

Statement of Purpose

HEALTH AND SOCIAL CARE ACT 2008

gtd healthcare

January 2017

Part I Provider's Business Contact Details

1. Provider's name and legal status

Full name	GO To DOC Limited also known as <i>gtd healthcare</i>			
CQC provider ID	I-199796428			
Legal status	Individual <input type="checkbox"/>	Partnership <input type="checkbox"/>	Organisation <input checked="" type="checkbox"/>	

2. Provider's address, including for service of notices and other documents

Business address	The Forum, 2 Tameside Business Park Windmill Lane
Town/city	Denton, MANCHESTER
County	Greater Manchester
Post code	M34 3QS
Business telephone	0161 337 3465
Electronic mail (email)	gtd.governance@nhs.net

PART 2

Aims and Objectives

Introduction

GO To DOC Limited is a not-for-profit primary care organisation established in 1997 originally as a GP co-operative. We are now known as *gtd healthcare*.

gtd healthcare's main business is the provision of primary healthcare services including clinical triage, urgent and scheduled services both remotely and face to face to patients across parts of Greater Manchester, Cheshire, Merseyside and Lancashire.

This includes:

- Traditional out of hours medical services where patients are assessed initially by telephone by NHS111 or other healthcare professionals when their own GP service is closed and it is determined that they need further clinical assessment and/or treatment. Any additional management required may be carried out via telephone or a face to face assessment in a treatment centre or the patient's home/residence.
- Provision of an integrated urgent care service, i.e. being the first point of contact for those patients self-presenting (walk-in) for emergency/unscheduled care, or ambulance attenders who have been assessed as being suitable for primary care.
- Medical input into alternative to hospital transfer schemes in conjunction with North West Ambulance Service.
- Out of hours dental triage service.
- Deep Vein Thrombosis Service – the primary care assessment, diagnosis and initiation of treatment.

Services are primarily managed from our head office location and are delivered across a range of satellite sites using a variety of locality hub based solutions such as premises co-located within hospital sites, primary care facilities such as GP practices and primary care centres.

In order to provide our services we manage a large multidisciplinary team. We directly employ non-clinical and clinical staff, e.g. Care Co-ordinators and Clinical Assessors (largely nurses). In addition we also engage GPs and Pharmacists on a self-employed sessional basis.

Our Vision

gtd healthcare is a values driven organisation and we are passionate about providing the best possible healthcare for our patients.

Our vision is to inspire trust and confidence by making a positive difference, every time.

Our Mission

We care for people, families and communities, in order to improve their health and wider wellbeing. We do this by:

- Delivering urgent medical and dental care in a range of ways, including telephone advice, face-to-face treatment, home care, walk-in centres in the community, emergency department support and ambulance service support.
- Running GP practices which provide their registered patients with a full range of commissioned NHS services.
- Running a 24/7 clinical and non-clinical call centre and call-handling service.
- Providing specialist medical and healthcare support services, which include supporting intermediate care services, running clinical triage for referral management, and an acute visiting scheme.

Our Values

We put patients first – we understand that every person, every family and every community is unique; we always take the time to listen and we respond openly and honestly every time.

We look after our people – we understand that looking after our people helps them look after our patients. We have high expectations of our people and give them the training and support they need to perform exceptionally.

We give great quality care – we aim to meet the highest standards of excellence and safety all the time. If we can't or don't meet expectations we will honestly explain why not.

We lead the way in transforming primary care – we use our experience and expertise to constructively challenge and suggest new and innovative ways of working, where we think this will improve health, healthcare and people's experiences of it.

We contribute to the wellbeing of our local communities – we aim to be more than a health care provider alone. We will look for opportunities to bring wider health benefits to the communities in which we work.

Our Objectives

- To provide high quality primary medical services to the populations we serve working closely with other health and social care providers.
- Through the safe and effective assessment of patients, ensure that their clinical needs are met in the most appropriate setting, e.g. home, treatment centres, primary care facilities
- To ensure that patients are seen as close to home as possible by offering a range of locality based facilities
- To provide patients with clinical services including health advice and education, specific treatments and referral where clinically indicated to the most appropriate provider e.g. district nursing , A&E, secondary care, mental health services
- To meet or exceed our key performance indicators as set locally and nationally, e.g. National Quality Requirements for Out of Hours which includes standards in access, quality, service delivery and patient experience.
- To actively engage in collaborative working with other health and social care providers.
- To ensure we safeguard and protect the needs of children and vulnerable adults.
- To provide a positive experience throughout the patient journey.
- To ensure our staff have the necessary skills and expertise to deliver safe and effective, evidence based care.
- To provide a flexible and responsive service to meet the needs of our local populations.

To provide an accessible service which is sensitive to cultural and diverse needs of our local populations, ensuring that staff are sufficiently trained and appropriate resources are made available e.g. interpreting services.

PART 3

Locations

The information below is for location no:	1	of a total of:	3	locations
Name of location	GO To DOC Ltd – <i>gtd healthcare</i> Denton HQ			
Address	The Forum, 2 Tameside Business Park Windmill Lane Denton MANCHESTER			
Postcode	M34 3QS			
Telephone	0161 337 3465			
Description of the location				
<p><i>gtd healthcare</i> manages its operations from a central headquarters location based in Denton, The headquarters are located in a secure gated business park with onsite security. This is the site of our care co-ordination centre where calls are received from NHS111 or other healthcare professionals such as the North West Ambulance Service (NWAS). Clinical equipment and a range of medications are held centrally here for distribution to sites where appropriate.</p> <p>Patients are not seen at this location, and where face to face consultation is required, this may be carried out in shared facilities in a number of satellite sites (see attached information sheet – Appendix 1). All locations are ground floor locations and are wheelchair accessible. Each consulting room has the necessary equipment to provide a clinical primary care assessment.</p>				
No of approved places / overnight beds (not NHS)				0
CQC service user bands				
The whole population				<input checked="" type="checkbox"/>
The CQC service type(s) provided at this location				
Urgent care services (UCS)				<input checked="" type="checkbox"/>
Doctors consultation service (DCS)				<input checked="" type="checkbox"/>
Doctors treatment service (DTS)				<input checked="" type="checkbox"/>
Mobile doctor service (MBS)				<input checked="" type="checkbox"/>
Regulated activity(ies) carried on at this location				
Treatment of disease, disorder or injury				<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Dawn Swards				
Diagnostic and screening procedures				<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Dawn Swards				
Transport services, triage and medical advice provided remotely				<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Dawn Swards				

The information below is for location no:	2	of a total of:	3	locations
Name of location	Preston Integrated Urgent Care Centre			
Address	Royal Preston Hospital Sharoe Green Lane North Fulwood PRESTON Lancashire			
Postcode	PR2 9HT			
Telephone	0161 337 3465			
Description of the location				
The Integrated Urgent Care Centre is housed within the Royal Preston Hospital adjacent to A&E, and consists of reception area, consultation rooms and storage facilities. All consultation rooms are on the ground floor and have disabled access.				
No of approved places / overnight beds (not NHS)				0
CQC service user bands				
The whole population				<input checked="" type="checkbox"/>
The CQC service type(s) provided at this location				
Urgent care services (UCS)				<input checked="" type="checkbox"/>
Doctors consultation service (DCS)				<input checked="" type="checkbox"/>
Doctors treatment service (DTS)				<input checked="" type="checkbox"/>
Mobile doctor service (MBS)				<input checked="" type="checkbox"/>
Regulated activity(ies) carried on at this location				
Treatment of disease, disorder or injury				<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Dawn Swards				
Diagnostic and screening procedures				<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Dawn Swards				

The information below is for location no:	3	of a total of:	3	locations
Name of location	Chorley Integrated Urgent Care Centre			
Address	Chorley and South Ribble Hospital Preston Road CHORLEY			
Postcode	PR7 1PP			
Telephone	0161 337 3465			
Email				
Description of the location				
The Integrated Urgent Care Centre is a purpose built facility adjacent to A&E in Chorley Hospital. It consists of a reception area, consultation and storage rooms and designated office space. All consultation rooms are on the ground floor and have disabled access.				
No of approved places / overnight beds (not NHS)				0
CQC service user bands				
The whole population				<input checked="" type="checkbox"/>
The CQC service type(s) provided at this location				
Urgent care services (UCS)				<input checked="" type="checkbox"/>
Doctors consultation service (DCS)				<input checked="" type="checkbox"/>
Doctors treatment service (DTS)				<input checked="" type="checkbox"/>
Mobile doctor service (MBS)				<input checked="" type="checkbox"/>
Regulated activity(ies) carried on at this location				
Treatment of disease, disorder or injury				<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Dawn Swards				
Diagnostic and screening procedures				<input checked="" type="checkbox"/>
Registered Manager(s) for this regulated activity: Dawn Swards				

PART 4

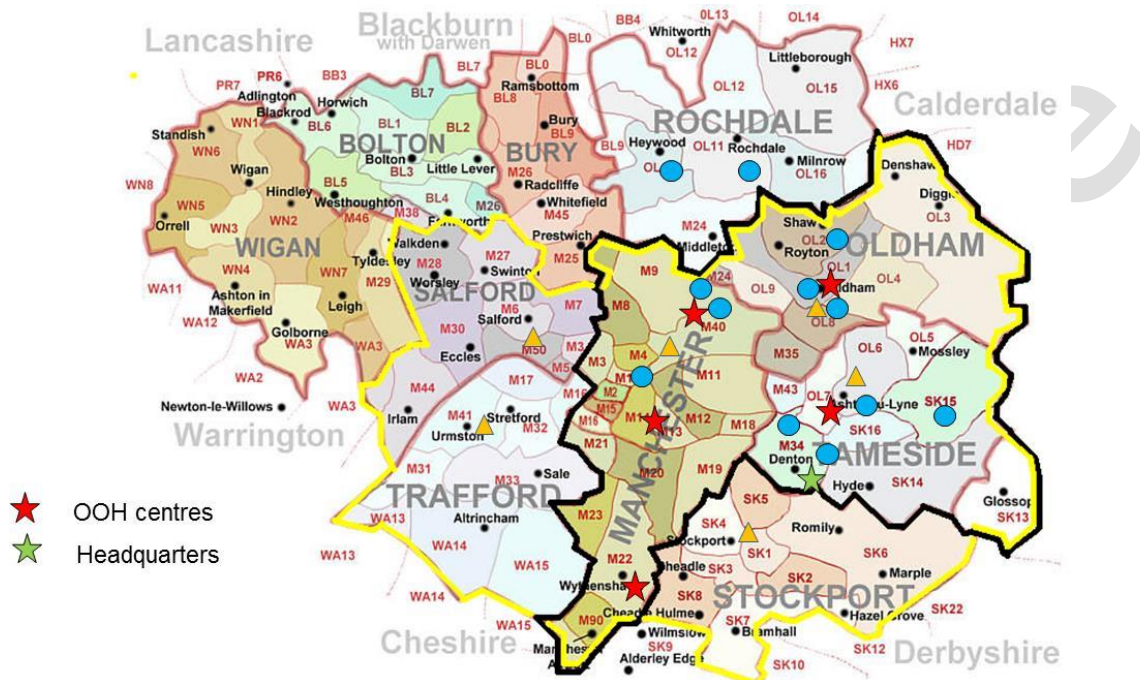
Registered Managers

The information below is for manager number:	1	of a total of:	1	Managers working for the provider shown in part 1
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1. Manager's full name	Mrs Dawn Beverley Swards		
2. Manager's contact details			
Business address	Head of Governance & Clinical Leadership gtd healthcare The Forum, 2 Tameside Business Park Windmill Lane		
Town/city	Denton, MANCHESTER		
County	Greater Manchester		
Post code	M34 3QS		
Business telephone	0161 337 2253		
Manager's email address¹			
dawn.sewards@nhs.net			
3. Locations managed by the registered manager at 1 above (Please see part 3 of this statement of purpose for full details of the location(s))			
Name(s) of location(s) (list)			
1) <i>gtd healthcare</i> – Denton HQ			
2) Preston Integrated Urgent Care Centre			
3) Chorley Integrated Urgent Care Centre			
4. Regulated activity(ies) managed by this manager			
Treatment of disease, disorder or injury	<input checked="" type="checkbox"/>		
Diagnostic and screening procedures	<input checked="" type="checkbox"/>		
Transport services, triage and medical advice provided remotely	<input checked="" type="checkbox"/>		

I gtd healthcare Headoffice & Treatment Centre contact details & opening times

I.1 Greater Manchester



Headquarters
 2 The Forum
 Tameside Business Park
 Windmill Lane
 Denton
 M34 3QS

 OPEN: 24 hours 7 days a week

Ashton–Under–Lyne
 Ashton Primary Care Centre
 Old Street
 St Petersfield
 Ashton Under Lyne
 OL6 7SF

 OPEN: Monday-Friday: 1800-2300
 Saturday: 0800-2400
 Sunday & BH: 0900 - 2400

Oldham
 Royal Oldham Hospital
 (Entrance A Fracture Clinic)
 Rochdale Road
 OL1 2JH

 OPEN Monday- Friday: 1800- 0800
 Saturday, Sunday & BH: 24 hours

Weds and Thurs 1300- 1800 Oldham ICC Centre

North Manchester
 North Manchester General Hospital
 (Outpatient Department)
 Delaunays Road
 Crumpsall
 Manchester
 M8 5RB

 OPEN: Monday- Friday: 1900- 2200
 Saturday, Sunday & BH: 0900- 2200

Central Manchester

Manchester Royal Infirmary
(T&O Fracture Clinic)
Oxford Street
Manchester
M13 9WL

OPEN: Monday-Friday: 1900 – 0800
Saturday, Sunday and BH: 24 hours

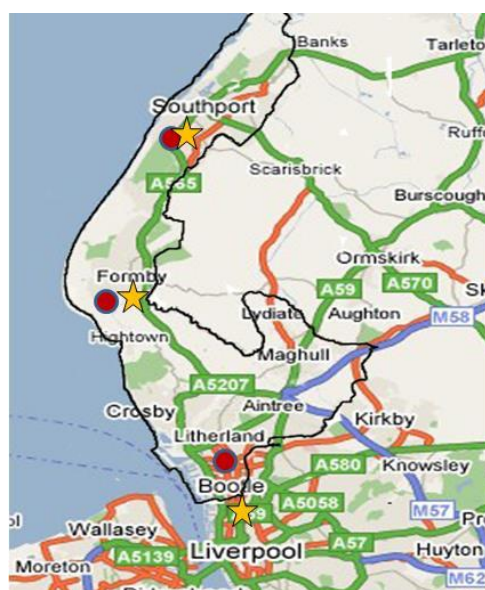
Weds 1300- 1800 MRI Emergency Care Centre

South Manchester

Wythenshawe Hospital
(Near A&E)
Southmoor Road
Manchester
M23 9LT

OPEN - Monday – Friday: 1900 – 0800
Saturday, Sunday and BH: 24 hours

1.2 Southport, Formby & South Sefton



- Treatment Centres
- ★ Mobile bases

Southport

Southport District General Hospital,
(Separate building 10m past A&E on right)
Town Lane, Kew
Southport
PR8 6PN

OPEN - Monday – Friday: 1830 – 2300
Saturday, Sunday and BH: 0800 - 2300

Litherland

Litherland Health Centre
Hatton Hill Road
Litherland
Liverpool
L21 9JN

OPEN - Monday – Friday: 1830 – 2300
Saturday, Sunday and BH: 0800 - 2300

Formby
 Formby Clinic
 Philips Lane
 Formby
 L37 4AY

OPEN - Monday – Sunday: 2300 – 0800
 BH: 2300 - 0800

1.3 Preston & Chorley



 Treatment centres

Preston
 Royal Preston Hospital
 Integrated Urgent Care Centre
 Sharoe Green Lane North
 Preston
 PR2 9HT

OPEN - 24 hours 7 days per week

Chorley
 Chorley & South Ribble Hospital
 Integrated Urgent Care Centre
 Preston Road
 Chorley
 PR7 1PP

OPEN - 24 hours 7 days a week