

Information available from Grove Medical Centre, Grove Road, Felixstowe Suffolk IP11 9GA *providing medical services under contract to the NHS* under the Freedom of Information Act publication scheme

Information covered by this scheme is only about the primary, general or personal medical services we provide under contract to the National Health Service.

| Information to be published | How the information can be obtained (eg hard copy, website) | Cost |
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| <p>Class1 - Who we are and what we do</p> <p>This practice has a local Personal Medical Services (PMS) Contract. The contract is with:</p> <p>Ipswich & East Suffolk Clinical Commissioning Group Endeavour House 8 Russell Road Ipswich IP1 2BX</p> <p>Tel: 01473 770000 www.ipswichandeastsuffolkccg.nhs.uk).</p> <p>It is possible to find out information about our practice, the Ipswich & East Suffolk Clinical Commissioning Group and other NHS services in your area by using www.nhs.uk. A full list of local General Practices can be found there too.</p> <p>The Grove Medical Centre provides NHS services for the geographical area of Felixstowe, Trimley St Mary, Trimley St Martin, Kirton, Falkenham and Levington.</p> | Hard Copy | |

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| <p>Staff employed at this practice:</p> <p>Please see the Practice Staff area of this website Click Here</p> | | |
| <p>Contact details for the practice For further information please contact:</p> <p>Grove Medical Centre, Grove Road, Felixstowe, Suffolk IP11 9GA Tel: 01394 283197 e-mail; i&esccg.grovepracticemanagement@nhs.net</p> | | 0 |
| <p>Opening hours</p> <p>Please click here for details.</p> | | |
| <p>Class 2 – What we spend and how we spend it</p> <p>Total cost to the Ipswich & East Suffolk Clinical Commissioning Group of our PMS contracted services. The total practice funding received from the NHS before expenses in 2017/18 was £1,902,877.</p> | | |
| <p>Audit of NHS income Total net earnings 2017/18 was £689,297</p> | | |
| <p>Class 3 – What our priorities are and how we are doing (Strategies and plans, performance indicators, audits, inspections and reviews)</p> | | |

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| <p>Under our PMS Contract the practice will continue to focus on the performance indicators contained in the General Practice development Framework in comparison with other Suffolk practices of which includes but is not limited to:</p> <p>Access to a registered health professional Smoking cessation Child immunisations Influenza vaccinations Cervical Screening Chlamydia Screening Childhood obesity Prescribing</p> <p>We continue to aspire to all elements of Quality and Outcomes Framework indicators.</p> | | |
| <p>Plans for the development and provision of NHS services:</p> <p>We are currently working with the Ipswich & East Suffolk Commissioning Group on the performance indicators listed above.</p> | | |
| <p>Class 4 – How we make decisions</p> <p>Business decisions relating to the running of the practice are made by the Partners.</p> <p>Decisions on engaging in Local Enhanced Services contracts with the CCG are made by the Partners following detailed discussions at partnership meetings based on benefits to patients and the cost of providing the service.</p> | | |
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| Decisions made in the practice affecting the provision of NHS services are recorded in practice meeting minutes. | | |
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| Class 5 – Our policies and procedures | | |
| Policies and procedures about the employment of staff | Hard Copy | |
| Internal instructions to staff and policies relating to the delivery of services | Hard Copy | |
| Equality and diversity policy | Hard Copy | |
| Health and safety policy | Hard Copy | |
| Complaints procedures (including those covering requests for information and operating the publication scheme) | Hard Copy | |
| Records management policies (records retention, destruction and archive) | Hard Copy | |
| Data protection policies | Hard Copy | |
| Policies and procedures for handling requests for information | Hard Copy | |
| Patients' charter | Not held | |
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| Class 6 – Lists and Registers | | |
| Any publicly available register or list | None Held | |
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| Class 7 – The services we offer | Hard Copy/Website | |
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| <p>Essential Services – for the management of registered patients and temporary residents who are, or believe themselves to be:</p> <ul style="list-style-type: none"> • Ill with conditions from which recovery is generally expected • Terminally ill; or • Suffering from chronic disease <p>Additional Services:</p> <ul style="list-style-type: none"> • Cervical screening • Contraception • Vaccinations and immunisations • Childhood vaccinations and immunisations • Child health surveillance services • Maternity medical services • Minor surgery <p>Other Mandatory Services:</p> <ul style="list-style-type: none"> • Minor injury service • Phlebotomy • Post operative wound care • Depo Neuroleptics • Smoking cessation services • Hormone implants including Zoladex <p>Some of these services are provided in partnership with other agencies, namely;</p> <ul style="list-style-type: none"> • Ipswich & East Suffolk Clinical Commissioning Group • Local Health Partnerships • Public Health • Suffolk County Council • Community Mental Health Team | <p>Hard Copy</p> | |
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| <p>Information leaflets</p> <p>A practice information leaflet is available upon request. A quarterly newsletter is published and available upon request.</p> | <p>Hard Copy Hard Copy</p> | |
| <p>Out of hours arrangements</p> <p>Out of hours arrangements are provided by Care Uk, Ipswich Hospital, Heath Road, Ipswich IP4 5PD.</p> <p>Patients requiring medical services outside of core hours should telephone the practice on the usual number (01394 283197) and will be instructed to call the 111 Service.</p> <p>Alternatively the patient can ring 111 direct.</p> | | |