



## **Statement of Purpose – Suffolk GP CIC**

### **Aims and Objectives**

Suffolk GP CIC (trading as Suffolk GP Federation) is a GP owned organisation in Suffolk. The organisation's objectives are to develop the range and quality of local healthcare.

The organisation offers a range of services including general practice, diagnostics, outpatient clinics and management of long term conditions,

Our services are primarily delivered from GP practices, Community Hospitals or NHS Properties. All of our medical services are delivered by a combination of GPs, local consultants, specialist nurses or practitioners.

### **Name and address**

#### **Suffolk GP CIC**

Company limited by shares - 6183049

CQC registration - 1-140317426

Suffolk GP CIC (trading as Suffolk GP Federation)

Riverside Clinic – Landseer Road, Ipswich IP3 0AZ

Tel – 0845 2413313

[www.suffolkfed.org.uk](http://www.suffolkfed.org.uk)

David Pannell – CQC manager ID 1-140317607

david.pannell@suffolkfed.org.uk

### **Relevant qualifications of organisation and manager**

- Organisation – We have been providing a range of healthcare services since 2009 under contracts with the NHS.
- Manager – MBA Strathclyde University (1998) combined with twenty years of management experience.

## Our services

### A. Non-obstetric ultrasound

#### *Regulated activity – Diagnostic and screening procedures*

<b>Overview</b>	<p>This is a general non-obstetric ultrasound service which undertakes scans including:</p> <ul style="list-style-type: none"> <li>▪ General abdominal – liver, gall bladder, pancreas, spleen, kidneys, retroperitoneum, IVC and aorta.</li> <li>▪ Female pelvis – carried out as transabdominal and transvaginal.</li> <li>▪ Renal/bladder – male and female.</li> <li>▪ Testicular</li> </ul> <p>The service is for ambulant patients, who are older than 17, in a wheelchair providing they can transfer with minimal assistance, medically fit to undergo a diagnostic investigation and not requiring an anaesthetic, able to give written consent, not violent, abusive or threatening. Maternity ultrasound is excluded.</p> <p>The service is provided from a range of GP practices and one community venue.</p>
<b>Staffing</b>	<p>The service is staffed by a team of Advanced Practitioner Sonographers who are members of the Society of Radiographers led by Jayne Brass.</p> <p>Consultant input for clinical audit and second opinions is provided by consultant radiologists</p>
<b>Status</b>	<ul style="list-style-type: none"> <li>▪ Sonographers are employed by the organisation.</li> <li>▪ Consultants are contracted on an hourly basis</li> </ul>
<b>Locations</b>	GP practices and one Community venue
<b>Accountability</b>	The service is managed by Julie Smith
<b>Contact details</b>	<p>Julie Smith Riverside Clinic – Landseer Road, Ipswich IP3 0AZ Tel – 0845 2413313 <a href="mailto:julie.smith@suffolkfed.org.uk">julie.smith@suffolkfed.org.uk</a></p>

## B. Cardiology and ENT Intermediate Community Clinic

### *Regulated activity – Treatment of disease, disorder or injury*

<b>Overview</b>	This is an intermediate outpatient service which runs as an alternative to hospital based clinics.
<b>Staffing</b>	The service is staffed by GP clinicians and Consultants from Ipswich Hospital NHS Trust.
<b>Status</b>	GP clinicians are employed by the organisation.  Consultants are contracted on a sessional basis via the service contract with Ipswich Hospital NHS Trust.
<b>Locations</b>	Riverside Clinic – Landseer Road, Ipswich IP3 0AZ Framfield Medical Centre – Ipswich Road, Woodbridge IP12 4FD
<b>Accountability</b>	The service is managed by Julie Smith
<b>Contact details</b>	Julie Smith Riverside Clinic – Landseer Road, Ipswich IP3 0AZ Tel – 0845 2413313 <a href="mailto:julie.smith@suffolkfed.org.uk">julie.smith@suffolkfed.org.uk</a>

## C. Lymphoedema

### *Regulated activity - Treatment of disease, disorder or injury*

<b>Overview</b>	<p>We provide a nursing service for patients with Lymphoedema from Bury Physio in Bury St Edmunds and a satellite clinic in an NHS property in Haverhill.</p> <ul style="list-style-type: none"> <li>▪ GPs/Healthcare Professionals refer suitable patients by completing a form and faxing it to our Referral Booking Service (RBS).</li> <li>▪ Referrals are triaged by the Lead Lymphoedema Specialist Nurse, additional information is requested as necessary.</li> <li>▪ Patients are initially booked in for an initial assessment which includes a history and subsequently treatment appointments to suit their treatment plan. Three follow-up appointments are also offered following discharge from active treatment.</li> <li>▪ Taxi's and home visits are offered when absolutely necessary.</li> <li>▪ Treatment will consist of some or all of the elements of, manual lymphatic drainage, bandaging, measuring and fitting of compression garments, patient education and advice on skin care, exercise and self-lymphatic drainage.</li> <li>▪ Patients are given verbal educational instruction regarding exercise therapy, diet, nutrition and general lifestyle modification and are invited to attend a self-management workshop as part of their treatment plan.</li> </ul>
<b>Staffing</b>	<p>The service is staffed by a Lead Lymphoedema Specialist Nurse, a Lymphoedema Practitioner and a Lymphoedema Therapist, supported by a Medical Secretary and Administrator who is based in the Referral Booking Service. All staff are suitable qualified and trained.</p>
<b>Status</b>	<p>Whole team is employed by Suffolk GP Federation</p>
<b>Locations</b>	<p>Drovers House - 1 Hillside Business Park, Hillside Road, Bury St. Edmunds, Suffolk, IP32 7EA</p>
<b>Accountability</b>	<p>The service is managed by Julie Smith</p>
<b>Contact details</b>	<p>Riverside Clinic – Landseer Road, Ipswich IP3 0AZ          Tel – 0845 2413313  <a href="mailto:julie.smith@suffolkfed.org.uk">julie.smith@suffolkfed.org.uk</a></p>

## D. Diabetes

### *Regulated activity – Treatment of disease, disorder or injury*

<b>Overview</b>	<p>The Federation has agreed a five year £10m contract to manage North East Essex adult diabetes services including hospital outpatients, community and primary care. It is an innovative outcomes based contract where 25% of income is tied to delivery of upper quartile national performance for HbA1c, cholesterol and annual checks.</p> <p>The Federation clinical model includes primary care development, patient involvement and education, reaching non-engaged patients supported by a specialist team consisting of a Diabetologist, Nurses, Midwife, Dieticians, Psychologist and Podiatrists. The Federation is partnering with the local GP provider organisation GP Primary Choice, Colchester Hospital and ACE the local podiatry provider.</p>
<b>Staffing</b>	The service is staffed by a Specialist Diabetes Team.
<b>Status</b>	Whole team is employed by Suffolk GP Federation
<b>Locations</b>	Range of locations across North East Essex
<b>Accountability</b>	The service is managed by Julie Smith
<b>Contact details</b>	Riverside Clinic – Landseer Road, Ipswich IP3 0AZ Tel – 0845 2413313 <a href="mailto:julie.smith@suffolkfed.org.uk">julie.smith@suffolkfed.org.uk</a>

## E. Pain

### ***Regulated activity – Treatment of disease, disorder or injury***

<b>Overview</b>	<p>The Suffolk GP Federation provides a community pain management service for patients who live within the West Suffolk region.</p> <p>Our objective is to help patients feel empowered, informed and confident to manage their condition in the long-term by providing education and individualised care planning and the opportunity to attend a pain management programme for those requesting a more rehabilitative approach.</p> <p>Patients can be referred into the service from hospital, their GP or their physiotherapist</p>
<b>Staffing</b>	<p>The service is staffed by Pain Consultant, Nurse Consultant, Specialist Nurses, a Psychologist, Physiotherapists and Rehabilitation Therapist.</p>
<b>Status</b>	<p>The Pain Consultant, Nurse Consultant and Specialist Nurses are employed by Suffolk GP Federation.</p> <p>The Psychologist, Physiotherapists and Rehabilitation Therapist are employed by Bury Physio who are subcontracted to deliver some service and premises.</p>
<b>Locations</b>	<p>Drovers House - 1 Hillside Business Park, Hillside Road, Bury St. Edmunds, Suffolk, IP32 7EA Newmarket Leisure Centre - Exning Road, Newmarket, Suffolk CB8 0EA</p>
<b>Accountability</b>	<p>The service is managed by Julie Smith</p>
<b>Contact details</b>	<p>Riverside Clinic – Landseer Road, Ipswich IP3 0AZ Tel – 0845 2413313 <a href="mailto:julie.smith@suffolkfed.org.uk">julie.smith@suffolkfed.org.uk</a></p>

## E. Extended GP service (GP+)

### *Regulated activity – Treatment of disease, disorder or injury*

<b>Overview</b>	<p>Suffolk GP+ is for people who urgently need a doctor's appointment, or can't see their GP on a weekday. This is a nine month NHS pilot which is part of the Prime Minister's Challenge Fund which aims to find innovative ways of improving convenience and access to GP services for patients.</p> <p>Suffolk GP+ is being run by Suffolk GP Federation and is staffed by a rota of Suffolk GPs and Nurse Practitioners. The service runs at Riverside Clinic in Ipswich and in Bury St Edmunds.</p> <p>The service is primarily for residents in Ipswich and Bury St Edmunds and appointments are made available for residents living further afield if they wish to travel. There are no self-referrals and appointments can only be made via a patient's own local GP practice.</p>
<b>Staffing</b>	The service is staffed by GPs and nurses.
<b>Status</b>	Staff are employed by Suffolk GP Federation
<b>Locations</b>	Riverside Clinic – Landseer Road, Ipswich IP3 0AZ Swan Surgery, Northgate St, Bury St Edmunds, Suffolk IP33 1AE
<b>Accountability</b>	The service is managed by Julie Smith
<b>Contact details</b>	Riverside Clinic – Landseer Road, Ipswich IP3 0AZ Tel – 0845 2413313 <a href="mailto:julie.smith@suffolkfed.org.uk">julie.smith@suffolkfed.org.uk</a>

## F. General Practice

Regulated activity – Treatment of disease, disorder or injury

Regulated activity – Diagnostic and screening procedures

Regulated activity – Maternity and midwifery services (application submitted)

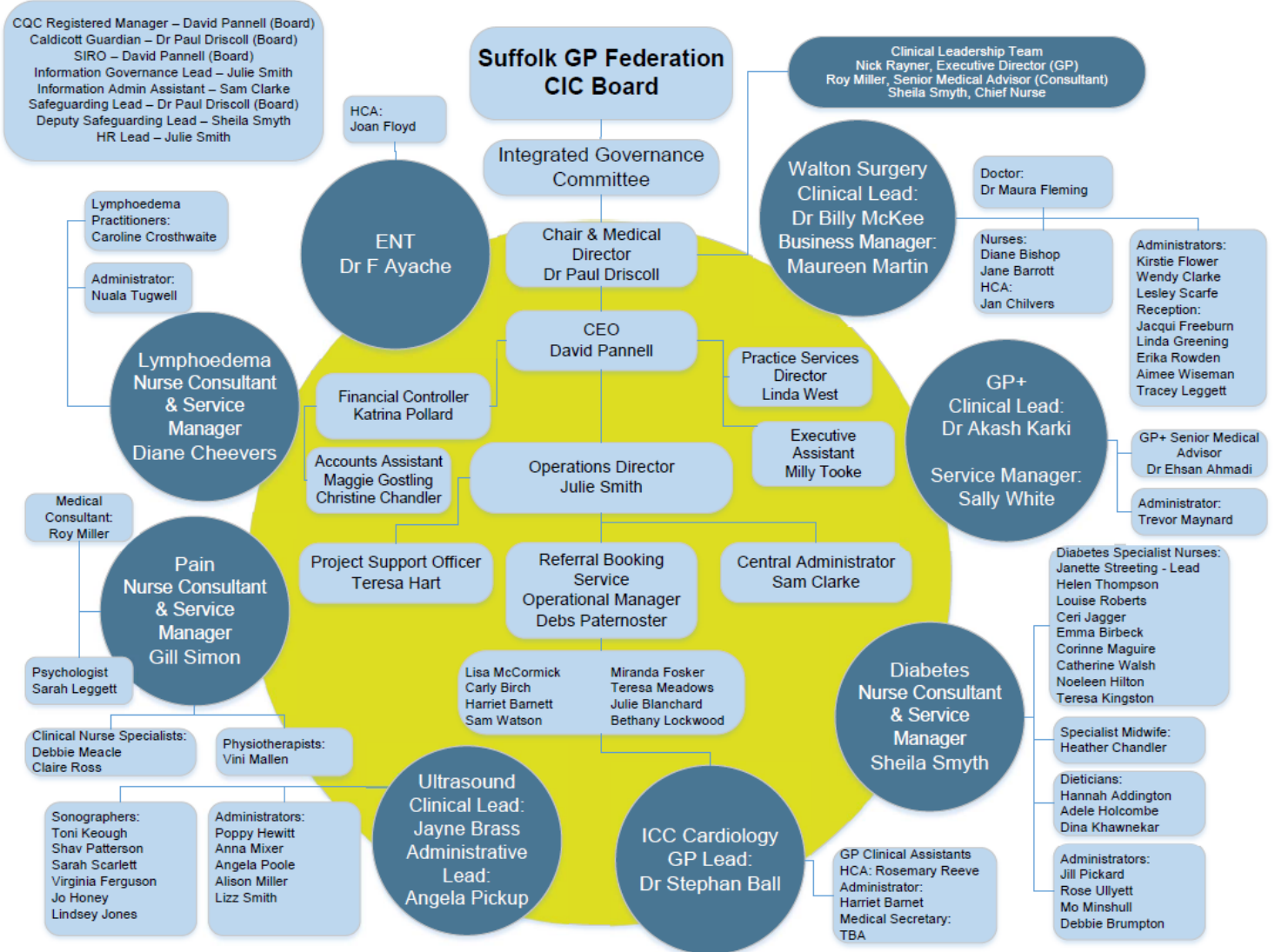
Regulated activity – Family planning services (application submitted)

Regulated activity – Surgical Procedures (application submitted)

<b>Overview</b>	From 1 November 2016 Suffolk GP Federation will be the registered provider of general practice from Walton Surgery in Felixstowe.
<b>Staffing</b>	The service is staffed by GPs and nurses.
<b>Status</b>	Staff are employed by Suffolk GP Federation
<b>Locations</b>	301 High Street, Felixstowe, Suffolk, IP11 9QL
<b>Accountability</b>	The clinical lead will be Dr William McKee. The interim service manager will be Julie Smith
<b>Contact details</b>	(01394) 278844 <a href="mailto:julie.smith@suffolkfed.org.uk">julie.smith@suffolkfed.org.uk</a>



## Suffolk GP Federation Organisational Chart



### **Consultation with patients**

Each service we deliver has an associated patient survey.

- Clinic administrators are responsible for ensuring patients are given a questionnaire with a target to achieve 20 – 25% of attendances.
- Patient and carer views are sought via the above surveys and from patient groups/forums where these exist.
- Staff have access to Patient Line which is a translation service. We know when a patient with a special need is being seen because the referrer indicates this on the referral form which allows us time to plan.
- Patients' views are incorporated into our services, for example we have changed the locations we run ultrasound based on patient feedback that they would like additional venues.

### **Arrangements for inpatients**

- Suffolk GP Federation providers Specialist Diabetes Nurses for inpatients at Colchester Hospital. This service is sub-contracted to Colchester Hospital.

### **Arrangements for respecting privacy and dignity**

- Chaperones are available for all services.

### **Arrangement for dealing with complaints**



Complaints  
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