



Sussex
Medical
Chambers

STATEMENT OF PURPOSE

This Statement is in accordance with Outcome 15 of
The Health and Social Care Act 2008.

This Statement is available for inspection by every
patient and any person acting on behalf of a patient



Sussex Medical Chambers is a Sussex Medical Centre company.

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AIMS AND OBJECTIVES

Sussex Medical Chambers is an independent company owned by Sussex Medical Centre Ltd which provides affordable private medical services to the general public and the NHS. Medical services are available on a walk-in, pre-booked, and referred basis.

Sussex Medical Chambers' core values are:

QUALITY	SAFETY
ACCOUNTABILITY	TRANSPARENCY
AFFORDABILITY	INNOVATION
INTEGRITY	FLEXIBILITY
EQUALITY	RESPECT

Sussex Medical Chambers' aims and objectives are as follows:

- To provide the highest quality of clinical services to all patients in a safe and professional environment.
- Ensure operating systems, protocols, policies and procedures are designed around the needs and wellbeing of the patient to deliver a 'patient-centred' service.
- Ensure all patients are examined and treated by appropriately qualified, experienced and registered medical practitioners.
- Establish the Sussex Medical Chambers brand as the leading private provider of medical services throughout Sussex, England.
- To develop a chain of treatment centres to serve the needs of the local population.
- To be an efficient organisation that represents excellent cost effective care.

- Have a clear, transparent and affordable pricing policy. Develop relationships at a local, national and international level to aid collaborative working.
- Work closely with the NHS, PCT's and other commissioning bodies to achieve national targets of healthcare delivery and standards of care.
- Develop a culture of strong performance, achieved through excellent management and strong clinical leadership.
- Encourage involvement from our patients, the public and particularly our members.
- Respect all views offered irrespective of age, race, culture or gender, in all aspects of service planning and provision.

REGISTERED PROVIDER, REGISTERED MANAGER & QUALIFICATIONS

The Registered Provider is:

Sussex Medical Chambers Limited
124- 126 New Church Road
Brighton & Hove
East Sussex
BN3 4JD

The Registered Person is:

Mrs Manoush Shoai

A Psychologist with a post-graduate diploma in management and has provided private healthcare services for over 30 years.

She has worked as a Deputy Director and Psychologist in Nanhurst Children's Hospital for 6 years, and for 4 years with BUPA as a Psychologist.

She has also been a Director of Ashbourne Medical Centre, Westholme Clinic and Sussex Clinic.

The Registered Managers are:

Location: 124- 126 New Church Road, Hove, BN3 4JD
Mrs Gillie Andrews

An experienced Practice Manager of GP surgeries and walk in centres. Over 12 years of working within the local health community in a variety of roles. Has carried out a number of projects for Brighton and Hove PCT (now CCG). Prior to which she has worked as a Nurse technician.

Location: SMC c/o Westholme Clinic, 10 Clive Avenue, Worthing, BN12 4SG

Mr Sukwinder Maal

An experienced Managing Director and registered manager of CQC services. He has worked in the health field in senior roles for over 10 years.

STAFF

All clinical and non-clinical employees at Sussex Medical Chambers are required to undergo an Enhanced Disclosure Check by the Disclosure and Barring Service (DBS) as a condition of employment, provide a full CV containing all appointments held (past and current if applicable) and professional qualifications gained. Past employment is confirmed via Reference Checks. Copies of certificates to evidence training are kept in personnel files.

All medical and nursing staff at Sussex Medical Chambers have received Basic Life Support (BLS), Paediatric Life Support (PLS) Adult Life Support (ALS). Both clinical and non-clinical staff are annually updated in Child and Adult Safeguarding.

Training is also given on specific medical equipment used at Sussex Medical Chambers and on policies and procedures developed specifically for Sussex Medical Chambers.

All clinical staff have a personal training plan to ensure their continuing professional development.

Practicing Clinicians

Sussex Medical Chambers directly employs clinicians and also has associate Clinicians with Practising Privileges holding regular clinics on site. All doctors working at Sussex Medical Chambers are fully qualified highly experienced medical practitioners, with the majority holding substantive posts in the NHS.

All doctors are all registered with the General Medical Council and hold appropriate professional indemnity insurance. All GP's required to maintain registration with the CCG Performers List.

Nurses

Nurses working at Sussex Medical Chambers are qualified in various clinical specialties with different levels of experience. All Sussex Medical Chambers nurses have the relevant clinical experience and qualifications for the areas of treatment they work in.

All Sussex Medical Chambers nurses are registered with the Nursing and Midwifery Council or the Health Professionals Council and have appropriate professional indemnity insurance.

STAFF

Therapists

Therapy services are provided by independent practitioners who hold Practising Privileges with Sussex Medical Chambers. All therapists working at Sussex Medical Chambers are State Registered and/or members of their professions appropriate governing body.

Radiologists & Radiographers

All radiologists & radiographers working with Sussex Medical Chambers are fully qualified and experienced in taking X-rays and performing Ultrasounds as per the department in which they work.

Laboratory Services

All laboratory staff onsite are employed by AccuLabs Diagnostics UK Ltd in accordance to their policies and procedures. AccuLabs Diagnostics UK Ltd also operate a branch of their services from 126-128 New Church Road, Hove. AccuLabs Diagnostics UK Ltd is independent of Sussex Medical Chambers Ltd.

Head Office/ Support

Sussex Medical Chambers also employs a number of head office and support staff to ensure that the company is able to provide its core clinical services to patients. All Head Office and Administrative staff are trained in areas of Customer Service, Information Governance and Complaints and Incident handling.

ORGANISATIONAL STRUCTURE

Sussex Medical Chambers is a private limited company. It has been owned by Sussex Medical Centre since April 2008. Sussex Medical Chambers has no other subsidiaries and is not part of any other group of companies.

Statutory Directors

Mr Sukwinder Maal
Mr James Lewis
Mr Kush Narang
Mr Waleed Al-Singary
Mr Atul Sinha
Mrs Manoush Shoai
Ms Jenny Lo
Mr Maung Nyunt
Dr Patrick Carr
Mr Nirav Shah

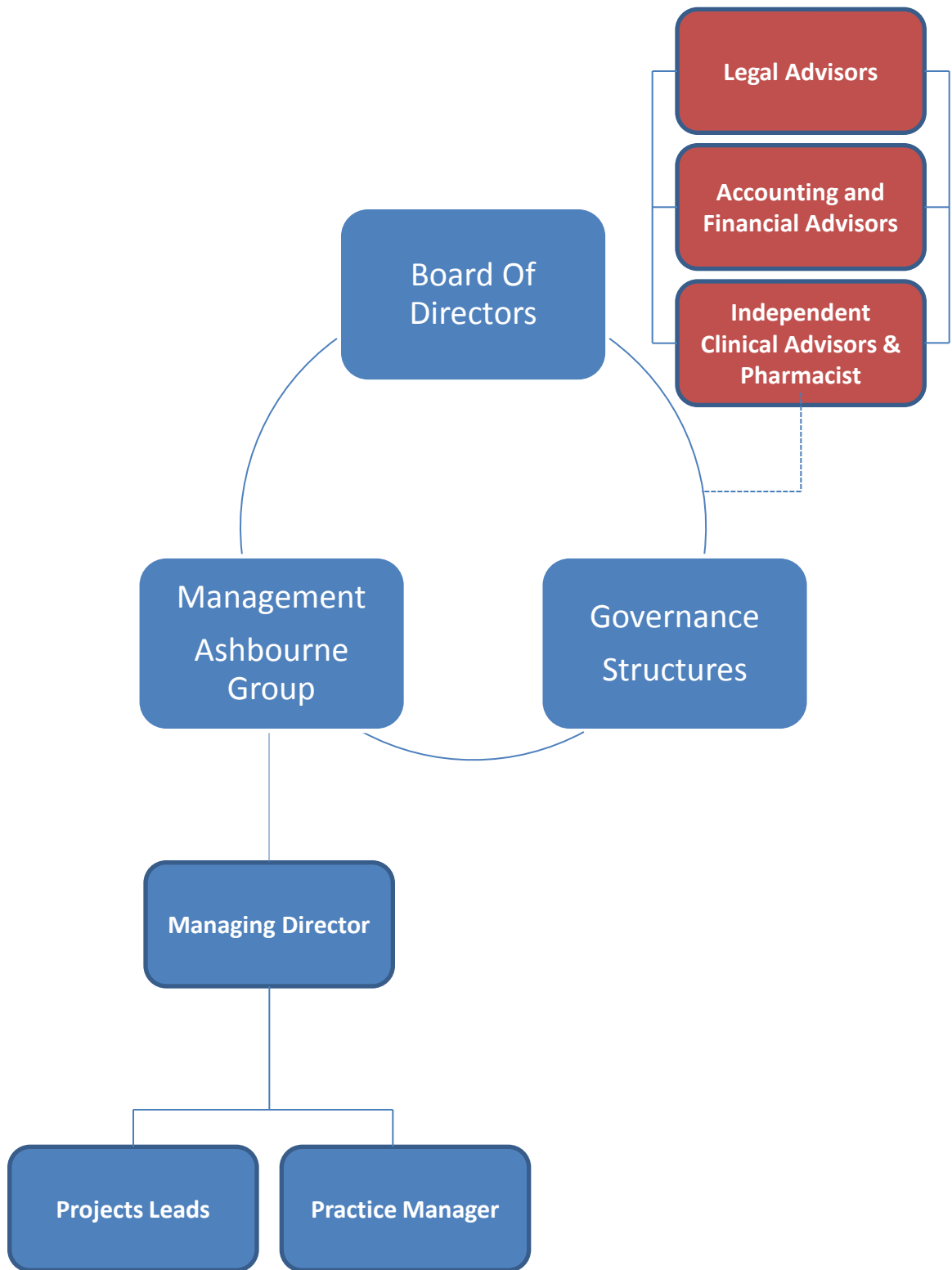
Clinical and Information Governance Committee

Dr Patrick Carr
Mr Maung Nyunt
Mr Waleed Al-Singary
Mr Sukwinder Maal
Mrs Manoush Shoai
Mrs Gillie Andrews

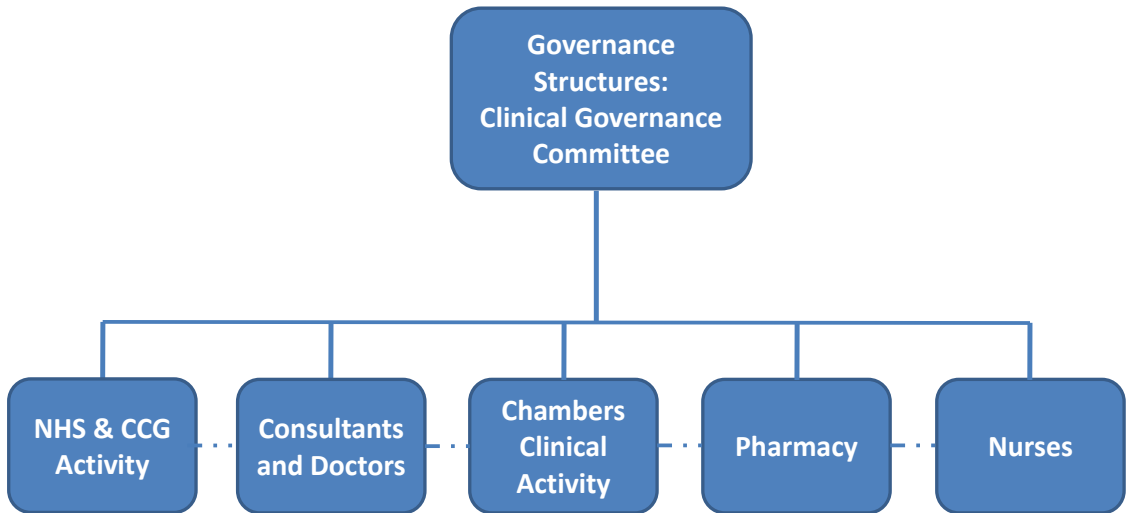
The following organisation charts shows the overall structure of the company:

- Organisational Structure
- Clinical Structure
- SMC Operational Structure

ORGANISATIONAL STRUCTURE

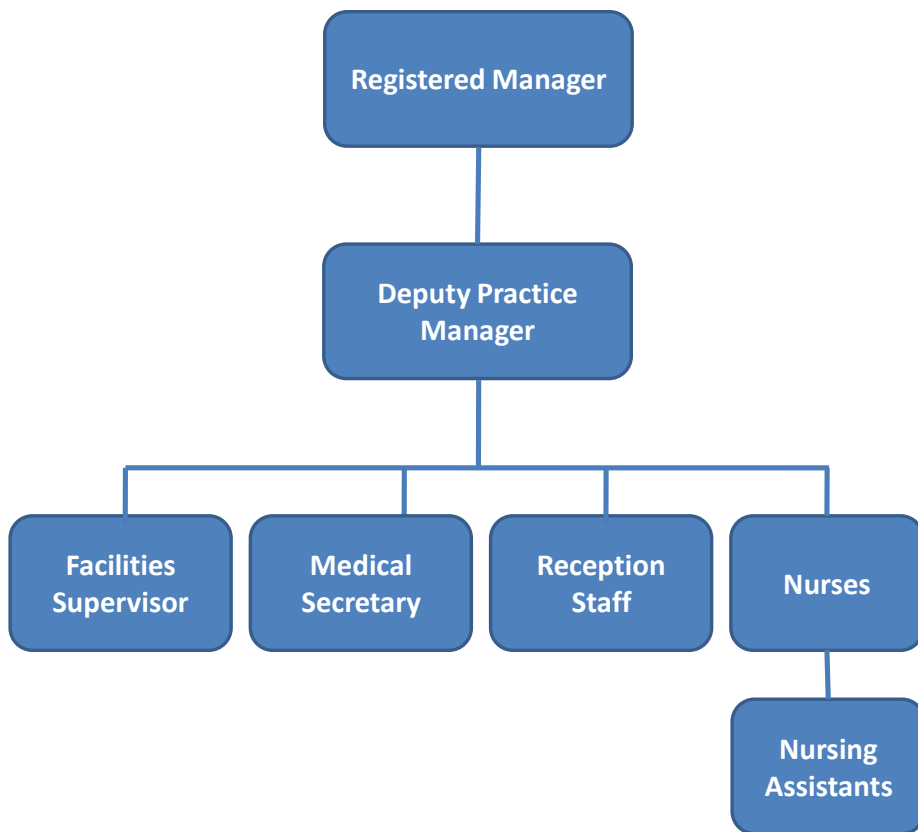


CLINICAL STRUCTURE



SMC OPERATIONAL STRUCTURE

Hove



SMC OPERATIONAL STRUCTURE

Worthing



SERVICES, FACILITIES AND LOCATIONS

CQC Registered Activities

- SMC, Hove

- **Treatment of Disease, Disorder or Injury**
- **Surgical Procedures**
- **Services in Slimming Clinics**
- **Family Planning**
- **Diagnostic and Screening Procedures**

- SMC, Worthing

- **Treatment of Disease, Disorder or Injury**

SERVICES & FACILITIES

Hove

Services

- Minor Operations and Procedures (3+ years)
- 24 hour Private GP services with Call Out (3+ years)
- Health screening
- Laboratory tests (3+ years)
- Occupational health services to corporate clients
- Physiotherapy
- Osteoporosis (3+ years)
- Travel vaccinations (3+ years)
- Immunisations (3+ years)
- Ultrasound
- Family Planning
- Plastic Surgery Consultations
- Vascular Services
- Ophthalmology
- Audiology
- Dentistry (3+ years)
- Orthopedics
- Urology
- Gynaecology
- Psychiatry
- Psychology
- Counselling
- Sexual Health Clinic
- Beauty and Cosmetic Laser Treatments
- Slimming Services
- Family Planning
- X Ray

SERVICES & FACILITIES

Hove

Facilities

Lower Ground Floor

- 1 Dexa Scanning Room
- 1 Radiologists Office
- 1 Minor Procedures Theatre
- 1 Dental Suite
- 1 Children's Waiting Room
- 1 Patient Changing and Waiting Area
- 1 Patient Toilet
- 1 Staff Room
- 1 Filing Room
- 1 COSHH Room

Raised Ground Floor

- 2 Premier Consulting Rooms
- 1 Phlebotomy & Treatment Room
- 3 Consulting Rooms
- 1 Ultrasound Suite
- 1 Treatment Room
- 1 Practice Managers Office
- 1 Emergency Trolley and Defibrillator
- 1 Travel Clinic & Nurses Office
- 1 Reception
- 2 Waiting Areas
- 1 Patient Refreshments Area
- 2 Patient Toilets (1 with disabled access)

SERVICES & FACILITIES

Hove

Facilities

1st Floor

- 2 Consulting Rooms
- 1 Examination Room
- 1 Treatment Room
- 1 Laser Room
- 1 Counselling Room
- Emergency Packs
- Store Cupboard

Top Floor

- Laboratory

Lift Access to all floors.

All rooms and toilets have an emergency nurse call button.

Ambulance parking and disabled access at side of the building.

Large number of free street parking bays including disabled and doctors parking.

SERVICES & FACILITIES

Worthing

Facilities

1st Floor

- MDT Coordination Suite

This facility is not a patient facing location but is used by the Multi Disciplinary Team to coordinate and create care plans for Patients within our care. Patient records relating to care provided from this location are kept securely on site.

It also serves as the Administrative Support and Head Office of our service.

PATIENT / CLIENT CONSULTATION

Hove

Client's views will be sought and used to inform our provision of treatment and care.

Client's are welcome and encouraged to make any suggestions or comments about Sussex Medical Chambers, and any member of staff or the service at any time. A comment form is available from the main reception desk. Comments and suggestions will be dealt with promptly, where the client's identity is known, the comment will be acknowledged and responded to in the strictest confidence.

Suggestions and comments are collated monthly and raised at clinical and management meetings. Any named submissions will be acknowledged within 2 working days and any results communicated within 20 working days.

A feedback form is provided on the Sussex Medical Chambers' website and also on the Sussex Medical Centre website.

Sussex Medical Chambers will use the feedback it obtains to help focus its efforts in continually improving our 'patient-centred' service and patient satisfaction levels.

PRIVACY AND DIGNITY OF PATIENTS

Hove

Sussex Medical Chambers has taken all reasonable steps to respect the privacy and dignity of all patients and provided specific facilities including:

- Private consultation rooms
- Toilet facilities for disabled patients
- Option of a Chaperone for all Consultations, Examinations and Treatments.

Our procedures and policies are also designed to promote patients privacy and dignity such as:

- Client's consent will be sought for any intimate examination and a chaperone is available at all times.
- Where possible, patients will be given the option of a consultation with a staff member of the same sex should they wish to do so.
- A nurse call system is also provided allowing all patients to request assistance when necessary.

Any specific requests made by patients in relation to privacy or dignity will be carefully considered and granted if appropriate and reasonable.

COMPLAINTS

At Sussex Medical Chambers we aim to provide an excellent level of service to our patients, however there may be occasions when patients feel we did not meet their expectations. In such cases, the senior medical officer on duty will always try to resolve the situation to the patient's satisfaction.

However patients (or their representatives) who wish to make a formal complaint can request a copy of our Patient Guide which is freely available and outlines the complaints and appeals procedure.

Sussex Medical Chambers will log, monitor and respond to all formal complaints within three working days after receiving a complaint and co-operate fully with our regulators, the Care Quality Commission, should they request information or investigate any complaint.

Complaints can be made to any member of the SMC team who will assist you in the process. All complaints are investigated by a Senior member of the SMC Management team.

Each complainant will be contacted personally by the senior member of the management team and advised of the investigation route and associated timescales involved in resolving the complaint.

CONTACT DETAILS

Sussex Medical Chambers Ltd

Company Registration No. 5021954

Address: HOVE

126 -128 New Church Road
Brighton & Hove
West Sussex
BN3 4JD

Tel:

01273 430022

Fax:

01273 430433

Web:

www.sussexmedicalchambers.co.uk
info@sussexmedicalchambers.co.uk

Board of Directors

Sussex Medical Centre Ltd

Company Registration No. 5976812

Address: WORTHING

10 Clive Avenue
Goring-by-Sea
Worthing
West Sussex
BN12 4SG

Tel:

01903245550

Fax:

01903 249997

Web:

www.sussexmedicalcentre.co.uk
info@sussexmedicalcentre.co.uk