

Introduction

This is the Statement of Purpose for Clinical Collective Ltd trading as Clinical Partnership part of Ozone Health Ltd. This is a regulatory document which includes important organisational information. Typically, the Statement of Purpose is used by the CQC for inspection purposes but other audiences may find the information useful.

Our Vision

Clinical Partnership (**CP**) is a private organisation of higher specialist trained consultants (Completion of certificate of higher specialist training – CCST/CCT) whose specialities can be more appropriately delivered in the community – (at lower tariff in community premises).

As well as providing services directly to GP’s and their patients, **CP** will also offer support to other GPs to include: teaching, training, networking, audit, standard setting, education to GPs, administrative infrastructure and liaison with secondary care colleagues. This will all contribute to enhancing patient experience in Yorkshire, Lincolnshire and Nottinghamshire with significant savings against unnecessary hospital-based activity and patient transport costs.

General practitioners specialise in primary care, but on occasion need a specialist opinion for their patients for diagnosis and management of their patients. Clinical partnership aims to support general practitioners with the earliest specialist opinion to deliver streamlined, high quality specialist accessible services to patients, where it is most convenient to them, with the lowest waiting times, by maximising our operational efficiency and productivity and redesigning service provision to embrace technology including telemedicine.

**Our aims and objectives**

* To deliver a consultant owned and led service in community settings with relationships and care pathways to secondary care available when needed
* To ensure a consistently high standard of care and to provide treatment that is appropriate at all times.
* To deliver a high quality specialist diagnosis at the earliest point in the treatment path to support general practitioners in managing their patients
* To reduce waiting times for patients for a specialist opinion.
* To deliver a teleconsultation for all patients as a first step in the patient pathway to reduce travel time for patients (through our tele-consulting as 1st consultation.)
* To deliver services that meet the needs of the local community and are in line with the vision of commissioners
* To continuously invest in training, technology and facilities which support our aims
* To implement and monitor sound financial methodologies and practices which ensure the long-term success of the business

**Scope of Clinical Services Provided by Clinical Partnership**

Clinical services are restricted to the following four categories:

* Treatment of a disease, disorder and injury
* Diagnostic and screening services

All services provided on an outpatient basis with no inpatient beds and surgical procedures.

**Triage and Referral Management**

Patients are referred to the service by General Practitioners via our telemedicine platform Ozone Health’s World Health Net. All referrals are screened by specialist clinical team to determine whether they are appropriate for the clinical service.

Where possible the referrals will be diagnosed or diagnosed and treated in primary care where possible. Where a face-to-face appointment is more appropriate an onward referral to secondary care or community services is made by our service via eRS on behalf of primary care. Full visibility is available to our service and to the referring primary care of all referrals into the service and onward via eRS.

**Diagnostic and Screening Tests**

As part of the clinical service, healthcare staff may provide a range of diagnostic tests including blood tests, audiograms, skin scrapings for fungal and mycology/bacteriology, and skin biopsies for histopathological investigation. Cancer diagnoses are discussed by local cancer MDT team.

**Complaints Procedure**

CP takes complaints seriously and is dedicated to providing a high-quality service. The complaint policy is available for all patients on our website. Complaints are manged by the Information Assurance team.

All verbal and written complaints are immediately reported to the responsible Manager(s). They are also discussed by the management team as a whole on a monthly basis.

All patients will be encouraged to give their views on the service provided to them, both positive and negative. In the event of a verbal or written complaint being received, we will ensure that all complainants receive a written acknowledgment within two working days of the receipt of their complaint (unless a full reply can be made within five working days). A full response will be made in 20 working days of the receipt of the complaint, or where the investigation is still in process, a letter explaining the reason for the delay will be sent to the complainant and a full response made with five days of a conclusion being made.

At all stages of the complaints procedure we will endeavour to ensure that the complainant receives written confirmation f the stages of investigation and action taken. The complaints procedure will be brought to the attention of all personnel and they will receive training on what constitutes a complaint and the procedures fir receiving and dealing with a complaint.

**Useful Contact details:**

Main Website: [www.clinicalpartnership.co.uk](http://www.clinicalpartnership.co.uk)

Complaints:

Information Assurance Director

Clinical Partnership

Treetops

Hesslewood Business Park

Ferriby Road

Hessle

Hull

East Yorkshire

HU13 0LH

## Appendix 1: number, relevant qualifications and experience of employees

CP are led by a single management structure and all administration; clinical admin management teams works across the locations to provide care. All of the organisations are the same operational policies ad procedures. CP deliver care across locations as a seamless service regardless of location seen.

**Medical Practitioners**

Dr James Britton - Consultant Dermatologist

Dr Javed Mohungoo - Consultant Dermatologist (Contractor)

Dr Tejal Patel - Consultant Dermatologist (Contractor)

Dr Ghazanfar Ali - Consultant Dermatologist (Contractor)

Dr Zainab Jiyd - Consultant Dermatologist (Contractor)

Dr Amjad Khan – Pediatric Consultant Dermatologist (Contractor)

Dr Sabitha Lakshminarayaan - Consultant Dermatologist (Contractor)

Dr Eugene Ong - Consultant Dermatologist (Contractor)

Dr Sophie Gaikwad - Consultant Dermatologist (Contractor)

Dr Waqar Malik - Consultant Dermatologist (Contractor)

Dr Khalid Hussain - Consultant Dermatologist (Contractor)

Dr Rangarajan Rabindranathnambi - Consultant Dermatologist (Contractor)

**Administration Team**

Mrs. Carolyn Kirkham Office Manger

Mrs. Holly Hellstrom Information Assurance Director

Miss Chloe Atkinson Medical Sectary

Mrs. Andrea Hill Medical Sectary

Mr. Calum Hall QA & Support (DPO)

Miss Ashyia Jibril Administration Support

Appendix 2: Provider address, including for service of notices and other documents

**Registered Provider & Company Office Address**

**Clinical Collective Ltd (Trading as Clinical Partnership)**

**Treetops**

**Hesslewood Business Park**

**Ferriby Road**

**Hessle**

**East Yorkshire**

**HU13 0LH**

**Legal Status:**  Registered Company 10288489

**Registered Office**

Clinical Partnership

**Treetops**

**Hesslewood Hall**

**Ferriby Road**

**Hessle**

**East Yorkshire**

**HU13 0LH**

**Telephone**  
01482 908208

**Registered Manager:**

Holly Hellstrom

**Email**  
[holly@clinicalpartnership.co.uk](mailto:holly@clinicalpartnership.co.uk)

Provider Location(s):

Clinical Partnership’s virtual services are digitally managed from the registered provider and company office address.