

Orchard Road Broughton Astley Leicestershire LE9 6RG
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Doctors: Dr A M Khalid Dr A Major Dr S Chan Dr Soulsby Dr Bernard
Salaried GP's: Dr C Bland Dr A Durrani Dr O Baker
Practice Manager: Justine Beresford



CQC - Statement of Purpose

We are a General Medical Practice with five part-time Partners and three part-time Salaried GP's (five female and three male) serving the population of Broughton Astley and the surrounding villages, with a list size of 12,500 and growing. CQC Registered Manager is Dr Major. Last CQC inspection achieved overall good.

We have three Advanced Nurse Practitioners, three Practice Nurses, one Health Care Assistant and two Phlebotomists. Our Administration team consists of seven Receptionists and ten Management/Administrative staff.

We also have ARRS staff consisting of, two Practice Pharmacists, a Mental Health Practitioner, a 1st Point of Contact Physiotherapist and a Work Well Coach.

We have two purpose-built surgeries for the benefit of patients. The Broughton Astley Surgery was built in 1985 and substantially extended in 1994, which is currently undergoing a significant refurbishment.

The Ullesthorpe Surgery was built in 1991.

Both Surgeries provide disabled access, and all consulting rooms are on one level for ease of access.

The Broughton Astley Surgery has 10 consulting rooms and 2 treatment rooms.

The Ullesthorpe Surgery has 1 consulting room, 1 examination room and 1 treatment room.

The practice has varied patient demographics. We have a high population of 15- 44 year old patients and high chronic disease prevalence and a significant proportion of our patients are the "worried well".

Both surgeries host self-check in systems and on-line booking facilities for both sites with automatic doors allowing entering and leaving both buildings more accessible.

The refurbishment of the Broughton Astley Surgery is due for completion in December 2026 and will be fully DDA complaint including all staff facilities.

The Orchard Medical Practice aims to provide high quality care in a professional and friendly manner within a pleasant and calming environment.

The Orchard Medical Practice aims to achieve this by:

- Working together to deliver personalised patient centred care
- Providing high quality, safe, professional Primary Health Care General Practice services to our patients
- Focussing on the prevention of disease by promoting health and wellbeing and offering care and advice to our patients
- Working in partnership with our patients, their families and carers towards a positive experience and understanding, involving them in decision making about their treatment and care.
- Ensuring our service users receive advice and treatment which affords them privacy, dignity, choice and information to manage their condition.
- Ensuring our equipment, instruments and facilities meet with infection control guidelines.
- Establishing, building and maintaining an effective communication forum with our service users in order to listen and, where practicable, adapt to their needs and obtaining their views through our Patient Participation Group, Patient Surveys and suggestions.
- Providing a transparent complaints/suggestion service that listens to our service users in order to listen, and where practicable, adapt to their needs.
- Friends and Family Questionnaires are sent out daily for immediate feedback, results are audited and displayed on the website
- Managing our service provision effectively to allow for responsive action with regards for capacity and demand for services.
- Developing and maintaining a happy, friendly and motivated practice team through excellent leadership, management, training and support
- Maintaining and reviewing policies, procedures and guidelines to ensure they meet the changing needs of legislation and the service