

PRIVATE GP

PRIVATE GENERAL PRACTICE SERVICES

Statement of Purpose

1. The Aims & Objectives of the Establishment

To provide an alternative means for the general public to receive medical consultation, examination and diagnosis by a traditionally trained General Medical Practitioner. The service is to be provided in peaceful, practical, professional and comfortable surroundings. It will be fee paying, so that clients will be able to choose the time that they require with the Medical Practitioner. The Practice will combine the very best in general medical orthodox practice with acupuncture, hypnotherapy, nutritional advice, functional medicine, lifestyle advice, aromatherapy, massage, physiotherapy, hypnotherapy, cognitive behavioural therapy and other alternative care. It provides services both on and off site to companies. Company care involves health surveillance of employees both on and off site, helping an early and appropriate return to work for employees who have been off sick, pre-employment health screening, employee and executive health checks, on site drug testing, and other services. The Practice will run alongside NHS care and will communicate effectively and frequently with the NHS General Practitioners of clients. Clients are instructed not to de-register from their NHS GP's but to use both services as and when required. Out of hours cover is only supplied by Private General Practice Services to those patients who have registered with the "Personal Care" package. All other patients are required to retain registration with their NHS GP.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is: Dr Julia Piper of 3 Knighton Grange Road, Stonegate, Leicester, LE2 2LF. There is no additional registered manager and therefore the registered provider is also the registered manager. She is a member of the Medical Protection Society, No. 126083

3. The Relevant Qualifications and Experience of the Registered Provider

Dr Julia Piper is a qualified General Medical Practitioner and has undertaken continuous re-appraisal and revalidation. Her qualifications include: Bachelor of Medical Sciences 1978; Bachelor of Medicine and Bachelor of Surgery 1980; Member of the Royal College of General Practitioners; Diploma of Faculty Family Planning and Reproductive Healthcare; The Royal College of Obstetricians and Gynaecologists; Diploma of Occupational Medicine; Certificate of Prescribed/equivalent experience from the joint committee on Post Graduate Training of Medical Practice; Certificate of Competence in the Medical Acupuncture received from the British Medical Acupunctural Society; Diploma in Acupuncture; Certificate of Membership, British Association of Cosmetic Doctors. Dr Julia Piper also is an elected member of the Council of Independent Doctors Federation. Dr Julia Piper is a member of the General Medical Council, GMC No. 2637833.

4. The Relevant Qualifications and Experience of the Staff working in the Establishment, or for the purposes of the Agency

Dr Julia Piper is the Principal Primary Medical Consultant and her qualifications are listed above. She works full time in the Practice. Dr Piper's GMC No is 2637833.

5. The Organisational Structure of the Establishment

The Practice is owned by Privategp.com Limited. Dr Julia Piper is the CEO and Registered Owner of Privategp.com Ltd which trades as Private General Practice Services. The Practice employs the services of other Doctors, Nurses and Clinical staff on a subcontracted basis.

Blood tests are referred to laboratories as appropriate with results typically being available within 24-48 hours. MRI, CT Scans and x-rays are usually arranged at local private hospitals.

PRIVATE GP

PRIVATE GENERAL PRACTICE SERVICES

6. The kinds of treatment and any other services that are provided by Privategp.com Ltd

A detailed list of services is shown at the beginning of our brochure, 'The Patient Guide' and includes:

- Private GP Services
- Immunisations and Blood Tests
- Health Checks
- Integrated Therapies
- Functional Medicine & Nutrition
- Cosmetic Treatments
- Occupational Health Services
- Pregnancy and Conception Advice
- Sexual Health Checks
- Mental Health & Wellbeing Services
- Referrals to other healthcare Practitioners, eg Consultants

The Practice prides itself on being a whole person centred diagnostic and management service. The spiritual, social, psychological and physical aspects of each person are fully considered. Occupational medical requirements are also provided. Integrated therapies such as Acupuncture, Hypnotherapy, Massage and Nutrition are incorporated into the heart of the Practice.

The Practice seeks to meet the needs of people to understand and know about their own bodies. It achieves this by allowing patients time in a comfortable environment with a person who is knowledgeable and can help them in most areas of their life. If the Practice is not able to provide the expertise required on-site, it will make referrals to other health professionals as appropriate.

7. The Facilities which are available for the benefit of patients

A large residential/commercial property in a pleasant residential area of Leicester with some on-site parking and more off-site parking nearby. Disabled access to the practice is provided by a ramp and disabled patients can be seen downstairs as appropriate, however, the practice does not have a bathroom facility for disabled persons therefore home visits take place.

Ease of access to see a doctor. Flexible appointments are provided in order to meet the requirements of the patient, this is restricted to urgent matters only since planning permission does restrict the use of the premises to between the hours of 9.00am to 5.00pm.

The Practice is a very pleasant, comfortable and clean environment is provided, which is exclusive and part of Dr Piper's home.

There is a cloakroom, which can be used for the taking of urine specimens.

There is a very large, comfortable reception area where the patients can sit and relax whilst waiting to see the doctor. There are three surgeries which are based in very large, comfortable rooms. They are upstairs.

Equipment used to aid diagnosis include an ECG machine; blood pressure machines including 24 hour ambulatory blood pressure monitoring; computerised spirometry; body fat percentage; urinalysis; venepuncture; facilities for the full range of diagnostic blood tests; emergency provision in the form of a defibrillator; provision of oxygen; emergency medications; aspiration machinery and resuscitation equipment.

The Practice is fully computerised having eight computers which are networked. A Private General Practice clinical system is utilised for appointment setting and to record patient notes. This helps patients as it summarises their records and treatment and also allows easy collation of data and follow up of abnormalities to take place. Contact with patients can be made via telephone or email as well as in person.

PRIVATE GP

PRIVATE GENERAL PRACTICE SERVICES

8. Arrangements made for consultation with patients about the operation of Private General Practice Services

The Patient Guide is provided to all patients who visit the practice or they can download it from the Practice website at: www.privategp.com. Consultation with patients concerning the operation of the Practice takes place during the registration appointment, where the contract is clearly described. In particular, the contract which designates that they retain their NHS GP alongside a private GP is firmly designated. A patient exit survey is utilised as feedback for further development of the Practice.

During registration, the Patient Guide is given to each patient and this outlines the working practices of the surgery.

The Practice does not have any in-patients and therefore arrangements being made for contact between in-patients and their relatives, friends and representatives is not relevant.

9. Arrangements for dealing with complaints

This Practice operates a procedure for the investigation of complaints.

Making your complaint to the Practice in no way prejudices your right to complain to the Care Quality Commission, however, should your complaint not be resolved to your satisfaction.

Dr Julia Piper co-ordinates the complaints procedure on behalf of the Practice.

Your complaint should be submitted as soon as possible after the event giving rise to the complaint, within 28 days if possible or at least within 6 months.

Dr Julia Piper will then ensure that all relevant details are recorded and arrange for the complaint to be investigated. We aim to report back to you within 28 days. If this is not possible, the reason for the delay will be explained to you and you will be given a revised date for the completion of the investigation.

If, following the Practice's explanation, you remain dissatisfied, you have the right to complain to:
Care Quality Commission
Citygate Gallowgate
Newcastle Upon Tyne
NE1 4PA

Dr Julia A Piper's General Medical Council Registration number is: 2637833. To confirm Dr Julia Piper's or any other doctor's GMC registration you can contact the General Medical Council on 0207 915 3630 or look on the GMC website:

<http://www.gmc-uk.org/doctors/register/LRMP.asp> e-mail: registrationhelp@gmc-uk.org.

10. Data Protection Act

The Practice complies with the Data Protection Act 1998. All information provided by a patient is kept confidential. A patient may request a copy of his clinical notes at any time on payment of an administration charge of between £25 to £50.

11. Arrangements for respecting the privacy and dignity of patients.

The office is completely segregated away from the Reception area and Surgery Rooms. No telephone calls can be overheard. Patients are interviewed on a one-to-one basis in the Surgery setting. The whole ambience is of relaxation and comfort. The examination couches are fully screened. The windows have full blinds and complete confidentiality is retained. Each patient is treated with respect and dignity. Gowns are provided if required.

If the patient wishes, it is possible to have a chaperone. This aspect of care is covered in the registration appointment and also in the client contract forms. No client is ever examined without their full consent. For those patients who do not speak English, consent has to be obtained via a third party, who is usually a family member, and who can translate.

PRIVATE GP

PRIVATE GENERAL PRACTICE SERVICES

Translation services can usually be obtained subject to adequate notice.

All staff who work at the Practice have to sign a Confidentiality Agreement which bars them from discussing anything within the Practice with anyone other than Dr Julia Piper. We are registered by the Care Quality Commission Reg. No: 566454930

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