

The Harley Street General Practice

Statement of Purpose

1. The Aims & Objectives of the Establishment

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

Our services include disease prevention and health promotion, management of acute and chronic illnesses, blood analysis, specialist referrals, family planning, cervical smears, ante-natal and post-natal care, paediatric care and immunisations and travel health.

The Harley Street General Practice endeavours to deliver superlative medical care at all times. Dr Showghi would like to hear from any patient who believes this promise has not been fulfilled and welcomes suggestions to improve our services.

Our principle is that patients come first. Staff express their respect for the privacy and dignity of all patients by behaving in an empathetic and sensitive manner, always aiming to accommodate their needs. The waiting area and consulting rooms evoke a serene and safe atmosphere.

2. The Name and Address of the Registered Provider

The name and address of the registered provider is Dr Samina Showghi, 73 Harley Street, London, W1G 8QJ. 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, GMC No. 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 Roger Leary and Dr Lisa Cram, who are all GMC registered. They are supported by a practice manager and two 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) who to date runs the practice, located at 73 Harley Street, London, W1G 8QJ.

The Practice hours operate routinely from 8.30am to 5.30pm Monday to Friday. An answering machine is in place for all out of hours calls. This includes information in the event of a medical emergency. Dr Showghi is also available on her mobile 24 hours a day.

The practice currently uses HCA Laboratories for all pathology samples and Princess Grace Hospital for all x-rays and mammograms. Both are located within close proximity to the Practice.

6. The kinds of treatment and any other services that are provided by The Harley Street General Practice:

- 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, e.g. travel and childhood immunisations
- Weight loss and lifestyle management
- Health screening and early detection of cancer

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 health professionals in order to help the client.

7. 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 area allows patients to sit and relax whilst waiting to see the doctor
- There is a ramp available at the entrance of 73 Harley Street for disabled clients as well as an internal lift to the third floor
- The practice is partially computerised having four networked computers. A new computer system has been introduced called CrossCare. This helps patients as it summarises their records, treatment and results and also allows easier collation of data, recall system and follow up of abnormalities to take place.

8. Arrangements made for consultation with patients about the operation of The Harley Street General Practice

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. A patient exit survey is utilised as feedback for further development of the Practice.

During registration the Practice leaflet is given to each patient, outlining 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 are 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 Healthcare 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:

Healthcare Commission
Finsbury Tower
103 – 105 Bunhill Row
London
EC1Y 8TG
Tel: 020 7448 9200

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.

General Medical Council Registration number 3680887

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

10. Arrangements for respecting the privacy and dignity of patients

- The office is completely segregated away from the reception area and surgery. 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 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 here 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.