

Statement of purpose

Health and Social Care Act 2008

Ilkley & Wharfedale Medical Practice

Version	4	Date of next review	2026

Service provider <i>Full name, business address, telephone number and email address of the registered provider:</i>	
Name	Ilkley & Wharfedale Medical Practice
Address line 1	Springs Medical Centre
Address line 2	Springs Lane
Town/city	Ilkley
County	West Yorkshire
Post code	LS29 8TQ
Email	david.cockshoot@bradford.nhs.uk
Website	www.iwmp.co.uk
Main telephone	01943 604455
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	1-199696302
Registered manager ID	Dr David Cockshoot

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. | To provide the highest standard of medical services available under the NHS. |
| 2. | To ensure that patients are seen by the most appropriate healthcare professional as quickly as possible. |
| 3. | To focus on prevention of disease by promoting good health and prophylactic medicine. |
| 4. | To provide patients with an experience and environment that is comfortable, friendly, professional and relaxing and covers all aspects of health and safety requirements. |
| 5. | To understand and meet the needs of our patients, involve them in decisions about their care and encourage them to participate fully. |
| 6. | To involve other professionals in the care of our patients where this is in the patient's best interests; for example, referral for specialist care and advice. |
| 7. | To ensure that all members of our team have the right skills and training to carry out their duties competently. |
| 8. | To guide all staff in accordance with diversity and equality. |
| 9. | To continuously improve the lines of communication to patients using the latest technologies as appropriate. |
| 10. | To develop new ways to educate and inform patients in order to encourage patients to be pro-active in their health and wellbeing. |
| 11. | To ensure effective and robust Information Governance Systems |

Legal status

Tick the relevant box and provide the information requested for the type of provider you are:

Use ☒

Individual	<input type="checkbox"/>
Partnership	<input checked="" type="checkbox"/>
List the names of all partners	1. Dr David Cockshoot 2. Dr Christian Lachmann 3. 4.
Limited liability partnership registered as an organisation	<input type="checkbox"/>
Incorporated organisation	<input type="checkbox"/>
Company number	N/A
Are you a charity?	<input checked="" type="checkbox"/> No
Group structure (if applicable)	N/A

Regulated Activities

Please repeat the following table for each of your regulated activities¹

Regulated activity 1 <i>As shown on your certificate of registration</i>	Treatment of disease, disorder or injury.
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>	General practice services for our registered patients and, on occasions, patients registered with other GP practices or temporary residents.
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	Ilkley & Wharfedale Medical Practice
Address line 1	Springs Medical Centre
Address line 2	Springs Lane
Address line 3	Ilkley
Address line 4	West Yorkshire
Address line 5	LS29 8TQ

Brief description of location²	<p>Purpose built primary care centre on Springs Lane in Ilkley. The centre is located to the north of the town and comprises of 9 consulting rooms as follows:</p> <p><u>Ground floor</u></p> <p>Rooms 2 - 4 GP rooms</p> <p>Rooms 5 – 7 Nursing/Treatment Room/Minor Surgery</p> <p>1 administration room in the Reception back office</p> <p>1 Manger's Office (for Practice Manager and Deputy Practice Manager)</p> <p><u>First Floor</u></p> <p>Rooms 8 – 10 GP rooms</p> <p>We also have access to a Seminar room and Conference room.</p>
No of approved places/beds (not NHS)³	<p>N/A</p>
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 David Cockshoot
	Proportion of working time spent at each location (for job share posts only): <p>N/A</p>
	Contact details:
	<p>Business address:</p> <p>Ilkley & Wharfedale Medical Practice</p> <p>Springs Medical Centre</p> <p>Springs Lane</p> <p>Ilkley</p> <p>LS29 8TQ</p>

	Telephone: 01943 604455	
	Email: david.cockshoot@bradford.nhs.uk	
	Locations: As above	
	Regulated activities:	
	1. Diagnostic and screening procedures.	
	2. Surgical procedures.	
	3. Treatment of disease, disorder or injury.	
	4. Family planning.	
	5. Maternity and midwifery services.	
Service user band(s) at this location⁵ Use <input checked="" type="checkbox"/>	Learning disabilities or autistic spectrum disorder	<input checked="" type="checkbox"/>
	Older people	<input checked="" type="checkbox"/>
	Younger adults	<input checked="" type="checkbox"/>
	Children 0-3 years	<input checked="" type="checkbox"/>
	Children 4-12 years	<input checked="" type="checkbox"/>
	Children 13-18 years	<input checked="" type="checkbox"/>
	Mental health	<input checked="" type="checkbox"/>
	Physical disability	<input checked="" type="checkbox"/>
	Sensory impairment	<input checked="" type="checkbox"/>
	Dementia	<input checked="" type="checkbox"/>
	People detained under the Mental Health Act	<input checked="" type="checkbox"/>
	People who misuse drugs and alcohol	<input checked="" type="checkbox"/>
	People with an eating disorder	<input checked="" type="checkbox"/>

	Whole population	<input checked="" type="checkbox"/>
	None of the above Please give details:	<input type="checkbox"/>

Regulated activity 2 <i>As shown on your certificate of registration</i>	Surgical 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>	Minor surgical procedures, excisions, incisions, aspiration and injection as well as cautery and cryosurgery.
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	Ilkley & Wharfedale Medical Practice

Address line 1	Springs Medical Centre
Address line 2	Springs Lane
Address line 3	Ilkley
Address line 4	West Yorkshire
Address line 5	LS29 8TQ
Brief description of location²	Within the purpose built minor operations room at the medical practice.
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 David Cockshoot
	Proportion of working time spent at each location (for job share posts only): N/A
	Contact details:
	Business address: Ilkley & Wharfedale Medical Practice Springs Medical Centre Springs Lane Ilkley LS29 8TQ
	Telephone: 01943 604455
	Email: david.cockshoot@bradford.nhs.uk
	Location: As above
	Regulated activities:
	1. Diagnostic and screening procedures.

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

Regulated activity 3 <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>	General practice services for our registered patients and, on occasions, patients registered with other GP practices or temporary residents. Specific diagnostic procedures eg phlebotomy, microbiology samples and biopsies are undertaken for analysis off-site. Specific screening programmes such as cervical screening are also undertaken for analysis off-site.
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	Ilkley & Wharfedale Medical Practice
Address line 1	Springs Medical Centre
Address line 2	Springs Lane
Address line 3	Ilkley
Address line 4	West Yorkshire
Address line 5	LS29 8TQ

Brief description of location²	<p>Purpose built primary care centre on Springs Lane in Ilkley. The centre is located to the north of the town and comprises of 9 consulting rooms as follows:</p> <p>Ground floor</p> <p>Rooms 2 - 4 GP rooms</p> <p>Rooms 5 – 7 Nursing/Treatment Room/Minor Surgery</p> <p>1 administration room in the Reception back office</p> <p>1 Manger's Office (for Practice Manager and Deputy Practice Manager)</p> <p>First Floor</p> <p>Rooms 8 – 10 GP rooms</p> <p>We also have access to a Seminar room and Conference room.</p>
No of approved places/beds (not NHS)³	<p>N/A</p>
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 David Cockshoot
	Proportion of working time spent at each location (for job share posts only): <p>N/A</p>
	Contact details:
	<p>Business address:</p> <p>Ilkley & Wharfedale Medical Practice</p> <p>Springs Medical Centre</p> <p>Springs Lane</p> <p>Ilkley</p> <p>LS29 8TQ</p>
	<p>Telephone: 01943 604455</p>

	Email: david.cockshoot@bradford.nhs.uk	
	Locations: As above.	
	Regulated activities:	
	1. Diagnostic and screening procedures.	
	2. Surgical procedures.	
	3. Treatment of disease, disorder or injury.	
	4. Family planning.	
	5. Maternity and midwifery services.	
Service user band(s) at this location⁵ <i>Use</i> <input checked="" type="checkbox"/>	Learning disabilities or autistic spectrum disorder	<input checked="" type="checkbox"/>
	Older people	<input checked="" type="checkbox"/>
	Younger adults	<input checked="" type="checkbox"/>
	Children 0-3 years	<input checked="" type="checkbox"/>
	Children 4-12 years	<input checked="" type="checkbox"/>
	Children 13-18 years	<input checked="" type="checkbox"/>
	Mental health	<input checked="" type="checkbox"/>
	Physical disability	<input checked="" type="checkbox"/>
	Sensory impairment	<input checked="" type="checkbox"/>
	Dementia	<input checked="" type="checkbox"/>
	People detained under the Mental Health Act	<input checked="" type="checkbox"/>
	People who misuse drugs and alcohol	<input checked="" type="checkbox"/>
	People with an eating disorder	<input checked="" type="checkbox"/>

	Whole population	<input checked="" type="checkbox"/>
	None of the above Please give details:	<input type="checkbox"/>

Regulated activity 4 <i>As shown on your certificate of registration</i>	Maternity and midwifery services.
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>	General practice services offered and provided in conjunction with community midwives for the assessment, treatment and education of patients in the antenatal period as well as post-delivery.
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	Ilkley & Wharfedale Medical Practice
Address line 1	Springs Medical Centre
Address line 2	Springs Lane
Address line 3	Ilkley
Address line 4	West Yorkshire
Address line 5	LS29 8TQ
Brief description of location²	Within one of the consultation rooms at the medical practice.
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 David Cockshoot	
	Proportion of working time spent at each location (for job share posts only): N/A	
	Contact details:	
	Business address: Ilkley & Wharfedale Medical Practice Springs Medical Centre Springs Lane Ilkley West Yorkshire LS29 8TQ	
	Telephone: 01943 604455	
	Email: david.cockshoot@bradford.nhs.uk	
	Locations: As above	
	Regulated activities:	
	1. Diagnostic and screening procedures.	
	2. Surgical procedures.	
	3. Treatment of disease, disorder or injury.	
	4. Family planning.	
	5. Maternity and midwifery services.	
Service user band(s) at this location⁵ <i>Use <input checked="" type="checkbox"/></i>	Learning disabilities or autistic spectrum disorder	<input checked="" type="checkbox"/>
	Older people	<input type="checkbox"/>
	Younger adults	<input checked="" type="checkbox"/>
	Children 0-3 years	<input checked="" type="checkbox"/>

	Children 4-12 years	<input type="checkbox"/>
	Children 13-18 years	<input checked="" type="checkbox"/>
	Mental health	<input checked="" type="checkbox"/>
	Physical disability	<input checked="" type="checkbox"/>
	Sensory impairment	<input checked="" type="checkbox"/>
	Dementia	<input type="checkbox"/>
	People detained under the Mental Health Act	<input type="checkbox"/>
	People who misuse drugs and alcohol	<input checked="" type="checkbox"/>
	People with an eating disorder	<input checked="" type="checkbox"/>
	Whole population	<input type="checkbox"/>
	None of the above Please give details:	<input type="checkbox"/>

Regulated activity 5 <i>As shown on your certificate of registration</i>		Family planning services
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>		Provision of all general family planning advice and prescription of oral contraceptive, emergency contraception, fitting and removal of IUD and contraceptive implants.
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	Ilkley & Wharfedale Medical Practice	
Address line 1	Springs Medical Centre	
Address line 2	Springs Road	
Address line 3	Ilkley	
Address line 4	West Yorkshire	
Address line 5	LS29 8TQ	
Brief description of location²	Advice and prescribing of the oral contraceptive and emergency contraception in the consultation rooms. Fitting of IUDs and contraceptive implants take place in the treatment room in the medical practice.	
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</i>	Registered manager 1	
	Full name: Dr David Cockshoot	
	Proportion of working time spent at each location (for job share posts only): N/A	

<p>manager.</p> <p>For each registered manager, state which regulated activities and locations(s) they manage.</p> <p>Copy and paste the sub-section if they are more than two registered managers</p>	Contact details:	
	Business address:	
	Ilkley & Wharfedale Medical Practice	
	Springs Medical Centre	
	Springs Lane	
	Ilkley	
	LS29 8TQ	
	Telephone: 01943 604455	
	Email: david.cockshoot@bradford.nhs.uk	
	Locations:	
	As above	
	Regulated activities:	
1. Diagnostic and screening procedures.		
2. Surgical procedures.		
3. Treatment of disease, disorder or injury.		
4. Family planning.		
5. Maternity and midwifery services.		
<p>Service user band(s) at this location⁵</p> <p>Use <input checked="" type="checkbox"/></p>	Learning disabilities or autistic spectrum disorder	<input checked="" type="checkbox"/>
	Older people	<input type="checkbox"/>
	Younger adults	<input checked="" type="checkbox"/>
	Children 0-3 years	<input type="checkbox"/>
	Children 4-12 years	<input type="checkbox"/>
	Children 13-18 years	<input checked="" type="checkbox"/>
	Mental health	<input checked="" type="checkbox"/>
	Physical disability	<input checked="" type="checkbox"/>
	Sensory impairment	<input checked="" type="checkbox"/>

	Dementia	<input type="checkbox"/>
	People detained under the Mental Health Act	<input type="checkbox"/>
	People who misuse drugs and alcohol	<input checked="" type="checkbox"/>
	People with an eating disorder	<input checked="" type="checkbox"/>
	Whole population	<input type="checkbox"/>
	None of the above Please give details:	<input type="checkbox"/>

Statement of Purpose – Part 2

Name of the establishment: Ilkley & Wharfedale Medical Practice

Dated: 07/05/2025

1. The Aims and Objectives of the establishment/Agency

To provide a means for the general public to receive medical consultation, examination and diagnosis by a General Medical Practitioner, Practice Nurse and other associated health service including, but not limited to, Midwifery and Phlebotomy at the surgery location.

The service is to be provided in courteous, peaceful, practical, professional and comfortable surroundings, which cover all Health & Safety and Infection Control requirements. The Practice will aim to provide the best possible healthcare within the scope of the NHS. It will be free at the point of use for the vast majority of services, however, any charges for services not covered by the NHS, will be made clear to the patient in advance of those services being carried out.

The Practice will strive to maintain patient equality at all times and all fully registered patients will be afforded the same level of service regardless of age, sex, disability, sexual preference, ethnicity, nationality or religious beliefs.

The Practice will strive to provide the very best in general medical services and prides itself on being a whole person centred diagnostic and management service. Our services will include, but not necessarily limited to, disease prevention, health promotion, and management of acute and chronic illnesses, routine immunisations and travel health, family planning, cervical smears, ante-natal and post-natal care.

In order to provide the best possible healthcare, we need support from our patients, whereby they take responsibility for their own health and the Practice will continuously look at ways and means in order to enable them to do this, by educating and informing patients through our website as well as other lines of communication. The Practice will continue to look at ways in which it can become more efficient without compromising on quality; however, patient support is needed to help us to achieve this.

The spiritual, social, psychological and physical aspects of each person are fully considered. The Practice seeks to meet the needs of people to understand and know about their own bodies, sharing the responsibility of each patient's healthcare equally. It achieves this by allowing patients time in a comfortable environment with a person who is knowledgeable and can help them in the most areas of their medical requirements. If the Practice is not able to provide the expertise required on site, it will make referrals to the appropriate healthcare professionals in order to help the patient.

The Practice will offer a range of appointment times from 8.30 am to 6.00 pm, Monday to Friday.

Emergency Equipment will be maintained and this includes 2 defibrillators, provision of oxygen, nebulisers and emergency medications.

The Practice will remain fully computerised and ensure that all clinicians have full access to all patients' notes as required.

Staff have annual appraisals and we identify training needs, ensuring that all staff have the skills and knowledge required to perform their duties to the highest possible standard.

We will also maintain compliance with all legislative, industry and professional requirements.

2. The Name and Address of The Registered Provider

The name and address of the registered provider is Dr D K Cockshoot, Ilkley & Wharfedale Medical Practice, Springs Medical Centre, Springs Lane, Ilkley, LS29 8TQ and he is a member of The Medical Protection Society.

3. The Relevant Qualifications and Experience of the Registered Provider

The relevant qualifications and experience of Dr David K Cockshoot are as follows:-

- Dr David Cockshoot has all the credentials required for the management of a General Practice. He has been an NHS partner for 25 years.
- Dr David Cockshoot is a member of the General Medical Council, GMC No: 3313576.

5. The Relevant Qualifications and Experience of the Staff Working in the Establishment, or for the purposes of the Agency

Locum doctors and nurses may occasionally be asked to work on a self employed basis for the purposes of the Practice. Such staff will be required to produce evidence of their CV, full qualifications and registration of the relevant societies, medical indemnity insurance, GMC and NMC certificates/pin numbers, Hepatitis B status and references where appropriate.

Where doctors or nurses are NOT in an NHS/Private employee status, their DBS status will also be required.

5. The Organisational Structure of the Establishment

Ilkley & Wharfedale Medical Practice has 2 Partners. They are Dr David K Cockshoot and Dr Christian M Lachmann. The Practice hours operate routinely from 8.00 am to 6.00 pm, Monday to Friday.

Sarah Hammond currently manages the Practice, Prescription Administrators and Medical Secretaries report directly to her.

Catherine Chadwick is the Deputy Practice Manager and all the Reception staff report directly to her.

We have 2 Practice Nurses, Jane Inman and Sally Richardson (who work 16 per week, a combined total of 32 hours).

Blood tests are carried out by our Practice Nurses.

X-rays are referred to outside accredited laboratories.

6. The Kinds of Treatment and any other services provided for the purpose 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.

- Routine and urgent appointments with a healthcare professional
- Repeat prescriptions
- Management of Chronic health conditions, including but not limited to Diabetes, Asthma, Coronary Heart Disease, Stroke, Hypertension, Chronic Obstructive, Pulmonary Disease, Mental Illness and Epilepsy
- Immunisations e.g. routine, childhood and travel immunisations
- Health screening

7. The facilities which are available for the benefit of patients

- Ease of access to see a healthcare professional.
- A pleasant, comfortable and clean environment is provided
- There are comfortable waiting areas where the patients can sit and relax whilst waiting to see the healthcare professional
- Limited free parking is available on site and there is adequate access for disabled visitors
- Equipment facilities include a large library of books, the presence of equipment to aid diagnosis such as sphygmomanometers, eye charts,

otoscopes, oroscopes, and urinalysis including microalbuminuria. Emergency provision in the form of 2 defibrillators (1 on each floor), provision of oxygen, emergency medications. The practice also has facilities for spirometry and warfarin testing.

- The practice is fully computerised

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

Consultation with patients concerning the operation of the Practice takes place during registration, where the contract is clearly described. During registration, the Practice leaflet is given to each patient and this outlines the working practices of the surgery. Patients have a right to access their own patient records.

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

The Practice does not have any in-patients and therefore arrangements being made for contact between in-patients and their relatives, friends and representatives is not relevant.

10. The arrangements for dealing with complaints

This practice operates a procedure for the investigation of complaints

Making a complaint to the Practice in no way prejudices the right to complain to the Parliamentary and Health Service Ombudsman, should a complaint not be resolved to a satisfactory level.

Sarah Hammond, Practice Manager manages the complaints procedure on behalf of the Practice.

A complaint should be submitted as soon as possible after the event giving rise to the complaint. The Practice will then ensure that all relevant details are recorded and arrange for the complaint to be investigated.

The Practice will acknowledge receipt of a complaint within 3 days and aim to report back within 28 days. If this is not possible the reason for the delay will be explained to and a revised date will be given for the completion of the investigation.

If, following the Practice's explanation the complaint is not resolved there is still a right to complain to the Parliamentary and Health Service Ombudsman.

The Parliamentary and Health Service Ombudsman complaints procedure leaflets will be available to all registered patients. This is available for complaints which cannot be settled within the Practice.

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

The consulting rooms are completely segregated away from the Reception area.

Patients are consulted on a one-to-one basis in the surgery setting. The whole ambience is of relaxation and comfort. The examination couch is fully screened. The windows have full blinds and complete confidentiality is retained. Great respect is given to the dignity of each patient. If the patient wishes, it is possible to have a chaperone. This aspect of care is covered during registration. No patient is ever examined without their full consent.

For those patients who do not speak English, consent has to be obtained via a third party, who is usually a family member, and who can translate. Where this is not available we use a translator service called DALs as supplied the ICB.

12. Confidentiality

Everyone working for Ilkley & Wharfedale Medical Practice must keep information about patients confidential, so that the patient can feel able to talk to anyone in the Practice freely. Also by law, we must protect information about you.

All staff at Ilkley & Wharfedale Medical Practice have signed a confidentiality agreement within their contract.

13. Confidentiality Policy

The Practice can supply information to other people or organisations only:

- With the Patient consent, or
- In accordance with the principles of medical confidentiality here described.

This does not apply if the Patient cannot be identified from the information. There are strict rules to prevent people being identified by mistake.

The Practice has to comply with court orders. If they require us to break confidentiality, we will resist this as strongly as legally possible.

14. What information does the Practice hold?

When the patient receives care the Practice will ask for information which is recorded in computerised health records. This helps the Practice to give relevant care and treatment. The Practice keeps this information and details of the treatment, because it may be needed if the patient is seen again. Usually, information is stored on the Practice computer system and medical records systems so that it can be traced more easily when needed. It also helps the Practice to keep statistics. These systems are kept highly secure.

15. How may information about the Patient be used?

It will be used by the members of staff treating the Patient. Some information, such as name and address, may be used to make arrangements for care, such as to make an appointment. The Patient may be receiving care from other people as well as Ilkley & Wharfedale Medical Practice. To work together for the benefit of the Patient, the Practice may need to share some information. The Practice only does this with organisations providing care for the Patient and only when it is known it will be used under the same restrictions that the Practice applies to itself.

Anyone who receives information from the Practice is also under a legal duty to keep it confidential, unless the Patient agrees otherwise.

The Practice will regularly check that the care it offers is the best it can give by conducting patient surveys, audits, comparing against other Practices in the ICB and QoF points. Unless the Patient objects, medical records may be used by other medical professionals. If the Patient makes a complaint about their care, those investigating the complaint will be able to see those records. Sometimes the law requires doctors to pass on information, for example, to notify a birth or death, notify infectious diseases or in child protection cases. The Practice can also release information in certain circumstances for the protection of the public. For example, release information to help the investigation of violent crime but not of routine non-violent crime.



Signed: **Sarah Hammond**

Designation: Practice Manager

Date: 07th May 2025 (amended version)