**Shirley Medical Centre**

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Registered Manager: Luis Fernandes

Service Type: Dr’s Consultation Services & Dr’s treatment Services

Service Band, Whole population

**Statement Of Purpose**

SMC has been a well-established surgery for over 50 years catering for the local residents of Shirley.

At SMC we pride ourselves we pride ourselves in providing a personable medical service to our practice assisting in the individual needs of our practice population, whilst embracing the changes in the NHS culture and environment.

We have a list size of approximately 7900 patients and work with 2 full time doctors and 1 sessional salaried doctor along with a part time nurse and full time practice manager. We are a friendly practice with a full complement of reception and administration staff.

Some of our recently retired staff have worked with us for over 27 years. We have recruited several new staff over the last 6 months with on-going mentoring from the retired staff still coming in to help promote the personal touch that has been the hall mark of the service we provide.

Dr H P abbot has developed the surgery from infancy and was joined by dr bobby abbot 14 years ago to assist in this process

All gp GP’s working here are highly trained and experienced generalists with specialisms in their own fields driven to give appropriate and high quality care, often beyond the call of duty.

Dr Bobby is also a founder member of the CCG board since its conception and heavily involved in improving the health care of Croydon and its population. He is the network lead GP for the 10 Woodside and Shirley practices, along with being Croydon’s prescribing lead, leading also on service redesign and pathway implementation. He is also the mental health lead for the CCG. His experience is a valuable asset in the practice being forward thinking and one step ahead of NHS changes.

SMC prides itself in its benchmarking data with other Croydon practices with regards to excellent prescribing figures, favourable outpatient attendance , a/e attendance, and use of diagnostics.

We achieve this by running several clinical and non-clinical audits, looking at areas of prescribing, patient care, referrals, a.e attendance, and quality of referrals made. We implement changes along the way and have a practice plan to assist us in this. ( see attached practice plan)

All staff are given in house training to help implement and embrace these requirements, and also bring to the table new ideas to assist this.

SMC carries out all core functions, including chronic disease management, smears, contraception, immunisations, flu clinics, joint injections, and antenatal clinics and child health surveillance.

We carry out significant event reviews, and complaint reviews, at our practice meetings

We carry out in-depth MDT meetings with social workers, palliative care nurses, district nurses and health visitors on a monthly basis. We also carry out risk stratification meetings and palliative care meetings.

We have an active ppg group who recently met to discuss the merger that is imminent, and met with over 200 patients of our merging practice at our local church hall to discuss and respond to any issues.

We run an annual GP QUESTIONNAIRE in house and reflect on the findings and suggest improvements to our service and share it on our website and notice board.

We have facilities for online booking and run an electronic prescribing service for repeat prescriptions.

Our vision for the future is to continue to deliver that one to one personal touch that appreciated by our patients that we look after. A vision that is shared by all gp and working staff, who get to know our patients and their needs.

We are currently in the process of a merger and recruiting new highly trained gps including DR Amit abbot, a young motivated highly respected newly qualified gp passing with distinction in his gp training in Croydon. Our long term plan being to create a health centre in the heart of Shirley.