourage patients to highlight any discrepancies in our delivery of this commitment and to offer the same commitment in return.

### **Holistic Care**

We treat patients and illnesses. This means that we are equally interested in the physical, psychological and social aspects of the individuals care.

### **Continuity of Care**

Building and maintaining a strong relationship between doctors, health professionals and patient is essential to the way we work. This is especially so in the management of on-going problems or long-term illness. In these circumstances, we would encourage you to continue seeing the same health professional and we will do our best, wherever possible, to facilitate this when making appointments, taking requests for telephone calls, etc.

However, if you have a new problem, the doctor or nurse you normally see is not available, or you would like to see someone else, then we would encourage you to see any of the doctors or nurses at the Practice.

### **Learning and Training**

We are proud to be a training practice – Drs. Hodgson, Sedgwick, Halder and James are GP Trainers. Dr Sinfield is an accredited Foundation Doctor trainer and all of the GP Partners take an active role in supervising medical students.

We are committed to the training and development of any doctors or medical students placed with us and any such doctors or students remain closely supervised and supported for the duration of their placement. We are equally committed to the training of our doctors, nurses and staff. We believe in “life-long learning”; all staff undergo an annual appraisal where training needs are identified and achievements and goals of the individual, teams and Practice are discussed, before agreement is reached on next steps and objectives.

### **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, easy read, braille or electronically as requested. The practice is accessible to wheelchair users.

### **Feedback**

We welcome any feedback from patients. If you would like to comment on this Statement of Purpose or on any aspect of the Practice's services, its staff, facilities or premises, please do so by any of the following

means:

- **Email:** WICCG.stgeorgesppg@nhs.net
  - **Telephone:** 0151 630 2080 (main surgery)
  - **Suggestion Box** (boxes and comment slips available in the waiting room)
  - **In person** – speak to any member of staff at the surgery
  - **By post to:** St George’s Medical Centre, Field Road, New Brighton, CH45 5LN
  - **By completing a Friends & Family Test (FFT) response slip** – ask for details at reception
- 📄 **Online at** <https://www.iwantgreatcare.org>

**Online on the NHS Choices website** at [www.nhs.uk](http://www.nhs.uk)