

Primary Care

HEALTH AND COMMUNITY CARE



Service Statement

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Document Information

Title	Health and Social Care Partnership Health and Community Care (Primary Care)
Author	Beth Culshaw
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Document History

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1.0	Final	6 th Feb 2017	B Culshaw	NA
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1. Overview of Service

Primary care services are contracted services delivered by independent contractors such as GPs, Dentists, Opticians and Pharmacists.

2. Statement of Service Objectives

Independent contracted services exist to deliver a range of health services, advice and intervention such as family health care, prescriptions and routine health screening (such as eye tests and dental checks).

3. Customer Commitments

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.
- We will respect and value uniqueness and diversity whilst recognising, and building on, the strengths of the individual.
- We will promote people's right to choice, privacy, confidentiality and protection.
- We will assist people to improve the quality of, and increase their control over their lives.
- We will operate in a manner that does not stigmatise or disadvantage individuals, groups or communities.
- We will promote equality of opportunity and access to services and not discriminate people or groups on grounds of age, race, religion or sexual orientation.
- We will work in partnership with users, carers and other providers of services, to ensure continuous improvement in the provision of services.

4. Service Standards

As a CHCP, while there are common fundamental standards around respect; gaining trust and confidence and being accountable that we expect of all our staff, we also recognise the unique professional roles and expect staff to adhere to their respective professional bodies standards as outlined below.

The General Medical Council (GMC) agreed Good Medical Practice (2013) can be found on:

http://www.gmc-uk.org/guidance/news_consultation/20477.asp

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The Nursing & Midwifery Council (NMC) agreed The Code: Standards of Conduct, Performance and Ethics for Nurses and Midwives (2008) can be found on:

<http://www.nmc-uk.org/Nurses-and-midwives/Standards-and-guidance1/The-code/>

The Health and Care Professions Council agreed the Standards of Conduct, Performance and Ethics (2008) can be found on:

<http://www.hcpc.org.uk/publications/standards/index.asp?id=38>

5. How You Can Help Us

In order to ensure that we are meeting the above standards and providing you with a quality service, you can help us by:

- Giving us feedback on the service you have received, including informally and on a formal basis via surveys and review processes. The link below provides details on how to contact us.

<http://www.chps.org.uk/content/default.asp?page=s464>

- Informing us of any changes in your circumstances.
- Treating us with courtesy and politeness.
- Letting us know if you have an adult or child protection concern.

Child Protection	Adult Protection
01475 714100 or 714900	01475 714001

6. If You Make A Complaint To Us

For advice on how to make a complaint please use the contact methods below:

Social Care	NHS Greater Glasgow & Clyde
Write to: The Complaints Officer Inverclyde CHCP Kirk House	Phone: 0141 201 4500 Email: complaints@ggc.scot.nhs.uk

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Ravenscraig Hospital
Inverkip Road
Greenock
Inverclyde PA16 9HA

Phone: 01475 7155380 or 7155381

See our website at www.nhsggc.org.uk
where you can find information under
“Get in Touch / Get Involved”.

Alternatively, request a complaints form in any Inverclyde CHCP premises.