Statement of Purpose

MSI Reproductive Choices UK
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Aims and Objectives

MSI Reproductive Choices is a charity providing a range of reproductive healthcare services. MSI Reproductive Choices UK is a country programme within MSI Reproductive Choices.

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, patient-oriented services.
- To continuously strive to improve the quality of our services.
- To maximise the added benefits and value offered to our patients.
- To differentiate MSI Reproductive Choices UK services from those of our competitors.
- To listen to our stakeholders and be responsive to their comments.

Measurements

MSI Reproductive Choices UK will ensure that progress against objectives is monitored by:

- Analysis of business intelligence, including quality performance data and patient 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
Our mission

Your choice, our support

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.

Patient centred: We are dedicated to our patients 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 November 2020
## UK Regional Structure – Overview

<table>
<thead>
<tr>
<th>Region</th>
<th>South West</th>
<th>London</th>
<th>South East</th>
<th>North</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Patient Support Centre</td>
<td>One Call</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>National Treatment Centre</td>
<td></td>
<td>West London Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Regional Treatment Centre</td>
<td>Bristol Centre</td>
<td></td>
<td>Essex Centre</td>
<td></td>
</tr>
<tr>
<td>District Treatment Centre</td>
<td></td>
<td>Maidstone Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Local Treatment Centre</td>
<td></td>
<td>South London Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td>Westbury, Poole, Exeter, Paignton, Plymouth, Bournemouth</td>
<td>Hemel, Hillingdon, Watford, Wembley, Feltham</td>
<td>Colchester, Dagenham, Enfield, Romford, Edgware, Southend</td>
<td>Ashton, Blackpool, Bolton, Bury, North Preston, Oldham, Stockport, Rochdale, Salford</td>
</tr>
</tbody>
</table>
UK Regional Structure – South West Region

UK Commercial Operations Director
Simon Carthew

One Call
Director of One Call – Penny Greenwood

Regional Managers – Penny Greenwood

One Call (Zeta House)  Bristol Centre
Westbury  Paignton
Poole  Plymouth
Exeter  Zeta House
Bournemouth

- National Patient Support Centre
- National Treatment Centre
- Regional Treatment Centre
- District Treatment Centre
- Local Treatment Centre
- Community Treatment Centre
UK Regional Structure – London Region

UK Commercial Operations Director
Simon Carthew

One Call
Director of One Call – Penny Greenwood

West London, Central London & South London Region
Regional Manager – Kerry Bean

West London Centre
- Watford
- Hemel Hempstead
- Hillingdon

South London Centre
- Croydon
- Wembley
- Lewisham
- Greenwich
- Feltham
- Wimbledon
- Waterloo
- Guildford

- National Patient Support Centre
- National Treatment Centre
- Regional Treatment Centre
- District Treatment Centre
- Local Treatment Centre
- Community Treatment Centre
UK Regional Structure – South East Region

- National Patient Support Centre
- National Treatment Centre
- Regional Treatment Centre
- District Treatment Centre
- Local Treatment Centre
- Community Treatment Centre
UK Regional Structure – North Region

UK Commercial Operations Director
Simon Carthew

One Call
Director of One Call – Penny Greenwood

North Region
Regional Manager – Jason McShane Chapman

Leeds
- Airedale
- Bradford
- Hemsworth
- York

Manchester Centre
- Ashton-Under-Lyne
- Blackpool
- Bolton
- Bury
- North Preston
- Oldham
- Stockport
- Rochdale
- Salford

- National Patient Support Centre
- National Treatment Centre
- Local Treatment Centre
- District Treatment Centre
- Regional Treatment Centre
- Community Treatment Centre
UK Regional Structure - Vasectomy Services

UK Commercial Operations Director
Simon Carthew

One Call
Director of One Call – Penny Greenwood

Vasectomy Satellite Services
Debi Hammond – UK Head of Vasectomy Services

Clinical Service Matron

Frimley Green
Medway
Redcar
Toddington

Central London
Oxford
Stockton-On-Tees
Woking

Lead Surgeon

Dagenham
Hartlepool
Isle of White
Middlesbrough
Bedford
Nuneaton
Stratford-upon-Avon
Swindon
Tewkesbury
UK Organisation Information

MSI Reproductive Choices

MSI Reproductive Choices is a registered charity (No.265543) providing a range of reproductive healthcare services. Company number: 1102208.

Registered Provider

MSI Reproductive Choices
1 Conway Street
Fitzroy Square
London
W1T 6LP

Tel: 020 7636 6200
Email: governanceandquality@MSIChoices.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 MSI Reproductive Choices
Simon joined MSI Reproductive Choices 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 MSI Reproductive Choices 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: MSI Reproductive Choices UK Managing Director
Richard joined MSI Reproductive Choices UK in September 2017. He has extensive senior level experience within leading people-centric and service-oriented businesses in healthcare. Before coming to MSI Reproductive Choices UK, his previous roles included interim CEO of Horder Healthcare and Hospital Director at Nuffield Health. Richard is committed to making sure that patient satisfaction is generated through trust and confidence in service. His experience will make sure MSI Reproductive Choices UK continues to be a robust, accountable and quality driven organisation. Richard Bentley is the UK Nominated Individual.

MSI Reproductive Choices UK Team
MSI Reproductive Choices 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 MSI Reproductive Choices, 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.
MSI Reproductive Choices UK 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 patients aged 13 and above
- Abortion under the terms of the 1967 Abortion Act for patients 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 patients seeking abortion a telephone consultation process is available via MSI Reproductive Choices 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**

- Vasectomy consultation, procedure and post-operative care

For those patients 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 patient’s decision and the permanency of vasectomy
- Discuss reversal
- Answer any questions
- Provide privacy and confidentiality
Centre Information

Contact details for our Registered Managers
## South West Region

<table>
<thead>
<tr>
<th>MSI Reproductive Choices Regional Treatment Centre - Bristol</th>
<th>CQC Manager I.D:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Termination of Pregnancy to 21 weeks + 6 days. 2 Gifford Court, Fox Den Road, Stoke Gifford, Bristol, BS34 8TT</td>
<td>1-292036738</td>
</tr>
<tr>
<td>Appointments available Monday – Friday except Bank Holidays</td>
<td>CQC Registration Location I.D:</td>
</tr>
<tr>
<td></td>
<td>1-130902722</td>
</tr>
</tbody>
</table>

### 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

## MSI Reproductive Choices Community Treatment Centres

### Termination of pregnancy to 9 weeks 6 days

<table>
<thead>
<tr>
<th>Poole Community Treatment Centre</th>
<th>Exeter Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lifeboat Quay Medical Centre, Unit A, Lifeboat Quay, Poole, Dorset, BH15 1AE</td>
<td>St. Leonards Practice, Athelstan House, Exeter, Devon. EX1 1SB</td>
</tr>
<tr>
<td>Appointments Wednesdays &amp; Thursdays (may vary).</td>
<td>Appointments Tuesdays &amp; Wednesdays (may vary)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Plymouth Community Treatment Centre</th>
<th>Paignton Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mount Gold Local Care Centre, 200 Mount Gold Road, Plymouth. PL4 7PY</td>
<td>Mayfield Medical Centre, 37 Totnes Road, Paignton, Devon. TQ4 5LA</td>
</tr>
<tr>
<td>Appointments Wednesdays &amp; Fridays (may vary)</td>
<td>Appointments Thursdays &amp; Fridays (may vary)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Zeta House Community Treatment Centre</th>
<th>Westbury Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axis 4/5, Woodlands, Bradley Stoke, Bristol. BS32 4JT</td>
<td>White Horse Health Centre, Mane Way, Westbury, BA13 3FQ</td>
</tr>
<tr>
<td>Appointments Monday – Friday (may vary)</td>
<td>Appointments Mondays &amp; Tuesday s(may vary).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bournemouth Community Treatment Centre</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Shelley Manor, Beechwood Avenue, Bournemouth, Dorset, BH5 1LX</td>
<td></td>
</tr>
<tr>
<td>Appointments Mondays and Tuesdays (may vary).</td>
<td></td>
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</tbody>
</table>
# London Region

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
</table>
| London Region | MSI Reproductive Choices West London National Treatment Centre  
Termination of Pregnancy to 23 weeks 6 days.  
87 Mattock Lane, Ealing, London, W5 5BJ  
Appointments Monday – Saturday except Bank Holidays (may vary). | • 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 |

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
</table>
| Feltham Community Treatment Centre  
Feltham Centre for Health, The Centre,  
210 High Street, TW13 4GU  
Appointments Monday to Friday (may vary) | • Termination of pregnancies  
• Family planning  
• Treatment of disease, disorder or injury  
• Diagnostic & screening procedures | • Consultation  
• Termination of pregnancy  
• Contraception  
• STI screening and treatment |

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
</table>
| Hemel Hempstead Community Treatment Centre  
Within Speedwell Pharmacy, 161 London Road, Apsley, Hertfordshire, HP3 9SQ  
Appointments available Thursday - Friday weekly (may vary). | • Termination of pregnancies  
• Family planning  
• Treatment of disease, disorder or injury  
• Diagnostic & screening procedures | • Consultation  
• Termination of pregnancy  
• Contraception  
• STI screening and treatment |

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
</table>
| Hillingdon Community Treatment Centre  
Oakland Medical Centre, 32 Parkway, Hillingdon, Uxbridge, Middlesex, UB10 9JX  
Appointments Mondays & Tuesdays (may vary). | • Termination of pregnancies  
• Family planning  
• Treatment of disease, disorder or injury  
• Diagnostic & screening procedures | • Consultation  
• Termination of pregnancy  
• Contraception  
• STI screening and treatment |

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
</table>
| Watford Community Treatment Centre  
Upton Road Surgery, Ground Floor, Colne House, 21 Upton Road, Watford, WD18 0JP  
Appointments available on Mondays & Tuesdays (may vary). | • Termination of pregnancies  
• Family planning  
• Treatment of disease, disorder or injury  
• Diagnostic & screening procedures | • Consultation  
• Termination of pregnancy  
• Contraception  
• STI screening and treatment |

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
</table>
| Wembley Community Treatment Centre  
Wembley Centre for Health and Care, Outpatients Dept. 116 Chaplin Rd, Wembley HA0 4UZ  
Appointments Wednesdays & Thursdays (may vary). | • Termination of pregnancies  
• Family planning  
• Treatment of disease, disorder or injury  
• Diagnostic & screening procedures | • Consultation  
• Termination of pregnancy  
• Contraception  
• STI screening and treatment |
<table>
<thead>
<tr>
<th>Location</th>
<th>Date and Time Details</th>
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</thead>
<tbody>
<tr>
<td><strong>LSH</strong></td>
<td>Monday – Saturday (may vary)</td>
</tr>
<tr>
<td><strong>LSN</strong></td>
<td>Monday – Friday (may vary)</td>
</tr>
<tr>
<td><strong>LSW</strong></td>
<td>Tuesday – Wednesday (may vary)</td>
</tr>
<tr>
<td><strong>LSW</strong></td>
<td>Tuesdays - Fridays (may vary)</td>
</tr>
</tbody>
</table>

**Regulated activities:**
- Termination of pregnancies
- Family planning
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures

**Range of services:**
- Consultation
- Counselling
- STI screening and treatment
- Contraception

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**LSH**
- Woodside Health Centre, 3 Enmore Road, South Norwood, SE25 5NT
- Appointments Monday — Friday (may vary).

**LSN**
- St Johns Medical Centre, 56-60 Loampit Hill, Lewisham, London, SE13 7SX
- Appointments Tuesday – Friday (may vary).

**LSW**
- Wimbledon Medical Centre, 79 Pelham Road, Wimbledon, London, SW19 1NX
- Appointments Monday – Wednesday (may vary).

**LSW**
- The Annexe Building, The Jarvis Centre, 60 Stoughton Road, Guildford, Surrey, GU1 1LJ
- Appointments Tuesdays - Fridays (may vary).
## South East Region

<table>
<thead>
<tr>
<th>Andrew Lynskey</th>
<th>CQC Manager I.D: Con 1-5025758337</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Andrew.lynskey@MSIChoices.org.uk">Andrew.lynskey@MSIChoices.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>Lindis Harris</td>
<td>CQC Manager I.D: 1-5227437450</td>
</tr>
<tr>
<td><a href="mailto:Lindis.harris@MSIChoices.org.uk">Lindis.harris@MSIChoices.org.uk</a></td>
<td></td>
</tr>
<tr>
<td>MSI Reproductive Choices Essex - South East Regional Treatment Centre</td>
<td>CQC Registration Location I.D: 1-130902774</td>
</tr>
<tr>
<td>Termination of Pregnancy to 21 weeks 6 days. 88 Russell Road, Buckhurst Hill, Essex, IG9 5QB Appointments available Monday – Saturday (may vary).</td>
<td></td>
</tr>
</tbody>
</table>

### 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

<table>
<thead>
<tr>
<th>Colchester Community Treatment Centre</th>
<th>Dagenham Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tollgate Practice, 145 London Road, Stanway, Colchester, Essex, CO3 8NZ Appointments Thursdays &amp; Fridays (may vary).</td>
<td>The Broad Street Medical Centre, 1st Floor, Moreland Road, Dagenham, London, RM10 9HU Appointments Monday - Friday (may vary).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Edgware Community Treatment Centre</th>
<th>Enfield Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Woodcroft Medical Centre, 25 Gervase Road, Burnt Oak, Edgware. HA8 0NR Appointments Tuesday - Friday (may vary)</td>
<td>Lincoln Road Medical Practice, Lincoln Road, Bush Hill Park, Enfield, EN1 1LJ Appointments Tuesday - Friday (may vary).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Romford Community Treatment Centre</th>
<th>Southend Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>St Edwards Medical Centre, 7 Saint Edwards Way, Romford, Essex, RM1 3DQ Appointments available Mondays, Tuesdays &amp; Fridays (may vary)</td>
<td>Southend Medical Centre, 50-52 London Road, Southend on Sea, SS1 1NX Appointments Wednesdays &amp; Thursdays (may vary).</td>
</tr>
</tbody>
</table>
## South East Region

<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Address</th>
<th>Regulated activities</th>
<th>Range of services</th>
</tr>
</thead>
<tbody>
<tr>
<td>District Treatment Centre - Maidstone</td>
<td>10-16 Brewer Street, Maidstone, Kent, ME14 1RU</td>
<td>Termination of pregnancies, Surgical procedures, Family planning, Treatment of disease, disorder or injury, Diagnostic and screening procedures</td>
<td>Consultation, Counselling, Termination of pregnancy, STI screening and treatment, Contraception, Vasectomy consultation, Vasectomy</td>
</tr>
<tr>
<td>Community Treatment Centres</td>
<td></td>
<td></td>
<td>Consultation, Termination of pregnancy, Contraception, STI screening and treatment</td>
</tr>
</tbody>
</table>

### Central London Community Treatment Centre

108 Whitfield Street, London W1T6LP

Appointments Monday - Friday

(may vary).
## North Region

<table>
<thead>
<tr>
<th>MSI Reproductive Choices Regional Treatment Centre - Manchester</th>
<th>CQC Manager I.D: CRT1-5339828956</th>
</tr>
</thead>
<tbody>
<tr>
<td>Termination of Pregnancy to 21 weeks 6 days.</td>
<td></td>
</tr>
<tr>
<td>5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG</td>
<td></td>
</tr>
<tr>
<td>Appointments available Monday – Saturday except Bank Holidays (may vary).</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Termination of pregnancies</td>
<td>• Consultation</td>
</tr>
<tr>
<td>• Surgical procedures</td>
<td>• Counselling</td>
</tr>
<tr>
<td>• Family planning</td>
<td>• Termination of pregnancy</td>
</tr>
<tr>
<td>• Treatment of disease, disorder or injury</td>
<td>• STI screening and treatment</td>
</tr>
<tr>
<td>• Diagnostic and screening procedures</td>
<td>• Contraception</td>
</tr>
<tr>
<td></td>
<td>• Vasectomy consultation</td>
</tr>
<tr>
<td></td>
<td>• Vasectomy</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>MSI Reproductive Choices Community Treatment Centres</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Termination of pregnancy to 9 weeks 6 days</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Termination of pregnancies</td>
<td>• Consultation</td>
</tr>
<tr>
<td>• Family planning</td>
<td>• Termination of pregnancy</td>
</tr>
<tr>
<td>• Treatment of disease, disorder or injury</td>
<td>• Contraception</td>
</tr>
<tr>
<td>• Diagnostic &amp; screening procedures</td>
<td>• STI screening and treatment</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Ashton-Under-Lyne Community Treatment Centre</th>
<th>Blackpool Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashton Primary Care Centre, 193 Old Street, Ashton-Under-Lyne, OL6 7SR</td>
<td>Sexual Health Services, Whitegate Health Centre, 150-158 Whitegate Drive, Blackpool, FY3 9ES</td>
</tr>
<tr>
<td>Appointments Mondays &amp; Wednesdays (may vary).</td>
<td>Appointments available Tuesday mornings plus Thursdays &amp; Fridays (may vary).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bolton Community Treatment Centre</th>
<th>Bury Community Treatment Centre - Satellite Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lever Chambers Centre for Health, 27 Ashburner Street, Bolton, BL1 1SQ</td>
<td>Townsend Primary Care Centre, Knowsley Place, Knowsley Street, Bury BL9 0SN.</td>
</tr>
<tr>
<td>Appointments available Tuesdays &amp; Fridays (may vary).</td>
<td>Appointments Mondays, Wednesdays &amp; Fridays (may vary).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>North Preston Community Treatment Centre</th>
<th>Oldham Community Treatment Centre</th>
</tr>
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<tbody>
<tr>
<td>Lane Ends Surgery, 200 Tulketh Brow, Preston, PR2 2JH</td>
<td>Integrated Care Centre, New Radcliffe St. Oldham, OL1 1NL</td>
</tr>
<tr>
<td>Appointments Mondays, Tuesdays, Wednesdays &amp; Fridays (may vary).</td>
<td>Appointments Wednesdays &amp; Saturdays (may vary).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rochdale Community Treatment Centre</th>
<th>Salford Community Treatment Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nye Bevan House, Maclure Road, Rochdale, OL11 1DN</td>
<td>The Willow Tree Healthy Living Centre, 94 Littleton Road, Salford, M7 3SE</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| Stockport Community Treatment Centre  
Mastercall Healthcare, International House,  
Pepper Road, Stockport, SK7 5BW  
Appointments Mondays & Thursdays (may vary). | Appointments Tuesdays & Fridays (may vary). | Appointments Mondays, Wednesdays & Fridays (may vary). |
**MSI Reproductive Choices Statement of Purpose January 2021**

### North Region

<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Address</th>
<th>Appointments</th>
<th>Contact Person</th>
<th>Email</th>
<th>CQC Manager I.D.</th>
<th>CQC Registration Location I.D.</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSI Reproductive Choices District Treatment Centre - Leeds</td>
<td>45 Barrack Road, Leeds, LS7 4AB</td>
<td>Monday-Friday + 1 Saturday per month except Bank Holidays (may vary)</td>
<td>Chris Bain</td>
<td><a href="mailto:Chris.Bain@MSIChoices.org.uk">Chris.Bain@MSIChoices.org.uk</a></td>
<td>CRT1-5339828956</td>
<td>1-130902791</td>
</tr>
<tr>
<td>North Region</td>
<td></td>
<td></td>
<td>Sarah Strutz</td>
<td><a href="mailto:Sarah.strutz@MSIChoices.org.uk">Sarah.strutz@MSIChoices.org.uk</a></td>
<td>CON1-8439830484</td>
<td></td>
</tr>
</tbody>
</table>

**Regulated activities:**
- Termination of pregnancies
- Surgical procedures
- Family planning
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures

**Range of services:**
- Consultation
- Counselling
- Family planning
- Termination of pregnancy
- STI screening and treatment
- Contraception
- Vasectomy consultation
- Vasectomy

### MSI Reproductive Choices Community Treatment Centres

**Termination of pregnancy to 9 weeks 6 days**

<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Address</th>
<th>Appointments</th>
<th>Contact Person</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airedale Community Treatment Centre</td>
<td>Airedale General Hospital, Skipton Road, Steeton, Keighley, West Yorkshire, BD20 6TD</td>
<td>Wednesday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Batley Community Treatment Centre</td>
<td>Batley Health Centre, 130 Upper Commercial Street, Batley, WF17 5ED</td>
<td>Tuesday (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bradford Community Treatment Centre</td>
<td>Hillside Bridge Health Centre, 4 Butler Street, Bradford. BD3 0BS</td>
<td>Tuesday &amp; Fridays (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Huddersfield Community Treatment Centre</td>
<td>2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall Street, Huddersfield, HD1 2EG</td>
<td>Tuesday - Friday (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scunthorpe Community Treatment Centre</td>
<td>Scunthorpe Sexual Health, The Ironstone Centre, West Street, Scunthorpe, North Lincolnshire. DN15 6HY</td>
<td>Tuesday &amp; Friday (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>York Community Treatment Centre</td>
<td>YorSexual Health, Monkgate Health Centre, 31-33 Monkgate, York. YO31 7PB</td>
<td>Mondays &amp; Wednesdays (may vary)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Regulated activities:**
- Termination of pregnancies
- Surgical procedures
- Family planning
- Treatment of disease, disorder or injury
- Diagnostic and screening procedures

**Range of services:**
- Consultation
- Termination of pregnancy
- Contraception
- STI screening and treatment

### MSI Reproductive Choices Community Treatment Centres

**Vasectomy and / or Termination of pregnancy to 9 weeks 6 days**

<table>
<thead>
<tr>
<th>Centre Name</th>
<th>Address</th>
<th>Appointments</th>
<th>Contact Person</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airedale Community Treatment Centre</td>
<td>Airedale General Hospital, Skipton Road, Steeton, Keighley, West Yorkshire, BD20 6TD</td>
<td>Wednesday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Batley Community Treatment Centre</td>
<td>Batley Health Centre, 130 Upper Commercial Street, Batley, WF17 5ED</td>
<td>Tuesday (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bradford Community Treatment Centre</td>
<td>Hillside Bridge Health Centre, 4 Butler Street, Bradford. BD3 0BS</td>
<td>Tuesday &amp; Fridays (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Huddersfield Community Treatment Centre</td>
<td>2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall Street, Huddersfield, HD1 2EG</td>
<td>Tuesday - Friday (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Scunthorpe Community Treatment Centre</td>
<td>Scunthorpe Sexual Health, The Ironstone Centre, West Street, Scunthorpe, North Lincolnshire. DN15 6HY</td>
<td>Tuesday &amp; Friday (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>York Community Treatment Centre</td>
<td>YorSexual Health, Monkgate Health Centre, 31-33 Monkgate, York. YO31 7PB</td>
<td>Mondays &amp; Wednesdays (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Location</td>
<td>Address</td>
<td>Appointments Details</td>
<td>Vasectomy Services</td>
<td></td>
</tr>
<tr>
<td>-------------------------------</td>
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<td></td>
</tr>
<tr>
<td>Hemsworth Community Treatment</td>
<td>The Grange Medical Centre, Highfield Rd,</td>
<td>Early Medical Appointments Tuesdays &amp; Fridays.</td>
<td>Monthly on Mondays</td>
<td></td>
</tr>
<tr>
<td>Centre / Vasectomy Community</td>
<td>Hemsworth, Pontefract WF9 4DP</td>
<td>Vasectomy appointments monthly on Mondays</td>
<td>(may vary)</td>
<td></td>
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<tr>
<td>Centre (Vasectomy only)</td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Pontefract Vasectomy</td>
<td>Northgate Surgery, Northgate, Pontefract,</td>
<td>Appointments Monthly on Fridays (may vary)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td>West Yorks, WF8 1NF</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>(Vasectomy only)</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Wakefield Community Treatment</td>
<td>The Grove Surgery, Trinity Medical Centre,</td>
<td>Appointments available Monday - Friday (may vary).</td>
<td>Monthly on Fridays</td>
<td></td>
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<tr>
<td>Centre / Vasectomy Community</td>
<td>Thornhill Street, Wakefield, WF1 1PG</td>
<td>Vasectomy services on Fridays</td>
<td>(may vary)</td>
<td></td>
</tr>
<tr>
<td>Centre</td>
<td></td>
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</table>
## Marie Stopes Call Centre Information

<table>
<thead>
<tr>
<th>Penny Greenwood</th>
<th>CQC Manager I.D: 1-292036738</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Penny.greenwood@MSIChoices.org.uk">Penny.greenwood@MSIChoices.org.uk</a></td>
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</table>

<table>
<thead>
<tr>
<th>Clare Aldridge</th>
<th>CQC Manager I.D: CON1- 4445839480</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Clare.aldridge@MSIChoices.org.uk">Clare.aldridge@MSIChoices.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

**MSI Reproductive Choices**  
National Patient Support Centre - One Call (Zeta House)  
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

## MSI Reproductive Choices 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.

**Regulated activities:**
- Surgical procedures
- Treatment of disease, disorder or injury
- Diagnostic and screening procedure

**Range of services:**
- Vasectomy consultation
- Vasectomy

## MSI Reproductive Choices Vasectomy Community Treatment Centres

<table>
<thead>
<tr>
<th>Vasectomy Services</th>
<th>Vasectomy Community Treatment Centre</th>
<th>Regulated activities:</th>
<th>Range of services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bedford Vasectomy</td>
<td><em>Community Treatment Centre</em></td>
<td>• Surgical procedures</td>
<td>• Vasectomy consultation</td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td>Putnoe Medical &amp; Linden Partnership, 93 Queens Drive, Putnoe, Bedford MK41 9JE</td>
<td>• Treatment of disease, disorder or injury</td>
<td>• Vasectomy</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Diagnostic and screening procedure</td>
<td></td>
</tr>
<tr>
<td>Central London Vasectomy</td>
<td><em>Community Treatment Centre</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td>108 Whitfield Street, London W1T 6LP</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vasectomy appointments once or twice per month on Saturdays (may vary).</td>
<td></td>
</tr>
<tr>
<td>Hartlepool Vasectomy</td>
<td><em>Community Treatment Centre</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td>Sexual Health Teeside, One Life Hartlepool, Park Road, Hartlepool, TS24 7PW</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vasectomy appointments once or twice per month on Thursdays (may vary).</td>
<td></td>
</tr>
<tr>
<td>Medway Vasectomy</td>
<td><em>Community Treatment Centre</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td>Woodlands Family Practice, Woodlands Road, Medway, Gillingham, Kent, ME7 2BU</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vasectomy appointments once or twice per month on Tuesdays (may vary).</td>
<td></td>
</tr>
<tr>
<td>Nuneaton Vasectomy</td>
<td><em>Community Treatment Centre</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td>Springhill Medical Centre, Phil Collins Way, Old Arley, Coventry, CV7 8NZ</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Vasectomy appointments 1 Thursday per month (may vary).</td>
<td></td>
</tr>
<tr>
<td>Redcar Vasectomy</td>
<td><em>Community Treatment Centre</em></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Treatment Centre</td>
<td></td>
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</tbody>
</table>

## Contact Information

- **Debi Hammond**
  - Debi.Hammond@MSIChoices.org.uk
  - CQC Manager I.D.: 1-163807841

- **MSI Reproductive Choices Vasectomy Services**
  - CQC Registration Location I.D.: 1-163807841
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Appointments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Redcar and Cleveland Community</td>
<td>Lawson Street Health Centre, Lawson Street,</td>
<td>1 Saturday per month (may vary).</td>
</tr>
<tr>
<td>Health Clinic</td>
<td>Stockton on Tees, TS16 1HU</td>
<td></td>
</tr>
<tr>
<td>Redcar, TS10 1TD</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stratford-upon-Avon Community</td>
<td>Rother House Medical Centre, Alcester Road,</td>
<td>Once or twice per month on Saturdays (may vary).</td>
</tr>
<tr>
<td>Vasectomy Community Treatment</td>
<td>Stratford –Upon-Avon, CV37 6PP</td>
<td></td>
</tr>
<tr>
<td>Centre</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tewkesbury Vasectomy Community</td>
<td>The Elmbury Suite, Tewkesbury Hospital, Barton</td>
<td>1 Friday per month.</td>
</tr>
<tr>
<td>Treatment Centre</td>
<td>Road, Tewkesbury, GL20 5GJ</td>
<td></td>
</tr>
<tr>
<td>Toddington Vasectomy Community</td>
<td>Toddington Medical Centre, Luton Road,</td>
<td>1 Saturday per month (may vary).</td>
</tr>
<tr>
<td>Treatment Centre</td>
<td>Toddington, Bedfordshire, LU5 6DE</td>
<td></td>
</tr>
<tr>
<td>Woking Vasectomy Community</td>
<td>Hillview Medical Centre, 3 Heathside Road,</td>
<td>Saturdays or Sundays monthly (may vary).</td>
</tr>
<tr>
<td>Treatment Centre</td>
<td>Woking, GU22 7QP</td>
<td></td>
</tr>
</tbody>
</table>
Patient Guide

Safeguarding

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

MSI Reproductive Choices 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 patient.

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 patients

"You will receive written information regarding the services you require either digitally or in hard copy for all procedures. 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.

**Patient 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, MSI Reproductive Choices 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 MSI Reproductive Choices 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

MSI Reproductive Choices UK aims to provide the best possible service and care to all our patients. We understand, however, that there will be occasions where complaints will be 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 patient questionnaire
- by telephoning the relevant centre to speak with a manager or supervisor
- in writing to Head of Quality and Customer Services
- by e-mail to Quality.customerservice@MSIChoices.org.uk In order to ensure privacy and confidentiality please follow any e-mail correspondence up in writing
- by contacting your local CCG or NHS England (NHS complaint process)
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 put your complaint in writing and address this to Head of Quality and Customer Services at MSI Reproductive Choices, 1 Conway Street, Fitzroy Square, London W1T 6LP. In order to maintain confidentiality please sign your complaint and confirm your PIN and password. 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.

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. Patients 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
70 Fleet Street
London
EC4Y 1EU
Tel: 020 7536 6091

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