



STATEMENT OF PURPOSE

This Statement is in accordance with Regulation 6 of
The Private and Voluntary Health Care (England) Regulations 2001

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

Casualty Plus is regulated and inspected by
The Healthcare Commission
5th Floor, Peter House
Oxford Street
Manchester M1 5AX

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I. Aims and objectives

Casualty Plus is an independent company providing private medical services to the general public, primarily on a walk-in basis.

Casualty Plus' aims and objectives are as follows:

- Establish the Casualty Plus brand as the leading private provider of walk-in medical services.
- Develop a national chain of treatment centres.
- 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.
- Provide casualty services for minor injuries on a walk-in basis and ensure patients receive prompt medical attention.
- Have a clear and transparent pricing policy.
- Provide and maintain appropriate medical and patient facilities to deliver an excellent level of clinical care to all patients in comfortable surroundings.
- Provide and maintain back-up facilities to ensure the wellbeing of patients in the event of an emergency and ensure procedures are in place for patient transfer to a more appropriate medical facility if necessary.

2. Registered Provider, Responsible Individual and Manager

The Registered Provider is: Casualty Plus Limited
5th Floor, Churchill House
142 – 146 Old Street
London EC1V 9BW

Registered in England No. 4269133

The Responsible Individual is: Dr Johan du Plessis

The Registered Manager is: Dr Priyesh Sura

3. **Qualifications**

Registered Provider

Casualty Plus Limited

Casualty Plus has been established specifically to provide medical treatment and services to walk-in patients.

Services are provided from a purpose-built facility with state-of-the-art systems and equipment and appropriately qualified and experienced staff.

Operating policies and procedures are in line with NHS best practice guidelines.

Registered Individual

Dr Johan du Plessis M.B., Ch.B

Associate Specialist, A&E,

Bromley Hospitals NHS Trust (1993 – 2003)

Clinical Director, Medicentres and Casualty Plus (UK) Ltd (2001 - 03)

Registered Manager

Dr Priyesh Sura M.B.B.S.

4. **Staff**

All clinical and professional staff at Casualty Plus are full time employees of the company, and every member of staff is required to undergo an Enhanced Disclosure Check by the Criminal Records Bureau as a condition of employment.

All staff at Casualty Plus have received Basic Life Support (BLS) training and all clinical staff have received additional Advanced Life Support (ALS) training.

Training is also given on specific medical equipment used at Casualty Plus and on policies and procedures developed specifically for Casualty Plus.

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

Doctors

All doctors working at Casualty Plus are fully qualified medical practitioners with significant experience in A&E and primary care services.

In addition to ALS training, all doctors also have Paediatric Advanced Life Support (PALS) training.

All doctors are all registered with the General Medical Council and have appropriate indemnity insurance.

Nurses

All nurses working at Casualty Plus are qualified in various clinical specialities with different levels of experience.

All Casualty Plus nurses have relevant clinical experience in the treatment of patients with minor injuries and everyday illnesses.

All Casualty Plus nurses are registered with the Nursing and Midwifery Council and have appropriate indemnity insurance

Physiotherapist

Casualty patients requiring physiotherapy will be referred to the a physiotherapist practising at the Sevenoaks medical Centre, or one of the nearby BMI Hospitals

X-ray Department

Casualty patients requiring an x-ray will be referred to the x-ray department on the second floor of Sevenoaks Medical Centre

Pharmacist

Casualty Plus employs a pharmacist on a part time basis to monitor and control the dispensing of medicines to patients. The pharmacist is fully qualified and a member of the Royal Pharmaceutical Society and has significant experience in a dispensing practice. The Pharmacist is assisted on a day to day basis by a full time Pharmacy Technician.

Head Office/ Support

Casualty Plus 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.

5. Organisational structure

Casualty Plus is a private limited company, registered in England No. 4269133.

Casualty Plus acquired a 75% controlling interest in Medicentres (UK) Limited in July 2005.

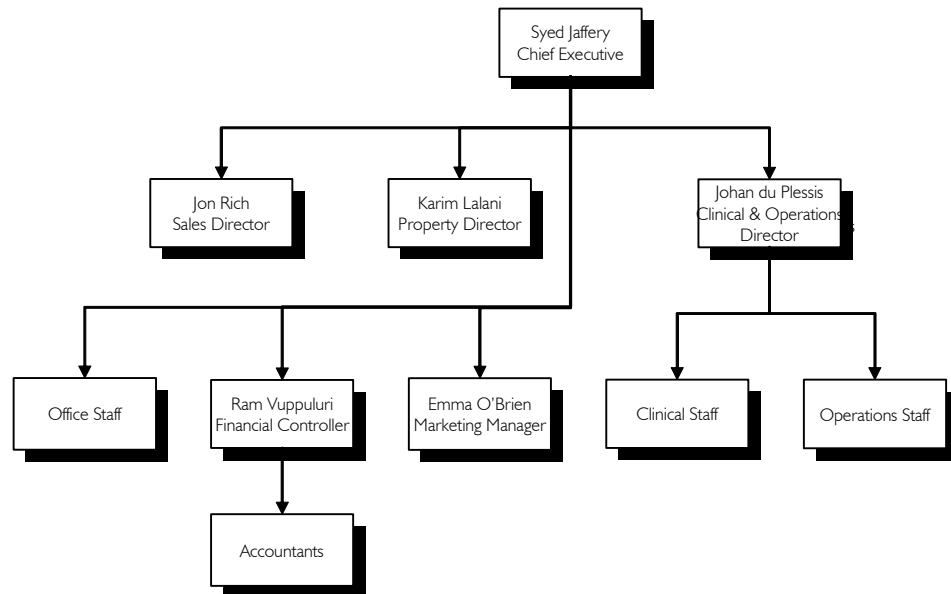
Medicentres (UK) Limited is registered in England No. 1536367 and has registered a wholly owned subsidiary company, Speak to a Doc Limited, which has never traded and has no plans to do so in the foreseeable future.

Statutory Directors of Casualty Plus Limited

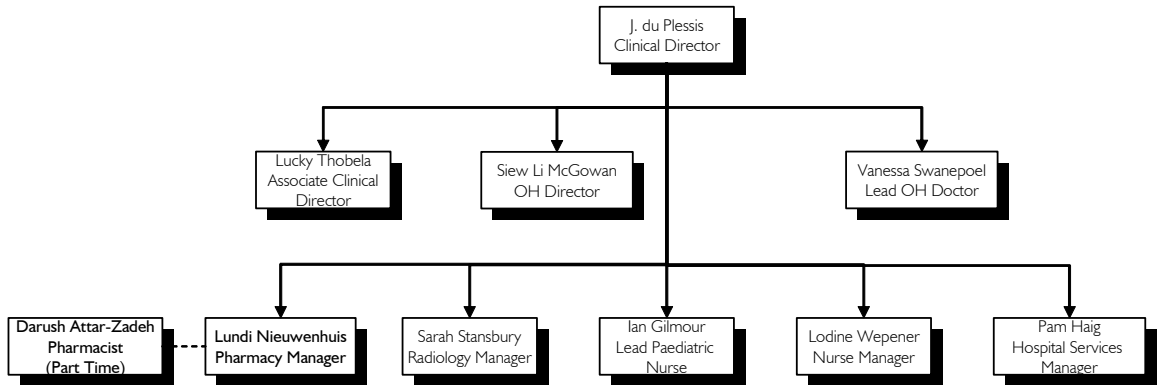
Mr Syed Jaffery	Chief Executive
Dr Johan du Plessis	Clinical and Operations Director
Professor Anthony Redmond OBE	Non-Executive Director
Shabir Randeree	Non Executive Director
Sir Gulam Noon	Non-Executive Director
Mr S. Sheth	Non-executive Director
Mr A. Rajabali	Non-executive Director

The organisation chart below shows the overall structure of the company:

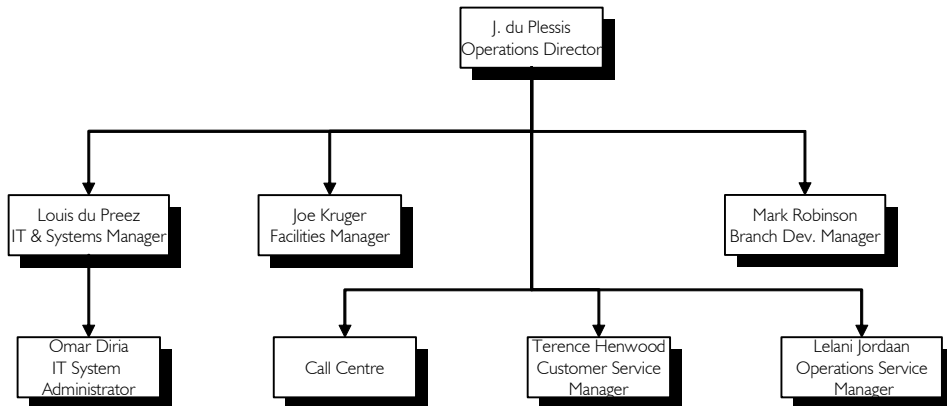
Management Structure



Clinical Management Structure



Operational Structure



6. Services and Facilities

Casualty Plus within the Sevenoaks Medical Centre is licensed to provide services to adults and children aged 1 year and over

Services

- Casualty treatment for minor injuries and illnesses
- Health screening
- Laboratory tests
- Travel vaccinations
- Radiology referrals

Whilst Casualty Plus is designed only for the treatment of minor injuries, the facility has a number of back-up facilities to ensure the wellbeing of a patient in an emergency including:

- Emergency call alarm
- Resuscitation bay
- Emergency trolleys with defibrillator and patient monitoring equipment
- UPS back-up on all medical equipment and IT systems

Opening Hours

Casualty Plus' opening times at the Sevenoaks Medical Centre are:

Monday – Friday	9am – 8pm
Saturday	9am – 6pm
Sunday	10am – 4pm

7. Patient Consultation

Consultation between Casualty Plus and patients is undertaken in two primary ways:

a. Direct feedback

Patients are encouraged to make comments and suggestions about Casualty Plus, its services and facilities, in order that changes and/ or improvements can be made that result in a higher quality service to patients.

Comments and suggestions made be made both on a voluntary basis or specifically requested by Casualty Plus staff via the completion of a Patient Questionnaire prior to discharge.

b. Annual Survey

Each year Casualty Plus will undertake a survey of patients attending the facility. The results of the survey will be sent to the Healthcare Commission, made available to our staff via the Casualty Plus intranet and also published on our website.

The survey will be similar to those carried out by many NHS Trusts and will measure the effectiveness of our medical services delivery in meeting patient expectations. The survey will also record any formal complaints received.

Casualty Plus will use the results of the survey to help focus its efforts in continually improving our 'patient-centred' service and patient satisfaction levels.

8. Complaints

At Casualty Plus 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 complaint and appeal procedure.

Casualty Plus will log, monitor and respond to all formal complaints and co-operate fully with our regulators, The Healthcare Commission, should they request information or investigate any complaint.

9. Privacy and Dignity of Patients

Casualty Plus has taken all reasonable steps to respect the privacy and dignity of all patients and provided specific facilities including:

- Confidential patient registration area
- Gender-specific toilets on all floors of the facility
- Toilet for disabled patients
- Private consultation rooms

A nurse call system is also provided allowing all patients to request assistance when necessary.

During examination and treatment, patients may request a chaperone and children may be accompanied by their parents or guardian.

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