

Statement of Purpose

All organisations providing private medical services to the public are regulated under the *Care Standards Act 2000* by the *Healthcare Commission* and are registered as Independent Hospitals under the Regulations.

The Act required that certain people are named and their contact details provided to you.

At The Sheffield Clinic Ltd:

The **Responsible Individual** is:

Mr Jonathan Edgeley
The Sheffield Clinic Ltd
Rutledge Mews
1 Southbourne Road
Sheffield
S10 2QN

The **Registered Manager** on behalf of the Establishment is Dr John O'Connell – address as above.

Aims and Objectives:

The establishment consists of dedicated and professional employees. We strive to be acknowledged by our patients, suppliers and regulators as the leader in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed client expectations.

Our Aims:

- To understand and exceed the expectation of our patients.
- To both motivate and invest in our team and acknowledge their value.
- To encourage all the team members to participate in achieving our aims and objectives.
- To clearly set and monitor targets in all areas.

Our Objectives:

- To be accountable for individual and team performance.
- To support each other in achieving patient expectations.
- Maintenance of the highest professional and ethical standards.
- Rapidly respond to the needs of our patients.

Views of Our Patients

The Sheffield Clinic Ltd carries out an annual survey of its patients to ensure that we are meeting our aims and objectives and to ensure that our service delivery remains effective. Results of this are available on request.

Treatment of Children:

We do not treat children or young persons under the age of 18 years.

We do not permit children to be brought to the clinic and cannot accept responsibility for any children while adults are receiving treatment.

Personnel and Organisational Structure:

The Sheffield Clinic Ltd has 1 medical director, 1 lay person director and one assistant [laser therapist].

The skills and experience of the individual employees working within the organisation varies but we will be happy to discuss with you and provide a written summary for each of the practitioners caring for you upon request. All staff working within the service under the terms of the Act are fully trained in the techniques used and on equipment to the manufacturer's specification. A summary of our practitioners and their qualifications and experience has been placed at the end of this Statement for your convenience.

This Clinic is managed on a day-to-day basis by Dr John O'Connell who is the Registered Manager under the terms of the Care Standards Act 2000.

Services Provided:

The Sheffield Clinic Ltd is registered with the Care Quality Commission for the provision of laser and intense pulsed light treatments. Treatments provided under this service include minor surgery including laser assisted lipolysis of unwanted subcutaneous fat. We are also registered for the provision of medical consultations and treatments, including other minor surgical procedures under local anaesthetic and for diagnostics and screening. Newer treatments include laser hair removal, infra-red skin tightening, using the Soprano XL laser, electrolysis and administration of PRP.

At The Sheffield Clinic Ltd, we also provide a number of treatments that do not require registration with the Care Quality Commission including, botulinum toxin treatment and administration of dermal fillers.

Access to Services:

Our services are available directly to patients who may make an appointment by telephone or by attendance at our place of business. We also accept referrals from General Practitioners. Our telephone number is given at the beginning of this statement.

We are able to provide access and toilet facilities to patients with wheelchair mobility needs.

Privacy and Dignity:

All consultations are conducted in a private consultation room. All information regarding patients is treated as confidential according to our information management policy.

When changing is required for a particular treatment, all patients are permitted to change into appropriate attire in a private and secure environment to respect their privacy and dignity.

We strive to treat all of our patients with dignity and respect. We also endeavour to address our patients by their preferred form of address – please inform your practitioner if we are not fulfilling this intention.

Complaints and Suggestions:

We strive to provide the highest level of service at all times. However, we do recognise that, from time to time, there may be issues arising which lead to dissatisfaction with the services we provide. We would encourage all patients to raise concerns directly with the practitioner concerned with their treatment so that minor problems can be corrected quickly.

Should any client wish to make a suggestion or a complaint in writing, it should be addressed to the Registered Manager at the address given above.

All patients are made fully aware of our complaints policy and their right to complain to the Care Quality Commission at any time in relation to the care with which they have received. A copy of the complaints procedure can be obtained from the Registered Manager upon request. A notice is also displayed prominently in each clinic outlining the methods of making a suggestion or complaint.

Appendix to Statement of Purpose

Summary of Qualifications and Experience of Practitioners

Name	Qualifications and Experience
Dr John O'Connell	<p>MB ChB Sheffield 1985 Cert JCPTGP 1990 General Practitioner 1992 – 2022 Dip Prac. Dermatology (University Cardiff 1998) Post Graduate Diploma in Sport and Exercise Medicine (University of Bath 2007) PGCert Cardiology (Sheffield Hallam University 2009) Distinction IMMOFP (immediate medical management on the field of play 2005,2008,2010, 2012) Post Graduate cert in Cardiology Sheffield Hallam Univ</p>
Kathy Gillott- Beauty Therapist	<p>I.T.E.C Honours, City and Guilds in Beauty Therapy and Electrolysis, C.I.D.E.S.C.O. F.E Teaching Dip. Qualified 1979 Qualified in Complementary Therapies Chief Examiner for I.T.E.C since 1988 Core of Knowledge laser training course April 2009 Alma Soprano Laser Training July 2016</p>

Updated: 26/03/2023