

**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, 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: Aims and Objectives of Spencer Private Hospitals

Our aims and objectives are summarised as follows:

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

To provide such services in accordance with the highest possible quality standards including ISO 9001:2015, ISO 14001:2015, Investors in People 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.

To Promote a culture of openness to improve patient safety and the quality of our healthcare system.

To, at all times, respect the personal needs and dignity of our patients through an active customer care programme.

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

To continuously develop and train our staff in order to maintain a motivated workforce, to meet staff member's professional objectives and the objectives of the Company.

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Section 3: Registered Manager and Registered Provider.

3.1 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

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

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

3.3 The Organisations Registered Head Office is:

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

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3.2 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 Directors:

- Geoff Bailey, Chief Executive Officer, SPH Ltd.
- Jo Jenner, Commercial & Finance Director

Non - Executive Directors:

- Dr Julie Yianni, Non-Executive Director. Deputy Chief Nurse EKHUFT.
- Andrew Andreou, Finance Director & Chairman of the Audit Committee.
- Stewart Baird, Non-Executive Director In Common with EKHUFT

Company Secretary:

- Michael Wood, Trust Secretary of East Kent Hospitals University NHS Foundation Trust (EKHUFT)

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3.3 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 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.

3.4 Profile of Jo Jenner, Commercial & Finance Director

Jo has worked in finance roles for over thirty years. Jo qualified with ACCA in 1997 and was admitted as a Fellow in 2002. In February 2018 she took over the role of Commercial Director. Jo has worked for organisations as diverse as Boots the Chemist and Rolls Royce and is skilled in talking finance with non-finance people. Her financial background and previous roles within the healthcare sector have assisted her in building the role of Commercial Director and ensuring close liaison with CCGs, EKHUFT and Private Medical Insurance companies.

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

Lynn who has been qualified since 1985, has over 39 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.

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

3.6 Profile of Alex Aucutt-Ford, Head of Information, Quality and Resilience

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 experience regulatory compliance – from an enforcement perspective and later advising Senior Management Teams and Boards of their responsibilities under UK and EU laws. 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’s focus is to innovate and streamline processes and ensure that SPH excels in the future.

Section 4: Qualifications and Experience of our Staff

We have 142 staff working at Spencer Private Hospitals, of which 64 are based at Margate.

Senior Management	02
Administration (e.g. Reception, Customer Experience, Med Secretaries)	13
Nurses and Clinical Staff	35
Facilities including housekeepers, caterers, porters / maintenance	11

Matron (Acting Head of Nursing)

Our Matron (and Acting Head of Nursing) is Karina Greenan. Karina has worked in the NHS since qualifying in 1989 and following her retirement from EKHUFT she came to Spencer Private Hospitals in April 2020. Her last appointment was in an acute Trust as Head of Nursing for General and Specialist Medicine. She has a breadth and depth of experience across emergency care, general and orthopaedic surgery, medicine, dermatology, and endoscopy.

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Ward Staff

Our Ward nursing staff are led by Ward Manger Marie Reader, Ward Sister Anne-Marie Christian. The senior staff are supported by a team of Senior Staff Nurses, Staff Nurses, and Healthcare Assistants (HCA's), Trainee HCAs and our own self-employed bank of nursing staff. The nursing team are ably assisted by our team of Facilities staff. The Ward Sister, 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 control, stoma care and palliative care.

Our HCAs 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. In line with our Investors in People Accreditation 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.

Facilities Manager

Our Facilities Manager is Keith Beddoe: Keith having retired from the Army after a full career of 38 years in the Corps of Royal Engineers, has now pursued a second career in Facilities and Construction Management. Since leaving the Forces in 2017, Keith has worked as an Interim Facilities Manager delivering a multi-site mobilisation project for a national charity 'The Forward Trust' in East Kent, nationally as a Contract Manager in Underground Construction and mostly recently was appointed as the new Facilities Manager lead at SPH; in the newly established SPH Facilities Department.

Theatre Services

Theatre services are managed by Karina Greenan who is supported by our 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 Outpatients Sister Sarah Meredith-Smythe and their team of Registered Nursing staff and HCAs.

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Physiotherapists

Our Physiotherapy Dept is managed by our Matron Karina Greenan, and she is supported by a team of highly skilled Registered Physiotherapists.

Head of Customer Delivery

Nicola McDonald manages our Customer Delivery Team and has overall responsibility for all our patient facing Customer Engagement Teams, Medical Secretaries, and our Customer Experience Teams who book and manage all patient appointments.

Nicola returned to Spencer Private Hospitals in 2023, after 20 years away, and has over 18 years' management experience, 14 within the NHS.

Nicola leads her teams towards meeting the company's objectives to deliver excellence in customer service providing the best outcome for the customer. Nicola 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.

Section 5: 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 103 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 Medical Practitioners Assurance Framework (MPAF) is utilized to support and guide these systems.

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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 High 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, Physiotherapy Administration and Medical Secretarial Services.

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 in-house and supported by 2Gether Support Solutions.

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SPECIALITIES

General Surgery	General Medicine
Gynaecology	Cardiology
Maxillofacial	Diabetes
Gastroenterology	Genito-Urinary
Rheumatology	Paediatrics
Urology	Orthopaedic
Colorectal	Radiology
Ear Nose and Throat	Upper G I Surgery
Vascular	Geriatric Medicine
Endocrinology	Pain
Non-invasive cosmetics	Ophthalmology
Respiratory	Radiology

Section 6: Visiting Arrangements and Contact with your Relative Friends and Representatives

Visiting times are from 10am 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.

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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 7: How to make your views known to us.

Spencer Private Hospitals 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 the organisation to work hard to ensure 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.

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 Delivery.
4. By writing to Mrs Lynn Orrin, Hospital Director.

Section 8: Being Open (Duty of Candour).

SPH Board of Directors endorse the principles of Being Open to help foster an open, honest, and fair safety culture.

Promoting a culture of openness is a prerequisite to improving patient safety and the quality of healthcare systems. It 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.

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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.

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 (Acting Head of Nursing).

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.

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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
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 9: Respecting your Privacy and Dignity

Research has shown that dignity is a key issue for patients when assessing the quality of their care. We take this matter very seriously and its importance is made clear 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 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.
- All our patients are accommodated 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.