

STATEMENT OF PURPOSE



108
HARLEY
STREET
LONDON W1G 7ET

The Home Of

The London Breast Clinic

The London Skin Clinic

The Gilmore Groin & Hernia Clinic

The London Rectal Clinic

The London Sports and Orthopaedic Clinic

108 X-Ray and Imaging

108 Day Surgery Centre

The London Thyroid and ENT Clinic

The London Women's Health Clinic

The above are the trade names of the clinics which form the basis of 108 Medical Chambers at 108 Harley Street, London, the legal trading entity is 108 Medical Ltd (Company Registration Number (2520520)

The Registered Provider is:

108 Medical Ltd is registered as the service provider by the Care Quality Commission under the Health and Social Care Act 2008.

It is registered for the following regulated activities

- Treatment of disease, disorder or injury (FR18365_1)
- Surgical Procedures (FR18365_2)
- Diagnostic and screening procedures (FR18365_3)

The regulated activities are all linked to the provision of services within the various specialist clinics. Services are available to the whole population.

The regulated activities may only be carried out at 108 Harley Street, London W1G 7ET. This is also the registered office held by Companies House.

Provider ID – 1-101726688

Location ID – 1-133861389

Tel: 0207 563 1234

Email: Clair@108harleystreet.co.uk

As the provider is an organisation it is subject to the registered manager condition of the Care Quality Commission registration

The Registered Manager is:

Clair Linnane is the manager in charge of the non-medical aspects of the clinic; she will ensure that appropriate steps are taken to fulfil her responsibility to ensure that all regulations and standards are met.

Her contact details and also the Provider's address for service of notices and other documents are:

Clair Linnane

108 Harley Street, London

W1G 7ET

Tel: 0207 563 1234

Email: Clair@108harleystreet.co.uk

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Aims and Objectives

A team of Consultants including Surgeons, Sports Physicians, Dermatologists and Radiologists working together in a number of specialist and general fields to support a vast network of GP's, family doctors, embassy doctors, BUPA and NHS breast screening doctors, sports medicine specialists and private patients.

It is the aim of our staff and Consultants is to provide the very best service with the highest of standards, exemplary patient care and support to all of our patients and their doctors.

The objective of our Practice is for our multi-disciplinary team to provide safe, professional and quality assured treatment to all of our patients. We will ensure that patient privacy, dignity and confidentiality are respect by all of our multidisciplinary team and staff at all times.

The medical policy and clinical governance is determined by the clinic's Medical Advisory Committee (MAC), chaired by Mr Simon Marsh, to ensure that we offer the quality of service expected at a centre of excellence.

There are also regular multi-disciplinary team meetings of The London Breast Clinic with rotation of Chairperson with educational addresses being delivered by specialists in the same field who are also associated with The London Breast Clinic. There is also a skin cancer MDT to cover the work of The London Skin Clinic.

The Clinic also provides an annual programme of educational symposia for GP's and other clinical professionals, utilising both internal and external speakers.

108 Harley Street

The Clinic is based at 108 Harley Street W1G 7ET and is located within the Harley Street Medical Area in Central London.

It occupies a Georgian town house and across 3 floors comprises 5 consulting rooms, a treatment room for investigations, physiotherapy rooms, an imaging suite which includes mammography, ultrasound and general x-ray and a local anaesthetic theatre

A portable ramp to provide wheelchair access from the street and a lift is available within the premises for patients who require assistance between floors. Accessible toilet facilities are available on the ground floor.

Patients travel to the clinic by car (paid for parking bays within the area), taxi, tube, bus, cycling and walking. Directions to find us are provided on our website.

Staff and Consultants

In addition to the Consultants appointed by the MAC, who are all highly qualified and respected specialists, the clinic directly employs staff to support the clinicians in their work

Medical Staff

We have the following medical staff working within the clinic, all have qualifications relevant in their field and proven experience and undergo the necessary annual CPD.

- Qualified Nurses
- Qualified Radiographers
- Physiotherapist

General Staff

The general staff, excluding company directors, comprises

- Administrators inc medical typing
- Accounts
- Practice Secretary
- Maintenance

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Directors

There are 6 Directors on the board comprising a retired Consultant Surgeon, a Consultant Surgeon, a GP, a retired lawyer a qualified accountant and Finance Director. The Practice Manager attends Board Meetings to represent staff and the Operational aspect of the clinic

Consultants

Admitting rights to work at 108 Medical Chambers are regulated by the Medical Advisory Committee (MAC) these rights are used by Consultants who consult with patients at 108 Harley Street, Consultant Radiologists who provide the imaging support and some providers who may consult elsewhere will utilise the Day Surgery Theatre. Consultants who base their practice at the Clinic are shown on the website.

Treatment & Services

There is a range of services offered by the clinic they comprise:

- Doctors Consultation Services
- Doctors Treatment Service
- Diagnostic and/or Screening Services
- Rehabilitation Services (physiotherapy under the supervision of a Doctor)

Patients consult our Consultants for opinions and/or treatment within the following specialist clinics:

The London Breast Clinic

Dedicated Breast Clinic Our multi-disciplined team specialise in the assessment, diagnosis and treatment of all benign and malignant breast disease at all stages from screening through surgery to radiotherapy and chemotherapy both here at 108 Harley Street and at associated hospitals. The London Breast Clinic is part of the Bupa Breast Cancer Network

The London Skin Clinic

The London Skin Clinic provides a friendly and efficient family dermatology service and is able to provide advice on the management of all skin conditions and offer support to help cope with living with skin problems

The Gilmore Groin and Hernia Clinic

Our Doctors consulting patients for groin and hernia complaints specialise in this area. Mr Gilmore, who founded the Clinic but has now retired, pioneered a technique for Groin Disruption complaints, which has become known as a 'Gilmore's Groin'. His work continues under the current Consultant team

Diagnosis of groin complaints range from ultrasound, stork or flamingo x-ray views of the pelvic area and in some cases an M.R.I scan is required. These investigations are performed either at 108 Harley Street or at associated hospitals. Depending on the findings of the investigations, surgery may be required; this is performed at a local partner acute hospital.

The London Rectal Clinic

Established to provide expert diagnosis and treatment of benign and malignant diseases of the colon, rectum and anus. On site assessment and treatment includes proctoscopy, sigmoidoscopy and haemorrhoid injection and treatment in addition to ultrasound and x-ray imaging, as required.

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The London Sports Injury Clinic

The London Sports Injury Clinic is a “cutting edge” multi-disciplinary services that specialises in non-surgical solutions for Sports and Orthopaedic Injuries. In addition the clinic focuses on Human Performance and Wellness.

The team also assist in the rehabilitation and monitoring of patients who have undergone surgical intervention. Physiotherapy is available on site

Sports & Musculoskeletal Medicine is a field of medicine that specialises in the prevention, diagnosis and management of sport- and exercise- related injuries, disorder, dysfunctions, and disease processes.

108 X-Ray and Imaging

Our x-ray department offers an efficient modern and personalised service to our patients. We offer diagnostic breast imaging using mammography (and tomosynthesis mammography), ultrasound and where applicable fine needle aspiration cytology, core biopsy and vacuum biopsy. We offer a full range of plain film investigations, general ultrasound including abdominal, gynaecological and small part imaging.

One Stop Day Surgery Centre

We provide ‘one stop’ treatment including consultation and operation under local anaesthetic. Operations performed within the theatre include excision of lesions, abscess drainage, in growing toenail obliteration and formal biopsies.

The London Thyroid and ENT Clinic

The multidisciplinary team is experienced in the assessment, diagnosis and treatment of benign and malignant disorders of the thyroid and ENT problems.

The Woman’s Health Clinic

We offer a range of gynecological services which covers woman’s health such as fertility, menopause, screening and diagnostics, Well woman packages, Hormonal concerns and Contraception. Our Gynaecology team perform Hysteroscopy in our Day Surgery centre.

Patient Consultations

We have a full team of trained staff for appointments, accounts, nursing and radiography. All are ready and willing to answer any patient or prospective patient concerns.

Female patients are offered a chaperone whilst examinations are carried out. We require patients to give verbal consent to all intimate examinations and are able to bring relatives or friends with them to the consultation and any procedures undertaken at 108.

The Consultants and the Radiologist inform patients of their recommended treatment. Patients and their relatives when appropriate, are consulted about planning and delivery of service we provide taking into account their requests and preferences.

All patients’ health needs are carried out in line with procedures offered and are appropriate to the nature of their complaint.

Complaints – Complaint process

We have the following complaints procedure.

Complaints should be made in the first instant to the Registered Manager. Staff provide information details to patients in their absence. These complaints are recorded

Any member of staff receiving a complaint reports details directly to the Registered Manager by internal email.

The Registered Manager will provide acknowledgement to the complainant within 2 working days, this is usually by email these days.

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The Registered Manager will seek to address issues generated by the complaint after consultation with all parties involved.

All complaints are held by the Registered Manager

The Registered Manager is committed to ensuring that any complaint issues raised are learnt from in order to improve services within the Clinic.

A quarterly summary of complaints is discussed at the Medical Advisory Committee meetings.

Although the Care Quality Commission registers providers its remit from Government does not include dealing with individual complaints about service providers, the advice from their website is:

How to complain

In the first instance, you should contact the service provider. All health and social care service providers must have a complaints procedure that you can ask to see.

This will tell you how to make a complaint. If you think a crime has been committed or a provider is delivering services without being registered with us, you should report a concern.

Telephone 020 7448 9200

It can also be downloaded at.

<http://www.cqc.org.uk/content/complain-about-service-or-provider>

Quality Review

The London Breast Clinic and The London Skin Clinic hold regular multi-disciplinary meetings where patient management is discussed in detail, in addition to the weekly multi-disciplinary breast biopsy patient review. The quarterly meetings provide a forum for discussion of patient management with an educational address from a specialist in fields relevant to treatment and services offered.

Clinical governance is considered by the Medical Advisory Committee.

For the past 20 years, all patients who undergo surgery following a consultation at 108 Harley Street are given a patient questionnaire. We encourage patients to complete each questionnaire and the management review each completed form. The results of these are displayed on the website

Privacy and Dignity of Patients

We believe that we treat all patient and their records with the utmost confidentiality and security.

Access to all patients' medical records is in line with the Data Protection Act 1998, of which we strongly adhere to.

Patient's medical records are only accessible to members of staff and are kept in cabinets locked whilst not in use.

All staff members are trained in providing excellent patient service where their dignity is respected at all times.

Statement updated on: 30 July 2018

Statement developed by: Hamish Millar - Updated by Clair Linnane

Circulate to: Employees and Consultants at 108 Harley Street
Patients – available in waiting rooms
Care Quality Commission

Next Review date: As required for changes in legislation and services