

Statement of purpose

Health and Social Care Act 2008

Probus Surgical Centre

Vision, Aims & Objectives:

To deliver high quality, accessible and patient informed low-risk day surgery to the population of Cornwall in a modern community/primary care-based setting. To deliver the right patient care, in the right place, at the right time, through a skilled and committed workforce.

To provide a rewarding place to work in a supportive team and a healthy work / life balance for those who work at Probus Surgical Centre.

Version 22 – February 2023

Service provider	
<i>Full name, business address, telephone number and email address of the registered provider:</i>	
Name	Probus Surgical Centre
Address line 1	Tregony Road
Address line 2	Probus
Town/city	Truro
County	Cornwall
Post code	TR2 4JZ
Email	psc.enquiries@nhs.net
Main telephone	01726 885104
ID numbers	
<i>Where this is an updated version of the statement of purpose, please provide the service provider and registered manager ID numbers:</i>	
Service provider ID	1-239265751
Registered manager ID	Mr John Spencer Casey: LLB Hons Manager ID: CON1-12256699786

Statement of purpose

Health and Social Care Act 2008

Version	25 (September 2023)	Date of next review	September 2024 or earlier if changes
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Aims and objectives

What do you wish to achieve by providing regulated activities?

How will your service help the people who use your services?

Please use the numbered bullet points:

1. Probus Surgical Centre aims to deliver a range of high-quality patient centred; community based surgical procedures, under local anaesthesia.
2. We are working towards aiming to be back to pre-covid, by delivering all of our services in less than 13 weeks from GP referral, with an average wait time of 8 weeks.
3. We undertake to deliver the highest possible level of care to all patients attending the centre. Patients benefit from shorter waiting times for treatment and the local CCG and wider health economy saves money because most of our charges are below the national tariff.
4. We will strive to maintain our place as a national leader in Primary Care Surgery as recognised by the Department of Health in the 'Care Closer to Home' pilots.
5. We will maintain our high clinical standards to ensure that infections remain below 1%. We will meet regularly as a team and ensure that we continue to learn from patient feedback.
6. We will ensure that our staff are friendly, happy and approachable and able to help all patients considering individual needs and continuing to promote equality and diversity.
7. We will apply the latest techniques and technology to ensure that our patients receive the very best care available.

Legal status <i>Tick the relevant box and provide the information requested for the type of provider you are:</i> Use <input checked="" type="checkbox"/>	
Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all partners	1. Dr Rawlins Murthy (HR lead) 2. Dr Grace Moon: (Company Secretary) 3. Dr Gaetan Lin (Clinical Director and nominated individual) 4. Dr Kayleigh Smithson (Exec Director) 5. Mr Spencer Casey (Exec Director)
Limited liability partnership registered as an organisation	<input type="checkbox"/>
Incorporated organisation	<input checked="" type="checkbox"/>
Company number	07450536
Are you a charity?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Charity number:
Group structure (if applicable)	Please see the organisational chart contained later in this document (page 12).

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1. The aims and objectives of Probus Surgical Centre (PSC)

PSC aims to deliver high quality, accessible and patient orientated low risk surgery to adults over the age of 18 years in a community/primary care-based setting. Examples of the surgical procedures offered are: vasectomy, carpal tunnel decompressions (and associated hand surgery), cataract extractions with IOL implants, and hernia repairs. In addition, PSC works in collaboration with secondary care, helping with waiting list initiatives currently in the domains of cataract, oral, oculoplastic, general surgery, urology and dermatology surgery, as a sub-contacting work arrangement. Alongside the services we provide to local NHS Patients, we also welcome Self Pay Patients requesting surgical treatments.

Due to the Coronavirus, all routine activity, both directly commissioned and sub-contracted work was suspended from 25th March 2020. On 4th May 2020, Probus Surgical Centre, started supporting Royal Cornwall Hospital with urgent ophthalmology, which is still on-going. On 15th July 2020 we also started supporting RCHT with urgent patients from the oral/maxillofacial service, as detailed in Appendix 1. On 13th July 2020 we were permitted to start seeing urgent directly commissioned patients with an understanding that once the urgent local anaesthetic patients had all been seen within the Cornwall system, PSC would resume seeing routine patients, which we are now doing.

Originally, as a GP Practice, the Centre has successfully delivered a range of services since the mid 1990s with exceptionally high levels of patient satisfaction and low infection rates (<1%) *. Our latest patient satisfaction surveys found that across the surgical specialties, 100% of our patients were reporting levels of high satisfaction**

The GP Surgery and Surgical Centre share a building, but each of the two services within it has exclusive operational rights over the estate. The Surgical Centre successfully bid for Care Quality Recognition in 2011. This was in order to facilitate the delivery of the new surgical contract, which was bid for and successfully awarded as a three year 'any willing provider' contract. To hold this contract CQC registration was a pre-requisite. This new National contract with GP commissioning in mind, allows a degree of "distance" between both provider and commissioner. The GP Surgery that shares the building was successful in 2013 in their independent bid for CQC recognition. The Probus Surgical Centre was awarded 'overall good' by CQC inspectors in September 2016.

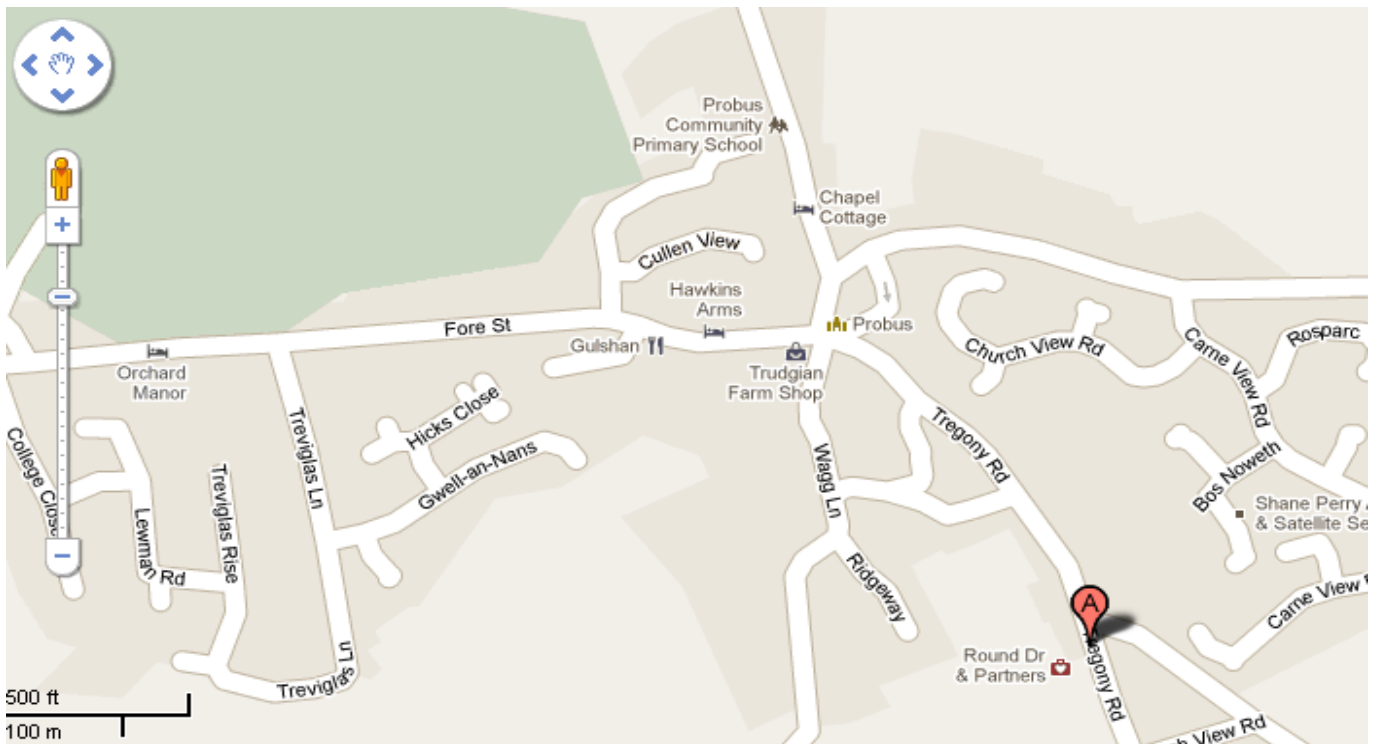
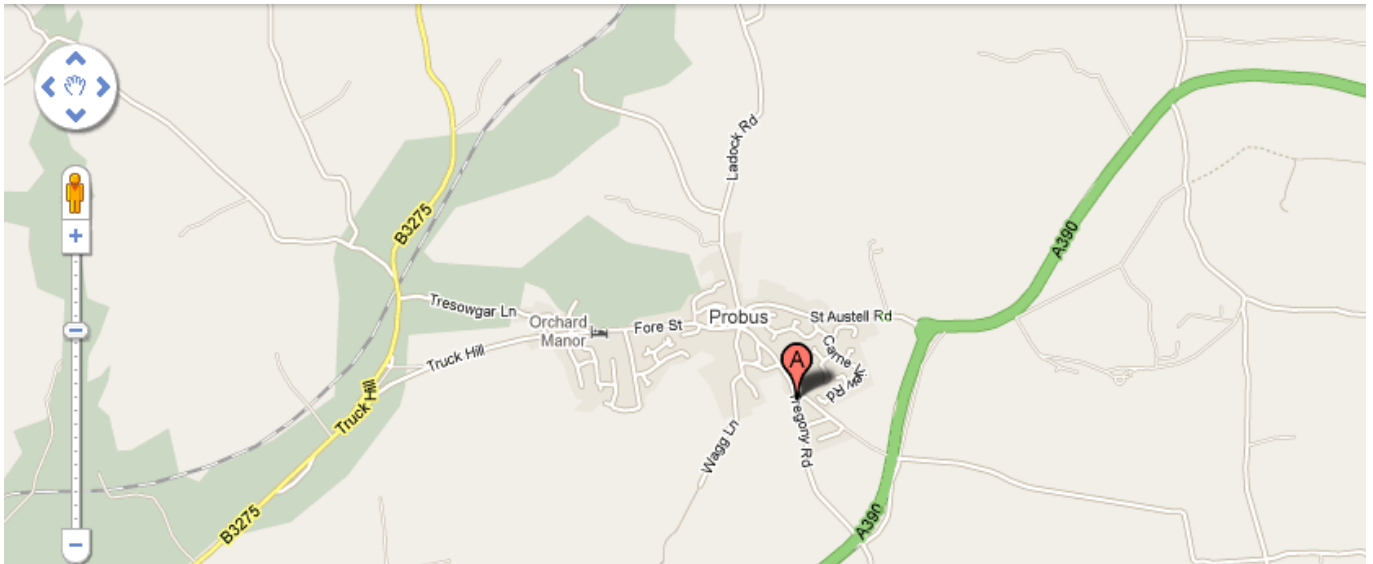
The Surgical Centre is 8 miles east of Truro within the village of Probus. It is on a public transport route and has ample free car parking. The village has a range of local services and it offers a tranquil and relaxing environment.

The satellite Centre's that we work with have all achieved Registration with the Care Quality Commission. Prior to the pandemic, regulated procedures that we performed were at the following additional locations, St Clare Medical Centre, Penzance and Liskeard Community Hospital, Liskeard. However, due to the pandemic, we did not work at either of the locations between April 2020 and November 2021. We restarted providing regulated procedures at St Clare Medical Centre from December 2021.

This will enable the provision of care and treatment for patients' closer to their homes throughout the County.

*Clinical audit Jan 2023

** Audit July-Sept 2022



The Centre consists of two purpose built and high specification operating theatres, a linked sluice, two pre and post operative rooms, sterile stores, theatre nurse reception and waiting area and 3 consulting rooms. The surgical unit was added in 2008 in its current form and it boasts a modern, spacious and well-equipped unit, which is well suited to day case surgery. An existing clean treatment room was refurbished in 2004 to a very high standard suitable for certain minor surgical procedures. There is also a comfortable post op lounge where patients can relax and recover with refreshments.

In September 2023, we completed an extension to our current registered CQC building. It is on the same location, but it is a separate building – it's a modular building which will be open from October 2023. This will include x2 minor operating rooms suitable for certain minor surgical procedures, a pharmacy; open to the general public, patient disabled access toilet, reception area, 3 consultation rooms, 2 administration rooms, 2 offices and a large conference room.

With easy access from the main road, our Centre offers fully DDA compliant access and being all

on one level all areas are easily reached. From the shared waiting room (GP surgery and Surgical Centre), patients are taken to the nurse reception area where they are welcomed by their surgeon and then taken to their single sex accommodation to, if necessary, get changed. Single sex toilets are also available along with disabled access. The patient then walks from the preoperative area to the operating theatre after final preparations are made. During the course of the day, each operating room would typically see between 6-8 patients.

Our abdominal hernia repair service has gained over time national recognition for excellence. Dr R Dhumale and Dr J Tisdale (both retired) published a paper in 2010 in a journal of the Royal College of Surgeons of England (Ann R Coll Surg Engl 2010; 92: 000-000) about the safety and excellent clinical outcomes of abdominal local anaesthetic repair in a primary care setting. We also provide what has been described as 'unique' cataract service, access to which is based on a "one stop service". Wherever possible and clinically feasible, many more surgical procedures are designed as one-stop including minor hand procedures and vasectomies.

All surgery conducted at the Centre involves low risk day case surgery where only local anaesthetic techniques are used, with no intravenous sedation. Patients are carefully selected to ensure suitability and typically patients are discharged within 30 minutes of surgery to their waiting chaperone who takes them home. Thorough patient information is provided both prior to and after surgery. Informed consent is of course mandatory and all surgery is performed safely utilising the WHO check list. A full patient discharge summary is given to the patient and a discharge letter sent electronically to their GP within 48 hours. A business case was prepared and successfully submitted to the then local PCT Directorate of Infection control for the Centre to be considered a 'low-risk' provider with regard to the acquisition of post-operative infections. The Centre was deemed to be a low-risk facility and that we only screen patients who fall into the 'high-risk' category for MRSA. Those are all hernia patients and patients who are either a health care worker, a carer in the community or a care home employee and patients who have previously been screened positive for MRSA receive eradication therapy prior to surgery.

2. The name and address of the Registered Provider and the Registered Manager

Probus Surgery Ltd
 Probus Surgical Centre
 Tregony Road
 Probus
 Truro
 Cornwall
 TR2 4JZ

Registered Manager:
 Mr John Spencer Casey, LLB Hons
 Manager ID: CON1-12256699786
spencer.casey@nhs.net
 01726 885104

3. The relevant qualifications and experience of the registered provider and any registered manager

Probus Surgical Centre has provided surgical services for over 20 years throughout Cornwall and has been recognised by the Department of Health as an early implementer of the "care closer to home"

model*.

*Reference: Department of Health. Our health, our care, our say: a new direction for community services. London: HMSO; January 2006

During this period of time, considerable experience has been gained and also shared. For example, Dr J Tisdale was a contributor to the commissioning guide for groin hernias in the UK in 2012. The Centre has over this time trained doctors and surgeons from all over the country to allow them to work with their own CCGs in the development of similar services and the Centre is currently linked with the Peninsula Medical School in Truro and regularly accepts doctors, surgeons & students for training at all stages of their careers to help in their holistic training programme.

The Centre performs each year around 1500 Cataract operations, 300 hernia repairs, 400 hand operations, 400 vasectomies and hundreds of subcontracted surgical procedures for the RCHT.

The surgical Centre is unique to Cornwall and indeed there are only a small number of such centres nationally. This has been very exciting, as it has allowed us, with the support of our ICB, to expand our services and range of procedures. The early disadvantage as trail blazers was that minimum standards, policies, processes and support that the large NHS trusts enjoy have not been accessible to us. We have however adapted and built our own systems based upon national models and subsequently modified them to meet our and our patients needs and expectations.

Mr. John Spencer Casey (LLB Hons) is the Business and Strategic Manager and became CQC Co-registered manager on 26/05/2022. He is the Caldicott Guardian of the organisation as well as being the primary contact for CQC on both the Surgical and GP parts of the organisation. He is one of the Safeguarding Leads for the Surgical Centre and GP Practice.

Mr Casey is a qualified solicitor and has worked within the NHS for several years both in pharmacy and within primary care as a GP practice manager. He has joined Probus as the Business and Strategic Manager for both Probus Surgical Centre and Probus GP Surgery providing business and legal expertise as well adding extensive knowledge of primary and secondary care to the organisation.

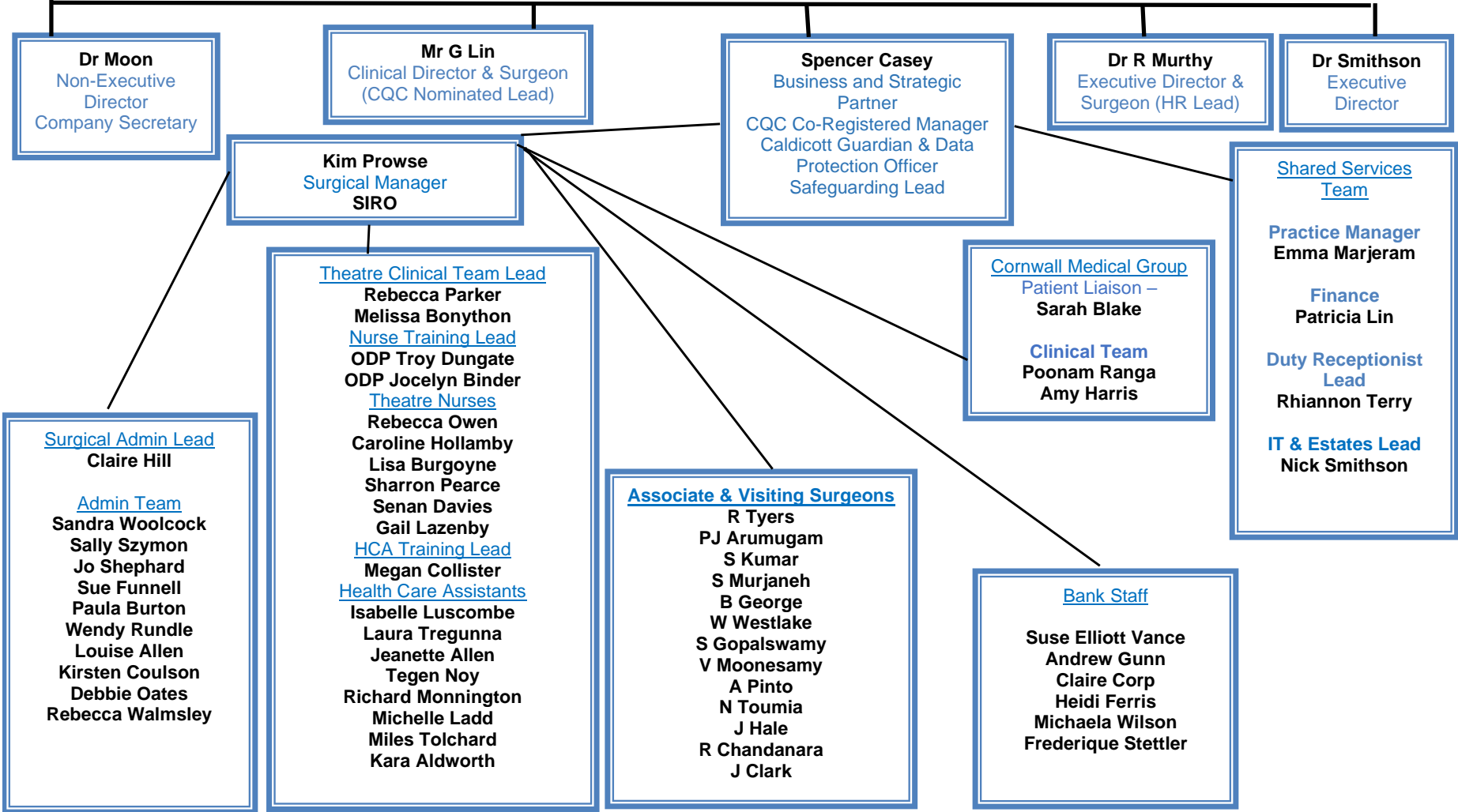
He joined the Partnership on 1st July 2023.

4. The number, relevant qualifications and experience of the staff working in the establishment, or for the purposes of the agency

Role	Number employed or with practicing privileges	Permanent (P) / Agency (A)	Relevant qualification(s)	Relevant experience
Clinical Director, Surgeon and GP with Special Interest	1	P	GMC Registered Doctor and GP Partner at Probus Surgery. Mandatory Training Member of the Royal College of Surgeon (MRCS Eng), MRCGP, DRCOG	Experienced and well-practiced surgeon accredited by the PCT as community-based surgeon. GP listed on the Cornwall Performers List GP with special interest in Vasectomy Clinical Director of Probus Surgical Centre
Surgeons:	2	P	GMC registered Doctors. Mandatory Training* Member of the Royal College of Surgeon. One is a GPwSI.	Experience in a hospital environment As specialist practitioners in plastic surgery.
Theatre Clinical Team Lead & Nurses	6	P	Nursing and Midwifery Council Qualified Mandatory Training*	In addition to current surgical nursing experience
Health Care Assistants And Operating Department Practitioners	13	P and Temporary	College of Nursing Awards as Enrolled Nurse, and OPD Health Professions Council Mandatory Training*	Experience of working in health and social care nursing and in medical Admissions Unit. Theatre experienced. Operating department practitioner, experienced in peri-operative care.
Business and Strategic Manager, Surgical Manager & Surgical Administrators	13	P and Temporary	Administration Qualifications Mandatory Training*	Experience of surgical administration.
Visiting Consultants and Associate specialists	14	Visiting from local acute hospital	Consultant Surgeons holding senior posts at the Royal Cornwall Hospital, Truro; on the Specialist Register;	Fellows of the Royal College of Surgeons; Considerable experience and training as general and specialist consultant surgeons; Substantively employed by the Royal Cornwall Hospital, Truro; Two Associate Specialists from the Royal

			Enhanced Appraisal; Senior Teaching Staff at the Peninsula Medical School; Mandatory Training* 2x Accredited Specialist Practitioner	Devon and Exeter Hospital; One Consultant from Plymouth Health; Members or Fellows of the Royal College of Surgeons
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**Probus Surgical Centre
September 2023**



The organisational structure of the establishment continued: -

The staff team that we have in place work flexibly over the time that the Centre is open. Currently, we deliver services Monday – Friday between the hours of 8.30 am to 6.30 pm. We do, from time to time, deliver services on a Saturday when there is a need to keep our waiting list down.

The Centre, having its roots within general practice, has always sourced its training via resources currently available. However, the formation of the new Limited Company, to allow for the development of our new services, has resulted in us now being able to access the on-line training via Blue Stream Academy for all our staff.

The Centre only delivers elective surgical procedures via the ERS referral system and does not take emergency or cancer referrals, nor does the Centre offer any accident and emergency services.

When a new member of staff joins the Centre, they are taken through a staff induction programme and then embark on updating themselves on all required mandatory training. The member of staff is then entered onto the training matrix and their core training monitored. Our Health Care Assistants also undertake the Care Certificate whilst all qualified nurses maintain their Professional Development portfolios.

5. Provider compliance assessments against all Essential Standards:

Within the service, several changes have been implemented to strengthen our compliance against these standards. These improvements include a patient discharge summary with on-going care plan, a review of staff training and what the organisation feels is mandatory linked to the on-line training now available. The NHS constitution has been imbedded into the service along with continuous updates to our policies and procedures.

Within the whole service a risk register is held and updated to capture and grade all risks within the organisation. The Centre has an established incident logging system, which is linked to this process, the findings of which are presented regularly to the Directors and at governance meetings with actions required.

Following on from our recent ICB inspections by infection control and the ICB Medicines Manager, we feel that our infection prevention and control measures along with our medicine's management across CQC compliant. We have updated some of our practice based upon these inspections mainly around processes and combined with some updates to staff training.

Although the premises were built in 2008 and linked to an existing GP Practice, there are some improvements identified which we have tabled within our estate's development plan. These improvements range from cosmetic updates to improved storage. A procurement policy for purchasing is in place aided by access to NHS Supply Chain.

All procedures are planned and performed under local anesthetic and carry a low overall and well documented risk to the patient.

We deliver regulated surgical outpatient/Day case procedures from our main site in Probus which lies a few miles to the East of Truro. To meet one of the key aims of NHS England, we also provide procedures from several satellite sites. This allows patients to consult with a surgeon, once referred by their GP, at a site closer to their home. If a surgical procedure is then required, patients are given the opportunity to choose where and when to attend for the procedure.

A number of patients are operated on a private fee arrangement.

Pathology services for our patients are delivered via a service level agreement with our local acute hospital. These results are then viewed securely via the NHS IT systems in Cornwall.

Sterile Services, like that of the pathology service, are purchased via a service level agreement with the local acute hospital. Surgical operating equipment is collected from the main site at Probus, transported securely to the sterile services department at the Royal Cornwall Hospital. It is then cleaned, certified sterile and couriered back to our sterile stores within the surgical Centre. We hold adequate stock levels of equipment to accommodate any delays or unforeseen problems that might occur in having our equipment cleaned off-site. The sterile services department currently undertakes the majority of this work for all of the main providers in Cornwall. Our current contractual agreement is being reviewed to ensure that it meets both the current and anticipated future demands of the service.

Access to the NHS Supply chain has resulted in efficient single source ordering with consequent savings in purchasing costs.

Finally, the NHS Courier service is also used by the Centre, thus providing essential internal postal and delivery services.

Other than those listed, we do not offer any of the other typical services that a hospital would. For example, we do not handle blood products, provide cancer care etc. To draw a comparison, we are a small community-based version of a day surgical unit, without wards or beds.

We have implemented and achieved IG Governance Level 2 and completed the 2023 Data Security and Protection Toolkit (DSPT).

At Probus Surgical Centre, we are continuing to grow and Cornwall is benefiting from our shorter waiting times and high-quality services. We have a Patient Participation Group, linked with our GP Surgery which are held locally in Probus.

This gives people the chance to get involved in improving their local health services by offering their views about these services and making recommendations for changes in the future.



Procedures Performed

Hernia Repairs

- Groin hernia repairs (femoral / inguinal)
- Abdominal wall hernia repairs
(Umbilical / peri-Umbilical / epigastric)

Genitalia

- Vasectomy

Hands & Feet

- Carpal tunnel injection / release
- Excision of Ganglion
- Trigger finger / thumb release
- Toenail Ablation / Zadek's procedure

Ophthalmology

- Cataract removal and IOL implant.

Named Referrals To:

Mr Lin & Dr R Murthy
Vasectomy, IGTN

Miss Tyers, Mr Moonesamy
Carpal tunnel, Trigger finger, Ganglion, IGTN

Mr Kumar, Mr Murjaneh, Mr George & Mr Toumia
Cataract

Mr Arumugam, Mr Gopalswamy & Mr Clark
Abdominal Hernia repair



The Probus Surgical Centre has gradually evolved over the last 20 years from delivering a small number of vasectomies, to a successful and significant elective surgical service. The original services delivered were developed by Dr John Tisdale, at the time a GP partner at Probus Surgery. Dr Tisdale when consulting patients wanted to be able to deliver services for his patients that were both closer to home, more cost effective for the PCT/Health Authority and with short waiting times. Patients were reluctant to travel or have to wait a considerable time to be seen at the local acute hospital.

The Centre has always prided itself as being a Community based Primary Care Elective Surgical Service that listens to and responds to our patients' needs and expectations. The development of any new services is always patient-centered and designed to be delivered to patients across all of Cornwall.

Pragmatically, the Centre, through its surgical administration team conducts quarterly patient evaluation audits which are led by the Clinical Director, Mr. Gaetan Lin. These audits are based upon the surgical specialty areas that the patient received treatment in and they contain both qualitative and quantitative elements to measure the quality and effectiveness of the care and treatment provided. The results allow changes to be made to improve the patient experience. The Centre has always received extremely high levels of customer satisfaction from our patients and their families. We believe that this is because the Centre provides a "personal and friendly approach" to all of its patients. Patients are empowered with information and given choice in the design of their individualised care packages and due to the highly efficient

organisational structure; needless administrative stages can be removed, thus greatly shortening the patient pathway.

For patients that require additional support in accessing our information, whether this is through using sign language or through other translatable languages, we have access to the ICAS service, Language Line and also the Patient Administration Liaison Service within the Cornwall Partnership NHS Foundation Trust.

6. Private Procedures

Probus Surgical Centre offers hernia repair, vasectomy, cataract surgery, Oculoplastics, medicated weight management, circumcision, skin lesions and toenail removal procedures privately via self-referral or private GP referral for patients over the age of 18 years. This equates to approximately 3% of procedures performed at Probus Surgical Centre and fall into the scope of our Probus Surgical Centre CQC registration.

We report monthly to the Private Healthcare Information Network (PHIN) audit.

7. The arrangements for dealing with complaints

We are proud of the quality of our services, but recognise that occasionally a patient might want to comment on the care that they have received, give praise or sometimes raise a complaint. The Centre has a robust complaints policy which follows the NHS complaints procedure guidance, for all staff to follow. In essence, if a patient is unhappy with our service, we would welcome the patient to either phone the Centre and speak to either the Clinical Director or Surgical Manager and explain their concerns, or to write to either at the following address:

Mr Gaetan Lin
Clinical Director
Probus Surgical Centre
Tregony Road
Probus
Truro
Cornwall
TR2 4JZ

Mrs Kim Prowse
Surgical Manager
Probus Surgical Centre
Tregony Road
Probus
Truro
Cornwall
TR2 4JZ

01726 885104
Guy.lin@nhs.net

01726 885104
kim.prowse@nhs.net

Once we receive such a letter, we will contact the patient, discuss their concerns and agree on how the patient wishes the complaint to be handled. If after investigating the complaint the patient is still not happy, they are able to then access the following support:

Kernow ICB

NHS Cornwall and Isles of Scilly
Part 2S, Chy Trevail, Beacon Technology Park, Dunmere Road, Bodmin, PL31 2FR
01726 627800

Independent Health Complaints Advocacy (IHCA)

17 Dean Street

Liskeard

Cornwall

PL14 4AB

Tel: 0330 343 5706 (Cornwall)

0300 343 5713 (IoS)

Email: info@seap.org.uk

Care Quality Commission (CQC) National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Further information is available on their website www.cqc.org.uk or by calling the National Contact Centre on **03000 616161**.

We have the same inhouse system for our private patients. if private patients are not satisfied with the way in which their complaint was dealt with, we signpost them to the Independent Sector Complaints Adjudication Service (ISCAS).

8. The arrangements for respecting the privacy and dignity of patients

Probus Surgical Centre has been designed following the Department of Health standards for day case surgery and the equipment used is of high specification. This facility and its standards have been inspected independently by the local ICB, Consultant Infection Control Nurse, the CQC and the NHS Trust Estates Manager.

Apart from the single sex accommodation, changing screens etc, the Centre has policies encompassing confidentiality, equality, dignity & privacy, informed consent, safeguarding of adults and children, information governance and patient record keeping all of which are intended to improve the patient journey.

Furthermore, the staff at the Centre are aware of the main principles and guidance appertaining to the Mental Capacity Act and all have completed mandatory Mental Capacity Act training. Staff have also completed a minimum understanding of dementia awareness.

The Centre has been inspected by an independent DDA inspector to ensure that all of our facilities cater for disabled users.

Finally, the Centre had an unannounced visit by the KCCG Dignity and Care team on 27 June 2016, who was very pleased with the standard offered by PSC.

9. The Cornwall Medical Group:

Our subsidiary company Cornwall Medical Group (CMG) is a small private clinic offering a range of aesthetic treatments. None of these are done under any form of anesthetic. CMG provides cosmetic surgery services for private patients over the age of 18 years. Treatments include Botox injections, Dermal Filler, skin booster injections, Facials and PRP.

Services are carried out by a range of staff including surgeons, Doctors, registered nurses, and aestheticians.

The cosmetic treatments provided under CMG, fall out of the scope of regulation under the Health and Social Care Act 2008 (Regulated Activities), Regulation 2014.

Coronavirus 2020/21

On 25th March 2020, in response to NHS England and NHS Kernow advice, all routine procedures were suspended along with the Royal Cornwall Hospital sub-contracted work and any self paying patients.

In response to the COVID19 pandemic, Probus Surgical Centre has offered its facilities and staff to NHS Kernow to assist in the provision of urgent patient care in Cornwall which can be relocated to a local anaesthetic facility. During these extraordinary times, Probus Surgical Centre's main priority is ensuring the health and safety of our staff and patients and we have developed policies and protocols to ensure that social distancing is key to all of our activity and patient flow.

Although Probus Surgical Centre already has sub-contracting arrangements in place with the Royal Cornwall Hospital, through collaborative working with NHS Kernow, the Royal Cornwall Hospital Trust have requested the support of Probus Surgical Centre facilities and staffing in the temporary relocation of some directly commissioned urgent services, both outpatients and electives. Ophthalmology was the first RCHT directly commissioned urgent service to be commenced at Probus Surgical Centre on 4th May 2020 and oral /maxillofacial surgery commenced their service for urgent patients at Probus Surgical Centre on 15th July 2020

On 13th July 2020, in response to NHS England and NHS Kernow advice, Probus Surgical Centre, were able to reopen their hand, hernia and cataract services, on the understanding that all urgent patients in the system were to be booked before seeing any routine patients.