# Mission Statement – Statement of Purpose

The name and address of the registered provider is

The Island Surgery
Central Canvey Primary Care Centre

Long Road

Canvey Island

SS8 0JA

**Practice Web Site:** – www.theislandsurgery.nhs.uk

**Registered CQC GP manager:** - Dr Ana Linacero-Gracia

**Practice Manager:** - Ms Jackie Brown

The Practice has a team of General Practitioners, Advanced Nurse Practitioners Practice Nurses, Health Care Assistants, Pharmacists, Receptionist and Administrators, Mental Health Worker and Wellbeing Link Worker.

The surgery is located in a modern purpose built building. The Practice has a General Medical Services contract with Castlepoint & Rochford Clinical Commissioning Group, and offers directly and locally enhanced services to its patients. Our practice is a member of the Canvey Island Primary Care Network and have clinical staff aligned to our practice providing both care both within the surgery premises as well as in the local community

### Our Aims and Objectives

* We aim to ensure high quality, safe and effective general medical services and environment
* To provide monitored, audited and continually improving healthcare services
* To provide healthcare which is available to a whole population and create a partnership between patient and health profession which ensures mutual respect and continuous learning and training.
* The provision of accessible healthcare which is proactive to healthcare changes, efficiency and innovation and development.
* To improve Clinical Governance and Evidence Based Practice
* To improve Clinical and Non-clinical risk management
* To reduce risk in specific clinical risk areas and facilities
* To improve environment and capacity
* To improve vigilance for unforeseen emergencies
* To optimise performance against key targets and core standards
* To meet key targets set by the Clinical Commissioning Group in Castlepoint & Rochford
* To participate effectively in the local Primary Care Network.
* To meet Annual Health Check targets
* To become a patient centred organisation
* To improve services offered to patients
* To improve the facilities available for patients at the surgery
* To improve communication between the surgery and the patients
* To encourage the development of an active and effective patient participation group
* To recruit, retain and develop a highly motivated and appropriately skilled workforce
* To enhance performance of the workforce
* To develop management capability
* To guide the employees in accordance with the Equalities Scheme
* To continue the development of the Estate
* To ensure effective management and governance systems
* To ensure robust corporate processes at the Commissioning Board level
* To ensure a robust Information Technology strategy to support the business of the Island Surgery

### The regulated services provided by The Island Surgery

* Routine medical checks and general medical services
* NHS relevant prescriptions and medications or a private prescription can be issued.
* Immunisations, e.g. Childhood Immunisations, Influenza, Pneumonia, and Shingles, Foreign travel advice and immunisation
* Asthma/Respiratory clinic – the Surgery has facilities for spirometry / lung function testing.
* Diabetic clinic – the Surgery offers weekly diabetes appointments to provide ongoing care for our diabetic patients and run by trained nurses and supervised by the GP.
* Sexual Health / Contraception services
* Pneumonia/Flu vaccination – At the Island Surgery we offer ‘at risk’ groups the flu vaccine at a certain time each year to protect you against the flu virus. The Practice also offers pneumonia to patients aged 65 and over and other at risk groups.
* Health Checks – The Island Surgery offers health checks to eligible patients aged 40 and over.
* Patients with Mental Health are reviewed annually.
* Patients with Learning Disability are reviewed annually.
* Practice keeps a record of Carers which are identified at the point of registration.
* Cervical Screening -­ at The Island Surgery, our nurses are qualified to carry out cervical screening and tests in the form of cervical smears.
* Multi-disciplinary Team meeting – the Surgery holds monthly team meetings with other service providers reviewing palliative care and safeguarding issues.
* Lifestyle advice is given at appropriate points in consultation and health checks
* Telephone appointments are available daily.

Our practice ethos is to strive towards a partnership between patients and health professionals based on the following key facets:

### Mutual Respect

We endeavour to treat all our patients with dignity, respect and honesty. Everyone at The Island Surgery is committed to deliver an excellent service.  We ask all patients to highlight any discrepancies 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 your individual care.

### Continuity of Care and the ‘Therapeutic relationship’

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems or long-term illness. In these circumstances we would encourage you to continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem, the doctor or nurse that 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 believe in “life-long learning” and all the health professionals and administrative staff undergo an annual appraisal where learning and development needs are identified. We also recognize the benefit of supported learning for our patients and families in enhancing your ability to manage and deal with both ‘self-limiting’ and long-term illnesses

### Open List

The Practice has an open list policy and accepts patients who are resident and newly resident in the SS8 area.

Reviewed 28.06.22