

Statement of purpose

The Wall House Surgery

Yorke Road
Reigate
Surrey
RH2 9HG

Version No	Date Reviewed	Reviewed by
1	20.01.2022	All Partners and PM
2	23.03.2023	All Partners and PM
3	25.04.2024	Partner and PM
4	22.05.2025	Partners and PM
5	07.05.2026	PM and Partners

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Part 1: About The Wall House Surgery

1. Provider's name and legal status						
Full name	The Wall House Surgery					
CQC provider ID	1-589589298					
Legal status	Individual	☐	Partnership	Error! Book mark not defined.	Organisation	☐

2. Provider's address, including for service of notices and other documents	
Business address	The Wall House Surgery Yorke Road
Town/city	Reigate
County	Surrey
Post code	RH2 9HG
Main telephone	01737 244325
Email	contact.thewallhouse@nhs.net

3. The full names of all the partners in a partnership	
Names:	Dr Katherine Chan Dr Vanisha Chauhan Dr Marie-Therese Lovis Dr Daniel Matthews Dr Vinesh Patel Dr Sarah Steely

4. Practice Manager / Business Manager

Names:	Ms Katie Chambers
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Part 2: Aims and objectives

Our aim

To support and empower our community to live well by providing professional, proactive and preventative healthcare that is safe, compassionate, and inclusive, and delivered in partnership with patients, carers and our local communities.

Our mission

- The Wall House Surgery is committed to providing safe, effective, and compassionate care that meets the needs of our patients and local communities.
- We believe healthcare should not only respond to illness but should also proactively support wellbeing, prevent disease, and enable people to live healthier, more independent lives.
- Working alongside patients, carers, community organisations and healthcare partners, we aim to create the conditions in which individuals and communities can thrive.

Our vision

- To provide a service that empowers and supports our community by working collaboratively and innovatively to deliver sustainable healthcare services for patients and staff.
- To provide care that is professional, proactive and preventative, whilst remaining compassionate, respectful and responsive to the changing needs of our population.
- To be a trusted healthcare provider that delivers excellent patient outcomes, promotes wellbeing, reduces health inequalities and supports our local communities to live well for longer.

Our Three Pillars

Professional

- We are committed to delivering safe, evidence-based and high-quality care through clinical excellence, professionalism, accountability and continuous learning.
- We invest in the development of our workforce and maintain robust administrative and governance systems to ensure patients receive care that is safe, effective and responsive.

Proactive

- We seek to identify health needs early and intervene before problems escalate.
- Through continuity of care, population health management, preventative screening, long-term condition management and collaborative working, we aim to improve outcomes and reduce avoidable harm.
- We embrace innovation and technology where it improves patient care, outcomes and experience, enhances access and supports sustainable healthcare delivery.

Preventative

- We believe prevention is fundamental to improving physical, social and mental health and wellbeing.
- We promote healthy lifestyles, and provide vaccination, screening programmes, cardiovascular risk reduction and early intervention to help patients remain healthy and independent for as long as possible.

Our commitment to patients

Patients are at the centre of everything we do. We are committed to:

- **Working together with patients:** We believe the best outcomes are achieved when healthcare professionals and patients work together in partnership.
- **Respect and dignity:** We value every person as an individual and treat patients, carers and colleagues with courtesy, kindness and respect. We will support and empower patients to make informed decisions about their health.
- **Commitment to quality:** We strive to deliver safe, effective and consistently high-quality care, ensuring that every patient has the best possible outcomes and experience. We are committed to continuously reviewing and improving the quality, safety and effectiveness of care.
- **Personalised care:** We deliver personalised care that reflects individual needs, circumstances and priorities.
- **Compassion:** We treat people with empathy, understanding and humanity, recognising that people often seek healthcare during times of greatest need and vulnerability.
- **Reducing inequalities:** We provide equitable access to services and are committed to identifying and taking action to reduce health inequalities.

Feedback, Complaints and Compliments

We actively seek feedback from patients, staff and partners and use this to improve our services. We promote a culture of openness, reflection and continuous improvement to ensure we continue to meet the changing needs of our local communities.

We welcome feedback from patients and recognise complaints, concerns and compliments as valuable opportunities to learn and improve. We are committed to:

- Taking concerns seriously.
- Responding fairly and openly.
- Learning from feedback.
- Continuously improving patient experience and quality of care.

Patients are supported to raise concerns through our complaints procedure and may access independent advocacy services where appropriate.

Rights, privacy and dignity

We are committed to protecting the privacy, dignity and confidentiality of all patients.

We comply with all relevant legislation, including:

- Health and Social Care Act 2008
- Care Act 2014
- Equality Act 2010
- UK GDPR
- Data Protection Act 2018.

Patients are treated with dignity, respect and fairness at all times, irrespective of age, disability, ethnicity, gender, religion, sexual orientation or social circumstance.

Services provided by The Wall House Surgery

The Wall House Surgery provides comprehensive NHS primary medical services to registered patients. This includes:

- General medical consultations
- Urgent and routine care and minor illness management
- Long-term condition management
- Preventative healthcare, digital social prescribing and community signposting
- Health promotion and wellbeing support
- Childhood and adult immunisations
- Cervical screening
- Family Planning Services: Contraception Services including contraceptive Implants and Intra Uterine Contraception,
- Women's health and menopause care
- Minor operations
- Maternity and postnatal care
- Mental health support
- Frailty and care home services
- Medicines optimisation and prescribing
- End of life and palliative care
- Dermatoscopy

Services are delivered through a multidisciplinary team including GPs, nurses, Nurse Associate, healthcare assistants, pharmacists, care coordinators and administrative staff.

The Wall House Surgery is also a national training centre for menopause qualifications (British Menopause Society and College of Reproductive and Sexual Health (CSRH)) and host for the Surrey Primary Care training programme for the CSRH . We are a training practice and are actively involved in training for GP Resident Doctors, Paramedic practitioners and Paramedic students, nursing students, medical students and work experience students.

Part 3: Location(s)

- the people who use the service
- service type(s)
- regulated activities

Name of location	The Wall House Surgery
Address	Yorke Road Reigate Surrey
Postcode	RH2 9HG
Main telephone	01737 244325
Email	contact.thewallhouse@nhs.net

Description of the location

(The premises and the area around them, access, adaptations, equipment, facilities, suitability for relevant special needs, staffing & qualifications etc)

The building is a three storey, extended and renovated surgery with a lift to all floors rebuilt in 2018. We have ramps at the entrance and double automatic entrance doors. There are two waiting rooms – one on each clinical floor. We have eighteen treatment and consulting rooms with several specially adapted to fit our service requirements such as minor operations and intra-uterine contraception fitting. We have a clean utility room and a dirty utility room. A Cleaners room, two Disabled toilets, two universal patient toilets across the two floors that patient's access. Our third floor houses our storage utility room, server room, staff kitchen, staff lounge, meeting room, two communal office spaces and one individual office. We have two staff toilets and lockers for staff storage.

No of approved places / overnight beds (not NHS)	n/a
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CQC service user bands				
The people that will use this location ('The whole population' means everyone).				
Adults aged 18-65	☐	Adults aged 65+	☐	
Mental health	☐	Sensory impairment	☐	
Physical disability	☐	People detained under the Mental Health Act	☐	
Dementia	☐	People who misuse drugs or alcohol	☐	
People with an eating disorder	☐	Learning difficulties or autistic disorder	☐	
Children aged 0 – 3 years	☐	Children aged 4-12	☐	Children aged 13-18 ☐
The whole population	☒	Other (please specify below)		☐

Regulated activity(ies) carried on at this location		
1. Treatment of disease, disorder or injury	☒	
Registered Manager(s) for this regulated activity: Dr Katherine Chan		
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): GP Services		
2. Surgical procedures	☒	
Registered Manager(s) for this regulated activity: Dr Katherine Chan		
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): GP Services		
3. Diagnostic and screening procedures	☒	
Registered Manager(s) for this regulated activity: Dr Katherine Chan		
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): GP Services		
4. Maternity and midwifery services	☒	
Registered Manager(s) for this regulated activity: Dr Katherine Chan		
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): GP Services		
5. Family planning service	☒	
Registered Manager(s) for this regulated activity: Dr Katherine Chan		
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): GP Services		

Part 4: Registered Manager

The information below is for manager number:	1	of a total of:	1	Registered Managers working for the provider shown in part 1
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1. Manager's full name	Dr Katherine Chan
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2. Manager's contact details	
Business address	The Wall House Surgery Yorke Road
Town/city	Reigate
County	Surrey
Post code	RH2 9HG
Business telephone	01737 244325
Manager's email address	
Practicemanager.thewallhouse@nhs.net	