

The Harley Street General Practice – Statement of Purpose

1. The Aims and Objectives of the Establishment

Our philosophy is to provide personalised, high-quality general practice care to individuals, families and companies alike, with complementary medical specialities accessible through a network of established consultants.

We have a dedicated and committed team of healthcare professionals and administrative staff with the collective aim to maintain a personalised and excellent service to our patients.

Our services include diagnosis, investigation and management of acute and chronic conditions common to general practice, as well as:

- Disease prevention and health promotion
- Women's health (cervical smears, family planning, and antenatal and postnatal care)
- Children's health (with general paediatric care including administration of immunisations)
- Blood testing and analysis
- Arranging investigations
- Arranging specialist referrals
- Travel health and advice.

The Harley Street General Practice (The HSGP) endeavours to deliver superlative medical care at all times. We will continue to treat all our patients and staff with dignity, integrity and respect. We will maintain an environment which is safe and friendly to inspire confidence and trust. We will maintain confidentiality and integrity through a robust information governance system, starting from the waiting area to consulting rooms which evoke calmness. We will continue to be innovative and involve our patients in developing and maintaining our services to the high standards, by inviting feedback through our patient survey as well as personalised feedback to our practice manager or Dr Showghi who always welcomes suggestions to improve our services.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is Dr Samina Showghi, 110 Harley Street, London, W1G 7JG. There is no additional registered manager and therefore the registered provider is also the registered manager.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of Dr Samina Showghi are as follows:

MBBS MRCGP DCH DRCOG

Samina qualified in 1993 from University College and Middlesex School of Medicine and completed her formal vocational training in general practice, in East Berkshire. Since then she has held a variety of posts in this speciality.

Dr Showghi has all the credentials required for the management of Private General Practice and is a member of the General Medical Council (number 3680887) and the Independent Doctors Forum.

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

Medical services are provided by Dr Samina Showghi, Dr Aderonke Akinmade, Dr Hussain Al-Hashimi, Dr Jayne Busby, Dr Lisa Cram and Dr Rebecca Stephenson who are all UK-qualified General Practitioners and are GMC registered. They are supported by permanent administration staff. All staff are highly trained in medical work and attend information nights and seminars when appropriate topics arise.

5. The Organisational Structure of the Establishment

The Harley Street General Practice was established in 2002 by Dr Samina Showghi (the registered provider). Since January 2011, it has been a Private limited Company (no. 07496896) with Dr Showghi as Director and David Lee-Jones as Secretary. The company's registered offices are at 7-10 Chandos Street, London W1G 9DQ.

Dr Showghi is supported in running the practice by Mr Lee-Jones as Business Director, and a Practice Manager, Chris Ball. The Practice's routine office hours are 8.30am to 5.30pm Monday to Friday. Some clinics may run until 7pm on weekdays; there may also be occasional Saturday clinics which are ordinarily 10am-2pm. An answering machine is in place for all out-of-hours calls. This includes information in the event of a medical emergency.

The Practice currently uses HCA Laboratories for the majority of pathology samples and uses a network of local central London private hospitals and clinics for any imaging including X-rays, ultrasounds and mammograms.

6. The kinds of treatment and any other services that are provided by The HSGP

- Routine medical check-ups
- Private general medical services
- Issuing of relevant private prescriptions
- The treatment of depression and anxiety
- Management of diabetes, asthma, hypertension, coronary heart disease
- Immunisations (eg, travel and childhood immunisations)
- Weight loss and lifestyle management
- Health screening and early detection of cancer

7. The range of needs which the services are intended to meet

The Practice seeks to meet the needs of people to understand and be aware of their own bodies. It aspires to achieve this by allowing patients time in a comfortable environment with a person who is knowledgeable and can help and advise them in many areas of their life.

If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate external health professionals in order to help the client.

8. The facilities which are available for the benefit of patients

- Ease of access to see a doctor.
- A serene, tranquil and clean environment.
- The comfortable waiting areas allow patients to sit and relax whilst waiting to see the doctor.
- There is a ramp available at the entrance of 110 Harley Street for disabled clients as well as an internal lift to the second floor.
- The practice records are largely computerised. This helps patients as it summarises their records, treatment and results and also allows easier collation of data, recall systems and follow-up of abnormalities to take place

9. Arrangements made for consultation with patients about the operation of The HSGP

The Patient Guide is available to patients in the waiting room or they may download it from the website which is www.thehsgp.co.uk

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 recommends that they retain their NHS GP alongside a private GP.

During registration the Patient Guide is given to each patient, outlining the working practices of the surgery. The Practice does not have any inpatients and therefore arrangements being made for contact between inpatients and their relatives, friends and representatives are not relevant.

10. 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, should your complaint not be resolved to your satisfaction.

Dr Samina Showghi 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. Dr Showghi 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 a revised date for the completion of the investigation will be given to you.

If, following the Practice's explanation, you remain dissatisfied, you have the right to complain to:

The Care Quality Commission
St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB
Tel: 03000 616161 Email: enquiries@cqc.org.uk

Please also ask our staff for a copy of the IDF complaints procedure. This is available for complaints which cannot be settled within the Practice.

To confirm Dr Showghi's GMC registration (number 3680887) you can contact The General Medical Council on 020 7915 3630 or e-mail registrationhelp@gmc-uk.org

11. Arrangements for respecting the privacy and dignity of patients

The office is segregated from the main reception area and surgery. Telephone usage protocols are in place to prevent sensitive information being overheard by patients at the entrance to the office.

Patients are interviewed on a one-to-one basis in the surgery setting. The whole ambience is of relaxation and comfort. The examination couch is located in the corner of the consulting room and is fully screened. The windows have full blinds and complete confidentiality is retained. Great respect is given to the dignity of each patient. Towels are provided, especially where there is a need to almost fully undress. If the patient wishes, it would be possible to have a chaperone. This aspect of care is covered in the registration appointment and also in the Personal Medical History form. No patient 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.

All staff who work at the Practice must sign a confidentiality agreement which bars them from discussing anything within the Practice with anyone other than Dr Samina Showghi and the other Harley Street General Practice doctors.