

# **The Tollgate Practice**

## **Statement of Purpose**

*Under the Health and Social Care Act 2008 (The Care Quality Commission (Registration) Regulations 2009 Part 4), the registering body (The Tollgate Practice) is required to provide to the Care Quality Commission a statement of purpose.*

The name and address of the registered provider is :

**Dr Kamal Abeysundara  
The Tollgate Practice  
145 London Road  
Stanway  
Colchester  
Essex CO3 8NZ**

**Practice Manager: Annette Bloomfield  
Deputy Practice Manager: Jason Crouch**

There are 2 partners/salaried doctors:

**Dr Kamal Abeysundara  
Dr Enoka Bopitiya**

The Practice has a team of practice nurses, a health care assistant and a phlebotomist working alongside a full team of administration and medicines management colleagues.

The surgery is located in a modern building in Stanway, Colchester, Essex with extensive public parking available. The Practice has a General Medical Services contract with the local health organisation (Suffolk and North East Essex Integrated Care Board) and offers directly and locally enhanced services to its patients.

### **Our Aims and Objectives**

- We aim to ensure high quality, safe and effective general medical services and environment
- To provide monitored, audited and continually improving healthcare services
- To provide healthcare which is available to a whole population and create a partnership between patient and health profession which ensures mutual respect, holistic care and continuous learning and training
- The provision of accessible healthcare which is proactive to healthcare changes, efficiency and innovation and development
- To improve Clinical Governance and Evidence Based Practice
- To improve Clinical and Non-clinical risk management
- To reduce risk in specific clinical risk areas and facilities
- To improve environment and capacity
- To improve vigilance for unforeseen emergencies
- To optimise performance against key targets and core standards
- To meet key targets set by the Integrated Care Board
- To participate effectively within our Primary Care Network
- To meet Annual Health Check targets
- To implement Payment by results
- To become a patient centred organisation
- To improve services offered to patients
- To improve the facilities available for patients at the surgery

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- To improve communication between the surgery and the patients
- To encourage the development of an active and effective patient participation group
- To recruit, retain and develop a highly motivated and appropriately skilled workforce
- To enhance performance of the workforce
- To develop management capability
- To ensure effective management and governance systems
- To ensure a robust Information Technology strategy to support the business of The Tollgate Practice

The registered activities and service types have been agreed by The Tollgate Practice's Partners and the Practice Manager in accordance with CQC guidance. Services are described under registered activity and Service Type.

### **The regulated services provided by The Tollgate Practice are listed below:**

- Routine medical checks and general medical services
- NHS relevant prescriptions and medications
- Immunisations, e.g. childhood immunisations, influenza, covid, pneumonia, and shingles, foreign travel advice and immunisation
- Health and Wellbeing – health and wellbeing services to support with weight loss, smoking cessation and general lifestyle changes to maintain a healthier lifestyle
- Asthma/Respiratory clinic – The Practice provides asthma and COPD appointments and has facilities for spirometry / lung function testing.
- Diabetic clinic – The Practice provides diabetes monitoring and support to provide ongoing care for our diabetic patients and run by trained nurses and supervised by GP Partners
- Diabetic prevention programme – we offer referral to all patients who fit the pre-diabetic range following blood testing
- Family Planning Clinic – Our family planning clinic is run by our GP with assistance from our nursing team
- Covid/Flu vaccination - We offer 'at risk' groups the flu and covid vaccine at a certain time each year to protect our vulnerable patient groups.
- Pneumonia/Shingles – We offer all eligible patients pneumonia and shingles vaccines when speaking to our administration team and we also routinely contact all patients who fit this criteria
- Health Checks – The Practice offers new patient health checks, NHS health checks and senior health checks. Learning disability annual health check and serious mental illness health checks are regularly undertaken by our GP and nursing team
- Phlebotomy – We offer 5 days per week phlebotomy services with our trained team
- Minor Surgery - We offer joint injection services following discussion with a GP
- Cervical Screening - Our nurses are qualified to carry out cervical screening and tests in the form of cervical smears.
- Multi-disciplinary Team meeting - The Practice holds regular team meetings with other service providers reviewing palliative care and safeguarding issues.
- Physiotherapy – We offer physiotherapy services both in-house and at our PCN partner-site at Abbey Field Medical Centre
- Mental health – We have an on-site children's mental health practitioner and access to an adult mental health practitioner via appointment
- Pharmacy – we have 3 clinical pharmacists, 2 pharmacy technicians (one still undergoing training) and 2 prescription clerks to ensure high quality medicines management and strict control of our prescribing

Our practice ethos is to strive towards a partnership between patients and health professionals based on the following key facets:

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### *Mutual Respect*

We endeavour to treat all our patients with dignity, respect and honesty. Everyone at The Tollgate Practice is committed to deliver an excellent service. We ask all patients to highlight any discrepancies and to offer the same commitment in return.

### *'Holistic' Care*

We treat 'patients' and illnesses. This means that we are equally interested in the physical, psychological and social aspects of your individual care.

### *Continuity of Care and the 'Therapeutic relationship'*

Building and maintaining a strong relationship between doctors, health professionals, and patients is essential to the way we work. This is especially so in the management of ongoing problems or long-term illness. In these circumstances we would encourage you to continue seeing the same health professional and wherever possible we will facilitate this through our appointments system. However, if you have a new problem, the doctor or nurse that you normally see is not available, or you would like to see someone else then we would encourage you to see any of the doctors or nurses at the practice.


### *Learning and Training*

We believe in "life-long learning" and all the health professionals here and administrative staff, undergo an annual appraisal where learning and development needs are identified. We also recognise the benefit of supported learning for our patients and families in enhancing your ability to manage and deal with both 'self-limiting' and long-term illnesses

### *Open List*

The Practice has an open list policy and accepts patients who are resident and newly resident in the defined practice area. We also have a Safe Surgery accreditation to ensure health care for all, regardless of homelessness or immigration status.

Signed by :



Annette Bloomfield  
Practice Manager  
On behalf of The Tollgate Practice