

Statement of Purpose for Latchford Medical Centre

Regulated Activities:

- Treatment of disease, disorder, or injury
- Diagnostic and screening procedures
- Surgical procedures
- Family planning services

Responsibilities:

Aspect	Overall Responsibility	Delegated Control
Preparation, publication, and periodic review of Statement of Purpose	Dr. N. Palmer, Dr. R. Wong, Dr. C. Unwin, Dr. F. Davies	Katy Taberner

Review Checklist:

Aspect	Requirement	Checked and Present (Y/N)
Statement of Purpose Prepared and Checked	Y	Y
Scheduled Review Planned and Carried Out	December 2024	Y
CQC Advised of Any Revisions within 28 Days	N	N

Document Details:

- **Version:** 5
- **Next Review:** January 2026

Service Provider:

- **Name:** Latchford Medical Centre
- **Address:** 5 Thelwall Lane, Latchford, Warrington, Cheshire, WA4 1LJ
- **Contact Number:** 01925 637508
- **Email:** cmicb.war.latchfordmc@nhs.net

- **Website:** www.latchfordmedicalcentre.co.uk
 - **National Code:** N81065
 - **Service Provider ID:** RGP1-1241903753
 - **Registered Manager ID:** Dr. N. Palmer
 - **Legal Status:** Partnership
 - **Partners:**
 - Dr. Natalie Palmer (MBChB, MRCP, DRCOG, DFFP)
 - Dr. Richard Wong (MBBS (Hons), MRCP, BSc (Hons), DRCOG, DCH, DFFP)
 - Dr. Craig Unwin (MBChB, MRCS, MRCP)
 - Dr. Fiona Davies (MBChB, MRCP, DRCOG, DFRH)
 - **Partnership Type:** Unlimited liability partnership
 - **Charity Status:** No
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Aims and Objectives:

The goal of Latchford Medical Centre is to provide high-quality NHS general medical services that cater to the needs of our patients. Specifically, we aim to:

1. Deliver the best possible healthcare under the NHS framework.
2. Ensure patients are seen by the appropriate healthcare professional based on their condition.
3. Focus on preventative healthcare through education and promoting good health practices.
4. Offer a comfortable, professional, and safe environment for patient care.
5. Involve patients in decisions about their care, encouraging them to take an active role in their health.
6. Collaborate with other healthcare providers when necessary to ensure comprehensive care.
7. Ensure all team members are well-trained and have the necessary skills to perform their duties.

8. Continuously improve communication channels with patients using modern technologies.
9. Educate patients and empower them to take charge of their health and wellbeing.
10. Ensure a patient-centred approach to care, considering physical, social, and psychological aspects.

Practice Objectives and Services:

Latchford Medical Centre is committed to providing accessible, high-quality healthcare to its patients, free at the point of use for most services, with any non-NHS services clearly explained in advance.

The practice provides comprehensive general medical services including disease prevention, health promotion, management of both acute and chronic conditions, routine immunizations, family planning, and ante-natal/post-natal care. We aim to build strong partnerships with patients to help them manage their health actively.

Staff and Management:

- **Registered Provider:** Dr. N. Palmer (MBCChB, MRCP, DRCOG, DFFP)
- **Practice Manager:** Katy Taberner
- **Other Clinical Staff:**
 - 1 Advanced Nurse Practitioner
 - 2 Nurse Practitioners
 - 1 Prescribing Nurse (specializing in diabetes)
 - 1 Practice Nurse (specializing in respiratory medicine)
 - 1 Health Care Practitioner (phlebotomy, CVD checks)
- **Administrative Staff:**
 - Admin Manager/Assistant
 - Care Coordinators (Patient Advisors): 10

Organisational Structure:

A full organisational chart is available on request. The practice operates with a focus on delivering holistic care and is a registered training practice for doctors and nurses, providing educational opportunities for medical professionals.

Facilities and Services:

- **Opening Hours:** Available on the practice website.
- **Patient Access:** Appointments are available outside our core hours (8am – 18.30pm) through extended access services in South Warrington Primary Care Network and Quay Healthcare Ltd.
- **Medical Services Provided:**
 - Routine and urgent consultations
 - Management of chronic health conditions (e.g., diabetes, asthma, hypertension)
 - Immunisations (routine, childhood, and travel, flu and covid)
 - Health screenings (e.g., cardiovascular health checks)
 - Family planning (including LARC)
 - Respiratory care (FENO, spirometry and asthma management)
 - Phlebotomy, ECG monitoring, cervical screening
- **Patient Facilities:**
 - Comfortable waiting areas and limited free parking
 - Fully computerized system with access to patient records
 - Emergency equipment, including defibrillator, oxygen, nebulizers, and emergency medications

Language Support:

At Latchford Medical Centre, we are committed to providing inclusive and accessible services to all our patients. We understand that language barriers can sometimes affect communication, and we aim to make healthcare accessible to everyone, regardless of their language proficiency.

To ensure all patients receive the best care, we offer:

- **Interpretation Services:** We provide professional interpreter services for patients who require assistance with language. This can be arranged for face-to-face consultations or over the phone.

- **Written Information:** Where possible we provide written materials (such as health information leaflets) in multiple languages, and we can offer translations when necessary.

Patients are encouraged to inform us of their language requirements when booking an appointment, and we will make every effort to accommodate their needs.

Complaints Procedure:

The practice operates a clear and transparent procedure for handling complaints. If a complaint is made, it will be acknowledged within three working days, investigated thoroughly, and a response provided within 30 working days. If a satisfactory resolution is not reached, patients have the option to escalate their complaint to NHS England or the Ombudsman.

Privacy and Confidentiality:

The practice ensures patient confidentiality in all aspects of care. All staff members are required to sign a confidentiality agreement. Patient information is securely stored and used only for the purpose of delivering appropriate care, and any sharing of information with other medical professionals is done with the patient's consent or in line with legal requirements.

Regulated Activities under the Health and Social Care Act 2008:

- Treatment of disease, disorder, or injury
- Diagnostic and screening procedures
- Surgical procedures
- Family planning services
- Maternity and midwifery services

The practice is committed to maintaining high standards of clinical care and operational effectiveness, continually improving service delivery, and fostering a patient-centred approach.

Registered Manager: Dr. N. Palmer

Signed:

Designation: GP Partner

Date: [Insert Date]