



## Coventry Road Practice – Statement of Purpose

### Registered Provider

Coventry Road Practice  
Drs Harrower, Harrower, Vino & Goode  
2314 Coventry Road  
Sheldon  
Birmingham B26 3JS  
0121 743 2154  
www.coventryroadpractice.co.uk

**CQC Registration Date** : 01/04/2013  
**Registered Provider** : Coventry Road Practice  
**CQC Registered Manager** : Dr Nicola Goode  
**CQC Service Provider ID** : 1-199775510  
**Practice Manager** : Carol McAndrew  
**Email Contact** : carol.mcandrew@nhs.net

Coventry Road Practice is a partnership practice with over 3600 patients. It is a well established practice, conveniently located on the Coventry Road with plenty of local bus stops in the vicinity. It is a privately owned building with consulting and treatment rooms downstairs and upstairs. The practice has a front car park which is mainly used for elderly patients and we have a larger rear car park. We also have a parking space outside the practice which is reserved for patients displaying a disabled sticker. The surgery is accessible to patients using a wheelchair.

Inside the surgery we have a downstairs disabled toilet and if patients cannot use the stairs we arrange for them to be seen downstairs.

### Aims and Objectives

To provide a high standard of care that fully satisfies the needs and expectations of our patients. Through consultation, examination and investigation we aim to deliver the most appropriate and effective care pathways and continuously strive for improvement through training, listening to our team and patient participation.

- Maximise accessibility and the range of services offered to meet the needs of all our patients
- Continuously review, develop and improve our services
- Understand the views of our patients, seeking guidance on the services we offer
- Provide a safe environment for both patients and staff.
- Maintain a stable, committed and well trained team of clinical and non-clinical staff.

## Our Team

### Doctors

- Dr R F Harrower (Partner)
- Dr S I Harrower (Partner)
- Dr Vino Ganespathy (Partner)
- Dr Nicola Goode (Partner)

### Nursing Team

- Diane Veal (Practice Nurse)
- Carol McAndrew (HCA)
- Christine Endsor (HCA)

### Admin & Reception Staff

- Carol McAndrew (Practice Manager & Secretary)
- Mandy Weale (Senior Receptionist)
- Eileen Mountney (Receptionist)
- Christine Endsor (Receptionist & Administrator)
- Cathy Murgatroyd (Receptionist)
- Andree Thomas (Receptionist)
- Pam Bannister (Receptionist)

The partners Dr Richard Harrower and Dr Susan Harrower have been with the practice for over 30 years. Dr Nicola Goode joined in 1995 and Dr Vino Ganespathy joined in 2007. The GPs, Practice Nurse, HCAs and all reception and administrative staff always try to provide a well respected, trustworthy and helpful service.

We also provide access to essential care pathways through the surgery including the District Nurses, Counsellors, Acupuncture and the Midwife.

## Regulated Activities

Coventry Road Practice is registered with the CQC for the following regulated activities

- Diagnostic and screening procedures ✓
- Family Planning ✓
- Maternity and midwifery services ✓
- Surgical procedures ✓
- Treatment of disease, disorder or injury ✓

The interests, experience and specialism's of the clinical team enable the practice to provide enhanced services including Health Checks, Smoking and Alcohol support, Minor Surgery and Injections.

The practice offers its services to all our registered patients.