

Statement of Purpose

Health & Social Care Act 2008



Thames Avenue Surgery

Thames Avenue Surgery is a long established primary care provider whose aim is to provide high quality care in a responsive, supportive, courteous manner, through the continuous professional development of our highly motivated team. We are committed to preserving and enhancing our good reputation as a caring and innovative practice.

By respecting the dignity and diversity of the community we serve, we strive to provide a service which puts patient welfare at the heart of all we do. Our goal is to provide a relaxed and friendly environment where patients have the choice of healthcare professionals and appointment times.

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Service Provider details:

Name of Service Provider: **Dr K Manivannan & Dr B Gurung**

Address of Service Provider: Thames Avenue Surgery
2 Thames Avenue
Rainham
Gillingham
Kent ME8 9BW

Email: thamesavenue@nhs.net

Main Telephone: 01634 377817 / 360486

Dr K Manivannan & Dr B Gurung (*the Service Provider*) have been registered by the Care Quality Commission under the Health and Social Care Act 2008 as from 1st April 2013.

Provider ID Number: 1-199739487

Registered Manager: Dr K Manivannan

Our Aims and Objectives:-

1. To provide primary care to our registered patient population to a high quality standard.
2. To be responsive to our patients needs and expectations.
3. To treat all patients and staff with dignity, respect and honesty.
4. To involve patients in decisions made and listen to their opinions and views in all aspects of their care.
5. To involve other professionals in the care of our patients where this is in the patient's best interests; for example, referral for specialist care and advice.
6. To focus on prevention of disease by promoting good health and a healthy lifestyle.
7. To respect our patients right to privacy and to keep all health information safe and secure through robust information governance systems.
8. To welcome feedback both via complaints and suggestions to help us improve our standards.
9. Always look to improving our healthcare services through monitoring and auditing.
10. To ensure that all employees have the right skills and training to carry out their duties competently.

Legal Status

Partnership Members:

Dr Karunaiyanandam Manivannan

MBBS, MRCPCH, MRCGP

Dr Manivannan joined the practice in 2008 and became a partner in April 2009.

Dr Babita Gurung

MBBS, DFRH, MRCGP

Dr Gurung joined the practice in 2015 and became a partner on 1st April 2016.

The Thames Avenue Team

Practice Manager:

Susan Kinzett

ILM Level 3 Award in First Line Management

Information/IT Manager:

Phil Baker

OUR NURSING TEAM

Practice Nurse Lead:

Teresa Turpin

RGN, Dip Asthma, Dip CHD

Practice Nurses:

Jill Day

RGN, Family Planning Cert. Dip Asthma

Debra Gemmell

RGN, RM

Deborah Coutts

RGN

Healthcare Assistants:

Angela Mudge

NVQ Level 3

Victoria Veeching

KASPAC

Regulated Activities

The Partnership is registered in respect of the following Regulated Activities:-

- **Diagnostic and Screening Procedures**
- **Treatment of Disease, Disorder or Injury**
- **Maternity and Midwifery Services**
- **Family Planning**

The Regulated Activities above are carried out only from the following location name and address:-

Dr K Manivannan & Dr B Gurung
Thames Avenue Surgery
2 Thames Avenue
Rainham
Gillingham
Kent ME8 9BW

Location ID:	1-544467614
Opening Hours:	Monday to Friday 08:30 – 13:00 and 15:00 – 18:30
Surgery Times:	Monday to Friday 08:30 – 11:00 and 15:00 – 18:00
Telephone lines are open from:	08:00 – 12:30 and 15:30 – 18:30

All consulting rooms are located on the ground floor to ensure ease of access. There is easy access to Reception via a ramp at the front entrance of the practice and a large car park is at the rear of the property.

Our surgery is accessible to patients using a wheelchair and there is a space in our car park for any patient's vehicles displaying a disabled badge. We also have toilet facilities for the disabled and have an Induction Loop at Reception for patients with hearing difficulties.

Services

NHS essential services provided by our GPs and clinical staff are defined under the General Medical Services contract. Additional services and enhanced services are also available and include:

- ABPM 24 hour blood pressure monitoring
- Smoking Cessation
- Childhood immunisations
- Women's Health
- Infectious Diseases
- HPV
- Influenza and Pneumococcal
- NHS Health Checks
- Alcohol Screening
- Extended Hour Surgery
- Gonadorelin Analogues
- Minor Illness Clinic

The Minor Illness Clinic (MIC) will provide a joint approach with representation from each practice, developing and implementing the Minor Illness Clinic (MIC) as an outreach service in the Rainham locality.

As the Thames Avenue Surgery, we are entering into an agreement to provide a Minor Illness Clinic as an outreach service, as a pilot for a maximum of six months, at the Rainham Healthy Living Centre; from the week commencing 29th January 2018.

The Practices that will work collaboratively in managing the clinics are:

- Pump Lane Surgery
- Thames Avenue Surgery
- Rainham Healthy Living Centre (Red Suite)
- Church View Practice
- Malling Health
- Wigmore Medical Centre
- The Medical Centre
- Parkwood Family Practice
- Long Catlis Road Surgery
- The Surgery
- Eastcourt Surgery

The group of Practices will also review and respond to outputs of the pilot, making changes and improvements as required; ensuring processes are in place to act quickly to areas of concern. Clinicians will take professional accountability and Practices will take responsibility for their patients.

Non- NHS Services

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

- Private medical insurance reports and medicals
- Sports, pre-employment and HGV medicals
- Fitness certificates
- Non-NHS vaccinations
- Copies of medical records
- Fostering/Adoption medicals

Complaints

Thames Avenue Surgery aims to offer a friendly and professional service to all our patients, however if patients have concerns about any aspect of our service, we have a protocol for dealing with complaints. All complaints are dealt with by 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 at the patient's request.