

**SPENCER PRIVATE HOSPITALS
LIMITED**

MARGATE

Statement of Purpose

SPENCER PRIVATE HOSPITALS LTD

Statement of Purpose

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Section 1: Introduction

This Statement of Purpose has been produced to provide information for patients of Spencer Private Hospitals (SPH), their family and visitors about the organisation and management of the hospital.

A separate document called the Patients' Guide has also been produced containing more information about your medical treatment, nursing care, financial details of your treatment, and how to make suggestions and complaints.

Copies of both documents are available in every patient's bedroom and every waiting area.

Please ask at Reception or the Nurses Station if you would like a personal copy of either the Statement of Purpose or the Patient's Guide.

Please ask to speak to a member of my Management Team or myself if you wish to discuss any matter contained in this Statement of Purpose.

Mrs Lynn Orrin
Hospital Director
Spencer Private Hospitals Ltd.

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Section 2: Vision and Mission of Spencer Private Hospitals (SPH)

Mission Statement

“First class healthcare provided by a first-class team”

Vision Statement

Spencer Private Hospitals Ltd are recognised as the private provider of choice in East Kent

Our Values

Excellence	Strive to be the best we can be
Performance	Striving for excellence in everything we do
Respect	Treating everyone as you would want to be treated
Innovation	We actively encourage
Maximise	We maximise the talents and expertise of our staff

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3. Spencer Private Hospitals Aims and Objectives.

We provide a wide range of acute surgical and medical services to outpatients and inpatients resident in Thanet and elsewhere in East Kent.

We provide services in accordance with the highest possible quality standards including ISO 9001:2015 – Quality Management Accreditation, ISO 14001:2015 - Environmental Management Accreditation and compliance with requirements of the Health and Social Care Act (2008) (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009.

Patient safety is a priority for everyone at SPH. We promote a culture of openness to improve patient safety and the quality of the healthcare services we provide.

We are committed to providing a safe environment for our patients and colleagues through a learning culture, freedom to speak up and transparency.

We work as a team, so we achieve more together by being collaborative, fair, and open. We work with our staff to create our hospital vision and engage with our staff to create values that we incorporate into our day to day work.

We respect other people's views to ensure an open inclusive working environment through compassion, dignity, and honesty.

We respect and respond to the personal needs and dignity of our patients and treat patients with kindness and compassion involving them in the decisions about their care.

We continuously develop and train our staff in order to maintain safe high quality care, a motivated workforce and to meet our staff member's professional needs and objectives along with the objectives of the Company.

We take complaints and incidents seriously and learn from these events to improve our practice and performance to mitigate risk and drive improvement.

We operate a profitable business through high standards of quality and value for money.

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Section 4: Registered Manager and Registered Provider.

4.1 The Registered Manager of Spencer Private Hospitals Margate (under the Health and Social Care Act 2008) is:

Mrs Lynn Orrin
Hospital Director
Spencer Private Hospitals Ltd
QEQM Hospital
Ramsgate Road
Margate
Kent
CT9 4BG

4.2 The Registered Provider (under the Health and Social Care Act 2008) is:

Spencer Private Hospitals Ltd
QEQM Hospital
Ramsgate Road
Margate
Kent
CT9 4BG

4.3 The Organisations Registered Head Office is:

Spencer Private Hospitals Ltd
Units 1 & 3 Betteshanger Road
Betteshanger
Deal
Kent
CT14 0EN

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4.4 Profile of Spencer Private Hospitals Ltd (Previously known as East Kent Medical Services Ltd (EKMS)).

EKMS was formed in 1997 with the specific purpose of building and running Spencer Private Hospitals.

Healthex Ltd was purchased by East Kent Hospitals University NHS Foundation Trust in 2012.

East Kent Medical Services Ltd changed its name to Spencer Private Hospitals Ltd (SPH) in December 2019.

Spencer Private Hospitals Ltd is a wholly owned subsidiary of Healthex Ltd, which is owned by East Kent Hospitals University NHS Foundation Trust.

The Directors of SPH are:

- Chairman, Hugh Risebrow, Executive Director:
- Geoff Bailey, Chief Executive Officer, SPH Ltd.

Non - Executive Directors:

- Dr Julie Yianni, Non-Executive Director. Deputy Chief Nurse, EKHUFT.
- Andrew Andreou, Finance Director & Chairman of the Audit Committee.
- Andy Heselwood, Non-Executive Director, EKHUFT.

Company Secretary:

- Jamie McConville, Trust Secretary of East Kent Hospitals University NHS Foundation Trust (EKHUFT).

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4.5 Profile of Geoff Bailey, Chief Executive Officer (CEO).

Geoff joined Spencer Private Hospitals (SPH) in November 2022. Prior to joining SPH, Geoff worked in the global pharmaceutical industry for 30 years.

Geoff worked with GSK for 20 years including 14 years in the Middle East and South-East Asia where he was Regional Managing Director. Geoff was a Board member of Schering Pharma UK and then was Global Head of Strategic Marketing for Bayer AG based in Berlin.

Since returning to the UK Geoff has been Managing Director of the Nuffield Hospital in Brighton and also Managing Director of the Healthcare Management Trust hospital in Wales.

Additionally, Geoff has been Vice-Chair of the Family Planning Association.

4.6 Profile of Lynn Orrin, Hospital Director Responsible Individual / Registered Manager.

Lynn who has been qualified since 1985, has 40 years' experience working in both the Private and NHS health care industry. Lynn's initial appointment at SPH was as our Manager of Outpatient Services and Matron before her appointment as Hospital Manager in August 2011 and Director in 2016.

Lynn has enhanced her nursing qualifications by achieving an MA in Business Management, IOSH Health and Safety qualification along with a number of ENB specialist courses.

Lynn has a strong focus on delivering safe, high-quality care and is committed to ensuring patients experience outstanding care whilst successfully delivering all national operational standards.

Lynn is the Registered Manager under Care Quality Commission requirements and is also the Accountable Officer for Controlled Drugs (CDAO).

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4.7 Profile of Jennifer Whitehead, Head of Commercial and Customer Services / Freedom to Speak Up Guardian.

Jennifer has been with Spencer Private Hospitals since July 2017 where she joined as Customer Services Manager. Since then, Jennifer has been appointed to Head of Customer Deliver followed by Project Management Officer and then onto her current position of Head of Commercial and Customer Services gaining knowledge and experience along her journey.

Jennifer has lengthy experience of management of administrative functions, staff management and is our trained TRiM Practitioner as well as a Freedom to Speak Up Guardian.

Jennifer leads her teams towards meeting the company's objectives to deliver excellence in customer service providing the best outcome for the customer. She has a keen eye for detail and is heavily involved with patient satisfaction and improvement as well as innovating our services to deliver the most current methods of care to our patients.

Jennifer manages our website, social media pages and marketing requirements.

4.8 Profile of Alex Aucutt-Ford, Head of Information, Quality and Resilience / Lead Freedom to Speak Up Guardian.

Alex joined Spencer Private Hospitals in August 2020 and is experienced in a range of areas including risk management, regulatory compliance, information governance and data protection.

Alex is a qualified Trading Standards Officer and following nearly a decade in Local Government rising from a Graduate Officer to Lead Officer. His career later took a different path, and he has held Manager roles within the regulated charity and financial services sectors before joining SPH.

Alex has a vast experience in regulatory compliance from an enforcement perspective and later advising Senior Management Teams and Boards of their responsibilities under UK and EU laws. Alex is also the designated lead for Risk Management at SPH.

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Alex's remit is to oversee the operations of the I.T and Information Governance Teams and is part of the Senior Management Team at SPH.

Alex works with the other F2SU Guardian to ensure timely submissions of data to the regulator.

Alex's focus is to innovate and streamline processes and ensure that SPH excels in the future.

4.9 Profile of Jayne Strange, Finance Manager.

Jayne is an ACCA Qualified Accountant, having completed the qualification in 2018, with 18 years' experience working across all areas and levels of accounts, managing finance teams for the last 13 years. Jayne joined SPH as Finance Manager in 2018.

Jayne has a strong focus on internal controls and process improvement alongside ensuring that high standards are maintained within the finance function, both in terms of financial accounting and for the provision of accurate and relevant forecasting and management accounts reporting.

Section 5: Qualifications and Experience of our Staff

We have 167 staff working at Spencer Private Hospitals, of which 74 are based at Margate:

Senior Management	2
Administration (Reception staff, Ward Receptionists)	9
Nurses and Clinical Staff	50
Facilities (Housekeepers, Caterers, Porters / Maintenance)	13

Matron.

Our Matron is Maggie Fletcher. Maggie has worked in the NHS and the Private Sector since qualifying in 1982. Her passion is quality care and clinical governance, and her last appointment was with Circle Health Group as a practice based educator and Quality and Risk Manager.

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Ward Staff.

Our Ward nursing staff are led by our Acting Ward Manager Anne-Marie Christian and Ward Sisters Marie Reader and Indira Kitic. The senior staff are supported by a team of Senior Staff Nurses, Staff Nurses, and Healthcare Assistants (HCA's) and Trainee HCAs. The nursing team are ably assisted by our team of facilities staff led by our site supervisor Laura Hickling.

The Ward Manager, Ward Sisters, Senior Staff Nurses and Staff Nurses Are Level 1 Registered Nurses, which means they have undergone three years of training. A number of our nursing staff have enhanced qualifications in various aspects of nursing, such as teaching and assessing, urology, gynaecology, paediatrics, orthopaedics, infection prevention and control, stoma care and palliative care.

Our HCA's are all experienced staff who have undergone in-service training and have achieved either NVQ Level Two, NVQ Level Three or NVQ level 5 in Care. We have introduced Trainee HCAs to our establishment who are under the guidance of our Matron whilst completing their training program.

It is our policy that all of our staff who handle food obtain the Basic Food Hygiene Certificate.

Theatre Services.

Theatre services are managed by our Matron Maggie Fletcher who is supported by our experienced Theatre Sister Kate Twyman and her team of highly skilled theatre staff.

Outpatient and Pre-Assessment Staff.

Rebecca Turrell is our Outpatients Manager overseeing outpatients and Pre-Assessment services in our Hatfeild Consulting Suite. Rebecca is supported by our Outpatients Sister Sarah Meredith-Smythe, Pre-Assessment Sister Laura Wilson and their team of Registered Nursing staff and HCA's.

Physiotherapists.

Our Physiotherapy Dept is managed by Sonya Bigg who has been a Registered Chartered Physiotherapist since 1989, and she is supported by a team of highly skilled Registered Physiotherapists.

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Section 6: Our Services.

Spencer Private Hospitals provide a wide range of acute medical and surgical services to inpatients and outpatients. These are listed later in this Section.

Most, but not all, of our services are those involving Consultant provided surgical / medical care. We have 129 Consultants that use Spencer Private Hospitals Margate for their private practice and a full list is included in this Section. We do not employ Consultants. Rather, they conduct their private practice as “Independent Practitioners” (self-employed). Each Consultant is however granted “Practising Privileges” at Spencer Private Hospitals following a rigorous accreditation process and approval by our Medical Advisory Committee (MAC).

Consultants’ practice is monitored by our internal quality assurance systems, which are overseen by a Clinical Governance Committee and our Medical Advisory Committee. The Independent Healthcare Provider Networks (IHPN) Medical Practitioners Assurance Framework (MPAF) is utilized to support and guide these systems.

The majority of our Consultants hold permanent Consultant appointments with the East Kent Hospitals University Foundation Trust. Their NHS contracts do allow them to undertake private practice in their own time.

Your Consultant is personally responsible for your surgical / medical treatment and you should contact him or her if you are in any way unsure about any aspect of this treatment.

Services provided directly by SPH are:

- Inpatient and Outpatient Nursing.
- 22 en-suite patient bedrooms including two designated Higher Dependency rooms for patients requiring a higher level of nursing care and observation.
- The Hatfeild Outpatient Consulting Suite which contains five consulting rooms, a minor operations / treatment room, an audiology room, and a pre–assessment room.
- A Physiotherapy Department.
- Reception, Administration and Medical Secretarial Services.

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In addition to the facilities provided, SPH also has a formal contract with the East Kent Hospitals University Foundation Trust (EKHUFT) for the following services to be provided within their NHS depts:

- Operating Theatre Services (including recovery facilities)
- Intensive Care Unit Services
- Medical Imaging (X-Ray, CT and MRI Screening)
- Pathology Services
- Occupational Therapy
- Cardiology Services

Facilities Management Services (maintenance, supply of utilities etc) are provided by 2Gether Support Solutions who are a wholly owned subsidiary company of EKHUFT.

Catering Services are provided and supported by 2Gether Support Solutions.

SPECIALITIES

General Surgery

General Medicine

Gynaecology

Cardiology

Maxillofacial

Diabetes

Gastroenterology

Genito-Urinary

Rheumatology

Geriatric Medicine

Urology

Orthopaedic

Colorectal

Radiology

Ear Nose and Throat

Upper GI Surgery

Vascular

Geriatric Medicine

Endocrinology

Pain

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Non-invasive cosmetics

Ophthalmology

Respiratory

Radiology

Section 7: Visiting Arrangements and Contact with your Relative Friends and Representatives.

Visiting times are from 11am to 20.00 daily. During the night hours (after 8pm) access to the building is strictly controlled and visitors should use the intercom system outside the front main entrance.

Access is controlled using CCTV and locking devices activated from the nurse's station.

Patients who wish to restrict visiting should tell the nursing staff who will ensure that those wishes are respected.

Meals and snacks for visitors are available for a small charge.

Telephone calls to patients are welcome. Restrictions may be placed on receiving calls if the patient is resting or does not wish to receive calls.

Section 8: How to make your views known to us.

We are committed to delivering the best possible patient experience to every single patient, every single time.

As part of this process we listen, take seriously, and respond promptly and openly to any patient views or concerns we receive.

This approach assists us to work hard to ensure our patients feel confident in raising any issues or concerns they may have.

It also enables us to help our staff to feel supported to respond to patients who experience issues or concerns.

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There are four ways of making your views known to us:

1. By completing one of our Patient Experience Questionnaires. These are placed in every bedroom with a request to complete at discharge.
2. By completing our Outpatient Satisfaction survey.
3. By requesting a discussion with our Hospital Director, Matron or Head of Customer Services.
4. By writing to Mrs Lynn Orrin, Hospital Director.

Section 9: Being Open (Duty of Candour).

We fully endorse the principles of Being Open to help foster an open, honest, and fair safety culture.

We promote a culture of openness which is a prerequisite to improving patient safety and the quality of healthcare we provide.

This culture involves explaining and apologising for what happened to patients who have been harmed or involved in an incident as a result of their healthcare treatment. It ensures communication is open, honest and occurs as soon as possible following an incident.

It encompasses communication between healthcare organisations, healthcare teams and patients and/or their carer's.

How to Complain or Raise a Concern.

We have formal arrangements for investigating and responding to Complaints / Concerns.

We also monitor, discuss, and take action on any trend at our Quality, Clinical Governance and Safety, and Medical Advisory Committees.

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Our complaints procedure can be summarised as follows:

1. Verbal Concerns

Most concerns can be rectified promptly if they are raised at the time.

Please speak to the senior member of staff on duty in the ward or department concerned or ask to speak to our Hospital Director and we will do our best to deal with it at the time.

2. Written Complaints

If you wish to make a written complaint, please write to Lynn Orrin our Hospital Director at Spencer Private Hospitals.

We will send you a written acknowledgement letter and give you an estimated date by which we will give our response. This is usually within 20 working days, but in the case of very complicated complaints the investigation can take a little longer.

You will be kept informed.

Once the investigation is complete, a detailed written response will be sent to you by the Hospital Director / or in her absence the Matron.

If you are not satisfied with the response, you can write to the Hospital Director requesting a review by a Board Director of SPH Ltd.

All aspects of the complaint, investigation and response will then be reviewed by a Nominated Director, who will respond to you within a further 20 working days.

If you are still not satisfied with the outcome, there a number of different actions you can take depending on how your care is funded:

- If you are a privately funded patient, you have the right to take the matter to external adjudication. This process is run by the Independent Sector Complaints Adjudication Service, CEDR, 3rd Floor, 100 St Paul's Churchyard, London, EC4M 8BU. Telephone 020 7536 6091 - Mon to Fri, 9am to 5pm, email: info@iscas.org.uk

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ISCAS will only become involved once your complaint has been through stages 1 and 2 of the Spencer Hospital's internal complaints procedure.

- If you are an NHS funded patient, you may contact the local Clinical Commissioning Group, who can be contacted by Telephone on NEL Commissioning Support Unit

Customer Services Team: Telephone: 03000 424244

email: NELCSU.Secomplaints@nhs.net

Other adjudication services are available from The Health Service Ombudsman Telephone: 03450154033, email: www.ombudsman.org.uk

Care Quality Commission.

Spencer Private Hospitals Ltd is regulated by the Health and Adult Social Care Act (2008).

In April 2010 a registration system commenced which means that health and social care providers must be registered with the Care Quality Commission to demonstrate that they meet a wide range of essential quality standards.

These standards make the system fairer and clearer, and they make it easier for providers to be compared with one another.

The CQC undertakes surveys which enables patients to have a real say about the quality of the services they have experienced.

This information, in addition to our organisation's patient experience surveys, enables us to improve patients' experiences of the services we offer.

You can participate in these surveys by accessing the CQC website: www.cqc.org.uk/publications/surveys/surveys-programme-information and clicking on 'Give Feedback on Care' button on the top right hand side of the page.

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Section 10: Respecting your Privacy and Dignity

We understand that privacy and dignity is a key issue for patients when assessing the quality of their care.

We take this matter very seriously and its importance is communicated to all of our staff.

The practical steps we take to respect the privacy and dignity of our patients are:

- We are registered under the UK General Data Protection Regulations (GDPR) 2016 and Data Protection Act 2018 which are overseen by the Information Commissioners Office (ICO), and we can assure all of our patients that no information relating to you, or your treatment will be given to any third party without your written consent, unless required by law.
- We accommodate all our patients in single rooms with en-suite bathrooms. Half of our rooms have baths with showers, and half have showers only. Your preference will be noted, and we will do our best to meet your wishes.
- Our patients' names do not appear on the bedroom doors or any other area accessible to the public. Neither do we disclose the names of our patients to any third party. If you have any specific needs or sensitivities regarding your privacy, simply speak to your Consultant, the Hospital Director or Matron and we will do our best to meet your wishes.
- Before you are admitted to Spencer Private Hospitals you will be asked how you would like to be addressed (e.g. by your first name, or Mr/Mrs/Miss etc). Your preference will be noted, and our Ward Staff will be informed.

Finally, and most importantly, please do not be reluctant to mention any problems or concerns you may have.

Our nurses really do understand how important your privacy and dignity are and we will do our level best to ensure your privacy and dignity is respected at all times.