

Aims and objectives

Escripts Marketing Limited aims to provide a high-quality internet based healthcare service which includes confidential on-line health risk assessments and advice.

Escripts Marketing's key objective is to provide an online, readily accessible, individualised patient-centred healthcare service, based on the highest standards of research and good practice which meets and exceeds individual expectations. Escripts Marketing additional objective is to comply with the current regulations of the Regulation and Quality Improvement Authority (RQIA) (Registration) Regulations (Northern Ireland) 2005, the Independent Health Care Regulations (Northern Ireland) 2005, and the Minimum Care Standards for Independent Healthcare Establishments.

RQIA Registered Provider

Escripts Marketing Limited, Hampshire House, 204 Holly Road, Aldershot, Hampshire GU12 4SE (Tel: 0203 176 0022 Email: info@escriptsmarketing.co.uk) is the provider of the independent healthcare service.

RQIA Registered Manager/Responsible Individual

Mr Richard Adams is the RQIA Registered Manager responsible for the management and day to day running of Escripts Marketing and is experienced in running Internet based healthcare services. Mr Adams is also the RQIA Responsible Manager and is responsible for supervising the management of Escripts Marketing Ltd.

Staffing

Escripts Marketing staff are all office based. Staff roles include a managing director, office manager, customer service, sales staff, doctors and pharmacists.

Organisational structure

- Escripts Marketing Limited (healthcare services provided via <https://www.pharmadoctor.clinic/>)
- Chief Executive officer: Mr Graham Thoms
- Customer Service and Sales Staff.
- Doctors and Pharmacists

Kinds of treatments and services provided by Escripts Marketing

Escripts Marketing provides an Internet based healthcare service in the form of private and confidential online health consultations and the provision of individual health advice. Advice and risk assessments are provided in relation to travel health and occupational health

Escripts Marketing provides services via the following website:

- <https://www.pharmadoctor.clinic/>

Escripts Marketing also co-authors Patient Group Directions (PGDs) for use by healthcare professionals in Northern Ireland. Following training and assessment, this service allows authorised healthcare professionals to supply and administer certain medications to patients without a prescription.

Consultation with patients

Patient satisfaction surveys are carried out regularly by Escripts Marketing to seek the views and opinions of patients who have accessed the online healthcare service. The survey is in the form of a questionnaire and is available for all patients to complete online at any time. Escripts Marketing also seeks to engage feedback by phone where a patient has called into the office. Patients are asked if

they would like to complete a verbal questionnaire and these results are analysed by the Registered Manager. If preferred, a copy of the questionnaire can be sent by post to a patient's home address. Survey results are collated and made available for existing patients and prospective patients at <http://www.escriptsmarketing.co.uk/questionnaire.html>.

Complaints

Escripts Marketing welcomes any comments or suggestions about the healthcare services provided. We recognise that there may be occasions when you feel you wish to complain about some aspect of the service you have received. If you feel you wish to discuss an issue or indeed make a complaint, we would kindly ask that you bring this to the attention of Mr Graham Thoms, Chief Executive Officer as soon as possible by contacting Escripts Marketing on 0203 176 0022 or by email: support@pharmadoctor.co.uk.

We have a complaints procedure for your information, which is available on request and can be found in the Terms & Conditions section of our website. Escripts Marketing will be happy to discuss your complaint at any time. The Regulation and Quality Improvement Authority (RQIA), 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast BT1 3BT regulate how we deal with complaints and anonymised reports are sent to them.

Privacy and dignity

All patients who choose to use the private healthcare service provided by Escripts Marketing can be assured that they will be treated with the utmost dignity and respect. The Escripts Marketing website is secure and all personal health information is treated confidentially and with the highest discretion.