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# Umbrella Medical

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## Statement of Purpose

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

Date agreed by Partners:

Date of implementation:

Last Review date:

28<sup>th</sup> December 2016

Review date:

November 2018

Person responsible for policy implementation:

Dr Martin Stevens

Applicable to:

All team members

Version:

3

## Our Organisation

Registered provider: Umbrella Medical

CQC provider ID: 1-199775739

Legal Status: Partnership

Umbrella Medical is a partnership of General Practitioners providing services at four practices as listed below:

- Lichfield Street Surgery  
19 Lichfield Street, Walsall WS1 1UG  
01922 624380  
[Clinicalinfo.m91015@nhs.net](mailto:Clinicalinfo.m91015@nhs.net)
  
- Holland Park Surgery  
Park View Centre, Chester Road North, Brownhills, Walsall WS8 7JB  
01543 378594  
[Clinicalinfo.m91015@nhs.net](mailto:Clinicalinfo.m91015@nhs.net)
  
- Mossley Fields Surgery  
3 Fisher Road, Bloxwich, Walsall WS3 2TA  
01922 477226  
[Clinicalinfo.m91015@nhs.net](mailto:Clinicalinfo.m91015@nhs.net)
  
- Sycamore House Surgery  
111 Birmingham Rd, Walsall WS1 2NL  
01922 624320  
[Clinicalinfo.m91020@nhs.net](mailto:Clinicalinfo.m91020@nhs.net)

(Sycamore House has recently joined Umbrella Medical and the registration of Umbrella Medical as the provider is pending.)

There are 7 GP partners:

Dr Cormac Denihan

Dr Salim Ismail

Dr Martin Stevens

Dr Candice Stedall

Dr Bhavna Sood (Registration with CQC pending – recent appointment)

Dr Ryan Hobson (Registration with CQC pending – recent appointment)

Dr Matthew Dugas (Registration with CQC pending – recent appointment)

## **Our Aims and Objectives**

### *Aims:*

- To deliver high quality, patient centered and responsive healthcare in a caring and safe environment
- To provide safe and effective care which is monitored and audited in order to continually improve quality
- To create effective partnerships between patients and health care professionals based on mutual respect, trust, holistic and compassionate care
- To provide accessible healthcare to a whole population which is responsive to their changing needs
- To provide excellent clinical and corporate leadership with accessible, transparent and effective Clinical/Corporate governance processes

### *Objectives:*

- Improve the services we offer by focusing on patient priorities and experience, responding to patient feedback and liaising with the Patient Representative Group
- Optimise performance against key targets and core standards. To focus in particular on providing high quality care to older patients, those with long term conditions, families and young people, those of working age, vulnerable persons and those with poor mental health
- Ensure excellent Clinical Governance and Evidence Based Practice with regular audits linked to current guidance
- Improve the primary care environment, expand capacity and increase availability
- Help in the prevention of illness and disease by providing annual health checks to targeted patient groups and addressing public health concerns with all our patients
- Ensure Clinical and Non-clinical risk management which reduces risk in specific clinical areas and facilities
- Recruit, retain and develop a highly motivated and appropriately skilled workforce
- Enhance the performance of our workforce by regular appraisal and training, including mandatory adult and child safeguarding training

- Develop management capability with accessible and transparent leadership
- Ensure effective leadership and governance systems with robust corporate processes at management level
- To maintain a financially stable organisation which is able to provide cost efficient healthcare services
- Focus on the quality of the services we provide and continue to develop and improve our practice
- Ensure a robust Information Technology strategy to support our practices

## **Our Services**

The registered activities and service types have been agreed by the Umbrella Medical Partners in accordance with CQC guidance. Services are described under registered activity and service type.

### □ **Lichfield Street Surgery**

Registered manager: Dr Cormac Denihan (For all regulated activities)

Description: Lichfield Street Surgery is located close to Walsall town centre. The building was constructed in approximately 1860 and extensively modernised in 1996 enabling the practice to provide a comprehensive range of health care services. There are 14 clinical areas, including 2 Treatment Rooms and 12 Consultation Rooms. All 14 clinical areas contain all the necessary IT, stationary and clinical equipment required to provide the range of services we offer. There are 3 waiting areas for patients with notice board information displayed. The building has 4 toilets one of which is for staff only. Two toilets have disabled access and are located on either floor. There is disabled access at the front entrance and a lift within the building enabling service users to access all clinical areas. The surgery is on several main bus routes and there are bus stops within easy walking distance including one directly outside the surgery. Patients may park on the forecourt while attending surgery and there is an abundance of local parking. Staff at Umbrella Medical move between sites. We have 32 staff based at Lichfield Street Surgery, which includes 10 Doctors, 4 Registered Nurses, a HCA, a phlebotomist and 16 administration and support staff.

Service users: We provide services to The Whole Population

Service types: Doctors consultation service (DCS)

Doctors treatment service (DTS)

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

□ **Holland Park Surgery**

Registered manager: Dr Martin Stevens (For all regulated activities)

Description: Holland Park Surgery is located within a purpose built health centre in the Park View Centre in the Brownhills area of Walsall. Our surgery shares the building with other healthcare providers, a pharmacy and non-medical community services. We have 6 clinical rooms including 1 Treatment Room and 5 Consultation Rooms. All 6 clinical areas contain all the necessary IT, stationary and clinical equipment required to provide the range of services we offer. The clinical areas of the practice are all located on the lower ground floor which has direct stairless access from the car park. There is a waiting area with notice board information displayed. The building has facilities for disabled users. Patients are able to park within a large car park directly adjacent to the building. This car park has spaces for those with a disability. Staff at Umbrella Medical move between sites. We have 10 staff based at Holland Park Surgery, which includes 3 Doctors, an Advanced Nurse Practitioner, a Registered Nurse, a HCA and 4 administration and support staff.

Service users: We provide services to The Whole Population

Service types: Doctors consultation service (DCS)  
Doctors treatment service (DTS)

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

□ **Mossley Fields Surgery**

Registered manager: Dr Candice Stedall (For all regulated activities)

Description: Mossley Fields Surgery is located in the Mossley area of north Walsall. Umbrella Medical (which at that time

consisted of just Lichfield Street and Holland Park Surgeries) was awarded the contract to provide medical services in 2011. A new building was planned and constructed, and opened in 2015. We have 8 clinical rooms including 2 Treatment Rooms and 6 Consultation Rooms. All 8 clinical rooms contain all the necessary IT, stationary and clinical equipment required to provide the range of services we offer. The clinical areas of the practice are all located on the ground floor of the building with administration and meeting rooms located on the upper second floor. We offer a multifunction quiet room close to the reception which can be used for breastfeeding mothers, bereaved relatives or patients with other needs that make waiting in the waiting room difficult, such as social phobias or Learning Disabilities. The room is also used as a Multi-faith room and for patients who require a greater degree of confidentiality. There is a lift in the building enabling easy access to all areas. The building has been custom designed to meet the needs of those with disabilities and meets all the latest NHS and regulatory standards. Patients are able to park within a large car park directly adjacent to the building. This car park has spaces for those with a disability. A covered bike shelter is provided to encourage staff and patients to choose a healthier and more environmentally sustainable method of transport. A shower is provided for staff that chose to cycle to work. Staff at Umbrella Medical move between sites. We have 10 staff based at Mossley Fields Surgery, which includes 3 Doctors, a Nurse in Extended Role / Clinical Pharmacist, a Registered Nurse, a Level 3 Healthcare Assistant Apprentice and 4 Administration and support staff.

Service users: We provide services to The Whole Population

Service types: Doctors consultation service (DCS)  
Doctors treatment service (DTS)

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

### **Sycamore House Surgery**

Registered manager: Dr Matthew Dugas (For all regulated activities)

Description: Full details to be populated once Umbrella Medical has been formally registered as the provider organisation for [Sycamore House Surgery](#)

**Specific services provided by our practices are:**

- Core medical services as defined by the practice GMS (Lichfield Street, Mossley Fields & Sycamore House Surgeries) or AMPS (Holland Park Surgery) contracts.
- Routine medical checks and general medical services; NHS relevant prescriptions and medications or a private prescription can be issued.
- Immunisations and Vaccinations - Our Surgeries provide our patients childhood immunisations in accordance with the childhood immunisation schedule, seasonal immunisations such as Influenza vaccination, age specific or targeted immunisations such as Pneumococcal and Shingles vaccination and most travel immunisations
- Medicals – Our GP’s can provide Medical Reports for our patients on request. We also carry out Taxi, HGV and fostering and adoption medicals.
- Respiratory appointments– our practices provide asthma and COPD reviews including spirometry testing.
- Diabetic appointments – our practice nurses offer holistic diabetes checks to provide on-going care for our diabetic patients at all our practices.
- Family planning clinic – Dr Stedall runs IUS and contraceptive implant clinics for our four surgeries. These are held at our Mossley Fields Surgery.
- Phlebotomy - we offer a convenient phlebotomy service at all our practices.
- Minor surgery - We offer a range of minor surgical procedures and injections to patients from all of our surgeries. Dr Stedall, Dr Ismail, Dr Denihan, Dr Hobson and Dr Lee provide the relevant clinics held at our Lichfield Street and Mossley Fields Surgeries.
- Ear syringing - each of our practices offers an ear syringing service where it is clinically appropriate.
- NHS Health Checks – These are carried out by our team of HCAs and practice nurses.
- Over 75 checks – These are carried out by our Doctors, nurses and associated clinical staff members.
- ECG monitoring - each of our practices has an ECG machine and offers an ECG service for both emergency and routine requirements.
- Home Blood Pressure Monitoring and Ambulatory Blood Pressure Monitoring – facilities are provided at each of our practices
- Cervical Cancer Screening - our surgeries are proactive in encouraging engagement with the Cervical Screening program. Our nurses are qualified to carry out cervical cancer screening in the form of cervical smears.
- Anticoagulation monitoring – each of our sites has at least one nurse qualified to carry out anticoagulation monitoring and we run regular warfarin clinics both for our own patients and for the wider community as part of an AQP policy.
- Shared Care - Our practice works closely with the local substance misuse service and offers our opiate dependent patients support and medication.

Controlled drugs are issued by our GP's in a shared care arrangement with the specialist service.

- Free Condom Scheme - We stock condoms and issue on request.
- Wound care – we offer wound care and three-layer bandaging/ Compression bandaging at each of our four practices.
- Nurse Prescribing - Our three Nurse Prescribers, can offer a 'see and treat' service treating minor illnesses such as chest infections, ear infections, urinary tract infections etc.
- Clinical Pharmacists - Our three Clinical Pharmacists carry out medication reviews, manage prescription requests, process correspondence and also offer a 'see and treat' service treating minor illnesses such as chest infections, ear infections, urinary tract infections etc.
- Home Visits - Our GP's and Nurses will see patients daily at their homes if required.
- Patient Participation Groups – Each of our surgeries has a Patient Participation Group. The groups have regular meetings and all have information in the Surgery waiting rooms about recent issues and events, how to join, minutes of the last meeting and when the next meeting is scheduled.
- Our practices also facilitate the provision of the following services on our premises but the services are provided by NHS Walsall rather than Umbrella Medical:
  - Community Psychiatric Nurse (CPN) – each of our practices has an attached CPN who provides support for patients with psychological or psychiatric difficulties.
  - Midwifery - The community midwives hold their own clinics at our practices. They supervise antenatal care, undertake deliveries in hospital and at home where appropriate.
  - Diabetes Nurse Specialist – each surgery has an attached Diabetes Nurse Specialist to provide holistic diabetes care close to home and reduce referrals on to secondary care.
  - Ultrasound Service – we provide rooms for an AQP USS provider. They are able to provide in-house ultrasound for almost every anatomical site (excluding obstetric scans and children). The AQP providers used are Harmonie Health and Diagnostic Healthcare.
- Beacon drug and alcohol – as previously mentioned we have a shared care agreement for patients on opiate replacements. We allow the shared care



workers from Beacon to use our rooms to see patients closer to home and reduce the stigma of attending the Drug and Alcohol Centre.

## **Our Managers**

### **□ Lichfield Street Surgery**

Registered Manager: Dr Cormac Denihan

Address: 19 Lichfield Street, Walsall, WS1 1UG

Business Telephone: 01922 624380

Personal Email: [Cormac.Denihan@walsall.nhs.uk](mailto:Cormac.Denihan@walsall.nhs.uk)

### **□ Holland Park Surgery**

Registered Manager: Dr Martin Stevens

Address: Park View Centre, Chester Road North, Walsall WS8 7JB

Business Telephone: 01543 378594

Personal Email: [Martin.Stevens@walsall.nhs.uk](mailto:Martin.Stevens@walsall.nhs.uk)

### **□ Mossley Fields Surgery**

Registered Manager: Dr Candice Stedall

Address: 3 Fisher Road, Bloxwich, Walsall WS3 2TA

Business Telephone: 01922 477226

Personal Email: [Candice.Stedall@walsall.nhs.uk](mailto:Candice.Stedall@walsall.nhs.uk)

### **□ Sycamore House Surgery**

Registered Manager: Dr Matthew Dugas

Address: 111 Birmingham Rd, Walsall WS1 2NL

Business Telephone: 01922 624320

Personal Email: [matthew.dugas@walsall.nhs.uk](mailto:matthew.dugas@walsall.nhs.uk)

## **Our Principles**

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

### **Mutual Respect**

We endeavor to treat all our patients with dignity, respect and honesty. Everyone at our practice is committed to delivering an excellent service. We ask all patients to highlight any shortcomings and respond to these appropriately.

### **Patient Centered and Responsive Care**

We endeavor to deliver care which is tailored to the specific and changing needs of our patients. We recognise that patients are individuals with different expectations and priorities. We are committed to delivering services which can meet these. We are proactive in responding to change and identifying unmet needs.

### **Holistic Care**

We treat patients, not illnesses. This means that we are equally interested in the physical, psychological and social aspects of our patients' care. We understand the importance of placing a patient's medical problem into its psychosocial context. We understand the importance of providing support to carers.

### **Continuity of Care and the 'Therapeutic relationship'**

Building and maintaining strong relationships between health professionals and patients is central to the way we work. This is essential in the management of ongoing problems or long-term conditions. We encourage our patients to see the same health professional and wherever possible facilitate this through our appointments system. However, if our patients have a new problem, if the doctor or nurse they normally see is not available, or if they would like to see someone else then they may see any of the doctors or nurses at our practices. We believe it is important to provide the patient with ownership of their health and empower them to make their own healthcare decisions.

### **Learning and Training**

We have been involved in undergraduate medical school teaching, GP training and nurse training for many years and are committed to the training of doctors and nurses all of whom are closely supervised. We believe in "life-long learning" and all our health professionals and administrative staff undergo an annual appraisal where learning and development needs are identified. We have good structures in place to ensure Continued Professional Development. We have an Apprenticeship Strategy across Umbrella Medical providing young people with a vital route into healthcare. Umbrella Medical has employed apprentices for Clinical Healthcare Support and Business Administration. We also recognise the benefit of supported learning for our patients and families in enhancing their ability to manage and deal with both self-limiting and long-term illnesses through schemes such as the Expert Patient program.