

# Statement of Purpose

---

MSI Reproductive  
Choices UK



## Table of Contents

<b>Aims and Objectives</b>	<b>3</b>
Objectives	3
Measurements	3
<b>UK Management Structure</b>	<b>5</b>
<b>UK Treatment Regional Structure – Overview</b>	<b>6</b>
<b>UK Treatment Centre – Registered Manager Summary</b>	<b>7</b>
<b>UK Organisation Information</b>	<b>8</b>
MSI Reproductive Choices	8
Registered Provider	8
Regulated Activities	8
Management	9
MSI Reproductive Choices UK Team	9
<b>MSI Reproductive Choices UK Centres</b>	<b>10</b>
Accommodation	10
Termination of Pregnancy Services	10
Sexual Health Services	10
Counselling	10
Telephone consultation	11
Vasectomy Services	11
<b>South West Region</b> Regional General Manager - Debi Hammond	13
<b>London West Region</b> Regional General Manager – Sally O'Brien	15
<b>North West Region</b> Regional General Manager – Christine Groves	17
<b>London East Region</b> Regional General Manager – Tammy Jeffrey	19
<b>South East Region</b> Regional General Manager – Stephanie Perez	21
<b>Midlands East Region</b> Regional General Manager – Chris Beck	23
MSI – UK Call Centre Information	25
<b>Patient Guide</b>	<b>26</b>
Safeguarding	26
Data Protection	26
Information for patients	26
Patient Health Records	27
Feedback	27
Audit	27
<b>Complaints Advice</b>	<b>28</b>
Telephone Complaint	29
Written Complaint	29
Standards	29
Confidentiality	29
Unresolved Complaints	30

# Aims and Objectives

---

**MSI Reproductive Choices is a charity providing a range of reproductive healthcare services. MSI Reproductive Choices UK is a country programme within MSI Reproductive Choices.**

**Our mission is to ensure the individual's fundamental right to have children by choice not chance. The objectives and measurements that support this mission are:**

## Objectives

---

- To provide high quality, affordable, professional, patient-oriented services.
- To continuously strive to improve the quality of our services.
- To maximise the added benefits and value offered to our patients.
- To differentiate MSI Reproductive Choices UK services from those of our competitors.
- To listen to our stakeholders and be responsive to their comments.

## Measurements

---

MSI Reproductive Choices UK will ensure that progress against objectives is monitored by:

- Analysis of business intelligence, including quality performance data and patient feedback operating within a robust governance framework
- Continual quality improvement through regular internal and external quality reviews, compliance monitoring and clinical audit
- Conducting regular audits to inform service improvements
- Undertaking market research

## Our mission

---

Your choice, our support

## Our vision

---

A world in which every birth is wanted

## Our values

---

**Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**Patient centred:** We are dedicated to our patients and work tirelessly to deliver high-impact services that meet their individual needs.

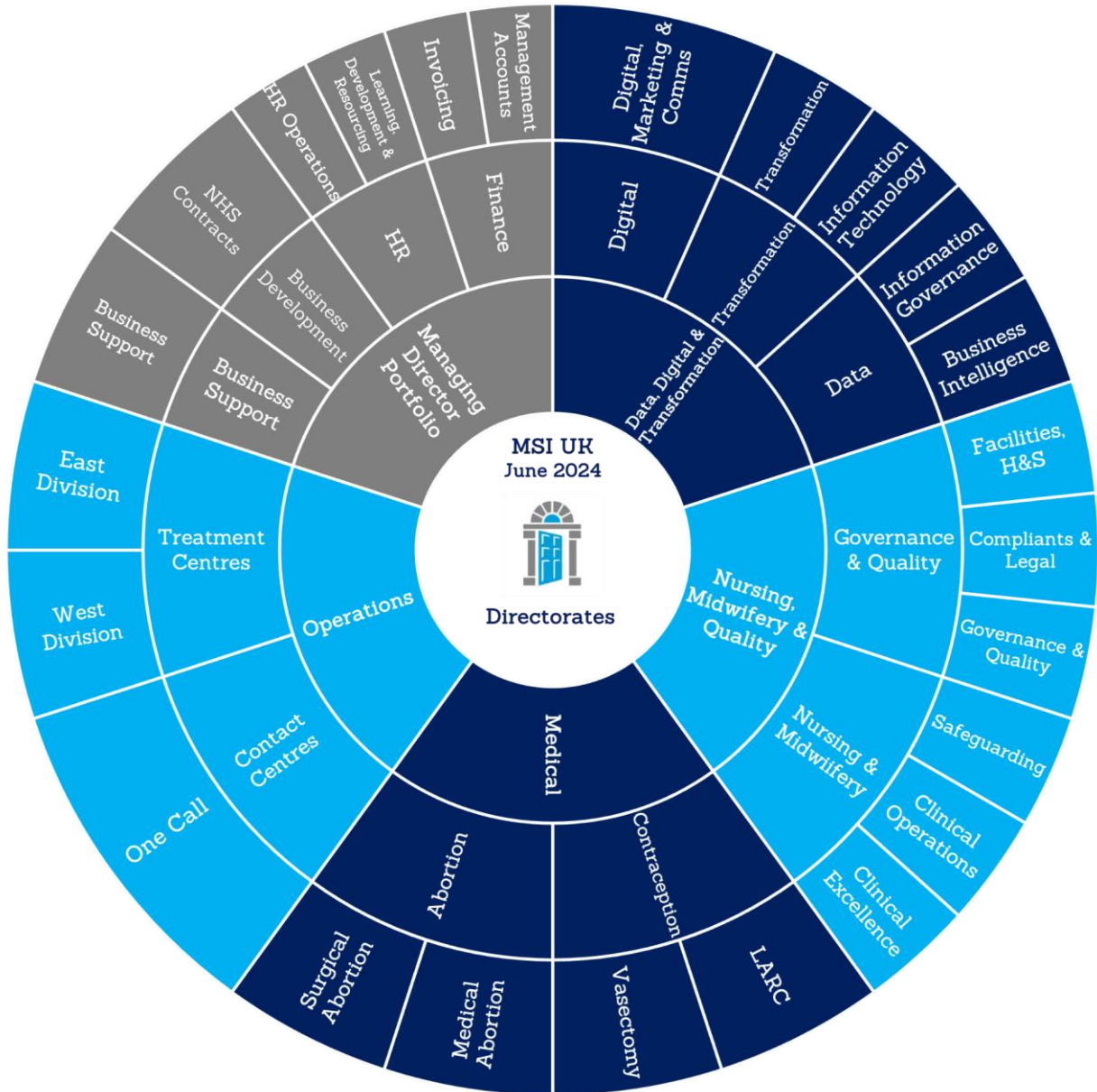
**Accountable:** We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

**Courageous:** We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

**Resilient:** In challenging situations, we work together and support each other, adapting and learning to find a solution, whatever we're up against.

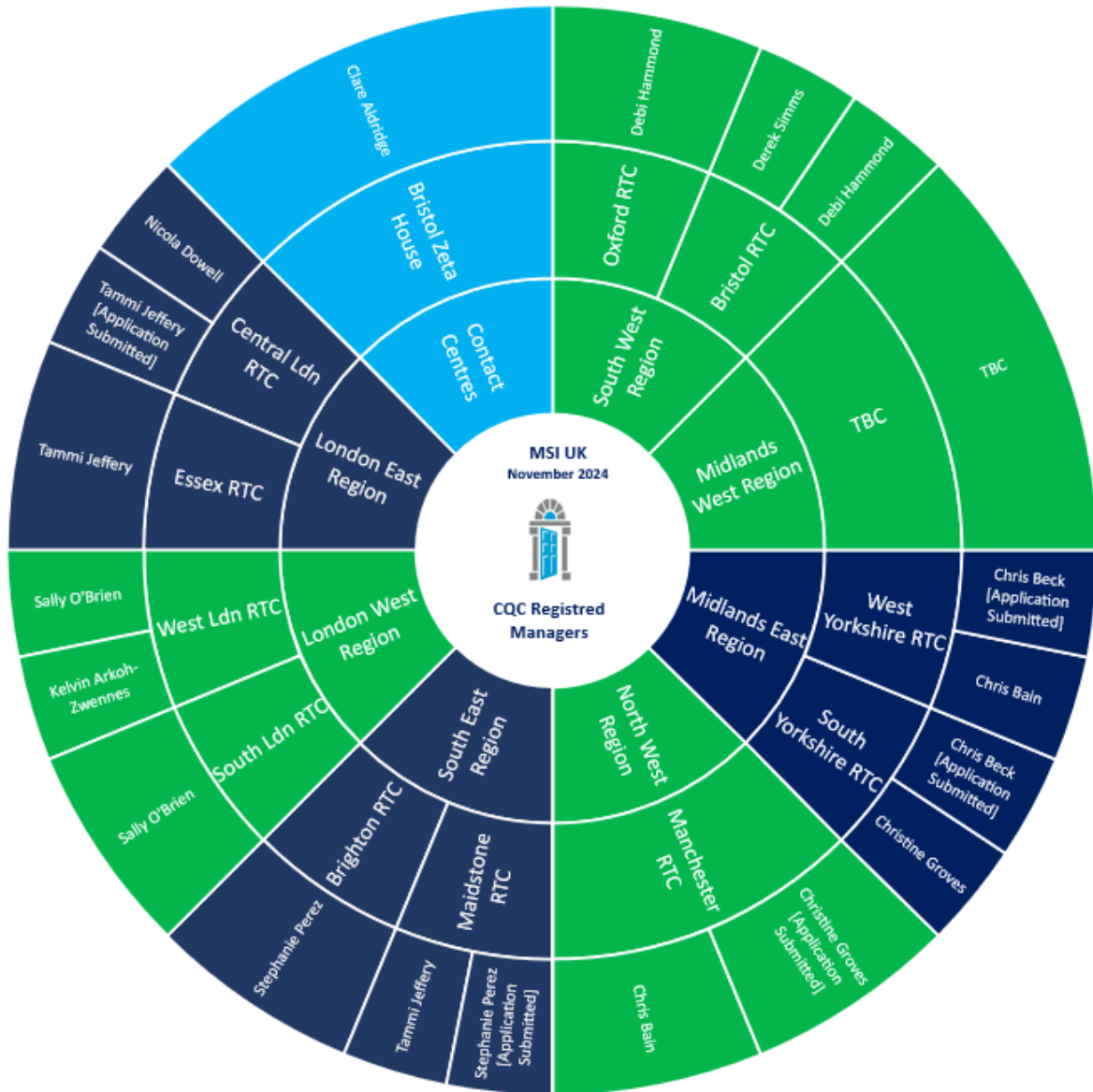
**Inclusive:** We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

## UK Management Structure





## UK Treatment Centre – Registered Manager Summary



## UK Organisation Information

---

### MSI Reproductive Choices

---

MSI Reproductive Choices is a registered charity (No.265543) providing a range of reproductive healthcare services. Company number: 1102208.

### Registered Provider

---

MSI Reproductive Choices  
1 Conway Street  
Fitzroy Square  
London  
W1T 6LP

Tel: 020 7636 6200

Email: [governanceandquality@MSIChoices.org.uk](mailto:governanceandquality@MSIChoices.org.uk)

Care Quality Commission Provider Registration no: 1-102643434

### Regulated Activities

---

- Termination of pregnancies
- Surgical procedures
- Family planning
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Transport services, triage and medical advice provided remotely



## Management

---

### **Mr Simon Cooke: CEO MSI Reproductive Choices**

Simon joined MSI Reproductive Choices in 2013 with more than 20 years of international management, marketing and sales experience in a range of developed and developing countries including North Africa, Asia, Latin America, the Nordics, the Gulf, the Levant and Iran.

Before coming to MSI Reproductive Choices he was CEO of SuperMax, a personal care product marketing organisation based in the Middle East. He has also held senior leadership positions at both Procter and Gamble and Reckitt Benckiser. Simon is committed to bringing his expertise and experience to fulfil our mission of children by choice, not chance.

### **Mr Richard Bentley: Managing Director MSI Reproductive Choices UK**

Richard joined MSI Reproductive Choices UK in September 2017. He has extensive senior level experience within leading people-centric and service-oriented businesses in healthcare.

Before coming to MSI Reproductive Choices UK, his previous roles included interim CEO of Horder Healthcare and Hospital Director at Nuffield Health. Richard is committed to making sure that patient satisfaction is generated through trust and confidence in service. His experience will make sure MSI Reproductive Choices UK continues to be a robust, accountable and quality driven organisation. Richard Bentley is the UK Nominated Individual.

## MSI Reproductive Choices UK Team

---

MSI Reproductive Choices UK is a specialist independent provider of sexual and reproductive health services in the UK. We are part of the world leading reproductive and sexual health charity MSI Reproductive Choices, based in almost 40 countries around the world.

Here in the UK we have over 60 locations and strive to provide a local supportive service for women and men. Through our team of highly skilled doctors, nurses, counsellors and healthcare assistants we provide reproductive and sexual health services including abortion, vasectomy, and contraception fitting in the UK.

## MSI Reproductive Choices UK Centres

---

All opening days are subject to variance.  
Please call: **0345 300 8090** for actual opening days.

### Accommodation

---

- Consultation/treatment room
- Admission facilities
- Pre-treatment reception area
- Recovery area
- Day care ward
- Toilet facilities
- Access or assistance for those with disabilities available at most locations

### Termination of Pregnancy Services

---

- Consultation and referral for patients aged 13 and above
- Abortion under the terms of the 1967 Abortion Act for patients aged 13 and above
- Surgical abortion up to 24 weeks gestation
- Medical abortion

### Sexual Health Services

---

- Advice and provision on contraceptive options
- Sexually transmitted infections screening and treatment

### Counselling

---

- Appointments are available via the telephone and/or face-to-face at our main centres
- Counsellors are approved by the British Association of Counselling & Psychotherapy and are externally supervised
- Early Medical Units
- Pregnancy testing
- Unplanned pregnancy consultations
- Medical abortion
- Advice and provision on contraceptive options
- Sexually transmitted infections screening and treatment

## Telephone consultation

---

For those patients seeking abortion a telephone consultation process is available via MSI Reproductive Choices UK One Call service to:

- Provide accessible information to service users
- Confirm grounds for abortion under the 1967 Abortion Act
- Take and record medical history
- Discuss available options regarding the nature of available procedures and anaesthetic choices
- Provide information regarding the risks of abortion
- Offer advice regarding aftercare
- Answer any questions
- Offer pre-and post-operative care and support
- Provide privacy and confidentiality

## Vasectomy Services

---

- Vasectomy consultation, procedure and post-operative care

For those patients seeking vasectomy the consultation process is designed to:

- Provide information regarding the risks and failure rates of vasectomy
- Discuss continuing contraception until sample testing confirms success
- Offer advice regarding aftercare
- Capture medical history
- Discuss the patient's decision and the permanency of vasectomy
- Discuss reversal
- Answer any questions
- Provide privacy and confidentiality

# Treatment Centre Information

---

Contact details for our Registered Managers



## South West Region Regional General Manager - Debi Hammond

<b>SOUTH WEST REGION</b>	<p align="center"><b>Debi Hammond</b> Debi.hammond@msichoices.org.uk</p>		<p><b>CQC Manager I.D:</b> 1-163807841</p>
	<p align="center"><b>Derek Simms</b> Derek.simms@MSIChoices.org.uk</p>		<p><b>CQC Manager I.D:</b> CON1-12790688454</p>
	<p align="center"><b>MSI Reproductive Choices Regional Treatment Centre – Bristol</b> Termination of Pregnancy to 23 weeks + 6 days. 2 Gifford Court, Fox Den Road, Stoke Gifford, Bristol, BS34 8TT Appointments available Monday – Friday except Bank Holidays (may vary).</p>		<p><b>CQC Registration Location I.D:</b> 1-130902722</p>
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>Termination of pregnancies <ul style="list-style-type: none"> <li>Surgical procedures <ul style="list-style-type: none"> <li>Family planning</li> </ul> </li> </ul> </li> <li>Treatment of disease, disorder or injury</li> <li>Diagnostic and screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>Consultation</li> <li>Counselling</li> <li>Termination of pregnancy</li> <li>STI screening and treatment <ul style="list-style-type: none"> <li>Contraception</li> </ul> </li> <li>Vasectomy consultation .Vasectomy</li> </ul>	
	<p align="center"><b>MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days</b></p>		
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>Termination of pregnancies <ul style="list-style-type: none"> <li>Family planning</li> </ul> </li> <li>Treatment of disease, disorder or injury</li> <li>Diagnostic &amp; screening procedures <ul style="list-style-type: none"> <li>Surgical Procedures</li> </ul> </li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>Consultation</li> <li>Termination of pregnancy <ul style="list-style-type: none"> <li>Contraception</li> </ul> </li> <li>STI screening and treatment</li> </ul>	
	<p><b>Poole Community Treatment Centre</b> Lifeboat Quay Medical Centre, Unit A, Lifeboat Quay, Poole, Dorset, BH15 1AE <b>Appointments Wednesdays &amp; Thursdays (may vary)</b></p>	<p><b>Exeter Community Treatment Centre</b> St.Leonards Pratie, Athelstan House, Exeter, Devon. EX1 1SB <b>Appointments Tuesdays &amp; Wednesdays (may vary)</b></p>	
	<p><b>Plymouth Community Treatment Centre</b> Mount Gold Local Care Centre, 200 Mount Gold Road, Plymouth. PL4 7PY <b>Appointments Wednesdays &amp; Fridays (may vary)</b></p>	<p><b>Paignton Community Treatment Centre</b> Mayfield Medical Centre, 37 Totnes Road, Paignton, Devon. TQ4 5LA <b>Appointments Thursdays &amp; Fridays (may vary)</b></p>	
	<p><b>Bournemouth Community Treatment Centre</b> Shelley Manor, Beechwood Avenue, Bournemouth, Dorset, BH5 1LX <b>Appointments Mondays &amp; Tuesdays (may vary)</b></p>	<p><b>Westbury Community Treatment Centre</b> White Horse Health Centre, Mane Way, Westbury, BA13 3FQ <b>Appointments Mondays &amp; Tuesdays (may vary)</b></p>	
	<p><b>St. Austell Community Treatment Centre</b> Porthpean Rd, Saint Austell PL26 6AA <b>Appointments Tuesdays (may vary)</b></p>	<p><b>Merry Hill (Dudley) Community Treatment Hub (opening Jan 25)</b> Unit 9 Shaw House, Wychbury Court, Two Woods Lane, Brierley Hill, DY5 1TA <b>Appointments Mon – Sat (may vary)</b></p>	

<b>SOUTH WEST REGION</b>	<b>Debi Hammond</b> Debi.hammond@mschoices.org.uk		<b>CQC Manager I.D:</b> 1-163807841	
	<b>MSI Reproductive Choices Regional Treatment Centre – Oxford</b> Termination of Pregnancy to 23 weeks 6 days. Peppercorn Avenue, Leiden Road, Headington, Oxford, Oxfordshire. OX3 8RZ Appointments available Monday – Saturday except Bank Holidays (may vary).		<b>CQC Registration Location I.D:</b> 1-19312350590	
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul>		
	<b>MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days</b>			
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>		
<b>Frimley Green Community Treatment Centre</b> Frimley Green Medical Centre, 1 Beech Road, Frimley Green, GU16 6QQ <b>Appointments on Saturdays (may vary)</b>	<b>Marlow Community Treatment Centre</b> Marlow Health Clinic, 38 Glade Rd, Marlow SL7 1DH <b>Appointments Monday– Friday (may vary)</b>			
<b>Chesham Community Treatment Hub</b> Chess Medical Centre 260-290 Berkhamstead Road, Chesham, HP5 3ET <b>Appointments Monday – Friday (may vary)</b>	<b>Reading Community Treatment Hub</b> 8 Cholsey House, Moulsoford Mews RG30 1AP <b>Appointments Monday to Saturday (may vary)</b>			

## London West Region Regional General Manager – Sally O’Brien

<b>LONDON WEST REGION</b>	<p align="center"><b>Sally O’Brien</b> Sally.O'brien@MSIChoices.org.uk</p>		<p><b>CQC Manager I.D:</b> CON1-3797175059</p>	
	<p align="center"><b>Kelvin Arkoh-Zwennes</b> Kelvin.arkoh-zwennes@MSIChoices.org.uk</p>		<p><b>CQC Manager I.D:</b> CON1-18132192291</p>	
	<p align="center"><b>MSI Reproductive Choices Regional Treatment Centre - West London</b> Termination of Pregnancy to 23 weeks 6 days. 87 Mattock Lane, Ealing, London, W5 5BJ Appointments Monday – Saturday except Bank Holidays (may vary).</p>		<p><b>CQC Registration Location I.D:</b> 1-13090290</p>	
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>		<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul>	
	<p align="center"><b>MSI Reproductive Choices Community Treatment Centres</b> Termination of pregnancy to 9 weeks 6 days</p>			
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>		<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>	
	<p><b>Feltham Community Treatment Centre</b> Feltham Centre for Health, The Centre, 210 High Street, TW13 4GU <b>Appointments Monday - Friday (may vary)</b></p>		<p><b>Hammersmith Community Treatment Centre</b> The Westway Surgery, 13 Westway, Shepherd's Bush, London. W12 0PT <b>Appointments Monday – Friday (may vary)</b></p>	
	<p><b>Hemel Hempstead Community Treatment Centre</b> Within Speedwell Pharmacy, 161 London Road, Apsley, Hertfordshire, HP3 9SQ <b>Appointments available Thursday - Friday weekly (may vary)</b></p>		<p><b>Hillingdon Community Treatment Centre</b> Oakland Medical Centre, 32 Parkway, Hillingdon, Uxbridge, Middlesex, UB10 9JX <b>Appointments Mondays &amp; Tuesdays (may vary)</b></p>	
	<p><b>Watford Community Treatment Centre</b> Upton Road Surgery, Ground Floor, Colne House, 21 Upton Road, Watford, WD18 0JP <b>Appointments available on Mondays &amp; Tuesdays (may vary)</b></p>		<p><b>Wembley Community Treatment Centre</b> Wembley Centre for Health and Care, Outpatients Dept. 116 Chaplin Rd, Wembley HA0 4UZ <b>Appointments Wednesdays &amp; Thursdays (may vary)</b></p>	

<b>LONDON WEST REGION</b>	<b>Sally O'Brien</b> Sally.O'brien@MSIChoices.org.uk		<b>CQC Manager I.D:</b> CON1-3797175059	
	<b>MSI Reproductive Choices</b> <b>Regional Treatment Centre - South London</b> Termination of Pregnancy to 23 weeks 6 days 1a Raleigh Gardens, Brixton Hill, Brixton, South London, SW2 1AB Appointments available Monday – Saturday (may vary).		<b>CQC Registration</b> <b>Location I.D:</b> 1-130902888	
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures               <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>		<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment               <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• Vasectomy consultation               <ul style="list-style-type: none"> <li>• Vasectomy</li> </ul> </li> </ul>	
	<b>MSI Reproductive Choices Community Treatment Centres</b> <b>Termination of pregnancy to 9 weeks 6 days</b>			
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies               <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>		<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy               <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• STI screening and treatment</li> </ul>	
	<b>Norbury Community Treatment Centre</b> Norbury Health Centre, 2B Pollards Hill N, Norbury, London SW16 4NL <b>Appointments Monday – Friday (may vary)</b>		<b>Wimbledon Community Treatment Centre</b> Wimbledon Medical Centre, 79 Pelham Road, Wimbledon, London, SW19 1NX <b>Appointments Monday – Wednesday (may vary)</b>	



## North West Region Regional General Manager – Christine Groves

<b>NORTH WEST REGION</b>	<p><b>Chris Bain</b> Chris.Bain@MSIChoices.org.uk</p>	<p><b>CQC Manager I.D:</b> CRT1-5339828956</p>	
	<p><b>Christine Groves</b> Christine.groves@msichoices.org.uk</p>	<p><b>CQC Manager I.D:</b> Application submitted</p>	
	<p><b>MSI Reproductive Choices Regional Treatment Centre – Manchester</b> Termination of Pregnancy to 23 weeks 6 days. 5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG Appointments available Monday – Saturday except Bank Holidays (may vary).</p>		<p><b>CQC Registration Location I.D:</b> 1-130902826</p>
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul>	
	<p><b>MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days</b></p>		
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>	
	<p><b>Ashton-Under-Lyne Community Treatment Centre</b> Ashton Primary Care Centre, 193 Old Street, Ashton-Under-Lyne, OL6 7SR <b>Appointments Mondays &amp; Wednesdays (may vary)</b></p>	<p><b>Blackpool Community Treatment Centre</b> Sexual Health Services, Whitegate Health Centre, 150-158 Whitegate Drive, Blackpool, FY3 9ES <b>Appointments available Tuesday mornings plus Thursdays &amp; Fridays (may vary)</b></p>	
	<p><b>Bolton Community Treatment Centre</b> Lever Chambers Centre for Health, 27 Ashburner Street, Bolton, BL1 1SQ <b>Appointments available Tuesdays &amp; Fridays (may vary)</b></p>	<p><b>Liverpool Community Treatment Centre</b> Speke Neighbourhood Health Centre 75 South Parade Speke Liverpool <b>L24 2SF</b> <b>(Appointments Wednesdays (may vary))</b></p>	
	<p><b>North Preston Community Treatment Centre</b> Lane Ends Surgery, 200 Tulketh Brow, Preston, PR2 2JH <b>Appointments Mondays, Tuesdays, Wednesdays &amp; Fridays (may vary)</b></p>	<p><b>Oldham Community Treatment Centre</b> Integrated Care Centre, New Radcliffe St. Oldham, OL1 1NL <b>Appointments Wednesdays &amp; Saturdays (may vary)</b></p>	

<p><b>Rochdale Community Treatment Centre</b> Nye Bevan House, Maclure Road, Rochdale, OL11 1DN <b>Appointments Tuesdays &amp; Fridays (may vary)</b></p>	<p><b>Salford Community Treatment Centre</b> The Willow Tree Healthy Living Centre, 94 Littleton Road, Salford, M7 3SE <b>Appointments Mondays, Wednesdays &amp; Fridays (may vary)</b></p>
<p><b>Stockport Community Treatment Centre</b> Mastercall Healthcare, International House, Pepper Road, Stockport, SK7 5BW <b>Appointments Mondays &amp; Thursdays (may vary)</b></p>	<p><b>Manchester Central Community Treatment Centre</b> Fabric Building 30 Queen Street off, Manchester, M2 5HX <b>Appointments Mondays to Friday (may vary)</b></p>

## London East Region Regional General Manager – Tammy Jeffrey

L	<b>Tammi Jeffrey</b> Tammi.jeffrey@MSIChoices.org.uk		<b>CQC Manager I.D:</b> 1-326916524
	<b>MSI Reproductive Choices</b> <b>Regional Treatment Centre Choices - Essex</b> Termination of Pregnancy to 23 weeks 6 days. 88 Russell Road, Buckhurst Hill, Essex, IG9 5QB Appointments available Monday – Saturday (may vary).		<b>CQC Registration</b> <b>Location I.D:</b> 1-130902774
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures               <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment               <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• Vasectomy consultation               <ul style="list-style-type: none"> <li>• Vasectomy</li> </ul> </li> </ul>	
	<b>MSI Reproductive Choices Community Treatment Centres</b> Termination of pregnancy to 9 weeks 6 days		
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies               <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury               <ul style="list-style-type: none"> <li>• Diagnostic &amp; screening procedures</li> </ul> </li> </ul>	<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy               <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• STI screening and treatment</li> </ul>	
	<b>Colchester Community Treatment Centre</b> Abbey Field Medical Centre, Ypres Road, Colchester, CO2 7UW <b>Appointments Weds &amp; Thursdays (may vary)</b>	<b>Dagenham Community Treatment Centre</b> The Broad Street Medical Centre, 1st Floor, Moreland Road, Dagenham, London, RM10 9HU <b>Appointments Monday - Friday (may vary)</b>	
	<b>Southend Community Treatment Centre</b> Southend Medical Centre, 50-52 London Road, Southend on Sea, SS1 1NX <b>Appointments Wednesdays &amp; Thursdays (may vary)</b>	<b>Romford Community Treatment Centre</b> St Edwards Medical Centre, 7 Saint Edwards Way, Romford, Essex, RM1 3DQ <b>Appointments available Mondays, Tuesdays &amp; Fridays (may vary)</b>	
	<b>Stratford Community Treatment Centre</b> The Vicarage Lane Surgery, 10 Vicarage Lane, London E15 4ES <b>Appointments available Mondays, Tues and Weds</b>		

<p align="center"><b>Nichola Dowell</b> Nichola.dowell@MSIChoices.org.uk</p>		<p align="center"><b>CQC Manager I.D:</b> CON1- 18387615449</p>
<p align="center"><b>Tammi Jeffrey</b> Tammi.jeffrey@MSIChoices.org.uk</p>		<p align="center"><b>CQC Manager I.D:</b> 1-326916524</p>
<p align="center"><b>MSI Reproductive Choices Regional Treatment Centre – Central London</b> Termination of Pregnancy to 9 weeks 6 days. 108 Whitfield Street London, W1T 5BE Appointments available Monday – Saturday (may vary).</p>		<p align="center"><b>CQC Registration Location I.D:</b> 1-13924408313</p>
<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies <ul style="list-style-type: none"> <li>• Surgical procedures</li> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• Vasectomy consultation <ul style="list-style-type: none"> <li>• Vasectomy</li> </ul> </li> </ul>	
<p align="center"><b>MSI Reproductive Choices Community Treatment Centres</b> Termination of pregnancy to 9 weeks 6 days</p>		
<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• STI screening and treatment</li> </ul>	
<p><b>Edgware Community Treatment Centre</b> Woodcroft Medical Centre, Gervase Road, Burnt Oak, Edgware. HA8 0NR <b>Appointments Tuesday - Friday (may vary)</b></p>	<p><b>Enfield Community Treatment Centre</b> Lincoln Road Medical Practice, Lincoln Road, Bush Hill Park, Enfield, EN1 1LJ <b>Appointments Tuesday - Friday (may vary)</b></p>	
<p><b>Greenwich Community Treatment Centre</b> The Greenwich Centre, 2nd Floor Lombard Square, Greenwich SE10 9GB <b>Appointments Mondays, Tuesdays &amp; Thursdays (may vary)</b></p>	<p><b>Lewisham Community Treatment Centre</b> St Johns Medical Centre, 56-60 Loampit Hill, Lewisham, London, SE13 7SX <b>Appointments Tuesday – Friday (may vary)</b></p>	
<p><b>Waterloo Community Treatment Centre</b> Burrell Street Sexual Health Clinic, 4/6 Burrell Street, London, SE1 0UN <b>Appointments Mondays, Tuesdays, Thursdays &amp; Fridays (may vary)</b></p>		

## South East Region Regional General Manager – Stephanie Perez

<p><b>Tammi Jeffrey</b> Tammi.jeffrey@MSIChoices.org.uk</p>		<p><b>CQC Manager I.D:</b> 1-326916524</p>
<p><b>Stephanie Perez – Application Pending</b> Stephanie.perez@msichoices.org.uk</p>		<p><b>CQC Manager I.D:</b> CON1-14676471197</p>
<p><b>MSI Reproductive Choices Regional Treatment Centre – Maidstone</b> Termination of Pregnancy to 13 weeks 6 days. 10-16 Brewer Street, Maidstone, Kent, ME14 1RU Appointments available Monday – Friday except Bank Holidays (may vary)</p>		<p><b>CQC Registration Location I.D:</b> <b>1-130902809</b></p>
<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies <ul style="list-style-type: none"> <li>• Surgical procedures</li> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• Vasectomy consultation <ul style="list-style-type: none"> <li>• Vasectomy</li> </ul> </li> </ul>	
<p><b>MSI Reproductive Choices Community Treatment Centres</b> Termination of pregnancy to 9 weeks 6 days</p>		
<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• STI screening and treatment</li> </ul>	
<p><b>Aylesham Community Treatment Centre</b> Aylesham Medical Practice Queens Road Aylesham, Canterbury CT3 3BB <b>Appointments Wednesday, Thursdays &amp; Fridays (may vary)</b></p>		

<b>SOUTH EAST REGION</b>	<b>Stephanie Perez</b> Stephanie.perez@msichoices.org.uk		<b>CQC Manager I.D:</b> CON1-14676471197	
	<b>MSI Reproductive Choices Regional Treatment Centre – Brighton</b> Termination of Pregnancy to 23 weeks 6 days The Agora Building, Ellen Street, Hove, East Sussex. BN3 3LN Appointments available Monday – Saturday except Bank Holidays (may vary)		<b>CQC Registration Location I.D:</b> 1-15765766897	
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies             <ul style="list-style-type: none"> <li>• Surgical procedures</li> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception .Vasectomy</li> </ul>		
	<b>MSI Reproductive Choices Community Treatment Centres</b> Termination of pregnancy to 9 weeks 6 days			
	<b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies             <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>	<b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy             <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• STI screening and treatment</li> </ul>		
	<b>Crawley Community Treatment Centre</b> Gossops Green Medical Centre, Hurst Cl, Crawley RH11 8TY <b>Appointments Wednesday - Friday (may vary)</b>	<b>Hastings Community Treatment Centre</b> Station Plaza Health Centre, Station Approach, Hastings. East Sussex. TN34 1BA <b>Appointments Mondays and Tuesdays (may vary)</b>		
	<b>Bognor Regis Community Treatment Centre</b> Bognor Medical Practice, West Street, Bognor Regis. PO21 1UT <b>Appointments Thursdays and Fridays (may vary)</b>			

## Midlands East Region Regional General Manager – Chris Beck

<b>MIDLANDS EAST REGION</b>	<p><b>Chris Bain</b> Chris.bain@MSIChoices.org.uk</p>	<p><b>CQC Manager I.D:</b> CRT1-5339828956</p>
	<p><b>Chris Beck</b> Chris.beck@MSIChoices.org.uk</p>	<p><b>Application submitted</b></p>
	<p><b>MSI Reproductive Choices Regional Treatment Centre – West Yorkshire</b> Termination of Pregnancy to 23 weeks 6 days. 45 Barrack Road, Leeds, LS7 4AB Appointments available Monday-Friday + 1 Saturday per month except Bank Holidays (may vary).</p>	<p><b>CQC Registration Location I.D:</b> 1-130902791</p>
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies           <ul style="list-style-type: none"> <li>• Surgical procedures</li> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment           <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• Vasectomy consultation           <ul style="list-style-type: none"> <li>• Vasectomy</li> </ul> </li> </ul>
	<p><b>MSI Reproductive Choices Community Treatment Centres</b> Termination of pregnancy to 9 weeks 6 days</p>	
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies           <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy           <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• STI screening and treatment. Vasectomy</li> </ul>
	<p><b>York Community Treatment Centre</b> YorSexual Health, Monkgate Health Centre, 31-33 Monkgate, York. YO31 7PB <b>Appointments available Mondays &amp; Wednesdays (may vary)</b></p>	<p><b>Batley Community Treatment Centre</b> Batley Health Centre, 130 Upper Commercial Street, Batley, WF17 5ED <b>Appointments Tuesdays (may vary)</b></p>
	<p><b>Bradford Community Treatment Centre</b> Hillside Bridge Health Centre, 4 Butler Street, Bradford. BD3 0BS <b>Appointments Tuesdays &amp; Fridays (may vary)</b></p>	<p><b>Huddersfield Community Treatment Centre</b> 2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall Street, Huddersfield, HD1 2EG <b>Appointments Tuesday - Friday (may vary)</b></p>
	<p><b>Wakefield Community Treatment Centre</b> The Grove Surgery, Trinity Medical Centre, Thornhill Street, Wakefield, WF1 1PG <b>Appointments available Monday - Friday (may vary)</b></p>	<p><b>South Shields Vasectomy Community Treatment Centre</b> Cleadon Park Medical Centre, 10 Prince Edwards Road, South Shields. NE34 8PS <b>Vasectomy appointments 1 or 2 per month Saturdays (may vary)</b></p>

	<p><b>Chris Bain</b> Chris.bain@MSIChoices.org.uk</p>	<p><b>CQC Manager I.D:</b> CRT1-5339828956</p>
	<p><b>Chris Beck</b> Chris.beck@MSIChoices.org.uk</p>	<p><b>Application submitted</b></p>
	<p><b>MSI Reproductive Choices Regional Treatment Centre – South Yorkshire</b> Termination of Pregnancy to 23 weeks 6 days. 3 a/b Phoenix Riverside, Rotherham, South Yorkshire, S60 1FL Appointments available Monday – Saturday except Bank Holidays (may vary).</p>	<p><b>CQC Registration Location I.D:</b> 1-19829117042</p>
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies <ul style="list-style-type: none"> <li>• Surgical procedures</li> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> <li>• Vasectomy consultation <ul style="list-style-type: none"> <li>• Vasectomy</li> </ul> </li> </ul>
	<p><b>MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days</b></p>	
	<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies <ul style="list-style-type: none"> <li>• Family planning</li> </ul> </li> <li>• Treatment of disease, disorder or injury</li> </ul> <p><b>Diagnostic &amp; screening procedures</b></p>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy <ul style="list-style-type: none"> <li>• Contraception</li> </ul> </li> </ul> <p>STI screening and treatment</p>
<b>Mini</b>	<p><b>Mansfield Community Treatment Centre</b> Bull Farm Primary Care Centre Concorde Way, Mansfield. NG19 7JZ <b>Appointments Wednesdays (may vary)</b></p>	<p><b>Nottingham Community Treatment Centre</b> Derby Road Health Centre 336 Derby Road, Lenton, Nottingham NG7 2DW <b>Appointments Mondays- Friday (may vary)</b></p>
	<p><b>Sheffield Community Treatment Centre</b> Norfolk Park Medical Centre, 227 Park Grange Road, Sheffield. S2 3TA <b>Appointments Mondays (may vary)</b></p>	<p><b>Doncaster Community Treatment Centre</b> The Sandringham Practice, Sandringham Road, Doncaster, South Yorkshire DN2 5JH <b>Wednesdays 8am – 5pm</b></p>
	<p><b>Barnsley Community Treatment Centre</b> Darton Health Centre, Church Street, Darton, Barnsley S75 5HQ <b>Appointments Tuesdays and Thursdays (may vary)</b></p>	



## MSI – UK Call Centre Information

<p><b>Clare Aldridge</b> Clare.aldridge@MSIChoices.org.uk</p>		<p><b>CQC Manager I.D:</b> CON1-4445839480</p>
<p><b>MSI Reproductive Choices</b> <b>National Patient Support Centre - One Call (Zeta House)</b> Axis 4/5, Woodlands, Bradley Stoke, Bristol, BS32 4JT Telephone: 0345 300 8090 Advice line available 24 hours 7 days a week. Booking line available 07.00 – 20.00 7 days a week Online bookings 24 hours 7 days a week. Webchat Available Mon-Fri 08.00 – 20.00 Saturday and Sunday 08.00 – 16.00</p>		<p><b>CQC Registration</b> <b>Location I.D:</b> 1-130902924</p>
<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Transport services, triage and medical advice             <ul style="list-style-type: none"> <li>• provided remotely</li> </ul> </li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Telephone consultation</li> <li>• Telephone counselling</li> <li>• Termination of pregnancy information and booking service             <ul style="list-style-type: none"> <li>• Contraception information</li> <li>• STI screening results</li> </ul> </li> <li>• Vasectomy information and appointment booking             <ul style="list-style-type: none"> <li>• Vasectomy consultation</li> </ul> </li> </ul>	
<p><b>MSI Reproductive Choices Hub Centres</b></p>		
<p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Transport services, triage and medical advice provided remotely</li> </ul>	<p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Telephone consultation</li> <li>• Termination of pregnancy information and booking service             <ul style="list-style-type: none"> <li>• Contraception information</li> </ul> </li> <li>• Vasectomy information and appointment booking             <ul style="list-style-type: none"> <li>• Vasectomy consultation</li> </ul> </li> </ul>	
<p><b>Manchester Hub</b> 5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG</p>	<p><b>Maidstone Hub</b> 10-16 Brewer Street, Maidstone, Kent, ME14 1RU</p>	
<p><b>Brighton and Hove Hub</b> The Agora Building, Ellen Street, Hove, East Sussex. BN3 3LN</p>	<p><b>South Yorkshire Hub</b> 3 a/b Phoenix Riverside, Rotherham, South Yorkshire, S60 1FL</p>	

## Patient Guide

---

### Safeguarding

---

MSI Reproductive Choices UK has a moral and legal duty to ensure that patients are adequately safeguarded whilst in its care. Health professionals will work together to safeguard and promote the welfare of their patients identified as vulnerable, therefore protecting them and/or their children from any potential risks. We work within a legal framework to ensure this.

MSI Reproductive Choices UK provides training to all staff on safeguarding adults and children to ensure that team members have the knowledge and skills to recognise any safeguarding concerns, act appropriately and to make a safeguarding referral where required. Where a referral is made, this will be communicated to the patient.

### Data Protection

---

In order to maintain confidentiality we would normally address you by your first name. If you have another preference please let a nurse or member of the team know.

We will ask for details of a contact in case of emergency. However, under normal circumstances, no details of your admission or treatment will be given to any third party without your authorisation. If, while you are at the centre, you are expecting any contact by friends or relatives, please let us know.

### Information for patients

---

You will receive written information regarding the services you require either digitally or in hard copy for all procedures. To supplement this, you will be asked to give informed consent for all procedures and information processing, the face-to-face consultation process, with a healthcare professional, who will serve to:

- Address any concerns and answer any questions you may have
- Offer information regarding choice of treatment and risks involved
- Offer advice regarding aftercare
- Discuss future contraception with those undergoing abortion
- Explain what we do with your information, how we will look after it, and who we might share it with

You have access to a 24-hour advice line should you be at all worried prior to or following your procedure and any aftercare treatment is offered at no further charge.

Should you have any questions about what happens regarding your pregnancy following treatment, please ask a nurse for information.

If you have any comments or suggestions regarding the information contained within this statement or in any of our other literature, please speak to a team member.

## Patient Health Records

---

Under the GDPR and Data Protection Act 2018, you have the right to see the information that we hold about you. We encourage you to submit your request through our secure portal – you can read more about making a request on our [subject access request page](#).

A request for information must include proof of identification, so that your identity can be verified and your records can be located. We aim to complete requests as quickly as possible. We make every effort to ensure we deal with requests within one calendar month of receipt. Should any third-party request access to confidential information regarding your admission and treatment, MSI Reproductive Choices UK will not release this in the absence of written, signed authorisation from you, unless we are required to do so by law.

We will only ever share information where we have a legal reason to do so under the data protection legislation and where it is in your best interest. We will always consider your right to confidentiality..

## Feedback

---

You will be given the opportunity to comment on the service you have received. This feedback provides a valuable insight into how our service is perceived and where we may need to make changes or improvements.

A link to our questionnaire will be provided to you and responses are collated and audited internally, any adverse comments are noted and referred to the relevant Manager. We would not normally supply a response unless this is specifically requested.

The responses are monitored and fully audited by MSI Reproductive Choices UK and we produce an annual report. The results of which are displayed in each centre.

## Audit

---

We are subject to regular inspection by the Care Quality Commission who independently regulates health and social care services in England, from whom we receive our registration. The report of each inspection is a matter of public record and is available on their website: <http://www.cqc.org.uk>.

# Complaints Advice

---

**MSI Reproductive Choices UK aims to provide the best possible service and care to all our patients.**

**We understand, however, that there will be occasions where complaints will be made. We appreciate feedback of this nature in order for us to address any area/s of our service that require improvement and make changes where necessary. Please feel assured that making a complaint will not have a negative effect on your care or treatment.**

Should you wish to make a complaint about any aspect of the service or care you have received, there are a number of ways in which you can bring this to our attention:

- by completing the questionnaire
- by telephoning the relevant centre to speak with a manager or supervisor
- in writing to Head of Quality and Customer Services
- by e-mail to [Quality.customerservice@MSIChoices.org.uk](mailto:Quality.customerservice@MSIChoices.org.uk) In order to ensure privacy and confidentiality please follow any e-mail correspondence up in writing
- by contacting your local ICB or NHS England (NHS complaint process)

## Telephone Complaint

---

Please call the relevant treatment clinic, within working hours, and ask to speak with the manager or a supervisor. A record will be made of your complaint and investigated by the manager or supervisor with the team members concerned. Depending on the nature of the complaint you may be asked to put this in writing, for ease of investigation. If your complaint cannot be resolved at the time of the initial telephone call you will be contacted once the investigation has been completed.

## Written Complaint

---

Please put your complaint in writing and address this to the Head of Quality and Customer Services at MSI Reproductive Choices at [Quality.customerservice@msichoices.org.uk](mailto:Quality.customerservice@msichoices.org.uk). In order to maintain confidentiality please sign your complaint electronically and confirm your PIN and password. Your complaint will be handled by the Head of Customer and Quality Services, who will instigate an investigation with the management of the relevant treatment centre. A subsequent written response will be forwarded to you.

## Standards

---

We will acknowledge any written complaint within two working days of receipt and any telephone enquiries within 24 hours.

A full investigation will be carried out, with the relevant team member/s, of the circumstances surrounding the incident/s.

Following the investigation, a full response will be made to you within a reasonable time, usually between three to four weeks. Should there be any delays in this process you will be kept informed.

## Confidentiality

---

In order to maintain confidentiality, we cannot usually enter into any discussion or correspondence with a third party, without your permission. If you wish for us to liaise with a third party, please give us your consent in writing

## Unresolved Complaints

---

Should you be dissatisfied with the response received, you have recourse to appeal to the Director of Nursing, Midwifery and Quality, who will review all the case notes and correspondence and will, in turn, respond as soon as possible (stage 2 appeal). Generally, a stage 2 appeal must be made within 20 working days of the date of the final written response sent to you.

Finally, if your complaint is not resolved to your satisfaction you can contact ISCAS, the Independent Sector Complaints Adjudication Service. Patients referred by the NHS may also follow the NHS complaint process or contact the Health Service Ombudsman.

The addresses to contact are as follows:

ISCAS  
70 Fleet Street  
London  
EC4Y 1EU  
Tel: 020 7536 6091

Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP  
Tel: 0345 015 4033

For unresolved complaints regarding how your information has been handled, you have recourse to notify the Information Commissioner's Office

The address to contact is as follows:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire  
SK9 5AF  
Tel: 0303 123 1113