

Statement of Purpose

MSI Reproductive
Choices UK



Table of Contents

<u>Aims and Objectives</u>	<u>4</u>
Objectives	4
Measurements	4
<u>UK Management Structure</u>	<u>6</u>
<u>UK Treatment Centre – Registered Manager Summary</u>	<u>7</u>
<u>UK Treatment Regional Structure – Overview - Treatment Centres</u>	<u>8</u>
<u>UK Treatment Regional Structure – Overview - Contact Centres</u>	<u>9</u>
<u>UK Organisation Information</u>	<u>10</u>
MSI Reproductive Choices	10
Registered Provider	10
Regulated Activities	10
Management	11
MSI Reproductive Choices UK Team	11
<u>MSI Reproductive Choices UK Centres</u>	<u>12</u>
Accommodation	12
Termination of Pregnancy Services	12
Sexual Health Services	12
Counselling	12
Telephone consultation	13
Vasectomy Services	13
South West Region	15
West London Region	17
South London Region	18
North West Region	19
Essex Region	20
Central London Region	21
Kent Region	22
Sussex Region	23
Yorkshire Region	24
Midlands West Region	26
MSI – UK Call Centre Information	27
<u>Patient Guide</u>	<u>28</u>
Safeguarding	28
Data Protection	28
Information for patients	28
Patient Health Records	29
Feedback	29
Audit	29
<u>Complaints Advice</u>	<u>30</u>
Telephone Complaint	31
Written Complaint	31
Standards	31
Confidentiality	31
Unresolved Complaints	32

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.

Resilient: In challenging situations, we work together and support each other, adapting and learning to find a solution, whatever we're up against.

Inclusive: believe that diversity is a strength. We all play our part in creating culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients welcome a

UK Management Structure

Managing director portfolio

Finance

Management accounts
Invoicing

HR

Learning, development and resourcing
HR operations

Business Development & Engagement

NHS contracts
External Engagement & Marketing

Business support

Business support

Operations

Treatment centres

East division
West division

Contact centres

East Hub
West Hub
Clinical Hub

Operational Excellence

Premises
Supplies and Equipment

Data, digital and technology

Data

Information governance
Data & Analytics

Digital & Technology

IT
Product Management
Product Delivery

Nusing, midwifery and quality

Governance and quality

H&S
Complaints and legal
Governance and quality

Nusing and midwifery

Safeguarding
Clinical delivery
Clinical excellence

Medical

Abortion

Surgical abortion
Medical abortion

Contraception

LARC
Vasectomy

UK Treatment Centre – Registered Manager Summary

East Division

Essex Region

Essex RTC

Stephanie Perez

Central London Region

Central London RTC

Tammi Jeffery

Yorkshire Region

West Yorkshire RTC

Chris Beck

South Yorkshire RTC

Chris Beck

Sussex Region

Sussex RTC

Stephanie Perez

Kent Region

Kent RTC

Tammi Jeffery

West Division

South London

South London RTC

Nicola Dowell

Sally O'Brien

West London Region

West London RTC

Sally O'Brien

Kelvin Arkoh-Zwennes

South West Region

Oxford RTC

Debi Hammond

Bristol RTC

Debi Hammond

North West Region

Manchester RTC

Christine Groves

Midlands West Region

West Midlands RTC

Zoya Khan

Contact Centres

MSI Connect

Bristol Zeta House

Clare Aldridge

UK Treatment Regional Structure – Overview

- Treatment Centres

East Division

Essex Region

Essex RTC

- Colchester CTC
- Dagenham CTC
- Southend CTC
- Romford CTC

West Division

South London Region

South London RTC

- Norbury CTC
- Putney CTC
- Wimbledon CTC

Central London Region

Central London RTC

- Edgware CTC
- Enfield CTC
- Greenwich CTC
- Lewisham CTC
- Stratford CTC
- Tottenham CTC
- Waterloo CTC

West London Region

West London RTC

- Feltham CTC
- Hammersmith CTC
- Hillingdon CTC
- Watford CTC
- Wembley CTC
- Woking CTC

Yorkshire Region

South Yorkshire RTC

- Barnsley CTC
- Doncaster CTC
- Mansfield CTC
- Nottingham CTC
- Sheffield CTC

West Yorkshire RTC

- Batley CTC
- Bradford CTC
- Huddersfield CTH
- Wakefield CTC
- York CTC

South West Region

Bristol RTC

- Bournemouth CTC
- Exeter CTC
- Paignton CTC
- Plymouth CTC
- Poole CTC
- St Austell CTC
- Westbury CTC

Oxford RTC

- Chesham CTH
- Reading CTH

Sussex Region

Sussex RTC

- Bognor Regis CTC
- Crawley CTC
- Hastings CTC

North West Region

Manchester RTC

- Ashton CTC
- Blackpool CTC
- Oldham CTC
- Rochdale CTC
- Manchester Central CTC
- Preston North CTC
- Liverpool CTC
- Bolton CTC
- Salford CTC
- Stockport CTC

Kent Region

Kent RTC

- Aylesham CTC

Midlands West Region

West Midlands RTC

- Derby CTC
- Merry Hill CTH
- Shrewsbury CTC
- Stafford CTC
- Tamworth CTC

UK Treatment Regional Structure – Overview

- Contact Centres

Service Support

Service Development Hub
– Bristol Zeta House

Service Support Hub
– Bristol Zeta House

Service Planning Hub
– Bristol Zeta House

Service Delivery

East Hub
– South Yorkshire RTC

West Hub
– Bristol Zeta House

Clinical Hub
– Bristol Zeta House

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.

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

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 to 23 weeks and 6 days 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

Treatment Centre Information

Contact details for our Registered
Managers



South West Region

Regional General Manager - Debi Hammond

Debi Hammond Debi.hammond@msichoice.org.uk		CQC Manager I.D: 1-163807841
MSI Reproductive Choices Regional Treatment Centre – Bristol Termination of pregnancy to 23 weeks + 6 days. 2 Gifford Court, Fox Den Road, Stoke Gifford, Bristol, BS34 8TT Appointments Monday – Friday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-130902722
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		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Poole Community Treatment Centre Lifeboat Quay Medical Centre, Unit A, Lifeboat Quay, Poole, Dorset, BH15 1AE Appointments Thu (may vary)	Exeter Community Treatment Centre St.Leonards Pratie, Athelstan House, Exeter, Devon. EX1 1SB Appointments Tue & Wed (may vary)	
Plymouth Community Treatment Centre Mount Gold Local Care Centre, 200 Mount Gold Road, Plymouth. PL4 7PY Appointments Thurs & Fri (may vary)	Paignton Community Treatment Centre Mayfield Medical Centre, 37 Totnes Road, Paignton, Devon, TQ4 5LA Appointments Mon (may vary)	
Bournemouth Community Treatment Centre Shelley Manor, Beechwood Avenue, Bournemouth, Dorset, BH5 1LX Appointments Tues & Weds (may vary)	Westbury Community Treatment Centre White Horse Health Centre, Mane Way, Westbury, BA13 3FQ Appointments Weds (may vary)	
St. Austell Community Treatment Centre Porthpean Rd, Saint Austell PL26 6AA Appointments Tue (may vary)		

Debi Hammond Debi.hammond@msichoices.org.uk		CQC Manager I.D: 1-163807841
MSI Reproductive Choices Regional Treatment Centre – Oxford Termination of pregnancy to 23 weeks 6 days Peppercorn Avenue, Leiden Road, Headington, Oxford, OX3 8RZ Appointments Monday – Saturday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-19312350590
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		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Chesham Community Treatment Hub Chess Medical Centre, 260-290 Berkhampstead Road, Chesham, HP5 3ET <i>Appointments Mon – Fri (may vary)</i>	Reading Community Treatment Hub 8 Cholsey House, Moulsoford Mews, RG30 1AP <i>Appointments Mon - Sat (may vary)</i>	

West London Region

Regional General Manager – Sally O'Brien

Sally O'Brien Sally.O'brien@MSIChoices.org.uk		CQC Manager I.D: CON1-3797175059
Kelvin Arkoh-Zwennes Kelvin.arkoh-zwennes@MSIChoices.org.uk		CQC Manager I.D: CON1-18132192291
MSI Reproductive Choices Regional Treatment Centre - West London Termination of pregnancy to 23 weeks 6 days. 87 Mattock Lane, Ealing, London, W5 5BJ Appointments Monday – Saturday except Bank Holidays (may vary).		CQC Registration Location I.D: 1-13090290
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		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Feltham Community Treatment Centre Feltham Centre for Health, The Centre, 210 High Street, TW13 4GU Appointments Mon - Fri (may vary)	Hammersmith Community Treatment Centre The Westway Surgery, 13 Westway, Shepherd's Bush, London. W12 0PT Appointments Mon - Fri (may vary)	
Wembley Community Treatment Centre Wembley Centre for Health and Care, Outpatients Dept. 116 Chaplin Rd, Wembley HA0 4UZ Appointments Wed & Thu (may vary)	Hillingdon Community Treatment Centre Oakland Medical Centre, 32 Parkway, Hillingdon, Uxbridge, Middlesex, UB10 9JX Appointments Mon & Tue (may vary)	
Watford Community Treatment Centre Upton Road Surgery, Ground Floor, Colne House, 21 Upton Road, Watford, WD18 0JP Appointments Mon & Tue (may vary)	Woking Community Treatment Centre Hillview Medical Centre, 3 Heathside Road, Woking, GU22 7QP Appointments Tue, Wed & Thu (may vary)	

South London Region

Regional General Manager – Rachel Hussey

Sally O'Brien Sally.O'brien@MSIChoices.org.uk		CQC Manager I.D: CON1-3797175059
Nichola Dowell Nichola.Dowell@MSIChoices.org.uk		CQC Manager I.D: CON1-18387615449
MSI Reproductive Choices Regional Treatment Centre - South London Termination of pregnancy to 23 weeks 6 days 1a Raleigh Gardens, Brixton Hill, Brixton, SW2 1AB Appointments Monday – Saturday except Bank Holidays (may vary).		CQC Registration Location I.D: 1-130902888
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		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Putney Community Treatment Centre The Healthbridge Practice, 125 Upper Richmond Road, London SW15 2TL Appointments Mon – Fri (may vary)	Wimbledon Community Treatment Centre Wimbledon Medical Centre, 79 Pelham Road, Wimbledon, London, SW19 1NX Appointments Mon – Wed (may vary)	
Norbury Community Treatment Centre Norbury Health Centre, 2B Pollards Hill N, Norbury, London SW16 4NL Appointments Mon – Fri (may vary)		

North West Region

Regional General Manager – Christine Groves

Christine Groves Christine.groves@msichoices.org.uk		CQC Manager I.D: CON1-20308306163
MSI Reproductive Choices Regional Treatment Centre – Manchester Termination of pregnancy to 23 weeks 6 days. 5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG Appointments Monday – Saturday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-130902826
Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	Range of services: • Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy	
MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Ashton-Under-Lyne Community Treatment Centre Ashton Primary Care Centre, 193 Old Street, Ashton-Under-Lyne, OL6 7SR Appointments Mon & Wed (may vary)	Blackpool Community Treatment Centre Sexual Health Services, Whitegate Health Centre, 150-158 Whitegate Drive, Blackpool, FY3 9ES Appointments Tue AM, Thu & Fri (may vary)	
Bolton Community Treatment Centre Waters Meeting Health Centre, Navigation Park, Waters Meeting Road, Bolton BL1 8TT Appointments Tue & Fri (may vary)	Liverpool Community Treatment Centre Speke Neighbourhood Health Centre, 75 South Parade, Speke, Liverpool, L24 2SF Appointments Wed (may vary)	
Preston Community Treatment Centre Lane Ends Surgery, 200 Tulketh Brow, Preston, PR2 2JH Appointments Mon, Tue, Wed, Fri	Oldham Community Treatment Centre Integrated Care Centre, New Radcliffe St. Oldham, OL1 1NL Appointments Wed & Sat (may vary)	
Rochdale Community Treatment Centre Nye Bevan House, Maclure Road, Rochdale, OL11 1DN Appointments Tue & Fri (may vary)	Salford Community Treatment Centre The Willow Tree Healthy Living Centre, 94 Littleton Road, Salford, M7 3SE Appointments Mon, Wed & Fri (may vary)	
Stockport Community Treatment Centre Mastercall Healthcare, International House, Pepper Road, Stockport, SK7 5BW Appointments Mon & Thu (may vary)	Manchester Community Treatment Centre Sameday Doctor Manchester, 20 Oxford Court, Bishopsgate, M2 3WQ Appointments Mon - Fri (may vary)	

Essex Region

Regional General Manager – Natasha Elkhoully

Stephanie Perez Stephanie.Perez@MSIChoices.org.uk		CQC Manager I.D: CON1-14676471197
MSI Reproductive Choices Regional Treatment Centre Choices - Essex Termination of Pregnancy to 23 weeks 6 days. 88 Russell Road, Buckhurst Hill, Essex, IG9 5QB Appointments Monday – Saturday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-130902774
Regulated activities: - Termination of pregnancies - Surgical procedures - Family planning - Treatment of disease, disorder or injury - Diagnostic and screening procedures	Range of services: - Consultation - Counselling - Termination of pregnancy - STI screening and treatment - Contraception - Vasectomy consultation - Vasectomy	
MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days		
Regulated activities: - Termination of pregnancies - Family planning - Treatment of disease, disorder or injury - Diagnostic & screening procedures	Range of services: - Consultation - Termination of pregnancy - Contraception - STI screening and treatment	
Colchester Community Treatment Centre Abbey Field Medical Centre, Ypres Road, Colchester, CO2 7UW Appointments Wed & Thu (may vary)	Dagenham Community Treatment Centre The Broad Street Medical Centre, 1st Floor, Moreland Road, Dagenham, London, RM10 9HU Appointments Mon - Fri (may vary)	
Southend Community Treatment Centre Southend Medical Centre, 50-52 London Road, Southend on Sea, SS1 1NX Appointments Wed & Thu (may vary)	Romford Community Treatment Centre St Edwards Medical Centre, 7 Saint Edwards Way, Romford, Essex, RM1 3DQ Appointments Mon, Tue, Fri (may vary)	

Central London Region

Regional General Manager – Janine Roberts

Tammi Jeffrey Tammi.jeffrey@MSIChoices.org.uk		CQC Manager I.D: 1-326916524
MSI Reproductive Choices Regional Treatment Centre – Central London Termination of Pregnancy to 9 weeks 6 days. 108 Whitfield Street, London, W1T 5BE Appointments Monday – Saturday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-13924408313
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		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Edgware Community Treatment Centre Woodcroft Medical Centre, Gervase Road, Burnt Oak, Edgware. HA8 0NR Appointments Tue - Fri (may vary)	Enfield Community Treatment Centre Lincoln Road Medical Practice, Lincoln Road, Bush Hill Park, Enfield, EN1 1LJ Appointments Tue - Fri (may vary)	
Greenwich Community Treatment Centre The Greenwich Centre, 2nd Floor Lombarde Square, Greenwich SE10 9GB Appointments Mon, Tue, Thu (may vary)	Lewisham Community Treatment Centre St Johns Medical Centre, 56-60 Loampit Hill, Lewisham, London, SE13 7SX Appointments Tue - Fri (may vary)	
Stratford Community Treatment Centre The Vicarage Lane Surgery, 10 Vicarage Lane, London E15 4ES Appointments Mon, Tue, Wed (may vary)	Tottenham Community Treatment Centre Lordship Lane Primary Care Centre, 239 Lordship Ln, London N17 6AA Appointments Weds, Thu & Fri (may vary)	
Waterloo Community Treatment Centre Burrell Street Sexual Health Clinic, 4/6 Burrell Street, London, SE1 0UN Appointments Mon, Tue, Thu, Fri (may vary)		

Kent Region

Regional General Manager – Tammi Jeffrey

Tammi Jeffrey Tammi.jeffrey@MSIChoices.org.uk		CQC Manager I.D: 1-326916524
MSI Reproductive Choices Regional Treatment Centre – Kent Termination of Pregnancy to 13 weeks 6 days. 10-16 Brewer Street, Maidstone, Kent, ME14 1RU Appointments Monday – Friday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-130902809
Regulated activities: • Termination of pregnancies • Surgical procedures • Family planning • Treatment of disease, disorder or injury • Diagnostic and screening procedures	Range of services: • Consultation • Counselling • Termination of pregnancy • STI screening and treatment • Contraception • Vasectomy consultation • Vasectomy	
MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Aylesham Community Treatment Centre Aylesham Medical Practice, Queens Road, Aylesham, Canterbury CT3 3BB <i>Appointments Wed, Thu, Fri (may vary)</i>		

Sussex Region

Regional General Manager – Stephanie Perez

Stephanie Perez Stephanie.perez@msichoices.org.uk		CQC Manager I.D: CON1-14676471197
MSI Reproductive Choices Regional Treatment Centre – Sussex Termination of Pregnancy to 23 weeks 6 days The Agora Building, Ellen Street, Hove, East Sussex. BN3 3LN Appointments Monday – Saturday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-15765766897
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	
MSI Reproductive Choices Community Treatment Centres Termination of pregnancy to 9 weeks 6 days		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Crawley Community Treatment Centre Gossops Green Medical Centre, Hurst Cl, Crawley RH11 8TY Appointments Wed - Fri (may vary)	Hastings Community Treatment Centre Station Plaza Health Centre, Station Approach, Hastings. East Sussex. TN34 1BA Appointments Mon & Tue (may vary)	
Bognor Regis Community Treatment Centre Bognor Medical Practice, West Street, Bognor Regis. PO21 1UT Appointments Mon-Fri (may vary)		

Yorkshire Region

Regional General Manager – Chris Beck

Chris Beck Chris.beck@MSIChoices.org.uk		CQC Manager I.D: CON1-20190293884
MSI Reproductive Choices Regional Treatment Centre – West Yorkshire Termination of Pregnancy to 23 weeks 6 days. 45 Barrack Road, Leeds, LS7 4AB Appointments Monday – Saturday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-130902791
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		
Regulated activities: - Termination of pregnancies - Family planning - Treatment of disease, disorder or injury - Diagnostic & screening procedures	Range of services: - Consultation - Termination of pregnancy - Contraception - STI screening and treatment. Vasectomy	
York Community Treatment Centre York Sexual Health, Monkgate Health Centre, 31-33 Monkgate, York. YO31 7PB Appointments Mon & Wed (may vary)	Batley Community Treatment Centre Batley Health Centre, 130 Upper Commercial Street, Batley, WF17 5ED Appointments Tue (may vary)	
Bradford Community Treatment Centre Hillside Bridge Health Centre, 4 Butler Street, Bradford. BD3 0BS Appointments Tue & Fri (may vary)	Huddersfield Community Treatment Hub 2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall Street, Huddersfield, HD1 2EG Appointments Tue - Fri (may vary)	
Wakefield Community Treatment Centre The Grove Surgery, Trinity Medical Centre, Thornhill Street, Wakefield, WF1 1PG Appointments Mon - Fri (may vary)		

Chris Beck Chris.beck@MSIChoices.org.uk		CQC Manager I.D: CON1-20190293884 CQC Registration Location I.D: 1-19829117042
MSI Reproductive Choices Regional Treatment Centre – South Yorkshire Termination of Pregnancy to 23 weeks 6 days. 3 a/b Phoenix Riverside, Rotherham, South Yorkshire, S60 1FL Appointments Monday – Saturday except Bank Holidays (may vary)		
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		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment	
Mansfield Community Treatment Centre Bull Farm Primary Care Centre Concorde Way, Mansfield. NG19 7JZ Appointments Wed (may vary)	Nottingham Community Treatment Centre Derby Road Health Centre, 336 Derby Road, Lenton, Nottingham, NG7 2DW Appointments Mon - Fri (may vary)	
Sheffield Community Treatment Centre Norfolk Park Medical Centre, 227 Park Grange Road, Sheffield. S2 3TA Appointments Mon (may vary)	Doncaster Community Treatment Centre The Sandringham Practice, Sandringham Road, Doncaster, South Yorkshire DN2 5JH Appointments Wed (may vary)	
Barnsley Community Treatment Centre Darton Health Centre, Church Street, Darton, Barnsley S75 5HQ Appointments Tue & Thu (may vary)		

Midlands West Region

Regional General Manager – Zoya Khan

Zoya Khan Zoya.khan@msichoices.org.uk		CQC Manager I.D: CON1-27396647777
MSI Reproductive Choices Regional Treatment Centre – West Midlands Termination of Pregnancy to 23 weeks 6 days. Washington House, International Sq, Starley Way, Birmingham B37 7GN Appointments Monday – Saturday except Bank Holidays (may vary)		CQC Registration Location I.D: 1-25528306935
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		
Regulated activities: • Termination of pregnancies • Family planning • Treatment of disease, disorder or injury • Diagnostic & screening procedures	Range of services: • Consultation • Termination of pregnancy • Contraception • STI screening and treatment. • Vasectomy	
Merry Hill (Dudley) Community Treatment Hub Unit 9 Shaw House, Wychbury Court, Two Woods Lane, Brierley Hill, DY5 1TA Appointments Mon – Sat (may vary)	Tamworth Community Treatment Centre 11-12 Albert Road, Tamworth, B79 7JN Appointments Tues, Weds & Fri (may vary)	
Stafford Community Treatment Centre Rising Brook Surgery, Merrey Road, Stafford, ST17 9LY Appointments Mon, Weds, Thurs & Fri (may vary)	Derby Community Treatment Centre Coleman Health Centre, Colemean Street, Alvaston Derby DE24 8NH Appointments Fri (may vary)	
Shrewsbury Community Treatment Centre Radbrook Green Surgery, Bank Farm Road, Shrewsbury, Shropshire SY3 6DU Appointments Fri (may vary)		

MSI – UK Call Centre Information

CALL CENTRE

Clare Aldridge Clare.aldridge@MSIChoices.org.uk		CQC Manager I.D: CON1-4445839480
MSI Reproductive Choices MSI Connect (Zeta House) Axis 4/5, Woodlands, Bradley Stoke, Bristol, BS32 4JT Telephone: 0345 300 8090 Advice line available 24 hours 7 days a week. Booking line available 07.00 – 18.00 7 days a week Online bookings 24 hours 7 days a week. Webchat Available Mon-Fri 08.00 – 18:00 Sat and Sun 08.00 – 16.00		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	
MSI Reproductive Choices Hub Centres		
Regulated activities: • Transport services, triage and medical advice provided remotely	Range of services: • Telephone consultation • Termination of pregnancy information and booking service • Contraception information • Vasectomy information and appointment booking • Vasectomy consultation	
South Yorkshire Hub 3 a/b Phoenix Riverside, Rotherham, South Yorkshire, S60 1FL		

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

Under the GDPR and Data Protection Act 2018, you have the right to see the information that we hold about you. We encourage you to submit your request through our secure portal – you can read more about making a request on our [subject access request page](#).

A request for information must include 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 one calendar month 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 are required to do so by law.

We will only ever share information where we have a legal reason to do so under the data protection legislation and where it is in your best interest. We will always consider your right to confidentiality.

Feedback

You will be given 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.

A link to our questionnaire will be provided to you and responses are collated and audited internally, 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 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 ICB 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 the Head of Quality and Customer Services at MSI Reproductive Choices at Quality.customerservice@msichoice.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

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 usually 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 Nursing, Midwifery 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:SCAS

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