



the RUSKINGTON
MEDICAL PRACTICE

Statement of purpose

Health and Social Care Act 2008

Version 3

Date of next review: August 2027

Statement of purpose

Health and Social Care Act 2008

Version	03	Date of next review	August 2027
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Location:	
Name & Address	Ruskington Medical Practice, Brookside Close, Ruskington, Sleaford, NG34 9GQ
Main Telephone	01526 832204
Website	www.ruskingtonmedicalpractice.co.uk
Providers Name	Dr Russell Wiseman
Location ID	1-497333122
Practice Manager	Julie Walsh
Regulated activity	Ruskington Medical Practice is registered with the CQC to provide the following regulated activities: <ul style="list-style-type: none">• Diagnostic and Screening Procedures• Family Planning• Maternity and Midwifery Services• Surgical Procedures• Treatment of Disease, Disorder or Injury
CQC Service users bands	The people that will use this location is: The whole Population – The whole population means everyone within the practice capitation area.

Mission Statement, Vision Statement, Practice Goals, Core Values and objectives

The Ruskington Medical Practice consists of a dedicated and professional team who aim to provide high quality medical care for all patients by delivering safe and effective services that meet our patients needs.

The purpose of The Ruskington Medical Practice is to provide care for those who are ill or believe themselves to be ill, for the duration of that condition. We aim to give advice and support for our patient population including relevant health promotion advice. This includes the general management of patients with Long Term Conditions and the management of those with terminal illness.

Our priority is to provide the highest standard of clinical care possible to patients registered with the practice and to collaborate with other healthcare providers and agencies.

We believe it is essentially important to enable our patients to be treated in a primary care setting, close to their home.

Mission Statement

“Providing compassionate, patient-centered healthcare with excellence, accessibility, and integrity.”

Vision Statement

“To be a trusted healthcare provider, promoting wellness and delivering high-quality, accessible care for our community.”

Practice Goals

- **Patient-Centered Care** – Provide compassionate, high-quality, and personalised healthcare.
- **Accessibility** – Ensure timely and convenient access to medical services.
- **Preventative Health** – Promote wellness and disease prevention through education and screening.
- **Innovation & Improvement** – Continuously enhance services through training and new technologies.
- **Community Engagement** – Foster strong relationships to support the overall well-being of our community.

Core Values

- **Compassion** – Caring deeply for every patient.
- **Excellence** – Committed to the highest standards in everything we do.
- **Accessibility** – Ensuring care is within reach for all.
- **Integrity** – Acting with honesty, ethics, and transparency.

Location

Ruskington Medical Practice operates from a modern, purpose-built facility in Ruskington village, with ample on-site parking.

We are a rural dispensing practice, providing medication to approximately one-third of our registered patient list.

We are dedicated to providing our patients with excellent health care and providing a nurturing environment for our team to work in.

We are a happy family of staff and value the contributions we all make towards keeping our patients and their family healthy.

We try to centre our approach on five core values and always revert to them when we are trying to make decisions in the interests of our practice population.

These values are:

- We will always be **caring**.
- We work hard to provide **effective** health care.
- We endeavour to keep you and your loved ones **safe**.
- We try to be **responsive** to the needs of patients and our population.
- We understand that to achieve all of this we need to be **well-led**.

Practice Team

In addition to Dr Russell Wiseman, we employ two salaried GPs and a multidisciplinary clinical team consisting of:

- One Advanced Nurse Practitioner
- One Nurse Practitioner
- One Advanced Clinical Practitioner
- One Urgent Care Practitioner

We have a clinical care co-ordinating team comprising a Lead Care Co-ordinator and a Clinical Care Support Worker. This team works closely with the Neighbourhood Team to support our most vulnerable patients, including those at end of life, with dementia, or residing in care homes.

	<p>Our Practice Nursing Team includes:</p> <ul style="list-style-type: none"> • Three Practice Nurses • One Nurse Associate • One Health Care Support Worker <p>The clinical team is supported by our Patient Navigators, who guide patients throughout their journey from initial contact with the practice.</p> <p>As a dispensing practice, we maintain a team of qualified Dispensers led by our Pharmacy Technician.</p> <p>Additionally, the practice hosts a variety of Additional Roles through the Primary Care Network (PCN) to ensure a multidisciplinary approach to care.</p> <p>These roles include:</p> <ul style="list-style-type: none"> • First Contact Practitioners • Clinical Pharmacists • Mental Health Practitioners
<p>Services</p>	<p>Consultations and Consent</p> <p>Consultations are carried out by appropriately qualified staff in private consultation rooms or at patients' homes if appropriate.</p> <p>All consultations are documented electronically in the clinical records system.</p> <p>Patients are encouraged to ask questions and participate in decision-making about their care.</p> <p>Consent is voluntary, informed, and given by individuals capable of making medical decisions.</p> <p>Our consent policy is available on request.</p> <p>Chaperones are available and offered routinely.</p> <p>Information is displayed in consulting and waiting areas.</p> <p>Privacy and dignity are always respected.</p>

NHS services provided by our GPs and clinical staff are defined under the General Medical Services Contract.

These services include:

- Daily clinical MDT triage via ACCURX
- Management of chronic disease and long term conditions (asthma, COPD, CHD etc)
- Phlebotomy
- Dispensary Use Reviews
- Contraception services and pill checks
- New patient health checks
- NHS Health checks
- Medication reviews, structured medication reviews and shared care
- Online access to records via NHS app or Systmone online
- Weight loss and lifestyle support
- Cervical Screening
- Childhood Imms & Vacs
- Travel advice and immunisation
- Flu and routine adult immunisation
- Wound management and suture removal
- Mental Health
- Home visits in partnership with our community paramedic team
- Palliative Care
- Admission avoidance care planning
- Extended hours

The CQC service type(s) provided at this location:

Long-Term Conditions Service (LTC)

NHS GP Practice

Health and Care Needs

Accessibility

- The practice is fully wheelchair accessible.
- Information can be provided in larger font on request.
- Language Line translation services are available.

Additional support for vulnerable patients includes:

- Quiet appointment times.
- Alternative entrance to avoid the waiting area.
- Longer appointments if required.
- Home visits for certain annual reviews (e.g., Learning Disabilities).

Carers Support.

Patients who are carers or receiving care are encouraged to inform the practice so that appropriate support can be arranged.

Our Patient Services team leads on this, with dedicated **Carers Champions** providing tailored advice and support for carers.

Confidentiality and Patient Information

All patient information is treated as confidential and managed according to the Data Protection Act and Access to Health Records Act.

All staff have signed confidentiality agreements and access records only as required by their role.

Information is shared only within the multidisciplinary care team or with referred professionals, who are also bound by confidentiality.

**Complaints,
complements and
comments**

We have a robust complaints procedure in line with the NHS Standards.

Complaints, compliments, or comments can be submitted in writing, in person, or via our website.

Our formal complaints procedure is accessible online and at the practice.

We review our complaints/complements as a practice team and report them to NHS England annually.

With complaints we aim to:

- Understand what happened and what went wrong
- Identify actions to prevent recurrence
- Provide explanations and apologies where appropriate
- Learn and improve our services based on outcomes

We feel it is also important for the well being of our team to celebrate and share the complements – these are also discussed as a practice team.

Staff wellbeing and development

We prioritise the wellbeing of our staff and adhere to BMA-recommended safe contact limits to support a healthy working environment.

Staff benefit from regular clinical supervision, an open-door policy to management, and weekly team leader meetings to offer mutual support and address any emerging issues.

The practice holds monthly whole-team meetings with protected time for shared learning, reflecting on significant events, complaints, compliments, and more—ensuring every voice is heard.

We are committed to staff training and development, with all team members completing mandatory and vocational training.

Examples include:

- Resuscitation training
- Sepsis awareness
- Fire safety
- Confidentiality and duty of candour
- Regular updates on child and adult safeguarding

All staff are aware of the appropriate safeguarding contacts and have access to the Federation's Freedom to Speak Up Champion if needed.

This approach helps us foster a safe, responsive, and continuously improving care environment.