

**SPENCER PRIVATE HOSPITALS LIMITED**

**MARGATE**

# 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.

#### 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, ISO14001:2015, Investors in People accreditation, and compliance with requirements of the Health and Social Care Act (2008) [(Regulated Activities) Regulations 2014](https://www.cqc.org.uk/guidance-providers/regulations-enforcement/offences-health-social-care-act-2008-regulated-activities) 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.

#### 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

* 1. **The Registered Provider (under the Health and Social Care Act 2008) is:**

Spencer Private Hospitals Ltd

QEQM Hospital

Ramsgate Road

###### Margate

Kent

CT9 4BG

* 1. **The Organisations Registered Head Office is:**

Spencer Private Hospitals Ltd

Units 2 & 4 Betteshanger Road

Betteshanger

Deal

Kent

CT14 0EN

* 1. **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, Sean Reynolds, CB CBE DFC.

Executive Directors:

* Di Daw, Chief Executive Officer, SPH Ltd.
* Korron Spence, Director of Operations
* Jo Jenner, Commercial & Finance Director

**Non - Executive Directors:**

* Mr Nicholas Goodger, Non-Executive Director / Medical Director. Clinical Director EKHUFT Upper Surgery – Head, Neck and Dermatology,
* Elizabeth Coles, Non-Executive Director. Director of Quality Governance, EKHUFT
* Andrew Andreou, Finance Director & Chairman of the

          Audit Committee.

* Hugh Risebrow, Non-Executive Director.
* Stewart Baird, Non-Executive Director In Common with EKHUFT

**Company Secretary:**

* Alison Fox, Trust Secretary of East Kent Hospitals University NHS Foundation Trust (EKHUFT)

* 1. **Profile of Diana Daw, Chief Executive Officer (CEO)**

Di is a Level 1 Registered General Nurse who qualified in 1978. She has undertaken a number of ENB specialist courses and also has the Diploma in Management Studies (DMS) and has been an accredited ISO9000 quality auditor.

Di has worked in senior positions in the independent hospital sector in Kent since 1980, including Benenden Hospital, BUPA St Saviours Hospital, BUPA Alexandra Hospital and the Tunbridge Wells Nuffield Hospital. Di is an Executive Director of EKMS Ltd.

Di joined Spencer Private Hospitals in February 2002 as Matron, and became Hospital Director in November 2002, before taking on the role of Chief Executive Officer in June 2011.

* 1. **Profile of Korron Spence, Director of Operations / Deputy CEO / SIRO.**

Korron has an extensive healthcare background spanning more than thirty years, commencing as a student nurse with the Queen Alexanders Royal Naval Nursing Service and as a Senior Manager within the NHS for the last 20 years across a varied portfolio. The diversity of her career has awarded her with an acute appreciation of the patient and the people who care for them, the challenges and drivers for staff and expectations of our patients. Korron is an experienced people manager, who is visibly and widely known to enjoy her work, who enjoys and recognises the benefits of building teams based on mutual respect, and as an experienced team player believes the right team is a most a most valuable asset.

Korron has an extensive peer network which provides the benefit of a wide community focus to establish best practices and collaborative co-ordination to improve and ensure safer services with the wider health economy.

Along with other priorities a focus on quality and safety, corporate governance, and driving the ambitions of Spencer Private Hospitals Ltd strategic objectives.

**3.6 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.

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

Lynn who has been qualified since 1985, has over 37 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).

**3.8 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 127 staff working at Spencer Private Hospitals, of which 59 are based at Margate.

Senior Management 01

Administration (e.g. Reception, Customer Experience, Med Secretaries) 12

Nurses and Clinical Staff 37

Hotel Services (e.g. Housekeepers and Caterers) 05

Porters/Maintenance/Courier Staff 03

**Matron**

Our Matron 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.

##### Ward Staff

Our Ward nursing staff are led by Ward Manger Marie Reader, Ward Sisters Anne-Marie Christian, and Sister Gemma Dane. 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 Hotel Services staff and Chef. The 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 control, stoma care and palliative care.

Our HCA’s are all experienced staff who have undergone in-service training and have achieved NVQ Level Two or NVQ Level Three 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 / Endoscopy Manager

Theatre and Endoscopy services are managed by Karen Spencer, MBE.

Karen qualified in 1992 and joined Spencer Private Hospitals in 2017.  Karen has a range of expertise including Accident and Emergency, Theatres and Recovery and ITU. In 2012, she was awarded the Robert Burns Humanitarian award and an MBE for services to Nursing in Tripoli, Libya. Karen is supported by her team of experienced theatre practitioners and endoscopy nurses.

##### 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 her Outpatients Sister Sarah Meredith-Smythe and their team of Registered Nursing staff and HCA’s.

##### Physiotherapists

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

**Customer Experience**

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

Jennifer joined Spencer Private Hospitals in 2017 and has over 14 years’ management experience. Jennifer is qualified under the Chartered Management Institute and is one of our Trauma Risk Intervention Managers (TRiM) covering all of our sites.

Jennifer leads all of her teams towards meeting the company’s objectives to deliver excellence in customer service providing the best outcome for the customer. Jennifer 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 107 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.

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.
* An Endoscopy Unit.
* 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 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 East Kent Hospitals University Foundation Trust.

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

**SPECIALITIES**

General Surgery General Medicine

Gynaecology Cardiology

Vascular Endocrinology

## Gastroenterology Genito-Urinary

Rheumatology Paediatrics

Urology Orthopaedic

Colorectal Radiology

Ear Nose and Throat Upper G I Surgery

### Section 6: Visiting Arrangements and Contact with your

### Relative Friends and Representatives

We are currently operating under slightly restricted visiting due to the COVID pandemic so please speak to the nursing staff regarding visiting as this is subject to change. During the night hours (after 9pm) 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 devises 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 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 further copies available at Main Reception and the Ward Reception.
2. By completing our outpatient satisfaction survey.
3. By requesting a discussion with our Hospital Director, Matron or Customer Services Manager.
4. By writing to Mrs Lynn Orrin, Hospital Director.

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##### 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 carers.

##### 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.

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 through the Independent Healthcare Sector Complaints Adjudication Scheme.

[www.info@iscas.org.uk](http://www.info@iscas.org.uk)

020 7536 6091

For NHS patients treated within the private sector please contact the Health Service Ombudsman.

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Tel: 0345 015 4033

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](http://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.

##### 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.