

Dartmouth Medical Practice

Statement of Purpose

Services provided at:

The Dartmouth Medical Practice, 35 Victoria Road, Dartmouth, Devon, TQ6 9RT

Dartmouth Medical Practice is a partnership comprising of: Dr A Anderson, Dr A J Eynon-Lewis, Dr F Mackeachan, Dr K Chopin, Dr J Uhr Delia, Dr A Morris, Dr A Freeman.

Regulation Manager: Dr K Chopin

Premises: The surgery is a listed building with 9 consulting rooms, 3 treatment rooms and 2 waiting rooms over 2 floors. There is disabled access and consulting rooms on the ground floor for patients unable to use the stairs. There is no onsite parking. There are 7 Partners, 1 Registrar, with 3 Practice Nurses and 4 HCAs. The Practice covers Dartmouth and the surrounding villages of Dittisham, Blackawton, Strete and Slapton. The surgery is open from 8.30 am to 6pm Monday to Friday. We close 2.00-2.30pm every Tuesday for staff training. We operate a pre-booked Saturday morning surgery. The Practice offers all general medical services but in addition has the in house expertise of an ENT GPwSI, plus GPs with Dermatology and Cardiology experience.

Aims and Objectives:

- To provide good Primary Medical Services to our local community. To include the management of patients who are ill, or believe themselves to be ill, with conditions from which recovery is generally expected, for the duration of that condition, including relevant health promotion advice and referral as appropriate, reflecting patient choice wherever practicable. To understand, and meet the needs, of our patients, involving them in decisions about their treatment and care.
- To provide the general management of End of Life patients.
- To provide the management of chronic disease in the manner determined by the Practice, in discussion with the patient.
- To provide LESs, or their equivalent, which may be commissioned from the Practice by a CCG. Local Authority or NHS Commissioning Board.
- To be committed to our patients needs and to act with honesty, integrity and complete confidentiality.
- To be courteous, approachable, friendly and accommodating.

- To provide our patients with an environment which is safe and effective but also comfortable, relaxing and friendly.
- To improve as a patient centred service through decision making and communication.
- To ensure that all members of the team have the right skills and training to carry out their duties competently.
- Maintain high quality of care through continuous learning and training.
- To guide our employees in accordance with diversity and equality.
- To ensure robust and effective information governance systems are in place.
- To treat all patients and staff with dignity, respect and honesty.

Services offered:

- Community based services for people who misuse drug substances (SMC)
- Doctors consultation service (DCS)
- Doctors treatment service (DTS)
- Diagnostic and / or screening service (DSS)

Services are provided for the whole surgery population. Dartmouth Medical Practice does not discriminate against any individuals or groups of individuals on any grounds. However, the practice is committed to providing a safe and secure environment for it's staff, patients and visitors. Violent and abusive behaviour (verbal and non verbal) will not be tolerated and decisive action may be taken to protect staff, patients and the visiting public.

Regulated services offered:

This is not a comprehensive list of all services, only regulated services.

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

Suggestions and Complaints

In the unfortunate circumstances that a patient or a member of the public has a complaint we ask that you follow our complaints procedure. A copy is available on request and also on our website.

We are constantly striving to improve our service. To this end we welcome any suggestions or comments. Forms are available on our website and in the practice waiting area.