

# **Service Statement**



## **HEALTH AND COMMUNITY CARE**

## **Document Information**

Title	Health and Social Care Partnership Health and Community Care (Primary			
	Care)			
Author	Emma Cummings			
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 <sup>th</sup> Feb 2017	B Culshaw	NA
1.1	Final	13 <sup>th</sup> Feb 2017	B McDonald	Inclusion of document control
1.2	Final	30 <sup>th</sup> Nov 2018	E Cummings	Updated links to professional standards  Updated narrative & complaints information  Primary care outcomes diagram

## **Primary Care**



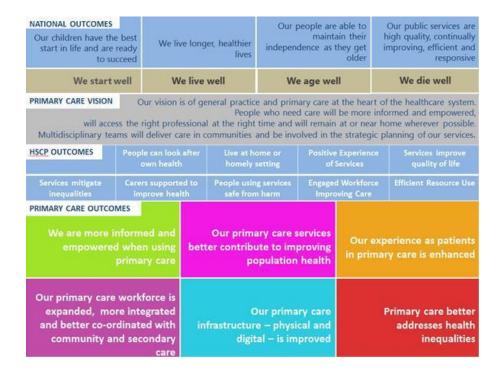
### **HEALTH AND COMMUNITY CARE**

#### 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:



#### 3. Customer Commitments

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



### **HEALTH AND COMMUNITY CARE**

- 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/

## **Primary Care**



## **HEALTH AND COMMUNITY CARE**

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