

Service Provision

Castle Mead Medical Centre and Pine Close Surgery

This document has been written to provide information on the services offered by CMMC and Pine Close Surgery and is aimed at staff, other providers and our patient population.

This document represents current practice policy. Omissions expected and accepted and is subject to change without prior notice. Last updated May 2024.

Services we provide

Essential Core Contracted Services

- GP, advanced nurse and nurse practitioner consultations
- Management of long-term conditions
- End of life and palliative care
- Care planning
- Mental health reviews
- Medication reviews
- New patient checks

Additional Contractual Services

- Accessing of medical records
- Antenatal and postnatal services
- Adult vaccinations and immunisations
- Cervical cytology screening
- Contraceptive and family planning services
- Child health surveillance and neonatal checks
- Childhood immunisations
- Fit notes
- Learning disability reviews
- Home blood pressure monitoring
- **MGUS monitoring**
- Travel vaccinations (we are not contracted to give travel advice however for continuity of service we do for our patients)
- Online services for repeat prescribing ordering, appointment booking, online consultation for administrative matters

Enhanced Services

The practice participates in the following ICB local enhanced services contracts:

- Anticoagulation services - warfarin monitoring
- Anticoagulation services - DOAC monitoring
- DMARD monitoring
- Diabetes care includes insulin initiation.
- ECGs
- FeNO Testing for Respiratory conditions.
- Learning disabilities Health Check
- Lithium monitoring
- NHS Initiated Shared care drugs (on individual patient basis)
- Minor surgery procedures
- Joint injections
- NHS Health Checks
- Covid immunisations
- Flu immunisations
- Management of Minor Injuries
- Simple wound management and suture removal
- Near patient testing e.g., pregnancy tests, urinalysis
- Prostate cancer injection therapy
- PSA monitoring
- Participation in any ICB Winter Pressures Initiatives (or PCN Winter Pressures scheme as applicable)

- Participation in any ICB Prescribing Quality Scheme Co-operation with local pharmacies for prescription collection
- Research – We are now signed up to be a research practice and will from time to time be involved in research projects.

Other services specific to our surgery

- Accredited Armed Forces Veterans Friendly Surgery
- Accredited Pride/LGBTQ+ Surgery
- Development of External Healthcare Partnerships
- Care Home Ward Rounds, monitoring and reviews
- Dispensary service at Pine Close Surgery
- Health and Wellbeing Coaching
- Medical student training- via the University of Leicester, students of all stages
- GP Registrar training- as both clinical and educational supervisor
- Social Prescribing Services

Non-NHS /Private services

Please note these are all chargeable unless otherwise specified:

- Adoption and fostering medicals
- Firearms assessments
- Insurance claim forms
- Miscellaneous letters and forms, e.g. statements of fact (chargeable)
- Pre-employment and HGV medicals
- Travel Certificates (inc cancellation forms / fitness to travel)

Other enhanced services specific to our PCN including Federation and Primary Care Network Led Services

The practice does not participate in the following enhanced services contracts however you can be referred locally through the surgery:

- Coil Fitting and Contraception Services
- Extended Access Appointments Available outside of Core Hours
- Ear Irrigation
- Ring Pessaries

KEY:

- **Federation** = Hinckley and Bosworth GP Federation
- **PCN** = Primary Care Network – Surgeries we are aligned with are Centre Surgery, Maples Family Practice and Station View.
- **NHSE** = National Health Service England
- **ICB** = Integrated Care Board
- **DMARD** = Disease-modifying antirheumatic drugs- started in secondary care and can be continued by a GP with a Shared Care Agreement
- **ECG** = Electrocardiography (electrical recording of the heart)
- **MGUS** = Monoclonal Gammopathy of Unknown Origin

Services we DO NOT provide

These are non-NHS services. This list has been compiled from BMA and other guidance:

<https://www.bma.org.uk/advice-and-support/gp-practices/gp-service-provision/enhanced-services-gp-practices-can-seek-funding-for>
<https://www.bma.org.uk/advice-and-support/gp-practices/managing-workload/general-practice-responsibility-in-responding-to-private-healthcare>

The majority of the services we provide in our GP surgery is core NHS work. We are therefore at liberty to decline any work that does not form part of core NHS work.

Some of this work could be provided by other NHS organisation or private providers. However, if this is not available, then it DOES NOT naturally fall upon the NHS GP.

This list is not exhaustive so if any questions, please ask at reception.

- ❑ Alcohol and drug addiction services including detoxification programmes
- ❑ Benefits appeals letters or evidence – but we can supply a summary printout of patient's record
- ❑ Blue badge applications
- ❑ Cardiac - AF screening
- ❑ Catheter changes and management – this comes under remit of the district nursing team
- ❑ Character references – we are not best placed to provide these
- ❑ Court appearance or probation letters– we do not provide these for missing attendance unless personally directed to by Court Order
- ❑ Dental problems – including assessment and treatment
- ❑ Near patient testing for CRP, troponin, DDimer
- ❑ Dieting approval letters or confirmation – but we can supply a summary printout of patient's record for their information
- ❑ DNA or paternity testing – the patient's solicitor can arrange for this privately
- ❑ Fitness letters, e.g. to exercise or attend gym, marathons, hazardous pursuits, fitness for operation or dental work – but we can supply a summary printout of the patient's record
- ❑ Fitness to drive opinions- for DVLA under Section 88 of the Road Traffic Act, we will complete DVLA forms but this is a statement of medical information only
- ❑ Occupational health assessments – the patient's employer needs to arrange this as we are not trained in this area
- ❑ Patient groups – specialist patient groups or allocated patients e.g., violent, asylum seekers or refugees, removed from multiple surgeries, homeless
- ❑ Phlebotomy - this service is provided by phlebotomists from George Elliot Hospital or in Extended Access Appointments at Centre Surgery.
- ❑ Private work – the work we do has been outlined in the service we provide section but we are at liberty to decline any form of private work for which we are uncomfortable with
- ❑ Recording injuries for police or insurance purposes, including assessment of children for safeguarding purposes
- ❑ Sedative and/or anti-anxiety medication such as benzodiazepine (diazepam) for dentistry work, flights, attending scans etc
- ❑ Sick notes for college or university – sick notes (fit notes) are legal documents for the purposes of confirming entitlement to statutory sick pay, if patient needs medical evidence, we can supply a copy of the relevant consultation entry or a factual letter for a fee
- ❑ Signature witnessing
- ❑ Smoking cessation services- we can signpost you to local smoking cessation services
- ❑ Sexual health services- can access local sexual health services or SHACC
- ❑ Testamentary capacity, wills, power of attorney or court of protection – this is a specialised medicolegal area
- ❑ Trial participation – this will include form completion, questionnaires and phlebotomy
- ❑ Vaccinations for students, university entrants

Services that we do not provide on behalf of secondary care (Hospital Run Services):

- ❑ Accident and Emergency department services – patients who are needing acute emergency treatment
- ❑ ADHD, ASD, tics, Tourette's diagnosis – this is a specialist area
- ❑ Bariatric surgery – post-op monitoring – this is not commissioned and therefore not part of routine GP care
- ❑ Dementia diagnosis and treatment initiation – this is a specialist area
- ❑ Detox services – these are organised by inpatient specialist teams, private or community outreach clinics
- ❑ Eating disorders physical health and blood monitoring – this is not commissioned and therefore not part of routine GP care
- ❑ Emergencies arising in a hospital outpatient setting – patient needs to be referred to the A+E department

- ☒ ECGs or other investigations needed by secondary care before commencement of medication
- ☒ Fit (sick) notes- following operations, hospital admissions, outpatient appointments- please contact the hospital clinician for this
- ☒ Home Oxygen – processing of long-term oxygen requests – this is a responsibility of the respiratory consultant
- ☒ Public health - Alcohol and substance misuse
- ☒ Public health - Delivery of brief interventions to patients to reduce alcohol related harm
- ☒ Public Health – Hep B for Occupational purposes This is the responsibility of employers to provide
- ☒ Public Health – Hep B for Medical or lifestyle purposes
- ☒ Public health - Hep B catch up
- ☒ Hospital care – 48 hour review of wheezy children
- ☒ Hospital care - Post discharge input - For example request routine follow up following surgery
- ☒ Hospital care - Pre and post op swabs/investigation
- ☒ Medications:
 - and/or monitoring for medications that come under specialist remit, e.g., drugs in red category on traffic light (consultant only prescribing), specialist cardiology, dermatology, gastroenterology, gender dysphoria, neurology, psychiatry (ADHD), rheumatology drugs, drugs required before medical procedures, including initiation of such medications – these are all specialist areas – as a general rule, if GPs would not be ordinarily prescribing such medications in the usual course of their care for an NHS patient, they cannot accept responsibility for prescribing same
 - Provision of depot antipsychotic medication
 - Where there is no shared care arrangement in place, or where it has not been formally agreed by the GP, including those from private providers.
 - Required to undergo a hospital procedure or advise on stopping medications prior to a procedure - the responsibility lies with the clinician performing the procedure.
 - That should have been supplied to the patient following a discharge from hospital or required urgently from a hospital setting– it is a contractual duty of the hospital to supply this medication
 - Where there is no written confirmation from the hospital- it is a contractual duty of the hospital to supply correspondence within 7 days
 - Intravenous treatments initiated in hospital and required to be continued in the community
- ☒ Mental health - Dementia diagnosis and treatment initiation
- ☒ Mental health - depression counselling service
- ☒ Minor surgery - vasectomy
- ☒ Monitoring - PSA in cancer
- ☒ Pathways - Bariatric surgery - postoperative monitoring of patients >2 years post surgery - Refer back to provider (NB if done by private provider, refer to NHS for f/u if eligible. If not eligible for NHS care will need all f/u with private provider.) The LMC is working with the ICB to clarify this area.
- ☒ Pathways - Catheter changes and management
- ☒ Pathways - Eating disorder physical monitoring and blood monitoring
- ☒ Pathways - D-dimer / DVT management in the community to avoid hospital admissions
- ☒ Pathways - Dermatology Skin Cancer Monitoring Shared care monitoring for high risk conditions – post op Melanoma, Post op SCC, and Lichen Sclerosus
- ☒ Pathways – Dermoscopy
- ☒ Pathways – Falls
- ☒ Pathways - Heart failure management Refer to community heart failure service
- ☒ Pathways - Over 75 LES - med reviews and health check including house bound patients
- ☒ Pathways – 24 hour neonatal checks Provided by UHL/Midwives
- ☒ Pathways – Sigmoidoscopy
- ☒ Public health - Smoking cessation Refer to Local Authority services
- ☒ Secondary care - Pre-referral paperwork & Template referral forms Secondary care - investigations, and other procedures
- ☒ Secondary care - Referral review scheme
- ☒ Secondary care - investigations, and other procedures
- ☒ Secondary care - Referral review scheme
- ☒ Sexual health - Chlamydia screening
- ☒ Sexual health - Menorrhagia insertion of mirena
- ☒ Sexual health - non-HIV
- ☒ Sexual health - HIV in primary care
- ☒ Specialist drug monitoring - gender dysphoria
- ☒ Treatment room - Administration of "specialist" injections eg gold, -umabs
- ☒ Treatment room - Complex leg ulcer treatment

- ☒ Treatment room - pre and post op swabs/investigations
- ☒ Pre-operative assessments including anesthetic assessments – this responsibility lies with the surgeon and/or anesthetist covering the operation.
- ☒ Private providers – GPs have no obligation to perform investigations or prescribe medication following patient attendance at any private provider; we do not participate in prescribing shared care medications from private providers
- ☒ Procedures – provision of authorisation or approval for another independent practitioner to perform a procedure – in this situation a summary printout
- ☒ Public health services, e.g., screening/vaccination and prescribing of flu antivirals, penicillin V post meningitis exposure, scabies outbreak in institutions – this come under public health responsibilities
- ☒ Referrals from a private consultant to their own NHS clinic – this can be achieved by the consultant directly
- ☒ Referrals from a specialist area to a related specialist area, e.g., physio/MSK referral from orthopaedics, fertility referral to gynae – referrals such as these can be very easily done by the clinician suggesting the referral
- ☒ Referrals under 2WW pathway – a patient seen in hospital who is discovered to need a 2ww cancer referral must be referred by the attending clinician using internal trust processes.
- ☒ First instance of patient non-attendance – hospitals must not immediately discharge patients and must follow their own procedures for offering the patient a further appointment.
- ☒ Results – chasing up results for tests organised by others – GMC guidance states it is the responsibility of the clinician requesting the test to act upon it
- ☒ Results – provision of results from swabs carried out in hospital for investigation of MRSA outbreaks
- ☒ Sexual Health Services – Chlamydia Screening
- ☒ Tests or investigations whose interpretation and appropriate action comes under specialist remit – as a general rule, if GPs would not be ordinarily be requesting such tests in the usual course of their care for an NHS patient, they cannot accept responsibility for prescribing same
- ☒ Tests for occupational health services
- ☒ Tests for pre-operative screening, including ECGs, MRSA swabs, bloods
- ☒ Wound management, complex or ulceration – this comes under a specific commissioned service that deals with complex wounds
- ☒
- ☒ Urgent care - responding to emergencies in practice area
- ☒ Urgent care - supporting ambulance service with advice