

# **The Village medical Centre**

## **Statement of Purpose**

**The name and address of the registered provider is:**

Peel Street Littleborough

01706 370666

[www.villagemclittleborough.nhs.uk](http://www.villagemclittleborough.nhs.uk)

**Registered Manager: Gail Whitehead**  
**Practice Manager: Mrs Claire Mason-Poole**

The Surgery is within a Stone-built building at Littleborough Village practice situated in the centre of Littleborough Village with onsite parking.

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

Our Aims and Objectives

- Provide a high standard of Medical Care to patients.
- Be committed to our patient needs
- Act with integrity and complete confidentiality (When appropriate)
- Be courteous, approachable, Friendly and accommodating
- Ensure safe and effective services and environment
- To improve communication through decision making and communication
- To maintain our motivated and skilled work teams
- Treat all patients and staff with dignity, respect and honesty

**Our mission is to deliver high-quality, compassionate, and patient-centred care to all individuals registered with our practice. As a General Practice, we are committed to promoting health, preventing illness, and managing disease through accessible and continuous care. Guided by a skilled and team, and in partnership with our Patient Group, we listen actively to the needs and expectations of our community to drive ongoing improvement and ensure every patient feels heard, respected, and supported.**

**The Team at Village Medical Centre**

Updated June 2026– Next Review June 2027  
Practice Manager Mrs Claire Mason-Poole

## **Practice Nurses/Nursing Associate**

### **Practice Nurse – Roisin Drake**

Roisin plays a vital role in delivering healthcare within a General Practice setting. They provide a wide range of clinical services, including health assessments, immunisations, chronic disease management (such as diabetes and asthma), and health promotion. The Practice Nurse work closely with GPs and other healthcare professionals to support patients in managing their health, offering advice on lifestyle, medication, and preventative care.

### **HCA**

Veronica Dawson has an appointment service for Blood Pressure Monitoring. NHS Health Checks, ECG, healthy living screening. Bloods tests, Vaccinations.

### **Practice Staff**

Mrs Claire Mason-Poole is the Practice Manager who is overall in charge and is responsible for the smooth running of the Practice.

The reception team are the forefront of The Village Medical centre. They arrange appointments, pass on important information, explain our services and answer all phone calls.

### **Care-Co-ordinators**

The administrative team is responsible for updating and summarising patient medical records. They recall all our chronic disease patients for their annual review, organise specialist clinics they also undertake regular audit to ensure we continue to achieve targets.

The Secretary can answer patient enquires. Often liaising on the patient's behalf to other agencies like secondary care.

The team have full knowledge of the services the practice has to offer and are happy to assist you with any queries.

### **The Practice**

The Village Medical Centre has approximately 4300 patients and covers Littleborough and the surrounding area.

### **Home Visits**

All requests for this service will be triaged by the GP

Please ensure that all requests are made before 10am to enable us to provide an efficient service. Wherever possible try to attend the surgery; this will often mean you will be seen quicker and better facilities are available for your treatment.

#### Out of Hours

When the Surgery is closed, if you require urgent medical advice or attention, please telephone NHS 111.

Bardoc provides an EMERGENCY service when the surgery is closed. The surgery is also closed the 2<sup>nd</sup> Thursday In every month for Staff Training.

#### Booking Appointments

Telephone the practice and reception staff will assist you.

We have routine bookable appointment these can be booked up to 2 weeks in advance.

We do consider that not all illnesses are planned, we therefore have same day urgent appointments available in the morning and afternoon. Please ring after 08.00 am for an appointment. Please note that with urgent appointments we are unable to specify a named GP. Appointments can also be booked through our online system.

We also offer telephone consultation where appropriate. We do aim to give patients an appointment within non urgent appointment within 2 weeks, for further information please speak to a member of the team and they will be able to assist you.

Translators are bookable by request.

#### Extended Access

The Surgery offers signposting to extended access service; patients can call the practice and the admin team will look to facilitate an appointment in either Littleborough, Milnrow or Whitehall street Rochdale either in an evening or over a weekend.

#### Prescriptions

Authorised prescription request will be dealt with, within two working days issuing the repeat ordering sheet.

Patients are asked to make sure they circle the medication they require.

The Practice does not accept request from community Pharmacies. This is reducing the number of medication waste

The Practice does support Electronic Prescriptions Patients are able to sign up to this service via there nominated Pharmacy.

We also support and encourage repeat dispensing for patients on stable medication. To discuss and find out more please contact the surgery to arrange an appointment with our clinical pharmacist.

#### The Regulated Activities under CQC

General Medical Service and routine medical checks involving a holistic approach.

#### Management of Chronic Diseases

This encompasses a wide range of conditions which require long term treatment and care. Our priority is to ensure this care in on-going and appropriate; we shall endeavour to review patients on an annual basis. Diabetic, CKD, CHD clinics are regularly held throughout the year.

### **General Nursing Care**

Our Nurses provide, Contraceptive Service, Minor Illness, well person checks, New Patient Checks, BP monitoring, NHS Health Checks, Baby Clinics/immunisations and Travel advice.

### **Maternity Services**

The Practice has use of full maternity services within the community. Midwives are based at the Health Centre in Milnrow, patients can refer themselves without contacting their GP Their number is 01706 378166

### **Cervical Screening**

This service is provided by our specially trained nurse within Practice.

### **Family Planning and Contraceptive Services**

This is provided by our Trained GPs we offer a full range of contraception service including the IUCD and implants.

### **Vaccinations and immunisations**

The practice supports childhood immunisations programme. All routine childhood immunisations are performed at the surgery by the nurse following an automatic invitation from the Local Health Authority and from registration of birth. The Practice offers all "at risk" patients the seasonal influenza vaccine from September to January every year. The Practice also actively recalls patients who fit the criteria for the Shingles Vaccine.

### **Foreign Travel Health Advice**

Our trained nurses can provide an up-to-date service that includes vaccination if necessary (please note there is a charge for some vaccinations).

### **Smoking Cessation**

The Practice actively signposts to the Stop smoking service provided by the big life group. Patients can self-refer by contacting 01706 751190

### **Children's phlebotomy Service**

This service is provided through GP Care. A referral from the Practice would be made and GP Care will contact you with a local appointment.

### **Well Person checks**

These are carried out by our Practice Nurses; patients are able to book these through reception.

### **Social Prescribers**

Our social prescriber is available to help any individual or families who may need some extra support. This can include taking you to the hospital, social support or help with benefits. This list is not exhausted the aim to help any social factors that may be impacting on your health.

### **Minor Surgery**

The Practice has minor surgery clinics; minor surgery is performed by Dr Chew/Dr Davis

### **Access to Patient Information**

All patient information is confidential, and we comply fully with the Data Protection Act 2018 and General data protection regulations. All employees have access to this information in relation to

their role and have signed a confidentiality agreement. Information may be shared, in confidence with other NHS organisations in the interests of patient care.

Confidential patient data will be shared within the 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 there is serious risk to the patient.

### **General Data Protection Regulation**

The Practice is committed to security of patient and staff records.

The Practice will take steps to ensure that individual patient information is not deliberately or accidentally released or (by default) made available or accessible to a third party without the patients consent, unless otherwise legally compliant. This will include training on Confidentiality issues, DPA principles, working security procedures, and the application of Best Practice in the workplace.

The Practice will maintain a system of “significant Event Reporting” (Critical case analysis) through no-blame culture to capture and address incidents which threaten compliance.

DPA/GDPR issues form part of the Practice General procedures for the management of risk.

Specific instructions will be documented within confidentiality and security instructions and will be promoted to all staff.

### **Patients’ Rights and Responsibilities**

You have the right to expect a high standard of care from our practice, and we will always try to provide this with the resources available.

To assist us, we ask that you take full responsibility for ensuring that you do not abuse the service. For Example, it is your responsibility to ensure that you keep your medical appointments and follow the medical advice given, in addition if you feel your medical problem is complicated, or you have more than one problem to discuss with your doctor, we suggest that you consider making more than one appointment. Please remember that your appointment is for you alone and your doctor will not be able to give medical advice to anyone accompanying you unless they have made a separate appointment.

Very occasionally a Practice/patient relationship breaks down completely. In this situation the patient may choose to register with a different practice. The practice also has the right to remove that patient from their list.

You have the right to express a preference of practitioner when you make the appointment, this can sometimes mean a delay in obtaining an appointment.

### **Violent Patients – Zero Tolerance**

The NHS operated a Zero Tolerance Policy regarding violence and abuse. The Practice has the right to remove violent patients form the list with immediate effect to safeguard practice staff, patients and other persons.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety.

In this situation we are obliged to notify the patient in writing of their removal from the list and record in the patients' medical records the fact of the removal and circumstances leading to this.