



STATEMENT OF PURPOSE
Health and Social Care Act 2008

1. Provider's name and legal status			
Full name ¹	Castle Partnership		
CQC provider ID	1-199715660		
Legal status	Individual <input type="checkbox"/>	Partnership <input checked="" type="checkbox"/>	Organisation <input type="checkbox"/>

2. Provider's address, including for service of notices and other documents	
Business address	Mile End Road Surgery 29 Mile End Road NR4 7QX
Town/city	Norwich
County	Norfolk
Post code	NR4 7QX
Business telephone	01603 442200

3. The full names of all the partners in a partnership	
Names:	Dr Richard Gilbert Dr Hitesh Patel Dr Judith O'Shea Dr Tania Morley Dr Joanne Walsh Dr Mithra Prabhu Dr Mercedes Perez-Morales Dr Amy Nicholls Dr Susheel Bethapudy



Aims and objectives

- Put the patients at the heart of our practice
- Protect and promote the health of our community, supporting them to care for themselves Respect the dignity of our patients and respond to their concerns
- Act with integrity and complete confidentiality
- To work in partnership with our patients, their families and carers towards a positive experience, involving them in decision making about their treatment and care.
- Ensure safe and effective services and environment
- Provide high standard of care through constant training and adopting latest guidelines
- Ensure all staff have the competency and motivation to deliver the required standard of care
- Never discriminate unfairly
- Ensure robust governance system to prevent harm
- Through monitoring and auditing continue to improve our service
- Have zero tolerance for all forms of abuse
- To work with Norwich CCG, NCHC, Norwich Practices limited and Iceni federation to deliver services to our patients.
- Involved with OneNorwich Leadership Team to work on new models of care
- To contribute to our community in training future Doctors
- To contribute to the development of medical science by participating in research
- To operate on a financially sound basis



The information below is for location no.:	1	of a total of:	3	locations
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Name of location	Mile End Road Surgery
Address	29 Mile End Road Norwich
Postcode	NR4 7QX
Telephone	01603 442200
Email	mileend.surgery@nhs.net

Description of the location	
<p>Owned property, adapted private residence which has been extended to meet growing service needs. The surgery looks after 3 homes under the Local Enhanced Service – Cromwell House, Bay Tree, and Hill Grove it also shares Cavell Court with two other Norwich practices but this is not part of the Enhanced Service.</p> <p>GP Partners - J. O'Shea, M. Prabhu, M. Perez-Morales</p> <p>GP Salaried - L Badrinath</p> <p>Nurse Practitioner – Liz Tarr</p> <p>Practice Nurses – Charlotte Dodds & Jo Horne</p> <p>HCA's – Lesley Ward, Zena Riley , Clare Phillips</p> <p>Business Manager – Bev Bulcock</p> <p>Surgery Manager – Tracy Wright</p> <p>Team Leader – Bettina Ratcliffe</p> <p>Reception Staff – Lizzie, Sally-Anne, Kim, Mary, Jemima</p> <p>Secretary – Beverley Flesher</p> <p>Finance Manager – Bridget Tilford</p> <p>HR & Training Manager – Cassie Wodehouse</p> <p>Note Summariser – Sue Castleton</p>	



Service Users				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>	
Mental health	<input checked="" type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>	
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>	
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input checked="" type="checkbox"/>	
People with an eating disorder	<input checked="" type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>	
Children aged 0 – 3 years	<input checked="" type="checkbox"/>	Children aged 4-12	<input checked="" type="checkbox"/>	Children aged 13-18
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>	
Service types provided at this location				
The GMS service provided by our GPs is defined under the Standard Personal Medical Services Contract. These services are split into three groups: Essential, Enhanced and Additional.				
<p><u>Essential Services</u></p> <ul style="list-style-type: none"> ○ GP Consultations ○ Asthma clinics ○ Chronic Obstructive Disease Clinics ○ Diabetic clinics ○ Chronic Heart Disease services ○ Mental Health review ○ Dementia review ○ Secondary prevention of CHD ○ Medication Reviews ○ Qof Monitoring for chronic diseases including Cancer, Mental Health & Learning Disabilities 				
<p><u>Enhanced Services</u></p> <ul style="list-style-type: none"> ○ Flu immunisation ○ Minor injury ○ Fitting of subdermal contraceptive implant ○ Rheumatology drug monitoring ○ Patient Care Planning ○ Dementia Screening ○ Post-operative wound care 				



Enhanced Services (Contd)

- Anticoagulation monitoring
- Choose & Book
- AF Screening
- Extended hours
- Out of Area registration

Additional

- Cervical Screening
- Contraceptive services
- Child health surveillance
- Maternity care
- Vaccinations and immunisations
- Childhood vaccinations and immunisations
- Phlebotomy
- Dressing clinics
- Ear wax syringing
- ECG
- Spirometry
- Ring pessary replacement
- Travel advice
- Physiotherapy (NPL)
- Acupuncture
- End of life care
- Minor Surgery
- Audiology
- Integrated Care management & Gold Standard Framework Reviews
- Health Trainer – Smoking, weight and exercise advice
- Ward Rounds at Care Homes
- Diabetic Eye Screening
- Diabetic Nurse Specialist clinics

Our Practice also provides non-NHS services as follows:

- Insurance claims forms
- Vaccination certificates
- DVLA medicals
- Solicitor reports
- Housing letters



1. Manager's full name	Dr Mithra Prabhu			
2. Manager's contact details				
Business address	Mile End Road Surgery 29 Mile End Road			
Town/city	Norwich			
County	Norfolk			
Post code	NR4 7QX			
Business telephone	01603 442200			
Manager's email address				
mileend.surgery@nhs.net				
The information below is for location no.:	2	of a total of:	3	locations

Name of location	Tuckswood Surgery
Address	Hall Road Norwich
Postcode	NR4 6NE
Telephone	01603 447700
Email	tuckswood.surgery@nhs.net



Description of the location

Purpose built surgery, owned by the Practice on land with a 125 year lease from Norwich City Council. The surgery provides consulting rooms for four doctors, a nurse practitioner, practice nurse and healthcare assistant with plans to build a two consulting room extension for which funding has recently been approved.

The Surgery is sited centrally to its practice area, serving a population mainly living in Lakenham, Tuckswood, Town Close, Eaton Rise, and Trowse. The patient list at Tuckswood has a significant number of young families and the very elderly. The surgery looks after a nursing home (The Hawthorns), a residential home (Corton House) and housing with care (The Great Hospital and Harriett Court) as well as a number of sheltered housing units. We also provide general medical cover for Newmarket House, a specialist residential unit for eating disorders.

GP Partners - H. Patel, T. Morley, S Bethapudy

Salaried GP - G. Read

Nurse Practitioner – Catherine Hall , M Levin

Practice Nurse – Sarah Gotts

HCA's – Clare Phillips, Julie Steward , Louise Swatman

Business Manager – Bev Bulcock

Assistant Practice Manager – Kirsty Paradot

Team Leader – Melanie Breame

Reception Staff – Chrissy, Mel, Michelle, Serena, Millie

Secretary – Sarah Perry

Clinical Data Manager – Tracey Martin

IT Manager – Jason Ladbrooke



Service Users				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>	
Mental health	<input checked="" type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>	
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>	
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input checked="" type="checkbox"/>	
People with an eating disorder	<input checked="" type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>	
Children aged 0 – 3 years	<input checked="" type="checkbox"/>	Children aged 4-12	<input checked="" type="checkbox"/>	Children aged 13-18 <input checked="" type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>	
Service types provided at this location				
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<u>Essential Services</u>				
<ul style="list-style-type: none"> ○ GP Consultations ○ Asthma clinics ○ Chronic Obstructive Disease Clinics ○ Diabetic clinics ○ Chronic Heart Disease services ○ Mental Health review ○ Dementia review ○ Secondary prevention of CHD ○ Medication Reviews ○ Qof Monitoring for chronic diseases including Cancer, Mental Health & Learning Disabilities 				
<u>Enhanced Services</u>				
<ul style="list-style-type: none"> ○ Flu immunisation ○ Minor injury ○ Fitting of subdermal contraceptive implant ○ Rheumatology drug monitoring ○ Patient Care Planning ○ Dementia Screening ○ Post-operative wound care ○ Anticoagulation monitoring 				



- Choose & Book
- AF Screening
- Extended hours
- Out of Area registration

Additional

- Cervical Screening
- Contraceptive services
- Child health surveillance
- Maternity care
- Vaccinations and immunisations
- Childhood vaccinations and immunisations
- Phlebotomy
- Dressing clinics
- Ear wax syringing
- ECG
- Spirometry
- Ring pessary replacement
- Physiotherapy (NPL)
- Acupuncture
- End of life care
- Minor Surgery
- Audiology
- Integrated Care management & Gold Standard Framework Reviews
- Health Trainer – Smoking, weight and exercise advice
- Ward Rounds at Care Homes
- Diabetic Eye Screening
- Diabetic Nurse Specialist clinics

Our Practice also provides non-NHS services as follows:

- Insurance claims forms
- Vaccination certificates
- DVLA medicals
- Solicitor reports
- Housing letters



Castle Partnership

Medical Practitioners

The information below is for manager number:	2	of a total of:	3	Managers working for the provider shown above
1. Manager's full name	Dr Tania Morley (registered manager for the Castle Partnership – Dr Mithra Prabhu)			
2. Manager's contact details				
Business address	Tuckswood Surgery Hall Road			
Town/city	Norwich			
County	Norfolk			
Post code	NR4 6NE			
Business telephone	01603 447700			
Manager's email address				
tuckswood.surgery@nhs.net				
The information below is for location no.:	3	of a total of:	3	locations

Name of location 3	The Castle Partnership - Gurney Surgery
Address	101-103 Magdalen Street Norwich
Postcode	NR3 1LN
Telephone	01603 448800
Email	gurney.surgery@nhs.net



Description of the location

Rented ex-commercial building converted to a GP surgery in 1996 to provide consulting rooms for five Doctors, two Nurse Practitioners, a Practice Nurse and two HCA's. A new building project on a different site nearby is in progress. Access is for the high street through double doors in to the main waiting room. All rooms are on one level and are all accessible for wheel chair users. A significant number of the patients registered at Gurney Surgery live within the Mancroft, Sewell and Thorpe Hamlet district wards. There is a large elderly population and a significant number of patients with alcohol and drug abuse and mental health problems. The surgery looks after Bowthorpe Care Village and several retirement flat complexes and sheltered housing at Doughty's Hospital.

GP Partners - R.Gilbert, J Walsh, A Nicholls

Salaried GP - T.Raje, A O'Sullivan

Nurse Practitioners - Penny Atkinson, Tracy Williams, Maxine Levin

Practice Nurse – Jane Osborne, Charlotte Dodds

HCA's - Louise Swatman ,Clare Phillips, Zena

Business Manager – Bev Bulcock

Assistant Practice Manager – Kirsty Paradot

Team Leader – Melanie Breame

Reception staff – Fiona, Esther, Glenda, Chrissy, Pauline, Sharon, Lyn, Kayleigh

Secretary – Charlotte Finch



Service Users				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	<input checked="" type="checkbox"/>	Adults aged 65+	<input checked="" type="checkbox"/>	
Mental health	<input checked="" type="checkbox"/>	Sensory impairment	<input checked="" type="checkbox"/>	
Physical disability	<input checked="" type="checkbox"/>	People detained under the Mental Health Act	<input type="checkbox"/>	
Dementia	<input checked="" type="checkbox"/>	People who misuse drugs or alcohol	<input checked="" type="checkbox"/>	
People with an eating disorder	<input checked="" type="checkbox"/>	Learning difficulties or autistic disorder	<input checked="" type="checkbox"/>	
Children aged 0 – 3 years	<input checked="" type="checkbox"/>	Children aged 4-12	<input checked="" type="checkbox"/>	Children aged 13-18 <input checked="" type="checkbox"/>
The whole population	<input type="checkbox"/>	Other (please specify below)	<input type="checkbox"/>	
Service types provided at this location				
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<u>Enhanced Services</u>				
<ul style="list-style-type: none"> ○ Flu immunisation ○ Minor injury ○ Fitting of subdermal contraceptive implant ○ Rheumatology drug monitoring ○ Patient Care Planning ○ Dementia Screening ○ Post-operative wound care ○ Shared Care with NRP 				



- Anticoagulation monitoring
- Choose & Book
- AF Screening
- Extended hours
- Out of Area registration

Additional

- Cervical Screening
- Contraceptive services
- Child health surveillance
- Maternity care
- Vaccinations and immunisations
- Childhood vaccinations and immunisations
- Phlebotomy
- Dressing clinics
- Ear wax syringing
- ECG
- Spirometry
- Ring pessary replacement
- Travel advice
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- Acupuncture
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- Solicitor reports
- Housing letters

The information below is for manager number:	3	of a total of:	3	Managers working for the provider shown above
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1. Manager's full name	Dr Richard Gilbert
2. Manager's contact details	
Business address	Gurney Surgery 101-103 Magdalen Street
Town/city	Norwich
County	Norfolk
Post code	NR3 1LN
Business telephone	01603 448800
Manager's email address	
gurney.surgery@nhs.net	

3. Locations managed by the registered manager at above	
Name of location – The Castle Partnership	Percentage of time spent at this location
Mile End Road Surgery	90%
Tuckswood Surgery	0
Gurney Surgery	0