

# Statement of Purpose

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**MSI Reproductive  
Choices UK**



## Table of Contents

|   |           |
|---|-----------|
| <b>Aims and Objectives</b>  | <b>3</b>  |
| Objectives  | 3         |
| Measurements  | 3         |
| <b>UK Management Structure</b>                                    | <b>5</b>  |
| <b>UK Abortion Treatment Centre Structure – Overview</b>          | <b>6</b>  |
| <b>UK Abortion Treatment Centre Structure – South West Region</b> | <b>7</b>  |
| <b>UK Abortion Treatment Centre Structure – London Region</b>     | <b>8</b>  |
| <b>UK Abortion Treatment Centre Structure – South East Region</b> | <b>9</b>  |
| <b>UK Abortion Treatment Centre Structure – North Region</b>      | <b>10</b> |
| <b>UK Contraception Treatment Centre Structure – Overview</b>     | <b>11</b> |
| <b>UK Organisation Information</b>                                | <b>12</b> |
| MSI Reproductive Choices  | 12        |
| Registered Provider   | 12        |
| Regulated Activities  | 12        |
| Management  | 13        |
| MSI Reproductive Choices UK Team                                  | 13        |
| <b>MSI Reproductive Choices UK Centres</b>                        | <b>14</b> |
| Accommodation   | 14        |
| Termination of Pregnancy Services                                 | 14        |
| Sexual Health Services  | 14        |
| Counselling   | 14        |
| Telephone consultation  | 15        |
| Vasectomy Services  | 15        |
| South West Region   | 17        |
| London Region   | 18        |
| South East Region   | 20        |
| North Region  | 23        |
| MSI Call Centre Information                                       | 26        |
| Contraception Services  | 27        |
| <b>Patient Guide</b>  | <b>30</b> |
| Safeguarding  | 30        |
| Data Protection   | 30        |
| Information for patients  | 30        |
| Patient Health Records  | 31        |
| Feedback  | 31        |
| Audit   | 31        |
| <b>Complaints Advice</b>  | <b>32</b> |
| Telephone Complaint   | 33        |
| Written Complaint   | 33        |
| Standards   | 33        |
| Confidentiality   | 33        |
| Unresolved Complaints   | 34        |

# Aims and Objectives

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**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

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- 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

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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

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Your choice, our support

## Our vision

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A world in which every birth is wanted

## Our values

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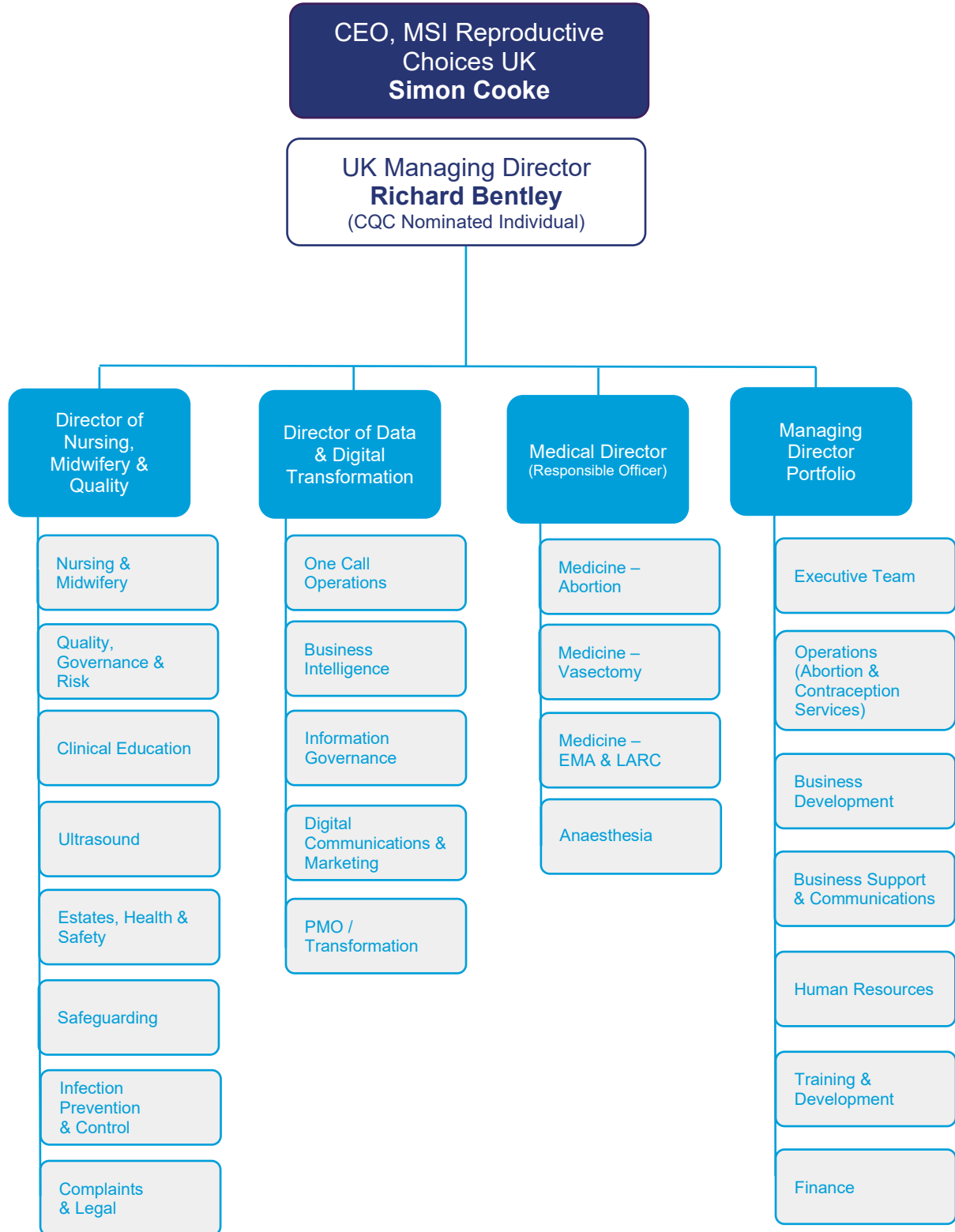
**Mission driven:** With unwavering commitment, we exist to empower women and men to have children by choice not chance.

**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.

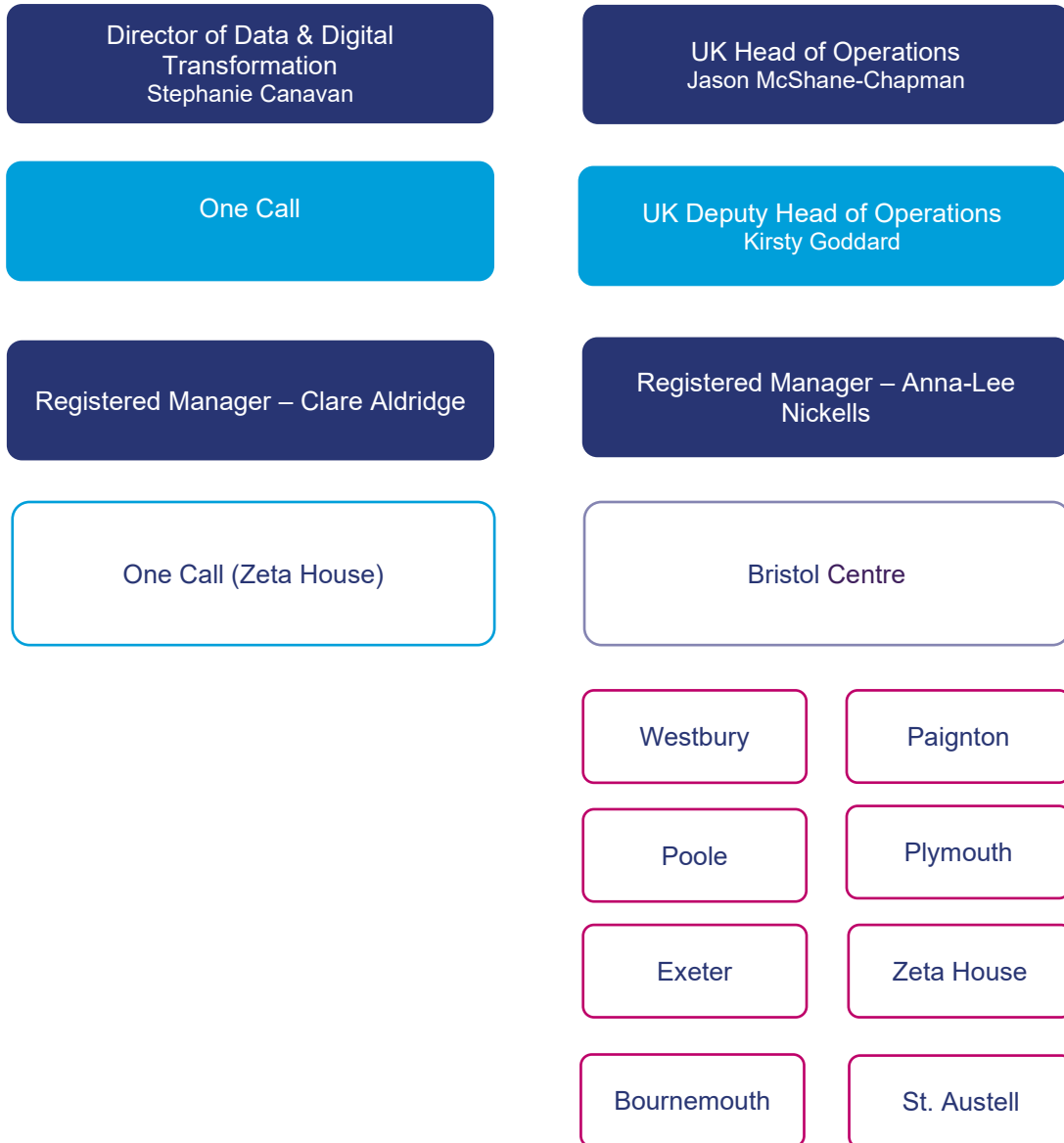
## UK Management Structure



## UK Abortion Treatment Centre Structure – Overview

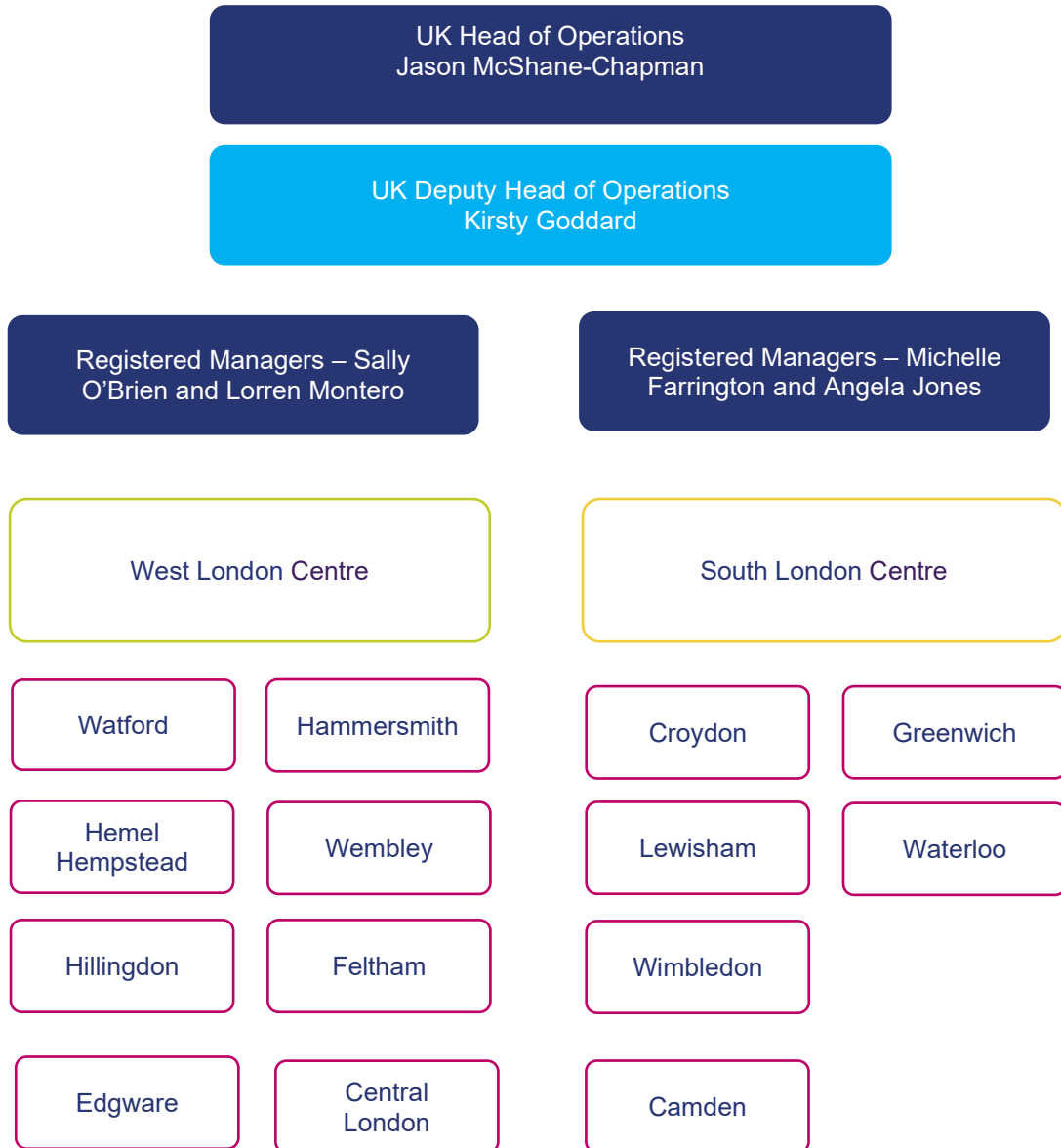
| Region                          | South West  | London  | South East   | North  |
|---------------------------------|---|---|--|--|
| National Patient Support Centre | One Call  |   |  |  |
| National Treatment Centre       |   | West London Centre  |  |  |
| Regional Treatment Centre       | Bristol Centre  |   | Essex Centre   | Manchester Centre  |
| District Treatment Centre       |   | South London Centre   | Brighton Centre  | Leeds Centre   |
| Local Treatment Centre          |   |   | Maidstone Centre   |  |
| Community Treatment Centre      | Westbury, Poole, Exeter, Paignton, Plymouth, Bournemouth, St. Austell | Hemel, Hillingdon, Watford, Wembley, Feltham, Hammersmith Edgware,<br><br>Croydon, Greenwich, Lewisham, Waterloo, Wimbledon, Camden | Colchester, Dagenham, Enfield, Romford, Southend,<br><br>Crawley, Hastings, Bognor Regis, County Oak, Aylesham | Ashton, Blackpool, Bolton, Bury, North Preston, Oldham, Stockport, Rochdale, Salford, Liverpool<br><br>Airedale, Batley, Bradford, Doncaster, Huddersfield, Hemsworth, Scunthorpe, Wakefield, York |

## UK Abortion Treatment Centre Structure – South West Region



- National Patient Support Centre
- National Treatment Centre
- Regional Treatment Centre
- District Treatment Centre
- Local Treatment Centre
- Community Treatment Centre

## UK Abortion Treatment Centre Structure – London Region



- National Patient Support Centre
- National Treatment Centre
- Regional Treatment Centre
- District Treatment Centre
- Local Treatment Centre
- Community Treatment Centre



## UK Abortion Treatment Centre Structure – South East Region

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UK Head of Operations  
Jason McShane-Chapman

UK Deputy Head of Operations  
Kirsty Goddard

Registered Managers – Kathryn Bundock and Neil Bailey

Registered Managers – Tammi Jeffrey and Lindis Harris

Registered Manager – Tammi Jeffrey

Essex Centre

Maidstone Centre

Brighton Centre

Colchester

Dagenham

Aylesham

Crawley

Hastings

Enfield

Romford

Bognor Regis

County Oak

Southend

- National Patient Support Centre
- National Treatment Centre
- Regional Treatment Centre
- District Treatment Centre
- Local Treatment Centre
- Community Treatment Centre

## UK Abortion Treatment Centre Structure – North Region

UK Head of Operations  
Jason McShane-Chapman

UK Deputy Head of Operations  
Kirsty Goddard

Registered Manager – Amanda Tierney

Leeds Centre

- |           |              |
|-----------|--------------|
| Airedale  | Batley       |
| Bradford  | Huddersfield |
| Hemsworth | Wakefield    |
| York      | Scunthorpe   |
| Doncaster |              |

Registered Managers - Chris Bain and Sarah Strutz

Manchester Centre

- |                   |           |
|-------------------|-----------|
| Ashton-Under-Lyne | Blackpool |
| Bolton            | Bury      |
| North Preston     | Oldham    |
| Stockport         | Rochdale  |
| Salford           | Liverpool |

- National Patient Support Centre
- National Treatment Centre
- District Treatment Centre
- Regional Treatment Centre
- Local Treatment Centre
- Community Treatment Centre

## UK Contraception Treatment Centre Structure – Overview



## UK Organisation Information

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### MSI Reproductive Choices

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

### Registered Provider

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

Tel: 020 7636 6200

Email: [governanceandquality@MSIChoices.org.uk](mailto:governanceandquality@MSIChoices.org.uk)

Care Quality Commission Provider Registration no: 1-102643434

### Regulated Activities

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- 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

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### **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.

### **Mr Richard Bentley: Managing Director MSI Reproductive Choices UK**

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

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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

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

### Accommodation

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- 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

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- 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

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

### Counselling

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- 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

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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

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- 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

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Contact details for our Registered  
Managers





## South West Region

|   |   |  |
|---|---|--|
| <p><b>Anna-Lee Nickells</b><br/>Anna-Lee.nickells@MSIChoices.org.uk</p>   |   | <p><b>CQC Manager I.D:</b><br/>CON1-2929418816</p>               |
| <p><b>MSI Reproductive Choices<br/>Regional Treatment Centre - Bristol</b><br/>Termination of Pregnancy to 21 weeks + 6 days.<br/>2 Gifford Court, Fox Den Road, Stoke Gifford, Bristol, BS34 8TT<br/>Appointments available Monday – Friday except Bank Holidays (may vary).</p> |   | <p><b>CQC Registration<br/>Location I.D:</b><br/>1-130902722</p> |
| <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul>   | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul> |  |
| <p><b>MSI Reproductive Choices Community Treatment Centres</b><br/>Termination of pregnancy to 9 weeks 6 days</p>   |   |  |
| <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>                                | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>   |  |
| <p><b>Poole Community Treatment Centre</b><br/>Lifeboat Quay Medical Centre, Unit A,<br/>Lifeboat Quay, Poole, Dorset, BH15 1AE<br/><b>Appointments Wednesdays &amp; Thursdays (may vary)</b></p>   | <p><b>Exeter Community Treatment Centre</b><br/>St.Leonards Pratie, Athelstan House,<br/>Exeter, Devon. EX1 1SB<br/><b>Appointments Tuesdays &amp; Wednesdays (may vary)</b></p>  |  |
| <p><b>Plymouth Community Treatment Centre</b><br/>Mount Gold Local Care Centre,<br/>200 Mount Gold Road, Plymouth. PL4 7PY<br/><b>Appointments Wednesdays &amp; Fridays (may vary)</b></p>  | <p><b>Paignton Community Treatment Centre</b><br/>Mayfield Medical Centre, 37 Totnes Road,<br/>Paignton, Devon. TQ4 5LA<br/><b>Appointments Thursdays &amp; Fridays (may vary)</b></p>  |  |
| <p><b>Zeta House Community Treatment Centre</b><br/>Axis 4/5, Woodlands, Bradley Stoke,<br/>Bristol. BS32 4JT<br/><b>Appointments Monday – Friday (may vary)</b></p>  | <p><b>Westbury Community Treatment Centre</b><br/>White Horse Health Centre, Mane Way,<br/>Westbury, BA13 3FQ<br/><b>Appointments Mondays &amp; Tuesdays (may vary)</b></p>   |  |
| <p><b>Bournemouth Community Treatment Centre</b><br/>Shelley Manor, Beechwood Avenue,<br/>Bournemouth, Dorset, BH5 1LX<br/><b>Appointments Mondays &amp; Tuesdays (may vary)</b></p>  | <p><b>St. Austell Community Treatment Centre</b><br/>Porthpean Rd, Saint Austell PL26 6AA<br/><b>Appointments Tuesdays (may vary)</b></p>   |  |

## London Region

|               |  |   |  |
|---------------|--|---|--|
| London Region | <b>Sally O'Brien</b><br>Sally.O'brien@MSIChoices.org.uk  |   | <b>CQC Manager I.D:</b><br>CON1-3797175059   |
|               | <b>Lorren Montero</b><br>Lorren.Montero@MSIChoices.org.uk  |   | <b>CQC Manager I.D:</b><br>1-102643434   |
|               | <b>MSI Reproductive Choices National Treatment Centre - West London</b><br>Termination of Pregnancy to 23 weeks 6 days.<br>87 Mattock Lane, Ealing, London, W5 5BJ<br>Appointments Monday – Saturday except Bank Holidays (may vary).                          |   | <b>CQC Registration Location I.D:</b><br>1-13090290  |
|               | <b>Regulated activities:</b> <ul style="list-style-type: none"> <li>Termination of pregnancies</li> <li>Surgical procedures</li> <li>Family planning</li> <li>Treatment of disease, disorder or injury</li> <li>Diagnostic and screening procedures</li> </ul> |   | <b>Range of services:</b> <ul style="list-style-type: none"> <li>Consultation</li> <li>Counselling</li> <li>Termination of pregnancy</li> <li>STI screening and treatment</li> <li>Contraception</li> <li>Vasectomy consultation</li> <li>Vasectomy</li> </ul> |
|               | <b>MSI Reproductive Choices Community Treatment Centres</b><br>Termination of pregnancy to 9 weeks 6 days  |   |  |
|               | <b>Regulated activities:</b> <ul style="list-style-type: none"> <li>Termination of pregnancies</li> <li>Family planning</li> <li>Treatment of disease, disorder or injury</li> <li>Diagnostic &amp; screening procedures</li> </ul>                            |   | <b>Range of services:</b> <ul style="list-style-type: none"> <li>Consultation</li> <li>Termination of pregnancy</li> <li>Contraception</li> <li>STI screening and treatment</li> </ul>   |
|               | <b>Feltham Community Treatment Centre</b><br>Feltham Centre for Health, The Centre,<br>210 High Street, TW13 4GU<br><b>Appointments Monday - Friday (may vary)</b>   | <b>Hammersmith Community Treatment Centre</b><br>The Westway Surgery, 13 Westway, Shepherd's Bush, London. W12 0PT<br><b>Appointments Monday – Friday (may vary)</b>                            |  |
|               | <b>Hemel Hempstead Community Treatment Centre</b><br>Within Speedwell Pharmacy, 161 London Road,<br>Apsley, Hertfordshire, HP3 9SQ <b>Appointments available Thursday - Friday weekly (may vary)</b>   | <b>Hillingdon Community Treatment Centre</b><br>Oakland Medical Centre, 32 Parkway, Hillingdon, Uxbridge, Middlesex, UB10 9JX<br><b>Appointments Mondays &amp; Tuesdays (may vary)</b>          |  |
|               | <b>Watford Community Treatment Centre</b><br>Upton Road Surgery, Ground Floor, Colne House, 21 Upton Road, Watford, WD18 0JP<br><b>Appointments available on Mondays &amp; Tuesdays (may vary)</b>   | <b>Wembley Community Treatment Centre</b><br>Wembley Centre for Health and Care, Outpatients Dept. 116 Chaplin Rd, Wembley HA0 4UZ<br><b>Appointments Wednesdays &amp; Thursdays (may vary)</b> |  |
|               | <b>Edgware Community Treatment Centre</b><br>Woodcroft Medical Centre, Gervase Road, Burnt Oak, Edgware. HA8 0NR<br><b>Appointments Tuesday - Friday (may vary)</b>  | <b>Central London Community Treatment Centre</b><br>108 Whitfield Street, London. W1T 6LP<br><b>Appointments Mon - Sunday (may vary)</b>  |  |

|                      |   |  |   |
|----------------------|---|--|---|
| <b>London Region</b> | <p><b>Michelle Farrington</b><br/>Michelle.farrington@MSIChoices.org.uk</p>   |  | <p><b>CQC Manager I.D:</b><br/>CON1-9850109928</p>  |
|                      | <p><b>Angela Jones</b><br/>Angela.jones@MSIChoices.org.uk</p>   |  | <p><b>CQC Manager I.D:</b><br/>CON1-11475652005</p>   |
|                      | <p><b>MSI Reproductive Choices District Treatment Centre - South London</b><br/>Termination of Pregnancy to 18 weeks 6 days.<br/>1a Raleigh Gardens, Brixton Hill, Brixton, South London, SW2 1AB<br/>Appointments available Monday – Saturday (may vary).</p>                  |  | <p><b>CQC Registration Location I.D:</b><br/>1-130902888</p>  |
|                      | <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul> |  | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul> |
|                      | <p><b>MSI Reproductive Choices Community Treatment Centres</b><br/>Termination of pregnancy to 9 weeks 6 days</p>   |  |   |
|                      | <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>                              |  | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>   |
|                      | <p><b>Croydon Community Treatment Centre</b><br/>Woodside Health Centre, 3 Enmore Road, South Norwood, SE25 5NT<br/><b>Appointments Monday – Friday (may vary)</b></p>  | <p><b>Greenwich Community Treatment Centre</b><br/>The Greenwich Centre, 2nd Floor Lombard Square, Greenwich SE10 9GB<br/><b>Appointments Mondays, Tuesdays &amp; Thursdays (may vary)</b></p>               |   |
|                      | <p><b>Lewisham Community Treatment Centre</b><br/>St Johns Medical Centre, 56-60 Loampit Hill, Lewisham, London, SE13 7SX<br/><b>Appointments Tuesday – Friday (may vary)</b></p>   | <p><b>Waterloo Community Treatment Centre</b><br/>Burrell Street Sexual Health Clinic, 4/6 Burrell Street, London, SE1 0UN<br/><b>Appointments Mondays, Tuesdays, Thursdays &amp; Fridays (may vary)</b></p> |   |
|                      | <p><b>Wimbledon Community Treatment Centre</b><br/>Wimbledon Medical Centre, 79 Pelham Road, Wimbledon, London, SW19 1NX<br/><b>Appointments Monday – Wednesday (may vary)</b></p>  | <p><b>Camden Community Treatment Centre</b><br/>The Brandon Centre, 26 Prince of Wales Road, Kentish Town, London. NW5 3LG<br/><b>Appointments Mon, Wed, Thurs &amp; Fri (may vary)</b></p>                  |   |

## South East Region

|   |   |  |
|---|---|--|
| <p><b>Kathryn Bundock</b><br/>Kate.bundock@MSIChoices.org.uk</p>  |   | <p><b>CQC Manager I.D:</b><br/>CON1-12405262995</p>          |
| <p><b>Neil Bailey</b><br/>Neil.bailey@MSIChoices.org.uk</p>   |   | <p><b>CQC Manager I.D:</b><br/>CON1 -12657689719</p>         |
| <p><b>MSI Reproductive Choices Regional Treatment Centre Choices - Essex</b><br/>Termination of Pregnancy to 21 weeks 6 days.<br/>88 Russell Road, Buckhurst Hill, Essex, IG9 5QB<br/>Appointments available Monday – Saturday (may vary).</p>                                  |   | <p><b>CQC Registration Location I.D:</b><br/>1-130902774</p> |
| <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul> | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul> |  |
| <p><b>MSI Reproductive Choices Community Treatment Centres</b><br/>Termination of pregnancy to 9 weeks 6 days</p>   |   |  |
| <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>                              | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>   |  |
| <p><b>Colchester Community Treatment Centre</b><br/>Abbey Field Medical Centre, Ypres Road,<br/>Colchester, CO2 7UW<br/><b>Appointments Weds &amp; Thursdays (may vary)</b></p>   | <p><b>Dagenham Community Treatment Centre</b><br/>The Broad Street Medical Centre, 1st Floor,<br/>Moreland Road, Dagenham, London,<br/>RM10 9HU<br/><b>Appointments Monday - Friday (may vary)</b></p>  |  |
| <p><b>Enfield Community Treatment Centre</b><br/>Lincoln Road Medical Practice, Lincoln Road,<br/>Bush Hill Park, Enfield, EN1 1LJ<br/><b>Appointments Tuesday - Friday (may vary)</b></p>  | <p><b>Romford Community Treatment Centre</b><br/>St Edwards Medical Centre, 7 Saint Edwards<br/>Way, Romford, Essex, RM1 3DQ<br/><b>Appointments available Mondays, Tuesdays &amp; Fridays (may vary)</b></p>   |  |
| <p><b>Southend Community Treatment Centre</b><br/>Southend Medical Centre, 50-52 London Road,<br/>Southend on Sea, SS1 1NX<br/><b>Appointments Wednesdays &amp; Thursdays (may vary)</b></p>  |   |  |

|                          |  |  |  |
|--------------------------|--|--|--|
| <b>South East Region</b> | <b>Lindis Harris</b><br>Lindis.harris@MSIChoices.org.uk  |  | <b>CQC Manager I.D:</b><br>1-5227437450  |
|                          | <b>Tammi Jeffrey</b><br>Tammi.jeffrey@MSIChoices.org.uk  |  | <b>CQC Manager I.D:</b><br>1-326916524   |
|                          | <b>MSI Reproductive Choices</b><br><b>Local Treatment Centre – Maidstone</b><br>Termination of Pregnancy to 13 weeks 6 days.<br>10-16 Brewer Street, Maidstone, Kent, ME14 1RU<br>Appointments available Monday – Friday except Bank Holidays<br>(may vary)              |  | <b>CQC Registration</b><br><b>Location I.D:</b><br><b>1-130902809</b>  |
|                          | <b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul> |  | <b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul> |
|                          | <b>MSI Reproductive Choices Community Treatment Centres</b><br>Termination of pregnancy to 9 weeks 6 days  |  |  |
|                          | <b>Regulated activities:</b> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>                              |  | <b>Range of services:</b> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>   |
|                          | <b>Aylesham Community Treatment Centre</b><br>Aylesham Medical Practice<br>Queens Road<br>Aylesham, Canterbury CT3 3BB<br><b>Appointments Wednesday, Thursdays &amp; Fridays (may vary)</b>  |  |  |

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| <p><b>Tammi Jeffrey</b><br/>Tammi.jeffrey@MSIChoices.org.uk</p>   |   | <p><b>CQC Manager I.D:</b><br/>1-326916524</p>                     |
| <p><b>MSI Reproductive Choices<br/>District Treatment Centre – Brighton</b><br/>Termination of Pregnancy to 18 weeks 6 days.<br/>Stanford Medical Centre, 175 Preston Road, Brighton. BN1 6AG<br/>Appointments available Monday – Friday except Bank Holidays (may vary)</p>    |   | <p><b>CQC Registration<br/>Location I.D:</b><br/>1-11093034087</p> |
| <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul> | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul> |  |
| <p><b>MSI Reproductive Choices Community Treatment Centres</b><br/>Termination of pregnancy to 9 weeks 6 days</p>   |   |  |
| <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>                              | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>   |  |
| <p><b>Crawley Community Treatment Centre</b><br/>Gossops Green Medical Centre, Hurst Cl,<br/>Crawley RH11 8TY<br/><b>Appointments Wednesday - Friday (may vary)</b></p>   | <p><b>Hastings Community Treatment Centre</b><br/>Station Plaza Health Centre, Station Approach,<br/>Hastings. East Sussex. TN34 1BA<br/><b>Appointments Mondays and Tuesdays (may vary)</b></p>  |  |
| <p><b>Bognor Regis Community Treatment Centre</b><br/>Bognor Medical Practice, West Street, Bognor<br/>Regis. PO21 1UT<br/><b>Appointments Thursdays and Fridays (may vary)</b></p>   | <p><b>County Oak Community Treatment Centre</b><br/>County Oak Medical Centre, Warmdene Surgery,<br/>Carden Hill, Brighton, East Sussex, BN1 8DD.<br/><b>Appointments Weekdays (may vary)</b></p>   |  |

## North Region

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| <b>North Region</b> | <p><b>Chris Bain</b><br/>Chris.Bain@MSIChoices.org.uk</p>   |  | <p><b>CQC Manager I.D:</b><br/>CRT1-5339828956</p>  |
|                     | <p><b>Sarah Strutz</b><br/>Sarah.strutz@MSIChoices.org.uk</p>   |  | <p><b>CQC Manager I.D:</b><br/>CON1-8439830484</p>  |
|                     | <p><b>MSI Reproductive Choices<br/>Regional Treatment Centre - Manchester</b><br/>Termination of Pregnancy to 21 weeks 6 days.<br/>5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG<br/>Appointments available Monday – Saturday except Bank Holidays (may vary).</p>         |  | <p><b>CQC Registration<br/>Location I.D:</b><br/>1-130902826</p>  |
|                     | <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Surgical procedures</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedures</li> </ul> |  | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Counselling</li> <li>• Termination of pregnancy</li> <li>• STI screening and treatment</li> <li>• Contraception</li> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> </ul> |
|                     | <p><b>MSI Reproductive Choices Community Treatment Centres</b><br/>Termination of pregnancy to 9 weeks 6 days</p>   |  |   |
|                     | <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Termination of pregnancies</li> <li>• Family planning</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic &amp; screening procedures</li> </ul>                              |  | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Consultation</li> <li>• Termination of pregnancy</li> <li>• Contraception</li> <li>• STI screening and treatment</li> </ul>   |
|                     | <p><b>Ashton-Under-Lyne Community Treatment Centre</b><br/>Ashton Primary Care Centre, 193 Old Street,<br/>Ashton-Under-Lyne, OL6 7SR<br/><b>Appointments Mondays &amp; Wednesdays (may vary)</b></p>   | <p><b>Blackpool Community Treatment Centre</b><br/>Sexual Health Services, Whitegate Health Centre,<br/>150-158 Whitegate Drive, Blackpool, FY3 9ES<br/><b>Appointments available Tuesday mornings plus Thursdays &amp; Fridays (may vary)</b></p> |   |
|                     | <p><b>Bolton Community Treatment Centre</b><br/>Lever Chambers Centre for Health, 27 Ashburner Street, Bolton, BL1 1SQ<br/><b>Appointments available Tuesdays &amp; Fridays (may vary)</b></p>  | <p><b>Bury Community Treatment Centre - Satellite Centre</b><br/>Townside Primary Care Centre, Knowsley Place, Knowsley Street, Bury BL9 0SN.<br/><b>Appointments Mondays, Wednesdays &amp; Fridays (may vary)</b></p>                             |   |
|                     | <p><b>North Preston Community Treatment Centre</b><br/>Lane Ends Surgery, 200 Tulketh Brow, Preston, PR2 2JH<br/><b>Appointments Mondays, Tuesdays, Wednesdays &amp; Fridays (may vary)</b></p>   | <p><b>Oldham Community Treatment Centre</b><br/>Integrated Care Centre, New Radcliffe St. Oldham, OL1 1NL<br/><b>Appointments Wednesdays &amp; Saturdays (may vary)</b></p>  |   |

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| <p><b>Rochdale Community Treatment Centre</b><br/>Nye Bevan House, Maclure Road, Rochdale,<br/>OL11 1DN<br/><b>Appointments Tuesdays &amp; Fridays (may vary)</b></p>                                 | <p><b>Salford Community Treatment Centre</b><br/>The Willow Tree Healthy Living Centre, 94<br/>Littleton Road, Salford, M7 3SE<br/><b>Appointments Mondays, Wednesdays &amp;<br/>Fridays (may vary)</b></p> |
| <p><b>Stockport Community Treatment Centre</b><br/>Mastercall Healthcare, International House,<br/>Pepper Road, Stockport, SK7 5BW<br/><b>Appointments Mondays &amp; Thursdays (may<br/>vary)</b></p> | <p><b>Liverpool Community Treatment Centre</b><br/>Speke Neighbourhood Health Centre<br/>75 South Parade<br/>Speke<br/>Liverpool<br/><b>L24 2SF</b><br/><b>(Appointments Wednesdays (may vary))</b></p>     |



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| <b>North Region</b> | <b>Amanda Tierney</b><br>Amanda.tierney@MSIChoices.org.uk  |   | <b>CQC Manager I.D:</b><br>CON1-5173782440   |
|                     | <b>MSI Reproductive Choices District Treatment Centre - Leeds</b><br>Termination of Pregnancy to 21 weeks 6 days.<br>45 Barrack Road, Leeds, LS7 4AB<br>Appointments available Monday-Friday + 1 Saturday per month except Bank Holidays (may vary).           |   | <b>CQC Registration Location I.D:</b><br>1-130902791   |
|                     | <b>Regulated activities:</b> <ul style="list-style-type: none"> <li>Termination of pregnancies</li> <li>Surgical procedures</li> <li>Family planning</li> <li>Treatment of disease, disorder or injury</li> <li>Diagnostic and screening procedures</li> </ul> |   | <b>Range of services:</b> <ul style="list-style-type: none"> <li>Consultation</li> <li>Counselling</li> <li>Termination of pregnancy</li> <li>STI screening and treatment</li> <li>Contraception</li> <li>Vasectomy consultation</li> <li>Vasectomy</li> </ul> |
|                     | <b>MSI Reproductive Choices Community Treatment Centres</b><br>Termination of pregnancy to 9 weeks 6 days  |   |  |
|                     | <b>Regulated activities:</b> <ul style="list-style-type: none"> <li>Termination of pregnancies</li> <li>Family planning</li> <li>Treatment of disease, disorder or injury</li> <li>Diagnostic &amp; screening procedures</li> </ul>                            |   | <b>Range of services:</b> <ul style="list-style-type: none"> <li>Consultation</li> <li>Termination of pregnancy</li> <li>Contraception</li> <li>STI screening and treatment</li> </ul>   |
|                     | <b>Airedale Community Treatment Centre</b><br>Airedale General Hospital, Skipton Road, Steeton, Keighley, West Yorkshire, BD20 6TD<br><b>Appointments Wednesdays</b>   | <b>Batley Community Treatment Centre</b><br>Batley Health Centre, 130 Upper Commercial Street, Batley, WF17 5ED<br><b>Appointments Tuesdays (may vary)</b>  |  |
|                     | <b>Bradford Community Treatment Centre</b><br>Hillside Bridge Health Centre, 4 Butler Street, Bradford. BD3 0BS<br><b>Appointments Tuesdays &amp; Fridays (may vary)</b>   | <b>Doncaster Community Treatment Centre</b><br>The Stone Castle Centre, Gardens Lane, Conisbrough, Doncaster. DN12 3JW<br><b>Appointments Wednesdays (may vary)</b>                                     |  |
|                     | <b>Huddersfield Community Treatment Centre</b><br>2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall Street, Huddersfield, HD1 2EG<br><b>Appointments Tuesday - Friday (may vary)</b>  | <b>Scunthorpe Community Treatment Centre</b><br>Scunthorpe Sexual Health, The Ironstone Centre, West Street, Scunthorpe, North Lincolnshire. DN15 6HY. <b>Appointments Tues &amp; Friday (may vary)</b> |  |
|                     | <b>York Community Treatment Centre</b><br>YorSexual Health, Monkgate Health Centre, 31-33 Monkgate, York. YO31 7PB<br><b>Appointments available Mondays &amp; Wednesdays (may vary)</b>  | <b>Hemsworth Community Treatment Centre</b><br>The Grange Medical Centre, Highfield Rd, Hemsworth, Pontefract WF9 4DP<br><b>Early Medical Appointments Tuesdays &amp; Fridays</b>                       |  |
|                     | <b>Wakefield Community Treatment Centre</b><br>The Grove Surgery, Trinity Medical Centre, Thornhill Street, Wakefield, WF1 1PG<br><b>Appointments available Monday - Friday (may vary)</b>   |   |  |

## MSI Call Centre Information

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| <p><b>Clare Aldridge</b><br/>Clare.aldridge@MSIChoices.org.uk</p>  |   | <p><b>CQC Manager I.D:</b><br/>CON1-4445839480</p>                      |
| <p><b>MSI Reproductive Choices</b><br/><b>National Patient Support Centre - One Call (Zeta House)</b><br/>Axis 4/5, Woodlands, Bradley Stoke, Bristol, BS32 4JT<br/>Telephone: 0345 300 8090<br/>Appointments available to book 24/7 (may vary).</p> |   | <p><b>CQC Registration</b><br/><b>Location I.D:</b><br/>1-130902924</p> |
| <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Transport services, triage and medical advice provided remotely</li> </ul>  | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Telephone consultation</li> <li>• Telephone counselling</li> <li>• Termination of pregnancy information and booking service</li> <li>• Contraception information</li> <li>• STI screening results</li> <li>• Vasectomy information and appointment booking</li> <li>• Vasectomy consultation</li> </ul> |   |

## Contraception Services

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| Contraception Services | <p><b>Debi Hammond</b><br/>Debi.Hammond@MSIChoices.org.uk</p>   |  | <p><b>CQC Manager I.D:</b><br/>1-163807841</p>                    |
|                        | <p><b>MSI Reproductive Choices Contraception Services</b><br/>Main Administration Address: Zeta House, Axis 4/5,<br/>Woodlands, Bradley Stoke, Bristol, BS32 4JT<br/>Appointments available to book 24/7 (may vary).<br/>Monthly appointments available, please check with<br/>One Call for specific dates.</p> |  | <p><b>CQC Registration<br/>Location I.D:</b><br/>1-4997364169</p> |
|                        | <p><b>Regulated activities:</b></p> <ul style="list-style-type: none"> <li>• Surgical procedures</li> <li>• Treatment of disease, disorder or injury</li> <li>• Diagnostic and screening procedure</li> </ul>   | <p><b>Range of services:</b></p> <ul style="list-style-type: none"> <li>• Vasectomy consultation</li> <li>• Vasectomy</li> <li>• Contraception (LARC)</li> </ul>   |   |
|                        | <p><b>MSI Reproductive Choices Contraception Services (Vasectomy and Independent LARC services) in Community Treatment Centres</b></p>  |  |   |
|                        | <p><b>Bedford Vasectomy<br/>Community Treatment Centre</b><br/>Putnoe Medical &amp; Linden Partnership, 93 Queens<br/>Drive, Putnoe, Bedford MK41 9JE<br/><b>Vasectomy appointments available once or<br/>twice per month on Saturdays (may vary)</b></p>   | <p><b>Frimley Green Vasectomy<br/>Community Treatment Centre</b><br/>Frimley Green Medical Centre, 1 Beech Road,<br/>Frimley Green, GU16 6QQ<br/><b>Vasectomy appointments once or twice per<br/>month on Saturdays (may vary)</b></p> |   |
|                        | <p><b>Woking Vasectomy<br/>Community Treatment Centre</b><br/>Hillview Medical Centre, 3 Heathside Road,<br/>Woking, GU22 7QP<br/><b>Vasectomy appointments Saturdays or<br/>Sundays monthly (may vary)</b></p>   | <p><b>Dagenham Vasectomy<br/>Community Treatment Centre</b><br/>The Broad Street Medical Centre, Moreland<br/>Road, Dagenham, London, RM10 9HU<br/><b>Vasectomy appointments 1 Thursday per<br/>month (may vary)</b></p>               |   |
|                        | <p><b>Hartlepool Vasectomy<br/>Community Treatment Centre</b><br/>Fens Medical Centre<br/>434 Catcote Rd<br/>Hartlepool<br/>TS25 2LS<br/><b>Vasectomy appointments Fridays monthly<br/>(may vary)</b></p>   | <p><b>Isle of Wight Vasectomy<br/>Community Treatment Centre</b><br/>The Sexual Health Unit, St Mary's Hospital,<br/>Parkhurst Road, Newport, Isle of Wight,<br/>PO30 5TG<br/><b>Vasectomy appointments 1 Friday per month</b></p>     |   |
|                        | <p><b>Medway Vasectomy<br/>Community Treatment Centre</b><br/>Woodlands Family Practice, Woodlands Road,<br/>Medway, Gillingham, Kent, ME7 2BU<br/><b>Vasectomy appointments once or twice per<br/>month on Tuesdays (may vary)</b></p>   | <p><b>Middlesbrough Vasectomy<br/>Community Treatment Centre</b><br/>The Live Well Centre, Dundas Shopping Centre,<br/>Dundas St, Middlesbrough, TS1 1HR<br/><b>Vasectomy appointments Fridays monthly<br/>(may vary)</b></p>          |   |
|                        | <p><b>Nuneaton Vasectomy<br/>Community Treatment Centre</b><br/>Springhill Medical Centre, Phil Collins Way, Old<br/>Arley, Coventry, CV7 8NZ<br/><b>Vasectomy appointments 1 Thursday per<br/>month (may vary)</b></p>   | <p><b>Oxford Vasectomy<br/>Community Treatment Centre</b><br/>The Manor Surgery, Osler Road,<br/>Oxford OX3 9BP<br/><b>Vasectomy appointments once or twice per<br/>month on Saturdays (may vary)</b></p>                              |   |

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| <p><b>Stroud Vasectomy<br/>Community Treatment Centre</b><br/>Stroud General Hospital, Trinity Road, Stroud,<br/>Gloucestershire. GL5 2HY<br/><b>Vasectomy appointments 1 or 2 per month<br/>Friday per month (may vary)</b></p>                    | <p><b>Stockton on Tees Vasectomy<br/>Community Treatment Centre</b><br/>Lawson Street Health Centre, Lawson Street,<br/>Stockton on Tees, TS16 1HU<br/><b>Vasectomy appointments once or twice per<br/>month on Fridays (may vary)</b></p> |
| <p><b>Stratford-upon-Avon Vasectomy<br/>Community Treatment Centre</b><br/>Rother House Medical Centre, Alcester Road,<br/>Stratford –Upon-Avon, CV37 6PP<br/><b>Vasectomy appointments once or twice per<br/>month on Saturdays (may vary)</b></p> | <p><b>Swindon Vasectomy<br/>Community Treatment Centre</b><br/>Lawn Medical Centre, Guilford Avenue, Lawn,<br/>Swindon, SN3 1JL<br/><b>Vasectomy appointments Fridays monthly<br/>(may vary)</b></p>                                       |
| <p><b>South Shields Vasectomy<br/>Community Treatment Centre</b><br/>10 Prince Edward Road, South Shields<br/>NE34 8PS<br/><b>Vasectomy appointments 1 Saturday per<br/>month (may vary)</b></p>  | <p><b>Toddington Vasectomy<br/>Community Treatment Centre</b><br/>Toddington Medical Centre, Luton Road,<br/>Toddington, Bedfordshire, LU5 6DE<br/><b>Vasectomy appointments 1 Saturday per<br/>month (may vary)</b></p>                   |
| <p><b>Ipswich Vasectomy<br/>Community Treatment Centre</b><br/>Allington House, 427 Woodbridge Road, Ipswich.<br/>IP4 4ER<br/><b>Vasectomy appointments 1 or 2 Saturdays per<br/>month (may vary)</b></p>   | <p><b>Sheffield Vasectomy<br/>Community Treatment Centre</b><br/>Norfolk Park Medical Centre, 227 Park Grange<br/>Road, Sheffield. S2 3TA<br/><b>Vasectomy appointments 1 or 2 per month<br/>Wednesdays per month (may vary)</b></p>       |
| <p><b>Hammersmith Community Treatment Centre</b><br/>The Westway Surgery, 13 Westway, Shepherd's<br/>Bush, London. W12 0PT<br/><b>Appointments Thursday (may vary)</b></p>  | <p><b>Hemsworth Vasectomy Community Treatment<br/>Centre</b><br/>The Grange Medical Centre, Highfield Rd,<br/>Hemsworth, Pontefract WF9 4DP<br/><b>Vasectomy appointments monthly on<br/>Mondays (may vary)</b></p>                        |
| <p><b>Paulton Vasectomy Community Treatment<br/>Centre</b><br/>Elm Hayes Surgery, Clandown Road, Paulton,<br/>Bristol. BS39 7SF<br/><b>Appointments Thursdays (may vary)</b></p>  | <p><b>Huddersfield Community Treatment Centre</b><br/>2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall<br/>Street, Huddersfield, HD1 2EG<br/><b>LARC appointments Mondays (may vary).</b></p>  |
| <p><b>Hemel Hempstead Community Treatment<br/>Centre</b><br/>Within Speedwell Pharmacy, 161 London Road,<br/>Apsley, Hertfordshire, HP3 9SQ<br/><b>LARC appointments available Thursday -<br/>Friday weekly (may vary)</b></p>                      | <p><b>Waterloo Community Treatment Centre</b><br/>Burrell Street Sexual Health Clinic, 4/6 Burrell<br/>Street, London, SE1 0UN<br/><b>LARC appointments Mondays,<br/>Tuesdays, Thursdays &amp; Fridays (may vary)</b></p>                  |
| <p><b>Lewisham Community Treatment Centre</b><br/>St Johns Medical Centre, 56-60 Loampit Hill,<br/>Lewisham, London, SE13 7SX<br/><b>LARC appointments Tuesday – Friday (may<br/>vary)</b></p>  | <p><b>Colchester LaRC Community Treatment<br/>Centre</b><br/>Abbey Field Medical Centre, Ypres Road,<br/>Colchester, CO2 7UW<br/><b>LARC appointments Fridays (may vary)</b></p>   |

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| <p><b>Pontefract Vasectomy Community Treatment Centre</b><br/>Northgate Surgery, Northgate, Pontefract<br/>West Yorkshire. WF8 1NF<br/><b>Vasectomy appointments monthly on Mondays (may vary)</b></p>   | <p><b>Central London Community Treatment Centre</b><br/>108 Whitfield Street, London. W1T 6LP<br/><b>Vasectomy and LaRC Appointments Mon - Sunday (may vary)</b></p>                                 |
| <p><b>MSI Reproductive Choices Contraception Services (Vasectomy and Independent LARC services) in MSIUK Treatment Centres</b></p>   |  |
| <p><b>MSI Reproductive Choices Regional Treatment Centre - Bristol</b><br/>2 Gifford Court, Fox Den Road, Stoke Gifford,<br/>Bristol, BS34 8TT<br/><b>Vasectomy appointments available ad hoc based on demand</b></p>                              | <p><b>MSI Reproductive Choices National Treatment Centre- West London</b><br/>87 Mattock Lane, Ealing, London, W5 5BJ<br/><b>Vasectomy appointments Fridays (may vary)</b></p>                       |
| <p><b>MSI Reproductive Choices District Treatment Centre – South London</b><br/>1a Raleigh Gardens, Brixton Hill, Brixton,<br/>South London, SW2 1AB<br/><b>Vasectomy appointments available Tuesdays and Fridays, LARC Fridays (may vary)</b></p> | <p><b>MSI Reproductive Regional Treatment Centre Choices – Essex</b><br/>88 Russell Road, Buckhurst Hill, Essex, IG9 5QB<br/><b>Vasectomy appointments available Wednesdays (may vary)</b></p>       |
| <p><b>MSI Reproductive Choices Local Treatment Centre – Maidstone</b><br/>10-16 Brewer Street, Maidstone, Kent, ME14 1RU<br/><b>Vasectomy appointments available Wednesdays (may vary)</b></p>   | <p><b>MSI Reproductive Choices Regional Treatment Centre – Manchester</b><br/>5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG<br/><b>Vasectomy appointments available Tuesdays (may vary)</b></p> |
| <p><b>MSI Reproductive Choices District Treatment Centre - Leeds</b><br/>45 Barrack Road, Leeds, LS7 4AB<br/><b>Vasectomy appointments available Monday and Wednesdays (may vary)</b></p>  |  |

## Patient Guide

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### Safeguarding

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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

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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

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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**

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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**

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You will receive a feedback form 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**

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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

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**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](mailto: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

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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

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Please put your complaint in writing and address this to the Head of Quality and Customer Services at MSI Reproductive Choices at [Quality.customerservice@msichoices.org.uk](mailto:Quality.customerservice@msichoices.org.uk). In order to maintain confidentiality please sign your complaint electronically 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 centre. A subsequent written response will be forwarded to you.

## Standards

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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

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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

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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