

Primary Care

HEALTH AND COMMUNITY CARE



Service Statement

Primary Care



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Document Information

Title	Health and Social Care Partnership Health and Community Care (Primary Care)
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Description	This document summarises the Services provided, objectives, commitments and contacts.

Document History

Version	Status	Date	Author	Changes from Previous Version
1.0	Final	6 th Feb 2017	B Culshaw	NA
1.1	Final	13 th Feb 2017	B McDonald	Inclusion of document control
1.2	Final	30 th Nov 2018	E Cummings	Updated links to professional standards Updated narrative & complaints information Primary care outcomes diagram

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1. Overview of Service

Primary care is the first point of contact with the NHS. Primary care services are contracted and are delivered by independent contractors such as GPs, Dentists, Optometrists and Pharmacists in conjunction with a wider primary care team.

2. Statement of Service Objectives

Independent contracted services deliver a range of health services which include routine health screening (such as eye tests), advice and intervention (family health care, new or worsening health conditions) and monitoring and management of long term condition. A focus on multidisciplinary team working ensures improved outcomes for patients with access to the right professional, at the right time. General Practice is universally available providing continuity of care from cradle to grave. Optometrists and Dentists provide both NHS and non-NHS care and treatment. The following are the outcomes we aim to achieve:

NATIONAL OUTCOMES				
Our children have the best start in life and are ready to succeed	We live longer, healthier lives	Our people are able to maintain their independence as they get older	Our public services are high quality, continually improving, efficient and responsive	
We start well	We live well	We age well	We die well	
PRIMARY CARE VISION				
Our vision is of general practice and primary care at the heart of the healthcare system. People who need care will be more informed and empowered, will access the right professional at the right time and will remain at or near home wherever possible. Multidisciplinary teams will deliver care in communities and be involved in the strategic planning of our services.				
HSCP OUTCOMES				
People can look after own health	Live at home or homely setting	Positive Experience of Services	Services Improve quality of life	
Services mitigate inequalities	Carers supported to improve health	People using services safe from harm	Engaged Workforce Improving Care	Efficient Resource Use
PRIMARY CARE OUTCOMES				
We are more informed and empowered when using primary care	Our primary care services better contribute to improving population health		Our experience as patients in primary care is enhanced	
Our primary care workforce is expanded, more integrated and better co-ordinated with community and secondary care	Our primary care infrastructure – physical and digital – is improved		Primary care better addresses health inequalities	

3. Customer Commitments

- We will ensure our services are delivered in such a way that the dignity and respect of service users is preserved.

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- 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 the 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 HSCP, 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 body's standards as outlined below.

The General Medical Council (GMC) agreed Good Medical Practice (2014):

<https://www.gmc-uk.org/ethical-guidance/ethical-guidance-for-doctors/good-medical-practice>

The Nursing & Midwifery Council (NMC) agreed The Code: Professional standards of practice and behaviour for nurses, midwives and nursing associates (2018):

<https://www.nmc.org.uk/standards/code/>

The Health and Care Professions Council Standards of Conduct, Performance and Ethics (2018):

<http://www.hcpcuk.org/aboutregistration/standards/standardsofconductperformanceandethics/>

Standards for the Dental Team (2013):

<https://standards.gdc-uk.org/>

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Standards of Practice for Optometrists and Dispensing Opticians (2016):

https://www.optical.org/en/Standards/Standards_for_optometrists_dispensing_opticians.cfm

Standards for all pharmacists and pharmacy technicians (2017):

<https://www.pharmacyregulation.org/spp>

Standards for registered Pharmacies (2018):

<https://www.pharmacyregulation.org/standards/standards-registered-pharmacies>

5. Complaints, suggestions or comments

You can contact your GP practice or other service directly or alternatively contact the HSCP.

We will always try to resolve any concerns raised about services. We know things can go wrong and we would like you to tell us if this happens.

Write to:

Complaints Officer
Inverclyde HSCP
Hector McNeil House
7/8 Clyde Square
Greenock
Inverclyde
PA15 1NB

Email:

pccsp.swork@inverclyde.gov.uk