MARIE STOPES UK
Children by choice, not chance

Statement of Purpose

Contents

Aims and Objectives 6
Objectives 6
Measurements 6
Our mission 7
UK Management Structure 8
UK Regional Structure – South Region 9
UK Regional Structure – North Region 9
UK Regional Structure – South West 10
Regional Structure Vasectomy Services 10
UK Organisation Information 11
Marie Stopes International 11
Registered Provider 11
Regulated Activities 11
Management 12
Marie Stopes UK Team 12
Marie Stopes Centres 13
Accommodation 13
Termination of Pregnancy Services 13
Sexual Health Services 13
Counselling 13
Early Medical Units 13
Telephone consultation 14
Vasectomy Services at Marie Stopes Centres 14
Centre Information 15
South Region 15
Essex Centre 15
Colchester Early Medical Unit 15
Dagenham Early Medical Unit 15
Enfield Early Medical Unit 16
Romford Early Medical Unit 16
Southend Early Medical Unit 16
South London Centre 16
Croydon Early Medical Unit 16

Greenwich Early Medical Unit 17
Lewisham Early Medical Unit 17
Waterloo Early Medical Unit 17
Wimbledon Early Medical Unit 17
Maidstone Centre 17
Central London Early Medical Unit 18
West London Centre 18
Guildford Early Medical Unit 18
Hemel Hempstead Early Medical Unit 19
Hillingdon Early Medical Unit 19
Watford Early Medical Unit 19
Wembley Early Medical Unit 19
North Region 19
Manchester Centre 19
Ashton-Under-Lyne Early Medical Unit 20
Blackpool Early Medical Unit 20
Bolton Early Medical Unit 20
Bury Early Medical Unit 20
North Preston Early Medical Unit 20
Oldham Early Medical Unit 20
Preston Early Medical Unit 20
Rochdale Early Medical Unit 20
Salford Early Medical Unit 20
Stockport Early Medical Unit 20
Leeds Centre 21
Airedale Early Medical Unit 21
Batley Early Medical Unit 21
Bradford Early Medical Unit 21
Huddersfield Early Medical Unit 21
Hemsworth Early Medical Unit / Vasectomy Service 22
Pontefract Vasectomy Service 22
Wakefield Early Medical Unit / Vasectomy Service 22
Midlands Region 23
Birmingham Centre 23

Handsworth Early Medical Unit 23
Sandwell Early Medical Unit 23
South West Region 24
Bristol Centre 24
Bournemouth Early Medical Unit 24
Poole Early Medical Unit 24
Westbury Early Medical Unit 24
Marie Stopes Call Centre Information 25
Vasectomy Services 26
UK Vasectomy Services 26
Camberley Vasectomy Service 26
Central London Vasectomy Service 26
Dagenham Vasectomy Service 26
Dartford Vasectomy Service 26
Hartlepool Vasectomy Service 26
Isle of Wight Vasectomy Service 26
Medway Vasectomy Service 26
Milton Keynes Vasectomy Service 27
Middlesbrough Vasectomy Service 27
Nuneaton Vasectomy Service 27
Redcar Vasectomy Service 27
Stockton on Tees Vasectomy Service 27
Stratford-upon-Avon Vasectomy Service 27
Swindon Vasectomy Service 27
Tewkesbury Vasectomy Service 27
Toddington Vasectomy Service 27
Woking Vasectomy Service 27
Client Guide 28
Safeguarding 28
Data Protection 28
Information for clients 28
Client Health Records 29
Feedback 29
Audit 29
Complaints Advice 30

Questionnaires 30
Telephone Complaint 30
Written Complaint 30
Standards 31
Confidentiality 31
Unresolved Complaints 31

Aims and Objectives

Marie Stopes International is a charity providing a range of reproductive healthcare services. Marie Stopes UK is a country programme within Marie Stopes International.

Our mission is to ensure the individual's fundamental right to have **children by choice not chance**. The objectives and measurements that support this mission are:

Objectives

- To provide high quality, affordable, professional, client oriented services.
- To continuously strive to improve the quality of our services.
- To maximise the added benefits and value offered to our clients.
- To differentiate Marie Stopes UK services from those of our competitors.
- To listen to our stakeholders and be responsive to their comments.

Measurements

Marie Stopes UK will ensure that progress against objectives is monitored by:

- Analysis of business intelligence, including quality performance data and client feedback operating within a robust governance framework
- Continual quality improvement through regular internal and external quality reviews, compliance monitoring and clinical audit
- Conducting regular audits to inform service improvements
- Undertaking market research

MARIE STOPES UK

Our mission

Children by choice, not chance

Our vision

A world in which every birth is wanted

Our values

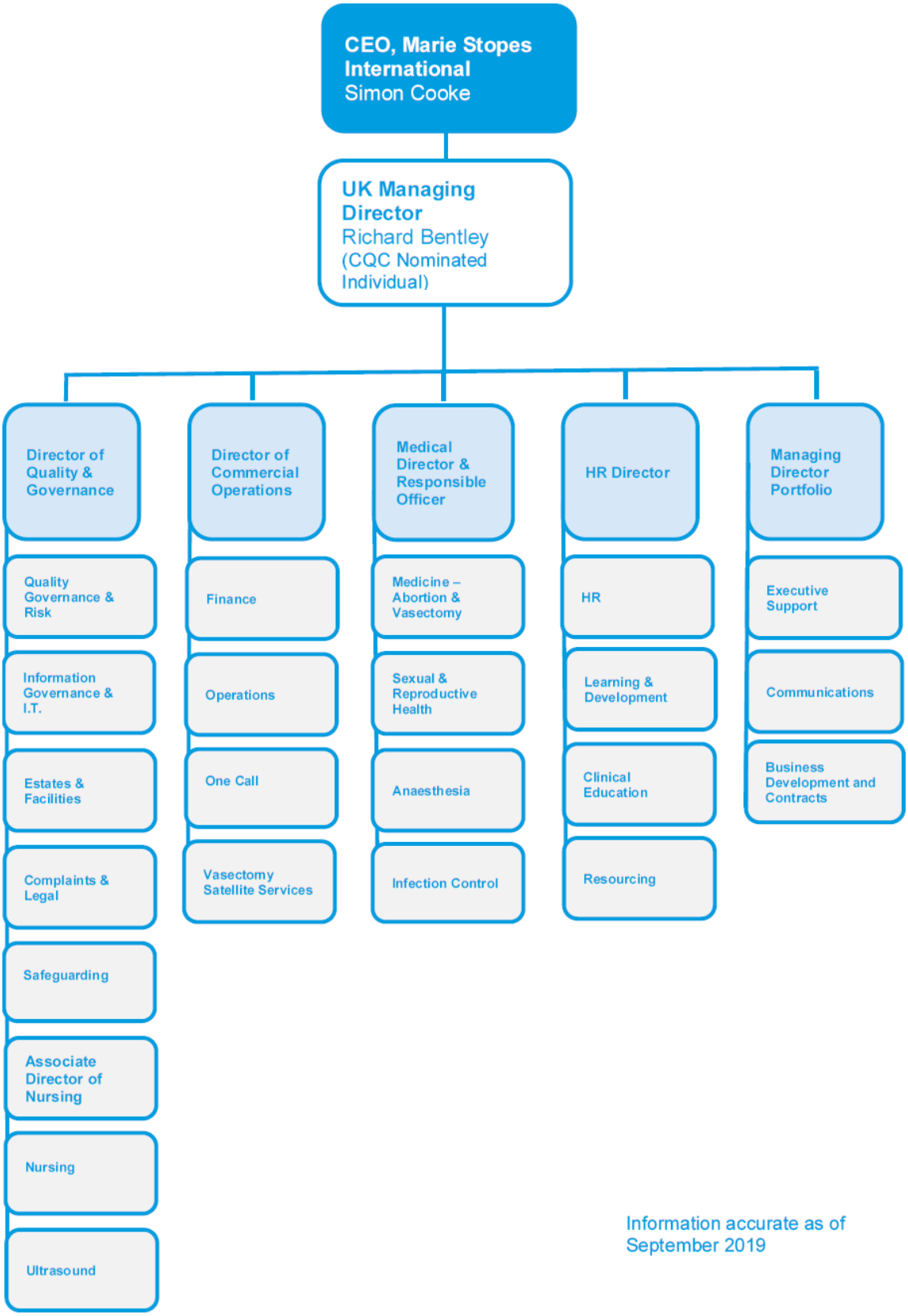
Mission driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

Client centred: We are dedicated to our clients and work tirelessly to deliver high-impact services that meet their individual needs.

Accountable: We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

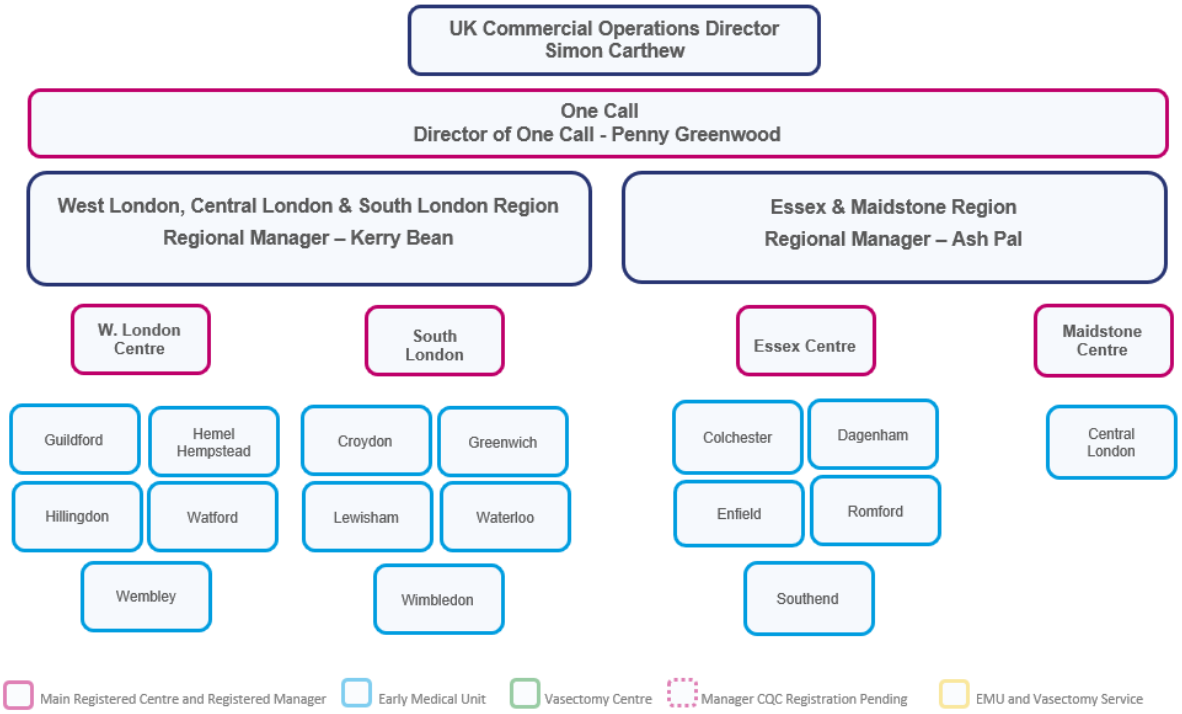
Courageous: We recruit and nurture talented, passionate and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

UK Management Structure

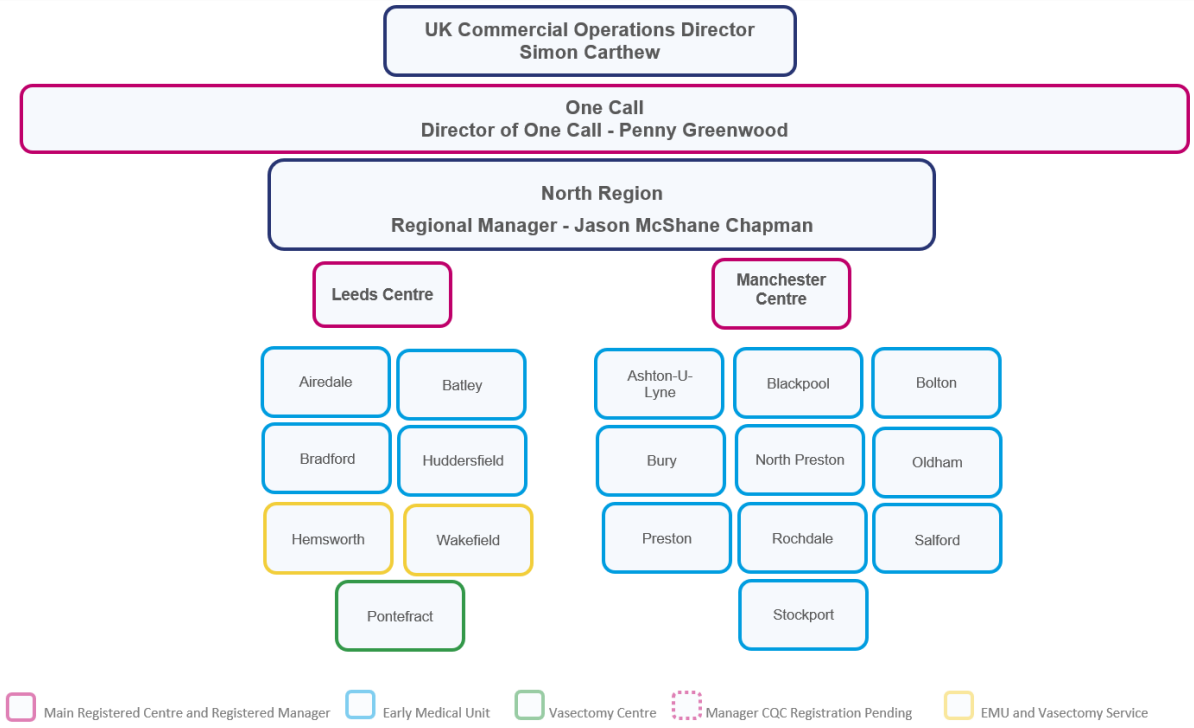


Information accurate as of September 2019

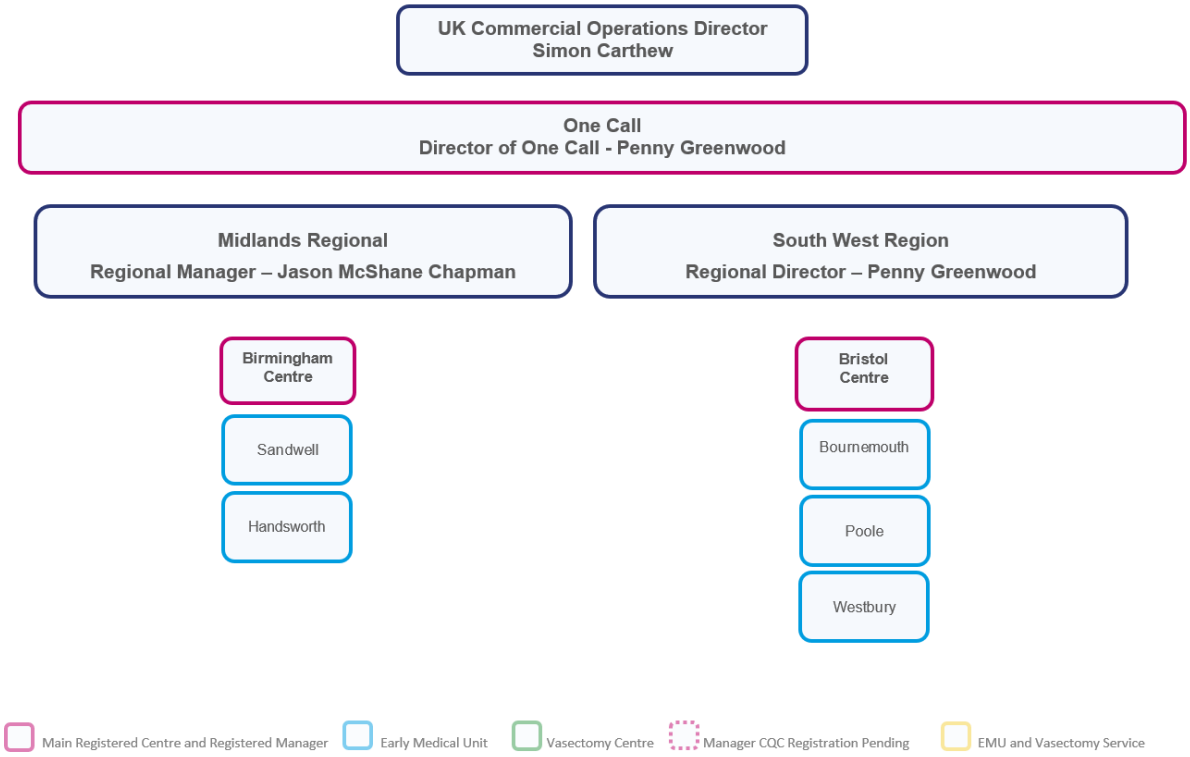
UK Regional Structure – South Region



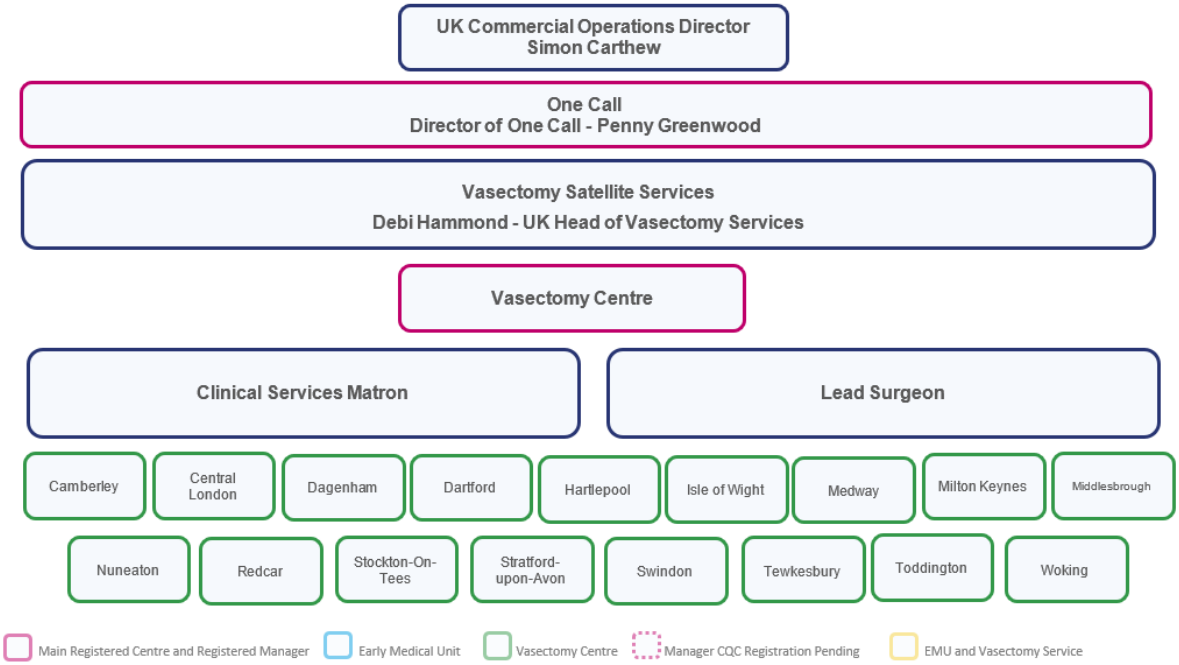
UK Regional Structure – North Region



UK Regional Structure – South West



Regional Structure Vasectomy Services



UK Organisation Information

Marie Stopes International

Marie Stopes International is a registered charity (No.265543) providing a range of reproductive healthcare services. Company number: 1102208.

Registered Provider

Marie Stopes International

1 Conway Street

Fitzroy Square

London

W1T 6LP

Tel: 020 7636 6200

Email: governanceandquality@mariestopes.org.uk

Care Quality Commission Provider Registration no: 1-102643434

Regulated Activities

- Termination of pregnancies
- Surgical procedures
- Family planning
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures
- Transport services, triage and medical advice provided remotely

Management

Mr Simon Cooke: CEO Marie Stopes International

Simon joined Marie Stopes International in 2013 with more than 20 years of international management, marketing and sales experience in a range of developed and developing countries including North Africa, Asia, Latin America, the Nordics, the Gulf, the Levant and Iran. Before coming to Marie Stopes International he was CEO of SuperMax, a personal care product marketing organisation based in the Middle East. He has also held senior leadership positions at both Procter and Gamble and Reckitt Benckiser. Simon is committed to bringing his expertise and experience to fulfil our mission of children by choice, not chance.

Richard Bentley: Marie Stopes UK Managing Director

Richard joined Marie Stopes UK in September 2017. He has extensive senior level experience within leading people-centric and service-oriented businesses in healthcare. Before coming to Marie Stopes UK, his previous roles included interim CEO of Horder Healthcare and Hospital Director at Nuffield Health. Richard is committed to making sure that client satisfaction is generated through trust and confidence in service. His experience will make sure Marie Stopes UK continues to be a robust, accountable and quality driven organisation. Richard Bentley is the UK Nominated Individual.

Marie Stopes UK Team

Marie Stopes UK is a specialist independent provider of sexual and reproductive health services in the UK. We are part of the world leading reproductive and sexual health charity Marie Stopes International, based in almost 40 countries around the world.

Here in the UK we have over 60 locations and strive to provide a local supportive service for women and men. Through our team of highly skilled doctors, nurses, counsellors and healthcare assistants we provide reproductive and sexual health services including abortion, vasectomy, and contraception fitting in the UK.

Marie Stopes Centres

All opening days are subject to variance. Please call: **0345 300 8090** for actual opening days.

Accommodation

- Consultation/treatment room
- Admission facilities
- Pre-treatment reception area
- Recovery area
- Day care ward
- Toilet facilities
- Access or assistance for those with disabilities available at most locations

Termination of Pregnancy Services

- Consultation and referral for clients aged 13 and above
- Abortion under the terms of the 1967 Abortion Act for clients aged 13 and above
- Surgical abortion up to 24 weeks gestation
- Medical abortion

Sexual Health Services

- Advice and provision on contraceptive options
- Sexually transmitted infections screening and treatment

Counselling

- Appointments are available via the telephone and/or face-to-face at our main centres
- Counsellors are approved by the British Association of Counselling & Psychotherapy and are externally supervised

Early Medical Units

- Pregnancy testing
- Unplanned pregnancy consultations
- Medical abortion
- Advice and provision on contraceptive options
- Sexually transmitted infections screening and treatment

Telephone consultation

For those clients seeking abortion a telephone consultation process is available via Marie Stopes UK One Call service to:

- Provide accessible information to service users
- Confirm grounds for abortion under the 1967 Abortion Act
- Take and record medical history
- Discuss available options regarding the nature of available procedures and anaesthetic choices
- Provide information regarding the risks of abortion
- Offer advice regarding aftercare
- Answer any questions
- Offer pre and post-operative care and support
- Provide privacy and confidentiality

Vasectomy Services at Marie Stopes Centres

- Vasectomy consultation, procedure and post-operative care

For those clients seeking vasectomy the consultation process is designed to:

- Provide information regarding the risks and failure rates of vasectomy
- Discuss continuing contraception until sample testing confirms success
- Offer advice regarding aftercare
- Capture medical history
- Discuss the client's decision and the permanency of vasectomy
- Discuss reversal
- Answer any questions
- Provide privacy and confidentiality

Centre Information

The contact details for our Registered Managers are available below;

South Region

	Andrew Lynskey Andrew.lynskey@mariestopes.org.uk	**CQC Manager I.D:** Con 1-5025758337
South Region	**Vanessa Mondala** Vanessa.mondala@mariestopes.org.uk	**CQC Manager I.D:** Con 1-6613836299
	Essex Centre Termination of Pregnancy to 23 weeks 6 days. 88 Russell Road, Buckhurst Hill, Essex, IG9 5QB Appointments available Monday – Saturday (may vary).	**CQC Registration Location I.D:** 1-130902774
	Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	**Range of services:** • Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy
	Early Medical Units – Termination of pregnancy to 9 weeks 6 days	
	Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	**Range of services:** • Consultation • Termination of pregnancy • Contraception • STI screening and treatment
	Colchester Early Medical Unit Tollgate Practice, 145 London Road, Stanway, Colchester, Essex, CO3 8NZ Appointments available Thursday and Friday (may vary).	
	Dagenham Early Medical Unit The Broad Street Medical Centre, 1st Floor, Moreland Road, Dagenham, London, RM10 9HU Appointments available Monday - Friday (may vary).	

	Enfield Early Medical Unit Lincoln Road Medical Practice, Lincoln Road, Bush Hill Park, Enfield, EN1 1LJ Appointments available Tuesday - Friday (may vary).
	Romford Early Medical Unit St Edwards Medical Centre, 7 Saint Edwards Way, Romford, Essex, RM1 3DQ Appointments available Mon, Tues & Friday (may vary)
	Southend Early Medical Unit Southend Medical Centre, 50-52 London Road, Southend on Sea, SS1 1NX Appointments available Weds & Thurs (may vary).

South Region	**April Maddix** **April.maddix@mariestopes.org.uk**	**CQC Manager I.D:** CON1-2842771191
	South London Centre Termination of Pregnancy to 23 weeks 6 days. 1a Raleigh Gardens, Brixton Hill, Brixton, South London, SW2 1AB Appointments available Monday – Saturday (may vary).	**CQC Registration Location I.D:** 1-130902888

Regulated activities:	**Range of services:**
• Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	• Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy

Early Medical Units – Termination of pregnancy to 9 weeks 6 days

Regulated activities:	**Range of services:**
• Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	• Consultation • Termination of pregnancy • Contraception • STI screening and treatment

Croydon Early Medical Unit

Woodside Health Centre, 3 Enmore Road, South Norwood, SE25 5NT

Appointments available Monday - Friday (may vary).

	Greenwich Early Medical Unit The Greenwich Centre, 2nd Floor Lombarde Square, Greenwich SE10 9GB Appointments available Monday, Tuesday and Thursday (may vary).
	Lewisham Early Medical Unit St Johns Medical Centre, 56-60 Loampit Hill, Lewisham, London, SE13 7SX Appointments available Tuesday - Friday (may vary).
	Waterloo Early Medical Unit Burrell Street Sexual Health Clinic, 4/6 Burrell Street, London, SE1 0UN Appointments Monday, Tuesday,Thursday Friday (may vary).
	Wimbledon Early Medical Unit Wimbledon Medical Centre, 79 Pelham Road, Wimbledon, London, SW19 1NX Appointments available Mondays and Tuesdays (may vary).

	Lindis Harris **Lindis.harris@mariestopes.org.uk**	**CQC Manager I.D:** 1-5227437450
South Region	**Tammi Jeffrey** **Tammi.jeffrey@mariestopes.org.uk**	**CQC Manager I.D:** 1- 326916524
	Maidstone Centre Termination of Pregnancy to 13 weeks 6 days. 10-16 Brewer Street, Maidstone, Kent, ME14 1RU Appointments available Monday – Friday except Bank Holidays (may vary)	**CQC Registration Location I.D:** 1-130902809
	Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	**Range of services:** • Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy
	Early Medical Unit – Termination of pregnancy to 9 weeks 6 days	

	Central London Early Medical Unit 108 Whitfield Street, London, W1T 6LP Appointments available Monday - Friday (may vary).	
	Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	**Range of services:** • Consultation • Termination of pregnancy • Contraception • STI screening and treatment

South Region	**Sally O'Brien** Sally.O'brien@mariestopes.org.uk	**CQC Manager I.D:** CON1-3797175059
	Lorren Montero Lorren.Montero@mariestopes.org.uk	**CQC Manager I.D:** 1-102643434
	West London Centre Termination of Pregnancy to 23 weeks 6 days. 87 Mattock Lane, Ealing, London, W5 5BJ Appointments available Monday – Saturday except Bank Holidays (may vary).	**CQC Registration Location I.D:** 1-130902906
	Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	**Range of services:** • Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy
	Early Medical Units – Termination of pregnancy to 9 weeks 6 days	
	Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	**Range of services:** • Consultation • Termination of pregnancy • Contraception • STI screening and treatment
	Guildford Early Medical Unit The Annexe Building, The Jarvis Centre, 60 Stoughton Road, Guildford, Surrey, GU1 1LJ Appointments available Tues - Friday (may vary).	

	Hemel Hempstead Early Medical Unit Within Speedwell Pharmacy, 161 London Road, Apsley, Hertfordshire, HP3 9SQ Appointments available Thursday - Friday bi-weekly (may vary).
	Hillingdon Early Medical Unit Oakland Medical Centre, 32 Parkway, Hillingdon, Uxbridge, Middlesex, UB10 9JX Appointments available Monday - Tuesday (may vary).
	Watford Early Medical Unit Upton Road Surgery, Ground Floor, Colne House, 21 Upton Road, Watford, WD18 0JP Appointments available on Mondays and Tuesdays (may vary).
	Wembley Early Medical Unit Wembley Centre for Health and Care, Outpatients Dept. 116 Chaplin Rd, Wembley HA0 4UZ Appointments available Wednesday and Thursday (may vary).

North Region

	Chris Bain **Chris.Bain@mariestopes.org.uk**	**CQC Manager I.D:** CRT1-5339828956
	Manchester Centre Termination of Pregnancy to 23 weeks 6 days. 5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG Appointments available Monday – Saturday except Bank Holidays (may vary).	**CQC Registration Location I.D:** 1-130902826

Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	**Range of services:** • Consultation • Counselling • Termination of pregnancy • Contraception • STI screening and treatment • Vasectomy consultation • Vasectomy
Early Medical Units – Termination of pregnancy to 9 weeks 6 days	
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	**Range of services:** • Consultation • Termination of pregnancy • Contraception • STI screening and treatment

	Ashton-Under-Lyne Early Medical Unit Ashton Primary Care Centre, 193 Old Street, Ashton-Under-Lyne, OL6 7SR Appointments available Monday & Wednesdays (may vary).
	Blackpool Early Medical Unit Sexual Health Services, Whitegate Health Centre, 150-158 Whitegate Drive, Blackpool, FY3 9ES Appointments available Tuesday morning plus Thursday and Friday (may vary).
	Bolton Early Medical Unit Lever Chambers Centre for Health, 27 Ashburner Street, Bolton, BL1 1SQ Appointments available Tuesday and Friday (may vary).
	Bury Early Medical Unit - Satellite Centre Termination of pregnancy to 9 weeks 4 days. Townside Primary Care Centre, Knowsley Place, Knowsley Street, Bury BL9 0SN. Appointments available Monday, Wednesday and Friday (may vary).
	North Preston Early Medical Unit Lane Ends Surgery, 200 Tulketh Brow, Preston, PR2 2JH Appointments available on Thursdays (may vary).
	Oldham Early Medical Unit Integrated Care Centre, New Radcliffe St. Oldham, OL1 1NL Appointments available Wednesdays and Saturday (may vary).
	Preston Early Medical Unit Avenham Health Centre, Avenham Lane, Preston, PR1 3RG Appointments available Monday, Tuesday and Wednesday (may vary).
	Rochdale Early Medical Unit Nye Bevan House, Maclure Road, Rochdale, OL11 1DN Appointments available Tuesday & Friday (may vary).
	Salford Early Medical Unit The Willow Tree Healthy Living Centre, 94 Littleton Road, Salford, M7 3SE Appointments available on Monday, Wednesday & Friday (may vary).
	Stockport Early Medical Unit Mastercall Healthcare, International House, Pepper Road, Stockport, SK7 5BW Appointments available on Monday and Thursdays (may vary).

North Region

Jason McShane-Chapman **Jason.mcshane-chapman@mariestopes.org.uk**	**CQC Manager I.D:** CON1-4093206179
Scott Kay **Scott.Kay@ mariestopes.org.uk**	**CQC Manager I.D:** CON1-5377587876
Leeds Centre Termination of Pregnancy to 18 weeks 6 days. 45 Barrack Road, Leeds, LS7 4AB Appointments available Monday-Friday + 1 Saturday per month except Bank Holidays (may vary).	**CQC Registration Location I.D:** 1-130902791

Regulated activities:	**Range of services:**
• Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	• Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy

Early Medical Units – Termination of pregnancy to 9 weeks 6 days

Regulated activities:	**Range of services:**
• Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	• Consultation • Termination of pregnancy • Contraception • STI screening and treatment

Airedale Early Medical Unit

Airedale General Hospital, Skipton Road, Steeton, Keighley, West Yorkshire, BD20 6TD

Appointments available Wednesday

Batley Early Medical Unit

Batley Health Centre, 130 Upper Commercial Street, Batley, WF17 5ED

Appointments available Wednesday (may vary).

Bradford Early Medical Unit

Rockwell and Wrose Practice, 2 Summerfield Road, Bradford, BD10 8DP

Appointments available Tuesday and Friday (may vary).

Huddersfield Early Medical Unit

2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall Street, Huddersfield, HD1 2EG

Appointments available Tuesday - Fridays (may vary).

Early Medical and Vasectomy Unit – Termination of pregnancy to 9 weeks 4 days	
Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	**Range of services:** • Consultation • Termination of pregnancy • Contraception • STI screening and treatment • Vasectomy consultation • Vasectomy
Hemsworth Early Medical Unit / Vasectomy Service The Grange Medical Centre, Highfield Rd, Hemsworth, Pontefract WF9 4DP Early Medical Appointments available on Tuesdays & Fridays. Vasectomy appointments availaible monthly on Mondays (may vary)	
Pontefract Vasectomy Service Northgate Surgery, Northgate, Pontefract, West Yorks, WF8 1NF Appointments available Monthly on Fridays (may vary)	
Wakefield Early Medical Unit / Vasectomy Service The Grove Surgery, Trinity Medical Centre, Thornhill Street, Wakefield, WF1 1PG Appointments available Monday - Friday (may vary). Vasectomy services on Fridays	

Midlands Region

Midlands Region	**Jacquie Whitaker** Jacquie.whitaker@mariestopes.org.uk	**CQC Manager I.D:** CON1-6160176446
	Mandy Tierney Mandy.tierney@mariestopes.org.uk	**CQC Manager I.D:** CON1-5173782440
	Birmingham Centre Termination of Pregnancy to 23 weeks 6 days. 4 Arthur Road, Edgbaston, Birmingham, West Midlands, B15 2UL Appointments available Monday – Friday except Bank Holidays (may vary).	**CQC Registration Location I.D:** 1-420175501
	Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	**Range of services**: • Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy
	Early Medical Units – Termination of pregnancy to 9 weeks 6 days	
	Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	**Range of services:** • Consultation • Termination of pregnancy • Contraception • STI screening and treatment
	Handsworth Early Medical Unit Soho Road Health Centre. 247 - 251, Tipton, West Midlands, DY4 0UB Appointments available Tuesday & Thursdays (may vary).	
	Sandwell Early Medical Unit Glebefields Health Centre. St Mark's Road, Tipton, West Midlands, DY4 0UB Appointments available Monday & Tuesday (may vary).	

South West Region

<table>
<tr><td rowspan="8">South West Region</td><td colspan="2">Penny Greenwood
Penny.greenwood@mariestopes.org.uk</td><td>CQC Manager I.D:
1-129036738</td></tr>
<tr><td colspan="2">Bristol Centre
Termination of Pregnancy to 18 weeks.
2 Gifford Court, Fox Den Road, Stoke Gifford, Bristol, BS34 8TT
Appointments available Monday – Friday except Bank Holidays (may vary).</td><td>CQC Registration Location I.D:
1-130902722</td></tr>
<tr><td>Regulated activities:
• Termination of pregnancies
• Surgical procedures
• Family planning
• Treatment of disease, disorder or injury
• Diagnostic and screening procedures</td><td colspan="2">Range of services:
• Consultation
• Counselling
• Termination of pregnancy
• STI screening and treatment
• Contraception
• Vasectomy consultation
• Vasectomy</td></tr>
<tr><td colspan="3">Early Medical Units – Termination of pregnancy to 9 weeks 6 days</td></tr>
<tr><td>Regulated activities:
• Termination of pregnancies
• Family planning
• Treatment of disease, disorder or injury
• Diagnostic & screening procedures</td><td colspan="2">Range of services:
• Consultation
• Termination of pregnancy
• Contraception
• STI screening and treatment</td></tr>
<tr><td colspan="3">Bournemouth Early Medical Unit
Boscombe and Springbourne Health Centre, 68 Palmerston Road, Bournemouth, BH1 4HW
Appointments temporarily moved to Poole due to site refurbishment.</td></tr>
<tr><td colspan="3">Poole Early Medical Unit
Poole Town Surgery, 36 Parkstone Road, Poole, Dorset, BH15 2PG
Appointments available between Monday and Friday (may vary).</td></tr>
<tr><td></td><td colspan="3">Westbury Early Medical Unit
White Horse Health Centre, Mane Way, Westbury, BA13 3FQ
Appointments available Monday and Tuesday (may vary).</td></tr>
</table>

Marie Stopes Call Centre Information

One Call	**Penny Greenwood** **Penny.Greenwood@mariestopes.org.uk**	**CQC Manager I.D:** 1-129036738
	Dan Tierney **Dan.tierney@mariestopes.org.uk**	**CQC Manager I.D:** Con1-5567040783
	One Call – Central Booking Centre Axis 4/5, Woodlands, Bradley Stoke, Bristol, BS32 4JT Telephone: 0345 300 8090 Appointments available to book 24/7 (may vary).	**CQC Registration Location I.D:** 1-130902924
	Regulated activities: • Transport services, triage and medical advice provided remotely	**Range of services:** • Telephone consultation • Telephone counselling • Termination of pregnancy information and booking service • Contraception information • STI screening results • Vasectomy information and appointment booking • Vasectomy consultation

Vasectomy Services

Vasectomy Services

Debi Hammond Debi.Hammond@mariestopes.org.uk	**CQC Manager I.D:** 1-163807841
UK Vasectomy Services Main Administration Address: Zeta House, Axis 4/5, Woodlands, Bradley Stoke, Bristol, BS32 4JT Appointments available to book 24/7 (may vary). Monthly appointments available, please check with One Call for specific dates.	**CQC Registration Location I.D:** 1-4997364169

Regulated activities:	Range of services:
• Surgical procedures • Treatment of disease, disorder or injury • Diagnostic and screening procedure	• Vasectomy consultation • Vasectomy

Vasectomy Satellite Centres

Camberley Vasectomy Service

Upper Gordon Road Surgery, 37 Upper Gordon Road, Camberley, GU15 2HJ

Vasectomy appointments available once or twice per month on Saturdays (may vary).

Central London Vasectomy Service

108 Whitfield Street, London W1T 6LP

Vasectomy appointments available once or twice per month on Thursdays (may vary).

Dagenham Vasectomy Service

The Broad Street Medical Centre, Moreland Road, Dagenham, London, RM10 9HU

Appointments available 1 Thursday per month (may vary).

Dartford Vasectomy Service

Devon Road Surgery, 32 Devon Road, South Darenth, Dartford, DA4 9AB

Appointments available once or twice on Saturdays per month (may vary).

Hartlepool Vasectomy Service

Sexual Health Teeside, One Life Hartlepool, Park Road, Hartlepool, TS24 7PW

Appointments available 1 Friday per month (may vary).

Isle of Wight Vasectomy Service

The Sexual Health Unit, St Mary's Hospital, Parkhurst Road, Newport, Isle of Wight, PO30 5TG

Appointments available 1 Friday per month

Medway Vasectomy Service

Woodlands Family Practice, Woodlands Road, Medway, Gillingham, Kent, ME7 2BU

Appointments available once per month on alternate Tuesdays & Saturdays (may vary).

	Milton Keynes Vasectomy Service The Grove Surgery, Farthing Grove, Netherfield, Milton Keynes, MK6 4NG Appointments available once or twice per month on Saturdays (may vary).
	Middlesbrough Vasectomy Service The Live Well Centre, Dundas Shopping Centre, Dundas St, Middlesborough, TS1 1HR Appointments available Fridays monthly (may vary).
	Nuneaton Vasectomy Service Springhill Medical Centre, Phil Collins Way, Old Arley, Coventry, CV7 8NZ Appointments available 1 Thursday per month (may vary).
	Redcar Vasectomy Service Redcar and Cleveland Community Heart Sexual Health Clinic, Ridley Street, Redcar, TS10 1TD Appointments available 1 Saturday per month (may vary).
	Stockton on Tees Vasectomy Service Lawson Street Health Centre, Lawson Street, Stockton on Tees, TS16 1HU Appointments available once or twice per month on Saturdays (may vary).
	Stratford-upon-Avon Vasectomy Service Rother House Medical Centre, Alcester Road, Stratford –Upon-Avon, CV37 6PP Appointments available once or twice per month on Saturdays (may vary).
	Swindon Vasectomy Service Lawn Medical Centre, Guilford Avenue, Lawn, Swindon, SN3 1JL Appointments available on Fridays monthly (may vary).
	Tewkesbury Vasectomy Service The Elmbury Suite, Tewkesbury Hospital, Barton Road, Tewkesbury, GL20 5GJ Appointments available 1 Friday per month.
	Toddington Vasectomy Service Toddington Medical Centre, Luton Road, Toddington, Bedfordshire, LU5 6DE Appointments available 1 Saturday per month (may vary).
	Woking Vasectomy Service Hillview Medical Centre, 3 Heathside Road, Woking, GU22 7QP Appointments available Saturdays or Sundays monthly (may vary).

Client Guide

Safeguarding

Marie Stopes UK has a moral and legal duty to ensure that clients are adequately safeguarded whilst in its care. Health professionals will work together to safeguard and promote the welfare of their clients identified as vulnerable, therefore protecting them and/or their children from any potential risks. We work within a legal framework to ensure this.

Marie Stopes UK provides training to all staff on safeguarding adults and children to ensure that team members have the knowledge and skills to recognise any safeguarding concerns, act appropriately and to make a safeguarding referral where required. Where a referral is made, this will be communicated to the client.

Data Protection

In order to maintain confidentiality we would normally address you by your first name. If you have another preference please let a nurse or member of the team know.

We will ask for details of a contact in case of emergency. However, under normal circumstances, no details of your admission or treatment will be given to any third party without your authorisation. If, while you are at the centre, you are expecting any contact by friends or relatives, please let us know.

Information for clients

You will receive written information regarding the services you require in the form of booklets and/or leaflets. To supplement this, you will be asked to give informed consent for all procedures and information processing, the face-to-face consultation process, with a healthcare professional, who will serve to:

- Address any concerns and answer any questions you may have
- Offer information regarding choice of treatment and risks involved
- Offer advice regarding aftercare
- Discuss future contraception with those undergoing abortion
- Explain what we do with your information, how we will look after it, and who we might share it with

You have access to a 24-hour advice line should you be at all worried prior to or following your procedure and any aftercare treatment is offered at no further charge.

Should you have any questions about what happens regarding your pregnancy following treatment, please ask a nurse for information.

If you have any comments or suggestions regarding the information contained within this statement or in any of our other literature, please speak to a team member.

Client Health Records

In line with the Data Protection Act 1998 which gives you the right to see the information that we hold about you, please send your request in writing to the Manager.

A request for information (Subject Access Request) must be made in writing, with proof of identification, so that your identity can be verified and your records can be located.

We aim to complete requests as quickly as possible. We make every effort to ensure we deal with requests within 40 days of receipt.

Should any third-party request access to confidential information regarding your admission and treatment, Marie Stopes UK will not release this in the absence of written, signed authorisation from you, unless we have a legal or moral obligation to do so, as part of the data protection act. For example, in the case of prevention or detection of crime.

You have the right to refuse or withdraw your consent to information sharing at any time, the possible consequences of you doing this could include delays in receiving care, and can be fully explained to you.

Feedback

You will receive a questionnaire giving you the opportunity to comment on the service you have received. This feedback provides a valuable insight into how our service is perceived and where we may need to make changes or improvements.

Questionnaires are collated and audited by an external company, any adverse comments are noted and referred to the relevant Manager. We would not normally supply a response unless this is specifically requested.

The responses are monitored and fully audited by Marie Stopes UK and we produce an annual report. The results of which are displayed in each centre.

Audit

We are subject to regular inspection by the Care Quality Commission who independently regulates health and social care services in England, from whom we receive our registration. The report of each inspection is a matter of public record and is available on their website: http://www.cqc.org.uk.

Complaints Advice

Marie Stopes UK aims to provide the best possible service and care to all our clients. We accept however that there are occasions when standards fall short of expectation resulting in a complaint being made. We appreciate feedback of this nature in order for us to address any area/s of our service that require improvement and make changes where necessary. Please feel assured that making a complaint will not have a negative effect on your care or treatment.

Should you wish to make a complaint about any aspect of the service or care you have received, there are a number of ways in which you can bring this to our attention:

- By completing the client questionnaire given to every client before leaving our centres
- By telephoning the relevant centre to speak with a manager or supervisor
- In writing. In order to ensure privacy and confidentiality please follow any e-mail correspondence up in a letter to the Head of Information Governance.
- By contacting your local CCG or NHS England (NHS complaint process)

Questionnaires

Please hand the completed questionnaire to the centre team or post by Free Post to HWA. The address is provided on the questionnaire. Any adverse comments are noted and referred to the relevant Clinic Manager. We would not normally forward a response unless this is specifically requested and a name and address is provided.

Telephone Complaint

Please call the relevant treatment clinic, within working hours, and ask to speak with the manager or a supervisor. A record will be made of your complaint and investigated by the manager or supervisor with the team members concerned. Depending on the nature of the complaint you may be asked to put this in writing, for ease of investigation. If your complaint cannot be resolved at the time of the initial telephone call you will be contacted once the investigation has been completed.

Written Complaint

Please address your letter to:

Head of Quality and Customer Services at Marie Stopes International,

1 Conway Street,

Fitzroy Square,

London

W1T 6LP

You can also email **quality.customerservice@mariestopes.org.uk**.

In order to maintain confidentiality please sign your complaint and confirm your PIN. Your complaint will be handled by the Head of Customer and Quality Services, who will instigate an investigation with the management of the relevant treatment clinic. A subsequent written response will be forwarded to you.

For complaints regarding how your information has been handled, please address your letter to:

Head of Information Governance at Marie Stopes International,

1 Conway Street,

Fitzroy Square,

London

W1T 6LP

You can also email **information.governance@mariestopes.org.uk.**

Standards

We will acknowledge any written complaint within two working days of receipt and any telephone enquiries within 24 hours.

A full investigation will be carried out, with the relevant team member/s, of the circumstances surrounding the incident/s.

Following the investigation, a full response will be made to you within a reasonable time, usually between three to four weeks. Should there be any delays in this process you will be kept informed.

Confidentiality

In order to maintain confidentiality, we cannot enter into any discussion or correspondence with a third party, without your permission. If you wish for us to liaise with a third party. please give us your consent in writing.

Unresolved Complaints

Should you be dissatisfied with the response received, you have recourse to appeal to the Director of Governance and Quality, who will review all the case notes and correspondence and will, in turn, respond as soon as possible (stage 2 appeal). Generally, a stage 2 appeal must be made within 20 working days of the date of the final written response sent to you.

Finally, if your complaint is not resolved to your satisfaction you can contact ISCAS, the Independent Sector Complaints Adjudication Service. Clients referred by the NHS may also follow the NHS complaint process or contact the Health Service Ombudsman.

The addresses to contact are as follows:

ISCAS
Centre Point
103 New Oxford Street
London, WC1 1DU

Tel: 020 73798598

Health Service Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP

Tel: 0345 015 4033

For unresolved complaints regarding how your information has been handled, you have recourse to notify the Information Commissioner's Office

The address to contact is as follows:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113