STATEMENT OF PURPOSE

Innermost Healthcare

(trading name of Innermost Secrets Limited)

Clinic and Registered Address

Ash Tree Clinic, 3 Ash Tree Court, Woodsy Close

Cardiff Gate Business Park, Cardiff, CF23 8RW

Telephone 0345 230 3386
office@innermosthealthcare.com

Produced by Innermost Healthcare

Version 1, 05 September 2012

Reviewed Annually

This Version, 13 January 2025

The Statement of Purpose, which is a legal document required by the Care Standards Act 2000 and the Independent Healthcare (Wales) Regulations 2011, is designed to be read, easily understood, and available to a wide spectrum of people including patients, relatives and visiting professionals. It is intended that the statement will be reviewed annually unless circumstances dictate that it should be reviewed earlier.

Statement of Purpose

Aims & Objectives of the Establishment

Led by Dr Bryan Beattie, a Consultant in Obstetrics and Fetal Medicine, we offer personalised pregnancy care for mums-to-be and a range of health services for women and men. The Clinic, located at Cardiff Gate, offers the latest technology and evidence-based services - private antenatal care; early scans; tests for Down Syndrome; 3D/4D baby bonding scans; screening for pre-eclampsia, premature labour and group B Strep; newborn heart checks; general gynaecology services; women's and men's health screening; hereditary genetic screening; relevant prescriptions are issued.

Services are offered in calm, professional and comfortable surroundings and aim to provide the very best in evidence-based clinical practice. Services are fee paying, so that patients can choose the amount of time they wish to spend with the Consultant and also the specifics of the care they wish to receive. Effective and timely communication with NHS care is maintained where appropriate. All patients are strongly encouraged to continue their relationship with NHS services, and to use both the NHS and Innermost Healthcare as and when required.

Learning from experience is important - and so in addition to providing expert private healthcare, the Clinic supports The Innermost Academy who, as a registered charity, facilitates educational events for patients (past, present and future) and medical, midwifery and nursing professionals and students.

Name & Address of the Registered Provider

Dr Robert Bryan Beattie MD FRCOG, Innermost Healthcare, Ash Tree Clinic, 3 Ash Tree Court, Woodsy Close, Cardiff Gate, CF23 8RW.

There is no additional registered manager at this time and therefore the registered provider is also the registered manager. Dr Beattie is registered with the GMC (No. 2827007) and is a member of the Medical Protection Society (No. 183543)

Relevant Qualifications and Experience of the Registered Provider

Bachelor of Medicine, Obstetrics and Surgery (Queens University Belfast)	1983
M.R.C.O.G. Part I	1985
M.R.C.O.G. Part II	1989
MD Thesis "Umbilical Artery Doppler Ultrasound in Pregnancy"	1988
RCOG Accredited Sub-Specialist in Fetal Medicine	1994
RCOG/RCR Advanced Diploma in Obstetric Ultrasound	1996
Fellow of the Royal College of Obstetricians and Gynaecologists	2001

Dr R B Beattie, MD FRCOG, is an accredited sub-specialist Consultant in Fetal Medicine based at the University Hospital of Wales in Cardiff since 1995. He is the Lead for the Fetal Medicine Unit there and was responsible for setting up the Early Pregnancy Assessment Unit. He holds the Royal College of Obstetricians and Gynaecologists / Royal College of Radiologists Joint Diploma in Advanced Obstetric Ultrasound and is accredited by the RCOG as being Subspecialty Trained in Fetal Medicine. He has been performing obstetric ultrasound scans for over 20 years and is a recognised previous trainer for the RCR/RCOG Advanced Diploma in Obstetric Ultrasound and University of Wales College of Medicine MSC in Ultrasound.

Registered Provider's Organisational Structure

Innermost Healthcare is the trading name of Innermost Secrets, which is a limited company with 1 Director, Dr Bryan Beattie. Dr Beattie also manages the company. The Clinic Manager and all clinical employees report directly to him. Administrative employees report to the Clinic Manager. All employed and sub-contracted staff are accountable to Dr Beattie.

Number, Relevant Qualifications and Experience of Staff Working in the Establishment or for its Purpose

The qualifications and experience of staff working in the establishment are as follows:

Staff Member	Qualifications & Experience
Dr Bryan Beattie MD FRCOG Company Owner, Director and Consultant	• Consultant in Obstetrics and Fetal Medicine, University Hospital of Wales • Lead Consultant for the Wales Tertiary Fetal Medicine Unit • Bachelor of Medicine, Obstetrics and Surgery (Queens University Belfast) • MD Thesis "Umbilical Artery Doppler Ultrasound in Pregnancy" • RCOG Accredited Sub-Specialist in Fetal Medicine • RCOG/RCR Advanced Diploma in Obstetric Ultrasound • Fellow of the Royal College of Obstetricians and Gynaecologists
Ms Susie Prothero, Clinic Manager	• 12+ years operational and management experience in the private medical clinic sector • 8 years clinic lead management experience
2 Clinical Staff (healthcare assistants) 3 Sonographers	• All have current or former (retired) NHS employment in the same roles • Diploma in Medical Ultrasound and/or • MSc. in Obstetric Ultrasound
2 Administrative Staff	10+ years experience in administrative roles

All Consultants other than Dr Beattie are required to work on a practicing privileges basis. Such Consultants are required to produce evidence of their:

- curriculum vitae;
- full qualifications and registration of societies;
- medical indemnity insurance and GMC certificates, where relevant;
- satisfactory continuing professional development from their NHS employer, where relevant; and
- Hepatitis B status, where relevant.

Innermost Healthcare will ensure that all staff have a current DBS check and certificate in place.

Kinds of Treatment, Facilities and Any Other Services Provided

We offer personalised pregnancy care for mums-to-be and a range of health services for women and men, including:

- private antenatal care;
- pregnancy scans and tests;
- non-invasive prenatal testing;

- 3D/4D baby bonding scans;
- screening for pre-eclampsia, premature labour and group B Strep;
- newborn heart checks;
- general gynaecology and women's healthcare services;
- women's health screening services including hereditary genetic screening;
- men's health screening services including hereditary genetic screening; and
- the issuing of relevant private prescriptions.

Services are provided in a calm, private and comfortable setting. The clinic building is located in a quiet corner of Cardiff Gate, alongside the Royal Pharmaceutical Society Wales.

Ample, flat car parking is available, with flat surface access to the clinic building. Lift access is available to all floors, along with appropriate and accessible bathroom facilities.

A spacious waiting room is available for patients. 2 large consulting/scanning/treatment/therapy rooms are available along with phlebotomy and recovery/rest areas. The clinic building is fully computerised.

The ground floor of the clinic building provides offices, and a training/meeting room.

Arrangements for Seeking the Views of Patients

A patient guide is available for download from our website and from the clinic's general website. This includes a summary of the statement of purpose, terms and conditions in respect of services provided including payment information and a standard form of contract, a summary of the complaints procedure, patient's rights to access their own records, details of the latest inspection and contact details. It also includes information on how to raise concerns, compliments and general patient feedback. The patient guide can be provided in hard copy by post upon request and hard copies are also widely available from the clinic premises.

A patient leaflet is given to each patient who attends an appointment, outlining the services offered and our usual practices. Each patient is given the opportunity to complete a feedback form following the receipt of services, which is used to improve quality of care and to inform operational processes and procedures and the future development of services.

We do not have inpatients and so arrangements are not required for contact between inpatients, their relatives, friends or representatives.

We can only ensure continued quality of care and the appropriateness of our services to meeting needs with your help. As a patient with Innermost Healthcare, you will be offered a paper questionnaire seeking feedback on your visit or experience with us. We really appreciate you taking the time to complete it and return it to us, either at the time of your visit or later by post. You do not have to provide your name or any personal details. If you need our help completing the form, or would prefer to answer the questions verbally, please let us know.

As part of our last full inspection with Healthcare Inspectorate Wales, published in March 2018, the regulators sought feedback from a range of our patients. They received 32 questionnaires and reported that overall patient feedback was very positive and we were providing safe and effective care. They found that our staff are committed to providing a welcoming environment and a positive patient experience and that patients rated the care and treatment that they were provided with as excellent.

Arrangements for Dealing with Complaints and Concerns

We hope that all concerns can be raised with us at the time they arise so that they can be addressed immediately,

Should you wish to make a complaint, we operate a Complaints Policy; Dr Beattie investigates and responds to all complaints. We aim to respond with a report to all complaints within 28 days but if we are unable to meet this timescale, the delay will be explained and a revised date provided. The Policy is available for download from the website and copies can also be provided upon request.

If you would like to make a complaint, please write to:

Dr Bryan Beattie, Innermost Healthcare
Ash Tree Clinic, Woodsy Close, Cardiff Gate Business Park, Cardiff, CF23 8RW

Making a complaint does not prejudice a patient's right to complain to Healthcare Inspectorate Wales (HIW).

Should a patient wish to check the GMC Registration of any Consultant working with us, they can telephone the General Medical Council on 0207 9153630 or e-mail them at registrationhelp@gmc-uk.org

Arrangements for Respecting the Privacy and Dignity of Patients

We are committed to providing a safe and dignified environment where patients and staff can be confident that best practice is being followed and that their safety is of paramount importance.

Patients are at the centre of any decision making during their episode of care and each individual will be treated with respect irrespective of their culture, religious, racial and linguistic background, sexual orientation, age or disability.

Consultations with patients are on a one-to-one basis in a dedicated room for this purpose, with family/friends/representatives present at the patient's behest. A chaperone is always present for intimate examinations.

Scanning/examinations/treatment are always undertaken in rooms with full blinds and a locked door(s) to ensure dignity and privacy at all times.

No client is ever examined without their full consent. For those patients who do not speak English, consent has to be obtained from a family member or representative who can translate.

All staff who work at Innermost Healthcare have to sign a confidentiality agreement to prevent the discussion of anything within Innermost Healthcare with anyone other than the patient's clinician(s), the Clinic Manager who oversees the daily working of the clinic and investigates complaints and the registered provider (Dr Beattie).

The administrative offices are separated from the clinical environment (different floors of the clinic) and so confidentiality of telephone calls and records is maintained. Caldicott principles are observed in all areas of the clinic at all times.

Fair Processing Notice - General Data Protection Regulations

This notice provides you with information about how we use and manage the information we have about you, including how we share it and how we maintain confidentiality.

What is personal data?

Personal data is information that relates to a living individual who can be identified from that data.

Why do we collect information about you?

Innermost Secrets keeps records about the health care and treatment you receive as one of our patients. This helps to ensure that you receive the best possible care from us.
It helps you because:

- Accurate and up-to-date information assists us in providing you with the right care
- Full information is readily available if you see another doctor or are referred to a specialist or another part of the NHS.

General Data Protection Regulations

These govern the processing of personal data held on computer systems and in other formats.
It restricts how we can use an individual's data, and consists of eight Data Protection Principles that **must** be applied when processing personal data. Organisations that process personal data must register as a 'data controller', and notify the Information Commissioner (ICO) why they need to process the data.

Innermost Healthcare is the data controller of personal information that is collected by us to help us provide and manage healthcare to our patients. Full details of all the purposes to which data may be put are listed at the ICO website (http://www.ico.gov.uk/). Innermost Secrets is registered with the Information Commissioner. The registration number is Z187341X.

What kind of information do we hold about you?

- Name, address, date of birth, NHS Number and next of kin
- Contacts we have had with you such as clinic visits
- Details of diagnosis and treatment
- Allergies and health conditions.

Information is stored on secure computer systems with a separate network password and a clinical database password. The database itself is continuously backed up onto two RAID drives in the secure part of the server.

How may information about me be used?

It will be used by members of staff treating you. Some information, such as your name and address, may be used to make appointments for your care. You may be receiving care from other people as well as Innermost Secrets; we may therefore need to share some information about you. Normal practice is to copy all correspondence to your GP, and for obstetric patients, the lead NHS provider for your pregnancy. If you do not wish this to happen, please let us know. Anyone who receives this information is also under a legal duty to keep it confidential, unless you agree otherwise.

If you make a complaint, those investigating the complaint will be able to see your records.

We will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

We may also be asked by other public bodies, such as the Police, to share basic information about you, such as your name and address, which does not include sensitive information from your health records. Generally, we would do this to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice, which is referred to as a Fair Processing Notice, under the Data Protection Act**.**

We may use your details to contact you with patient satisfaction surveys relating to services you have used. This is to improve the way we deliver healthcare to you, our patient.

You have the right to refuse / withdraw consent to information sharing at any time. The possible consequences will be fully explained to you and could include delays in receiving care.

Can I see my information?

A person may request access to information (with some exemptions) that is held about them by an organisation. This is known as the Right of Subject Access**.** You should start by asking the person in charge of your care. The Access to Health Records Act 1990 also allows access, in certain circumstances, to information that we hold on deceased patients.

How long do we retain your records?

All our records are destroyed in accordance with the Independent Health Care Regulations (Wales) 2011 Retention Schedule, which sets out the appropriate length of time each type of record is retained. We do not keep your records for longer than necessary**.** All records are destroyed confidentially once their retention period has been met.

If you object to the use of your information in any of the ways described here, please write to Dr Bryan Beattie, Innermost Secrets, Ash Tree Clinic, 3 Ash Tree Court, Woodsy Close, Cardiff Gate, CF23 8RW.

Healthcare Inspectorate Wales (HIW)

Innermost Healthcare is regulated by Healthcare Inspectorate Wales on behalf of the Welsh Government. For a copy of the most recent inspection report prepared by HIW, or to make a comment or complaint about us please contact:

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Our last inspection report can be viewed on the HIW website: www.hiw.org.uk or at our own website www.innermosthealthcare.com