

Dr J Lambert & Partners

Statement of Purpose & Guidance, plus Notification of Change to Statement of Purpose

Document Control

A. Confidentiality Notice

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B. Document Details

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Author and Role:	Emma Jones, Practice Manager
Organisation:	Dr James Lambert & Partners
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C. Document Revision and Approval History

Version	Date	Version Created By:	Version Approved By:	Comments
002	01.05.2015	TD	TD	Retirement of Partner
003	01.05.16	Emma Jones	Dr Paul Hodges	Updated errors
004	01.05.18		Dr Paul Hodges	Updated names & added IA
005	04/07/2019	Emma Jones	Dr Paul Hodges	Added VH as partner
006	28/05/2020	Emma Jones	Dr P Hodges	Amended staff details & added PCN agreement etc
007	20/01/2021	Emma Jones	Dr P Hodges	Added CCC Covid centre
008	08/09/2022	Emma Jones	Dr J Lambert	Updated partner details
009	04/01/2023	Emma Jones	Dr J Lambert	Added SC details
010	01/10/2025	Emma Jones	Dr J Lambert	Updated staff

Statement of purpose

Health and Social Care Act 2008

Statement of purpose			
Health and Social Care Act 2008			
Version	010	Date of next review	1 October 2026

Service provider	
<i>Full name, business address, telephone number and email address of the registered provider:</i>	
Name	Dr J Lambert & Partners
Address line 1	5A Brookfield Road
Address line 2	Hucclecote
Town/city	Gloucester
County	Gloucestershire
Post code	GL3 3HB
Email	emma.jones77@nhs.net
Main telephone	01452 617295 / 6
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	1-199764818
Registered manager ID	1-199764818 UNKNOWN AS CHANGE REQUEST SUBMITTED 08/09/22

Aims and objectives
1. We aim to promote dignity and respect the privacy and independence of our patients.
2. To provide appropriate opportunities, encouragement and support to our patients and those who use our services in relation to promote their autonomy, independence and community involvement.
3. We will ensure patients have the chance to make appropriate choices regarding their care, treatment and support.
4. We will respect a patient's human rights and diversity and promote welfare. How we will do this would be regular meetings with various outside agencies, involving District nursing teams, health visitors, midwife and school nurses.
5. We will discuss the most appropriate referral pathway amongst the clinicians to establish which the best course of ongoing treatment is.
6. There will be regular multi-disciplinary meetings to discuss child protection and vulnerable adults in practice. Complying fully with the Gold Standards Framework for palliative patients.
7. Ensure our training programme and ongoing development of staff has a robust system for follow up.

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	x
List the names of all partners	1. Dr J D Lambert 2. Dr E A Adams 3. Dr V Head 4. Dr F Zafar 5. Dr Z Mathias
Limited liability partnership registered as an organisation	<input type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Company number	

Are you a charity?	<input checked="" type="checkbox"/> No <input type="checkbox"/> Yes Charity number:
Group structure (if applicable)	

Please repeat the following table for each of your regulated activities¹

Regulated activity 1 <i>As shown on your certificate of registration</i>	Diagnostic and screening procedures.
Services <i>What services, care and/or treatment do you provide for this regulated activity? (For example GP, dentist, acute hospital, care home with nursing, sheltered housing)</i>	GP Surgery DCS & DTS <ul style="list-style-type: none"> Independent GP consulting rooms NHS practice Weight management clinics Travel vaccinations Child health and immunisations Maternity & Midwife led service Minor surgery clinic Family planning and cervical smears Home visits General medical services as part of National GMS contract Telephone consultation as requested Surgical procedures

	<ul style="list-style-type: none"> • Treatment of disease, disorder or injury
Locations <i>As listed on your certificate of registration. Please repeat the section below for each location for this regulated activity</i>	
Location 1:	
Name of location	Hucclecote Surgery
Address line 1	5A Brookfield Road
Address line 2	Hucclecote
Address line 3	Gloucester
Address line 4	GL3 3HB
Address line 5	01452 617295 / 6

<p>Brief description of location²</p>	<p>This dedicated building was initially constructed in the early 1950's with numerous extensions and refurbishment programme so far over the course of its life. 2015, has seen the latest development with change of District Nurse office back to a clinical room; the creation of a small Nurses room and refurbishment of 5 rooms and corridor including the Treatment Room.</p> <p>Hucclecote surgery is located in an urban residential area with a shrinking geographical area as development has increased. We have a mixed cohort within our 9000 patient list size. 30% Of retirement age and approximate 55% of working age.</p> <p>Hucclecote Surgery is part of the North & South Gloucester Primary Care Network (NSG PCN) which incorporates The Alney Practice, Brockworth, Churchdown, Hucclecote & Longleven Surgeries. The NSG PCN have agreed to work together to deliver innovative and new ways of working.</p> <p>The NSG PCN cluster will be providing medical care outside of contractual hours at Improved Access Hubs (finishing 30 September 2022) / Enhanced Access Hubs (commencing 1 October 2022) operating within the locality. The Improved Access Hubs will be sited at the surgeries on a rotational basis.</p> <p>All patients within the NSG PCN will have access to both prebooked and same day appointments at the Improved Access Hubs / Enhanced Access Hubs.</p> <p>The Improved Access / Enhanced Access Hubs will be operating within a patient-led option, whereby the responsibility for the regulated activities remains with the registered Practice.</p> <p>The Improved Access / Enhanced Access Hubs have access to the full medical records of the clusters patients adhering to strict IT Governance and Confidentiality rules and a signed Data Sharing Agreement.</p> <p>A signed copy of our PCN agreement is attached to this statement of purpose as Appendix A.</p>
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No of approved places/beds (not NHS)³	N/A
Name and contact details of registered manager(s) (if applicable)⁴ <i>Full name, business address, telephone number and email address of each registered manager.</i> <i>For each registered manager, state which regulated activities and locations(s) they manage.</i> <i>Copy and paste the sub-section if they are more than two registered managers</i>	Registered manager 1
	Full name: Dr James Lambert
	Proportion of working time spent at each location (for job share posts only):
	Contact details: james.lambert1@nhs.net
	Business address: As above
	Telephone: 01452 617295
	Email: As above
	Locations: Hucclecote Surgery
	Regulated activities:
	1. Diagnostic and screening procedures
	2. Family Planning
	3. Maternity and midwifery services
	4. Surgical procedures
	5. Treatment of disease, disorder or injury
	Registered manager 2:
	Full name: n/a
	Proportion of time spent at each location: n/a
	Contact details:
Business address:	
Telephone:	
Email:	
Locations:	

	Regulated activities:	
	1.	
	2.	
	3.	
	4.	
Service user band(s) at this location⁵ <i>Use <input checked="" type="checkbox"/></i>	Learning disabilities or autistic spectrum disorder	x
	Older people	x
	Younger adults	x
	Children 0-3 years	x
	Children 4-12 years	x
	Children 13-18 years	x
	Mental health	x
	Physical disability	x
	Sensory impairment	x
	Dementia	x
	People detained under the Mental Health Act	<input type="checkbox"/>
	People who misuse drugs and alcohol	x
	People with an eating disorder	x
	Whole population	<input type="checkbox"/>
None of the above Please give details:	<input type="checkbox"/>	

Notes:

1. Regulated activity – If you use a combined statement of purpose, repeat the information for each of the regulated activities for which you are registered. You can do this by copying and pasting the whole regulated activity table.

2. Locations – For each location registered for a particular regulated activity (including your headquarters), please provide a brief description, including whether the services at that location are specifically adapted or suitable for people with particular needs or where you can meet requirements for special facilities or staffing. You can do this by copying and pasting the relevant lines for each location. You may also give details around 'listed buildings', shared occupancy, and special facilities (for example hydrotherapy pools).

3. Overnight beds – If the location provides overnight beds, please state the number.

4. Registered manager(s) – Where the regulated activity is managed by a registered manager(s), please enter his or her full name, contact address (if different from the location address), telephone number and email address. Please state how much time is spent managing the regulated activities where more than one manager is in post for each location. This may be in days or hours. Where the regulated activity has no separate manager but is managed directly by the provider, leave the box empty.

5. Service user band(s) – Tick all the boxes that describe the service user needs or groups of people who use your service.

Statement of purpose

Name of the establishment: Hucclecote Surgery

Dated: 1 October 2025

1. The aims and objectives of the establishment/agency

1. We aim to promote dignity and respect the privacy and independence of our patients.

2. To provide appropriate opportunities, encouragement and support to our patients and those who use our services in relation to promote their autonomy, independence and community involvement.

3. We will make ensure patients have the chance to make appropriate choices regarding their care, treatment and support.

4. We will respect a patient's human rights and diversity and promote welfare. How we will do this would be regular meetings with various outside agencies, involving District nursing teams, health visitors, midwife, school nurses and local authority advisors.

5. We will discuss the most appropriate referral pathway amongst the clinicians to establish which the best course of ongoing treatment is.

6. There will be regular multi-disciplinary meetings to discuss child protection and vulnerable adults in practice. Complying fully with the Gold Standards Framework for palliative patients.

7. Ensure our training programme and ongoing development of staff has a robust system for follow up.

2. The name and address of the registered provider and of any registered manager

Hucclecote Surgery
5A Brookfield Road
Hucclecote
Gloucester
Gloucestershire
GL3 3HB

Dr James Lambert
c/o Hucclecote Surgery

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

Dr James Lambert
BSc MBChB MRCGP

Dr Emily Adams
MBChB MRCGP

Dr Virginia Head
BMBCh MRCGP

Dr Fauzia Zafar
MBBS MRCGP DFRH

Dr Zoe Mathias
MBBS MRCGP

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 practising privileges	Permanent (P)/ Agency (A)	Relevant qualification(s)	Relevant experience
Salaried GPs	3	P	BMed Sci, BMBS, DRCOG, DFP, MRCP	2 salaried GPs from various backgrounds; partnerships and other practices. 1 salaried new to practice after qualifying.
Practice Manager	1	P	HR CIPD part qualified (level 5) Cert in Admin Management (level 4)	HR and administration management background of 20 years +
Practice Nurses	4	P	RGN, teaching, COPD Diploma, Asthma diploma, Diabetic Diploma, Implant fitting and removal for contraception, DFRSH	4 practice nurses from various backgrounds community, hospital and surgery based. Two leading in specialist areas – diabetes and respiratory..
Health Care Assistants	3	P	Various courses attended incl: imms, venepuncture, Spirometry, wound care, smoking cessation, diabetes etc.	Range of experiences from hospital, hospice and surgery based. Lead on INR.

5. The organisational structure of the establishment/agency

Partners	Dr James Lambert Dr Emily Adams Dr Virginia Head Dr Fauzia Zafar Dr Zoe Mathias
Salaried GPs	Dr Sarah Atherton Dr Claudia Kempfen Dr Sarah Casey
Practice Manager	Emma Jones
Assistant Practice Manager	Carla Banks
Practice Nurses	Julie Bolton – Nurse Manager Rosie Mayo Freya Mansell
Health Care Assistants	Carolyn Hewlett Lisa Crick Helena Leach
Medical Secretaries	Chloe Brentnall Claire Reynolds
Administrators	Paula Gwilliam Sarah Gray Laurent Bryant
Patient Advisors	Bridget Thorley Rachael Ellis Sue Morgan Julie Walton Kim Hadland Andreea Hofnar Chloe Wood Katie Hatcher Sally Ballard

6. The kinds of treatment and any other services provided for the purposes of the establishment/agency, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients

GP Surgery DCS & DTS

- Independent GP consulting rooms
- NHS practice
- Weight management clinics
- Travel vaccinations
- Child health and immunisations
- Midwife led service
- Minor surgery clinic
- Family planning and cervical smears
- Home visits
- General medical services as part of National GMS contract
- Telephone consultation as requested

7. The arrangements made for consultation with patients about the operation of the establishment/agency

Patients are offered appointments with a GP or nurse when requested (bookable via on-line, telephone or face to face).

We have a well-established Patient Participation Group (PPG) which meet bi-monthly to discuss objectives and any future changes in general and the services we offer.

A suggestion box is also available for all patients to utilise with ideas on how services or facilities can be improved.

The Surgery also participates in the Friends and Family Test initiative.

Feedback can be left via our website.

We also issue a quarterly newsletter keeping patients abreast of any changes.

We also operate a Facebook page to keep patients updated.

8. The arrangements made for contact between any inpatients and their relatives, friends and representatives

Regular feedback is encouraged from our patients and relatives and we reflect regularly on this.

Suggestions are noted and reviewed and where possible acted upon to improve the patient experience at the Surgery.

9. The arrangements for dealing with complaints

The Surgery has a complaints procedure and leaflet and will acknowledge a complaint within three days following receipt. Our procedures follow NHS guidelines.

We will follow the process as laid down in our policy and guidelines with a reply being prepared whenever possible within 14 days to ensure correct information and explanation from all concerned.

All complaints are discussed at the monthly partner meeting and anonymously at monthly clinical governance session to improve learning.

An annual return is produced for NHS England which is reviewed by the Partners and then with staff during Clinical Governance.

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


We strongly believe that all patients should have the right to privacy and dignity within the practice.

- We respect patient confidentiality.
- Curtains are available in consulting rooms to enable patients to undress/dress in private for an examination
- There is a portable hearing loop system at reception and the Surgery utilises Prestige for any interpretation requirements.
- The disabled / Mother and toddler toilet is sited at reception which along with the front door was changed to be DDA compliant
- If necessary a private room can be made available for discussion with a member of the team
- Each patient will be treated in the same way irrespective of colour, creed or sexual orientation
- Should patients not wish to use our touch screen to sign in for appointments they can always approach our reception team who will be happy to help.
- We will not state a patients name and address in view of waiting patients.
- We will address patient in an appropriate manner listening to views and acting on concerns if appropriate

- Ensure people feel able to complain without fear of retribution.
- Engage with family members and carers as care partners.
- Assist people to maintain confidence and a positive self-esteem

Signed:

**Dr J Lambert
Senior Partner**



Dated:

1 October 2025



North and South Gloucester Primary Care Network
(incorporating The Alney Practice, Brockworth, Churchdown, Hucclecote & Longlevens Surgeries)

North & South Gloucester Primary Care Network
CQC Statement of Purpose

The Alney Practice, Brockworth, Churchdown, Hucclecote and Brockworth surgeries have agreed to work together to deliver innovative and new ways of working to enable the NSG PCN to deliver additional and more accessible healthcare appointments outside and inside of core hours, to enhance patient experience.

NSG PCN will be providing medical care outside of contracted hours through Enhanced Access hubs operating at the 5 member surgeries (and any of their satellite sites) of the PCN.

The Enhanced Access hubs will be sited at The Alney Practice (Cheltenham Road and Highnam), Brockworth, Churchdown, Hucclecote and Longlevens surgeries on a rotational basis and will include GP and other allied Health Care professional appointments for urgent and routine care.

All patients within the NSG PCN will have access to both pre-bookable and same day appointments at the Enhanced Access hubs.

The Enhanced Access hubs will be operating within a patient-led option, whereby the responsibility for the regulated activities remains with the registered practice.

The Enhanced Access hubs have access to the full medical records of the PCN's patients adhering to strict IT governance and confidentiality rules. Caldicott Guardians of each PCN member have signed a Data Sharing Agreement.

Confidentiality

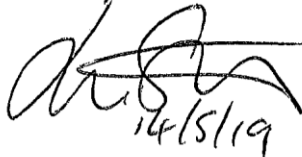

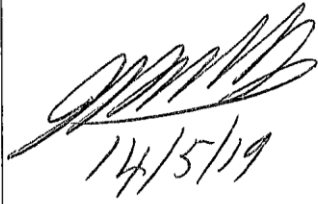

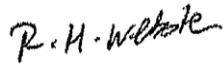
Practices should adhere to their own Practice Confidentiality Policy and Agreement. All aspects of this agreement also apply to patients registered with other Practices who may attend the surgery, and whilst working at other Practices in the area.

Data Sharing

Please refer to agreement attached.

North & South Gloucester Primary Care Network CQC Statement of Purpose

Signed on behalf of NSG PCN:

Name and address of Core Network Practice	Name of signatory	Signature of signatory and date of signature
The Alney Practice 16 Cheltenham Road Gloucester GL2 0LS	Dr Liam Stanbury	 14/5/19
Brockworth Surgery Abbotswood Road Brockworth Gloucester GL3 4PE	Dr Simon Whiteside	 14/5/19
Churchdown Surgery Parton Road Churchdown Gloucester GL3 2JH	Dr Jeremy Halliday	 14/5/19
Hucclecote Surgery 5a Brookfield Road Hucclecote Gloucester GL3 3HB	Dr Laura Halden	 13/5/19
Longlevens Surgery 19B Church Road Longlevens Gloucester GL2 0AJ	Dr Richard Webster	 10.5.19