



# **CIRCLE BATH**

# **STATEMENT OF PURPOSE**

## Statement of Purpose

### Circle Bath

#### Introduction

Circle was founded on the belief that a hospital should be dedicated to its patients. Our hospitals are designed to offer 21<sup>st</sup> century medical technology with an unequivocal focus on quality of care and customer service. Each of our hospitals is co-formed, co-owned and co-run by clinicians. We are the largest partnership of healthcare professionals in Europe.

The Circle Partnership is wholly committed to delivering clinical excellence and the highest level of customer service, every step of the way. We embrace innovation and look for ways to improve what we do every single day.

We believe that makes us different to other hospitals.

Circle Bath is unique in both its design and its approach to healthcare. Purpose built by internationally renowned architect firm Foster + Partners, the hospital is a place for healing. Our partners share a simple job, to look after the patient.

Our aim is to ensure a consistently high standard of care.

This statement of purpose sets out to summarise the services provided at Circle Bath and the manner in which these are delivered.

A copy of this statement of purpose is also available in large print from the Nurse Lead on request.

Circle Bath is open to everyone. You may have your treatment paid for by your medical insurance company, the NHS or be self-funding (i.e. paying for your treatment yourself).

In each case our aims are identical, to provide you with an excellent standard of clinical and personal care. Treatment will be delivered in a caring manner, in a comfortable and appropriate environment.

You can expect that when you choose Circle Bath, staff will have due regard to your gender, sexuality, religion and spiritual needs, ethnic or racial origin, and cultural and linguistic background and any disability you may have.

The National Care Standards Act 2000 and Private & Voluntary Healthcare (England) Regulations 2001 that were implemented in 2002 strengthen the independent health care sector and increase public support for it. Every independent and public sector hospital is required to demonstrate that it has the appropriate, fully trained and operational human and physical resources to:

- Fully support patients and their treatment across the clinical and medical services it provides
- Match or exceed current best practice
- Provide robust audit and reporting against the regulatory standards

Our relationship with our consultant users is one of partnership, working to ensure the optimum outcome for our patients.

## **Patient Facilities**

Circle Bath is registered for 30 inpatient beds in 26 single en suite rooms and two double rooms with en suite, it also provides day surgery with capacity for 22 patients, providing care in a state-of-the-art purpose built environment which was constructed with the patient journey considered throughout. The hospital has the following facilities:

- 4 operating theatres situated on the lower ground floor
- 1 Endoscopy Suite situated on the lower ground floor
- 22 Day Case beds with separate male and female bathroom / toilet facilities, situated on the lower ground floor
- 30 in-patient beds (26 single rooms and 2 double rooms) with en-suite facilities, situated on the first floor
- 9 consultation rooms, 3 treatment rooms (including a Laser Room) and an Audiology and Cardiology Room situated on the ground floor
- Physiotherapy suite situated on the ground floor
- Full diagnostic radiology facilities including MRI, mammography screening, x-ray, Dexa and ultrasound situated on the lower ground floor.
- Satellite first Consultation only clinics at the following GP surgeries, these clinics only consist of a first Consultation appointment with no regulated activity being undertaken:
  - The Avenue Surgery, Warminster
  - Wells City Practice, Wells
  - Malmesbury Health Centre, Malmesbury
  - Rowden and Hathaway, Chippenham

## **1.0 Aims and Objectives**

- The hospital will operate 7 days a week on a 24 hour basis.
- We aim to deliver a patient experience characterised by comfort and respect for the patient's individual needs and views.
- We aim to provide speedy access to out-patient, in-patient and day case surgery treatments in a first-class facility.
- We aim to deliver high quality evidence based clinical care that provides patients with the best outcomes.
- Based on:
  1. Operational Efficiency
  2. Clinical Excellence
  3. Collaborative Approach

## **Principles**

We will therefore exclusively focus our efforts on services where we:

- can be the best provider for our patients in their community;
- have a passion for service delivery; and
- realise a sustainable economic driver that allows our services to persist.

## Values

- We exist to serve our patients.
- We empower our people to do their best.
- We are unrelenting in our pursuit of excellence.

## 2.0 Name and Address of the Registered Provider, Responsible Individual and Registered Manager

**Registered Premises;** Circle Hospital (Bath) Limited  
Bath Business Park  
Peasdown St. John  
Bath  
BA2 8SQ  
Telephone: 0808 188 1880

### Responsible Individual;

Mr. Jonathan E. Boulton Fellow of the Royal College of Ophthalmologists, Member of the Royal College of Physicians  
Circle Bath  
Bath Business Park  
Peasdown St. John  
Bath  
BA2 8SQ  
Telephone: 0808 188 1880  
Email – [jonathan.boulton@circlepartnership.co.uk](mailto:jonathan.boulton@circlepartnership.co.uk)

### Registered Manager:

Mrs Shelagh Meldrum  
Circle Bath  
Bath Business Park  
Peasdown St. John  
Bath  
BA2 8SQ  
Telephone: 0808 188 1880  
Email – [shelagh.meldrum@circlepartnership.co.uk](mailto:shelagh.meldrum@circlepartnership.co.uk)

## 3.0 Qualifications and experience of the Responsible Individual and the Registered Manager

### Responsible Individual

**Jonathan E. Boulton Fellow Of the Royal College of Ophthalmologists, Member of the Royal College of Physicians**

## POSTGRADUATE QUALIFICATIONS

1992	Membership of The Royal College of Physicians (U.K.)
1994	Fellowship of The Royal College of Ophthalmologists,

Statement of Purpose – Circle Bath  
London

2000 Certificate of Continued Specialist Training

#### CURRENT APPOINTMENT

Oct. 2000 Consultant Ophthalmologist Royal United Hospitals (RUH), Bath.  
Ophthalmology. Oculoplastics and Lacrimal Surgery subspecialty

Fellow of the Royal College of Ophthalmologists

Director of the Association of Ophthalmologists

Member of United Kingdom Society of Cataract and Refractive Surgeons

Member of the Royal College of Physicians

#### MANAGEMENT EXPERIENCE

Executive Chair - Midlands NHS Treatment Centre, Burton-on-Trent July 2007-October 2008

Local National Health Service Trust Leadership

- Development of a high-quality, high volume cataract satellite unit at Westbury
- Introduction of pioneering electronic patient record and sophisticated prospective audit software
- Introduction of high volume cataract lists at the Royal United Hospital
- Development of new cataract only one-stop clinics for new referrals
- Instigation of a health community group in Ophthalmology: NHS Trust's, Primary Care Trust's and Optometrists

National Leadership

- Founder member and Director of the Association of Ophthalmologists 2003 to 2006.
- Founder member and secretary of Ophthalmic Clinical Directors' Forum (2002-2005).

#### **Registered Manager: Mrs Shelagh Meldrum**

#### QUALIFICATIONS

1990 Registered General Nurse  
Professional Certificate in Health Service Management  
Diploma in Asthma Care

#### CURRENT APPOINTMENT

Sept 2010 Hospital Manager – Circle Bath

#### MANAGEMENT EXPERIENCE

Private Hospital Leadership

#### Statement of Purpose – Circle Bath

- Lead Nurse Circle Bath July 2009 – Sept 2010
- Clinical Operations Manager Circle Health 2008 – 2009 leading clinical development and managing the Circle Clinic Stratford and the Hand Clinic Windsor.
- Director of Nursing / Clinical Services working for Nuffield Health, BMI Healthcare and Spire Healthcare 2002 - 2008.

#### NHS Leadership

- Clinical Services Manager – Specialist Medicine 2001 – 2002 managing multiple medical departments and participating in general trust leadership.
- Senior Nurse for Specialist Nursing and Neurology – leading and developing specialist nursing services throughout the Trust.

#### **Service Objective**

Our objective is to provide quality and value in the provision of facilities and services. The most modern and innovative technology is provided to meet the needs of medical professionals and patients.

We also seek to provide safe, friendly professional care. Our aim is to empower and enable dedicated and specialised Consultants and staff to provide professional care within a friendly and comfortable environment.

We seek to make coming into a hospital a less stressful time for patients, their families and friends.

#### **Infection Control**

Rigorous infection control regimes are in place and we aim to ensure that there are no cases of hospital acquired infection at Circle Hospital Bath.

The Clinical Staff in the hospital have all undertaken an Infection Control Course in the last 12 months and every member of the hospital team receives updates on methods of preventing infection on an annual basis. All patients undergoing surgery involving prosthesis are routinely screened for Methicillin Resistant Staphylococcus Aureus (MRSA) prior to their admission along with other patients who are seen to be at high risk.

#### **Our Organisational Structure**

Circle Bath recruits suitably qualified professionals to deliver services. A range of assistants and support staff support the professional teams. All our staff receive a performance appraisal every 6 months and are encouraged to take regular training opportunities to develop and supplement their skills. Our professional staff are required by their professional bodies to maintain a portfolio of Continuous Professional Development and a summary of these portfolio's are kept with hospital training records.

#### **4.0 The number, relevant qualifications and experience of staff**

<b>Hospital Staffing Establishment (Number, relevant qualifications and experience of staff)</b>				
<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
Clinical Chairman	0.4	P	Membership of The Royal College of Physicians (U.K.)  Fellowship of The Royal College of Ophthalmologists London  CCST	Executive Chair - Midlands NHS Treatment Centre, Burton-on-Trent  Consultant Ophthalmologist RUH Bath. Ophthalmology. Oculoplastics and Lacrimal Surgery subspecialty
Registered Manager	1.0	P	Registered General Nurse Professional Certificate in Health Service Management	Nurse Lead for Circle Bath 2009 - 2010. Clinical Operations Manager Circle Health. Director of Nursing within Nuffield Health, BMI Healthcare & Spire Healthcare
Nurse Lead	1.0	P	Registered General Nurse Critical care course Mentorship course Paediatric recovery course Intermediate Life Support (ILS)	12 years experience – recovery Sister HDU experience Mentoring junior staff and students
Clinical Lead Theatre	0.2	P	Consultant Anaesthetist	

Statement of Purpose – Circle Bath

<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
Theatre Lead	1.0	P	Registered General Nurse	Theatre Management Training & Development in Clinical Practice
Operating Department Practitioners	6	P	Registered Operating Department Practitioners	Difficult Airway Management Advanced Life Support (ALS) Resuscitation Training skills Theatre scrub and post anaesthetic recovery skills
Theatre Staff Nurses	11	P	Registered General Nurses	Vast experience in theatre scrub in multiple specialties 1 x Laser Protection Supervisor 1 x RSCN Paediatric Lead Theatre & Recovery
Unit Lead Recovery	1	P	Registered General Nurse	10 years experience as a Senior Staff Nurse in HDU/ Recovery Experience of covering the sisters role, training and mentoring new staff, students and ODPs Experienced blood transfusion lead
Recovery Staff Nurses	3	P	Registered General Nurses Critical care course Paediatric recovery course ILS	10 years experience recovery senior staff nurse, adult and paediatric. Mentoring junior staff and students.
Theatre Health Care Assistant	4	P	NVQ Levels 2 & 3 NVQ Theatre	Extensive patient care and theatre experience

Statement of Purpose – Circle Bath

<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
Theatre Administrator	1	P	General Education	General hospital administration experience
Theatre Porter	2	P	General Education	Patient care and communication experience
Unit Lead Inpatients	1	P	Registered General Nurse Management and leadership course. General clinical courses	Has held senior role in BMI hospital. 12 years experience with acute surgery and medical patients, including provision of chemotherapy
Inpatient Staff Nurses	12	P	Registered General Nurses	Highly experienced team in the care of both medical and surgical patients. 1 x RSCN Paediatric Lead for Inpatients & Outpatients
Inpatient Health Care Assistant	5	P	NVQ Levels 1, 2 & 3	Extensive patient care experience
Inpatient Administrator	1	P	General Education	Administration and organisational skills.  Customer care skills

Statement of Purpose – Circle Bath

<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
Resident Medical Officer	2	P	GMC Registration  Adult Advanced Life Support  Paediatric Advanced Life Support  Paediatric care experience	Experienced RMO's employed through a specialist RMO provider.
Day Surgery Lead	1	P	Registered General Nurse ILS trained Completion of 2 paediatric modules NVQ Assessor	9 years experience in nursing Extensive HDU care and experience Previous management experience
Day Surgery Staff Nurses	4	P	Registered General Nurses	Highly experienced team in the care of day surgery and recovery patients.
Day Surgery Health Care Assistant / Administrator	4	P	NVQ Levels 1, 2 & 3	Extensive patient care experience
Physiotherapy Lead	1	P	Member of the Chartered Society of Physiotherapy  Diploma in Sports and exercise  General clinical courses	Extensive clinical and teaching experience  Team lead in outpatient setting  Clinical Specialist in knees
Physiotherapists	6	P	Members of the Chartered Society of Physiotherapy	Highly experienced team in the in and outpatient setting

Statement of Purpose – Circle Bath

<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
Physiotherapy Assistant / Administrator	2	p	Graduate in sports Life guard certificate NVQ Level 4	Experienced in the Physiotherapy assistant role  Experienced in Sports massage
Radiology Lead (Superintendent Radiographer)	1	P	PgCert (Med Imaging)	Last 11.5-years as Service Manager / Assistant Service Manager  HDCR(R) and lead for PACS / RIS
Mammographer / Radiographer	1	P	Diploma of College of Radiographers , Bath, 1986 Diagnostic Certificate in Mammography, 1998. H.P.C Registered.	Over 22 years experience as a Radiographer, with more that 10 years specialising in Mammography.
MRI Radiographer	2	P	BSc Medical technology (XRay), India 1987. HPC Registered 2006.	20 yrs post-graduate experience in xray And digital imaging. 3 yrs experience in NHS MRI
Radiographer	2	P	HPC Registered	General Radiography experience including out of hours and on-call responsibilities
Outpatient Staff Nurse	4	P	General Nursing Education Venepuncture course Mentorship course Venous Cannulation	Wide range of previous Surgical and Medical experience Senior nursing experience including Ward Sister

Statement of Purpose – Circle Bath

<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
Outpatient Health Care Assistant / Administrator	3	P	General education NVQ Levels 1, 2 & 3 Venepuncture course	Previous experience working in the care homes as well as acute hospital settings.
Governance / Audit Administrator	1	P	BSc Hons, MSc International Business [including Governance], PGCE (Cantab) First Aid at Work (St John's Ambulance)	Management experience in Teaching Fieldwork coordinator – inc. risk assessments Relevant Office experience Communication and organisational skills
Hotel Lead	1	P	Basic and intermediate food hygiene qualified. Welcome Host qualified. Various hotel, food and beverage qualifications	AA 5 red star hotel & extensive hospitality experience spanning 15 years.
Customer Enquiry Handlers	3	P	Pitmans Secretarial Qualifications BA Business Studies HND Business Studies	Sales Administrator Experience 2 yr account manager experience. Project Manager Experience, Marketing Assistant Experience.
Bookings Lead	1	P	General education	18 years experience in the finance and theatre administration all within a private healthcare setting Outpatient clinic manager for 5 years
Bookings Coordinators	8	P	NVQ 2 & NNEB RSA CIPD NEBS Management Cert. in Reception skills	Sales Administrator experience Experience in running e-learning centre. Admin/Reception Experience Conference Co-ordination. Medical Secretarial experience.

Statement of Purpose – Circle Bath

<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
PA to Leadership Team	1	P	General Education	Extensive experience as hospital PA
Stock Controller	1	P	QCA Certificate in Purchasing NVQ Level 4 SCM	Supply Chain Analyst Extensive experience in Stores/supply roles
General Porter	2	P	General education Fork Lift Truck License OCR level 2 in Customer Service NVQ Care Assistant	Over 10 yrs exp in Caretaker/Porter roles 5 yrs Store Manager experience. Extensive experience in hospital porter roles.
Finance & Admin Lead	1	P	Qualified Accountant	Extensive experience in the commercial sector as well as private healthcare.
Finance /Admin	7	P	General Education, relevant office/finance qualifications including AAT.	Extensive Office and Admin Experience within a finance department.
Kitchen Assistants	3	P	Basic food hygiene qualified	General catering experience
Chefs	2	P	Basic and intermediate food hygiene qualified	General experience gained in outside catering and AA rosette awarded kitchens
Host / Hostess's	19	P	Basic food hygiene qualified	General customer care, reception and service experience
Head Chef	1	P	Basic and intermediate food hygiene qualified. Ramsey Scholarship finalist	AA 5 red star and Michelin Star kitchen experience

Statement of Purpose – Circle Bath

<b>Role</b>	<b>Number employed or with practising privileges</b>	<b>Permanent (P)/ Agency (A)</b>	<b>Relevant qualification(s)</b>	<b>Relevant experience</b>
Marketing Lead	1	P	BSc Business Studies	10 years experience working within the marketing sector Experience in business development, brand communication, copy writing and strategy advice.
GP Lead	1	P	BDS Dentistry & Oral Surgery Medical Informatics IT.	4 years experience as Medical Receptionist/ Practice Manager Max. Fax Surgery Manager NHS treatment Centre.
HR Lead	1	P	CPP	10 years experience (HR) in private healthcare
HR Admin	1	P	General Education	13 years experience in an HR assistant role
Oncology Unit	2.7	P	Qualified Nurses Administration of Chemotherapy Certificate M59 Certificate	<ul style="list-style-type: none"> <li>a. 11 years oncology nursing experience</li> <li>b. 33 years nursing experience of which 13 are oncology based</li> <li>c. 29 years nursing experience of which 15 are oncology based</li> </ul>
Cosmetics Unit	2	P	Registered General Nurses BSc (Hons) Adult Nursing ALS trained ILS trained PBLIS trained Difficult Airway management	<ul style="list-style-type: none"> <li>a. 22 years nursing experience, previous ward manager experience, previous experience of establishing a cosmetic surgery unit and gastric banding service</li> <li>b. 5 years nursing experience and a Qualified Anaesthetic and theatre nurse</li> </ul>
Assistant Hotel Managers	2	P	Basic and intermediate food hygiene qualified. Welcome Host qualified.	AA 5 red star hotel experience in both UK and Europe

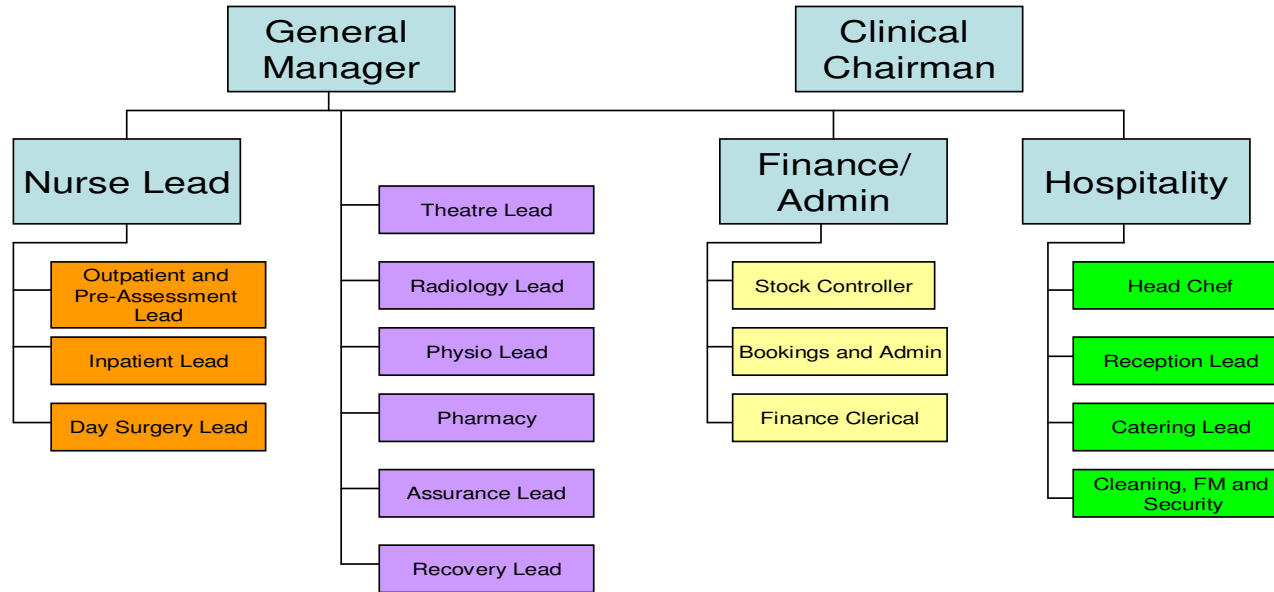
Statement of Purpose – Circle Bath

Laser Protection Adviser & Radiation Protection Adviser	1	Retainer	Medical Physicist RPA 2000 certificate number 00048	Laser Protection Adviser – Royal United Hospital Bath Radiation Protection Adviser – Royal United Hospital Bath
Laser Protection Supervisor	2	P	Laser Protection Supervisor updates Core of Knowledge Training	Experience as Laser Protection Supervisors for > 2 years
<b>Consultant Clinicians</b>	<b>Approx 100</b>	<b>Practising Privileges</b>	<b>All consultants are registered with the GMC and are on the Specialist Register</b>	<b>All Consultants currently or have in the past held substantive Consultant posts in the NHS.</b>
<b>Lead Clinicians - Paediatrics</b>	<b>2</b>	<b>Retainer</b>	<b>Registered with GMC and on the Specialist Register</b>	<b>Paediatric Specialist Anaesthetist &amp; Paediatrician Advisor</b>
<b>Microbiologist</b>	<b>1</b>	<b>Retainer</b>	<b>Consultant Microbiologist</b>	<b>Microbiologist currently in NHS post</b>

Staffing requirements reflect the dependency of patients and are flexible to meet the needs for each shift and each day. The Nurse Lead for the hospital will meet with key staff on a daily basis Monday to Friday to review the staffing needs for that day and to plan the staffing requirements for the following day.

An on-call rota within the nursing team ensures that necessary arrangements are made for extra staff in the event of an emergency and to ensure that a Senior Nurse can attend the hospital at any time to provide additional support as required. There is also a full theatre team on call at all times to ensure that the theatre can be opened and ready for use in the case of an emergency requirement for a patient to return to theatre.

### 5.0 The Organisational Structure of Circle Hospital Bath



## **6.0 Treatment and Services Provided**

Circle Bath will admit and treat patients over the age of 3 years.

### **Circle Hospital Bath offers the following specialities:**

- Anaesthetics
- Aesthetic and Cosmetic Surgery / Procedures (following consultation)
- Bariatric Surgery
- Chemotherapy / Oncology
- Cardiology
- Dermatology
- ENT
- Gastroenterology
- General Medicine
- General Surgery
- Gynaecology
- Health Screening
- Laser
- Ophthalmology
- Orthopaedics
- Paediatrics (3 years and over)
- Urology
- Radiology
- Rheumatology

### **Circle Hospital Bath offers the following services:**

- Outpatient Consultation
- Minor Procedures
- Radiology including MRI
- Endoscopy
- Day surgery
- In-patient surgery (Level 1 critical-care)
- Physiotherapy
- Pathology including blood transfusion supply (via a contract with the Royal United Hospital – Bath)
- Pharmacy services (via a contract with Bath ASU)
- Dietetics
- Audiology
- Cardiac Testing
- Sterile Services and decontamination for re-useable instruments are provided through a contract with the Royal United Hospital Bath.

### **Provision of a 24 hour service:**

24 hour on-call services are provided by:

- The Resident Medical Officer
- Pharmacy
- Radiology
- Pathology
- Physiotherapy
- Senior Nursing

Statement of Purpose – Circle Bath

- Senior Management
- Theatre Team
- Oncology Nurses

## **Practising Privileges**

All Consultant partners / users work in the hospital under admitting rites granted through the Practising Privileges procedure. Prior to the granting of Practising Privileges all Consultants are screened for relevant qualifications, experience, references, blood borne virus status, professional membership and indemnity insurance. Criminal Records Bureau screening is undertaken at enhanced level including checks under the Protection of Children Act.

Practising Privileges are reviewed at least every 2 years and re-screening of professional membership, indemnity insurance, professional appraisal and Criminal Records Bureau is undertaken on a regular planned basis.

Consultants who admit patients to the hospital are responsible for the care of the patient throughout the hospital stay visiting patients at least twice a day to ensure the continuity of care through a high standard of communication with the Resident Medical Officer and Clinical Teams. The Consultant is available for advice 24 hours a day or puts in place appropriate consultant cover arrangements if required.

## **Training and Education**

Staff and Consultants are offered an extended range of training opportunities within the hospital both mandatory (those required for regular update) and developmental to enhance the skills of our staff and Consultants. All new starters at the hospital undergo a full induction programme which includes training and familiarisation exercises to ensure that they are adequately prepared and competent to care for patients.

Mandatory training which is undertaken annually includes:

Health & Safety (Including Fire Procedures)  
Resuscitation  
Child Protection (Safeguarding)  
Complaints Management  
Safe Moving & Handling  
Blood Transfusion  
Information Security

On a six monthly basis an appraisal of performance is undertaken for each member of staff and a training and development plan is put in place for those areas identified as requiring some improvement. Consultants receive an annual appraisal which encompasses all areas of their practice including NHS and Private Practice.

## **The Executive Board and Medical Advisory Committee**

The Executive board made up of clinicians and managers is responsible for the operational and strategic management of the hospital.

#### Statement of Purpose – Circle Bath

Advice and assistance on matters relating to the clinical use of the hospital is provided to the Registered Manager by the Medical Advisory Committee. In summary, the function of the Committee is to:

- Advise the Registered Manager on all matters relating to the efficient clinical use of the hospital.
- Provide a forum through which appropriate consultation and informed debate can take place.
- Provide advice and assistance in matters of medical ethics.
- Provide advice on issues affecting the granting to or withdrawal from Medical Practitioners of Practice Privileges.
- Provide advice and assistance in the maintenance and improvement of clinical standards within the hospital.
- Act as the hospitals Drugs and Therapeutics Committee
- Advise on matters of trends and developments in clinical practice.

#### **Resuscitation**

For the vast majority of patients receiving care in a hospital the likelihood of cardiopulmonary arrest is extremely small. In accordance with the Resuscitation Council (United Kingdom) Guidelines, resuscitation will always be attempted in those cases where no advance directive has been made.

Those patients who do have specific wishes about resuscitation should make them known to their nurse or Consultant. This will ensure that these wishes are documented and conveyed to all those members of staff who may be involved in their care.

All members of staff are, as a minimum, trained in Basic Life Support techniques. All appropriate clinical staff members are also trained in Intermediate Life Support techniques.

#### **Quality and Risk Management**

The staff and consultants at Circle Bath are continually seeking new ways of reviewing, measuring and improving quality. The hospital strives to deliver consistently high standards of service and care and assurance to patients and their families.

Circle Bath has a senior team responsible for monitoring the quality of services provided and for implementing improvements this is known as the Clinical Governance and Risk Management Committee.

Circle Bath is registered and regulated by the Care Quality Commission:

Care Quality Commission – South West  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA

Telephone: 03000616161

[www.cqc.org.uk](http://www.cqc.org.uk)

## **7.0 Consultation with and feedback from patients**

Seeking the feedback of patients and carers is of utmost importance at Circle Bath. A range of patient feedback tools are available within the hospital including individual discussions regarding experience, departmental surveys, pre-discharge questionnaires and post-discharge satisfaction surveys.

The Nurse Lead is responsible for co-ordinating the patient feedback programme and ensures that all patients are enabled to offer feedback on the part of the hospital journey they have undertaken.

Patient feedback is analysed on a regular basis and improvement plans formulated for any area requiring quality improvement. Patient feedback reports are made available to all staff and Consultants and on an annual basis are submitted to the Care Quality Commission.

Patients views are sought on planned changes either informally or through the establishment of a patient forum.

### **Interpreter Services**

Interpreter services are available in all areas in the hospital at short notice through an interpreter contract. A trained interpreter for British Sign Language can be arranged with advance notice. Hearing loops are also available in the hospital and networks have been built with the RNIB and RNID.

### **Respecting the Privacy and Dignity of Our Patients**

We recognise and respect the uniqueness and dignity of each patient, and respond to their need for care, irrespective of their ethnic origin, religious beliefs, personal attributes, and the nature of their health problems or any other factor.

## **8.0 Arrangements for patients to contact relatives, friends and representatives**

The contact requirements between patients within the hospital and their relatives, carers or friends has been carefully considered within the hospital and the following arrangements are available in the hospital:

- Mobile phones which provide free of charge calls are available in day surgery both for in-coming and out-going calls
- Land Line Phones are available in all in-patient rooms
- Staff are available to receive and make update calls to relatives and carers as required and authorised by the patient
- Patient and visitors are welcome to use their own mobile phones in designated areas in the hospital

### **Visiting Hours**

Friends and relatives are welcome to visit between the hours of 09.00 and 21.00.

Statement of Purpose – Circle Bath

If possible visitors should be kept to a minimum between the hours of 09.00 and 11.00 to ensure that patients receive sufficient rest to aid their recovery. Patients who do not wish to receive visitors or calls, or wish to restrict them should alert the nursing team who will ensure that their wishes are met.

## **9.0 Arrangements for listening to you and Handling Complaints**

At Circle Bath complaints and constructive feedback are taken seriously. Should a patient wish to make a complaint this can be done either verbally to any member of the hospital team or in writing to the Registered Manager.

All complaints are dealt with in a timely and considerate manner and the response process is as follows:

A written acknowledgement of the complaint is sent within 2 working days of receipt along with a leaflet outlining the complaint procedure and the stages of complaint process.

Following thorough investigation a full response will be sent within 20 working days of receipt of the complaint. If there is a more thorough investigation required which is anticipated to take longer than 20 working days, agreement with the complainant to extend the 20 days will be negotiated outlining the requirement for further investigation and setting an anticipated response date, regular communication will be sent to update the complainant on the response date as required.

Patients being treated in the hospital through NHS funding can also complain using the NHS complaints process – information leaflets are available regarding the NHS Complaints process.

The Nurse Lead is responsible for the management and investigation of complaints and for improvement planning following complaints and constructive feedback. There are also staff within the hospital who are trained to assist patients in making complaints and understanding the complaints process.

If a complainant remains dissatisfied with the final response to a complaint the following organisations can be contacted for independent advice:

### **Privately funded care:**

Independent Healthcare Advisory Services  
Centre Point  
103 New Oxford Street  
London  
WC1A 1DU

[info@independenthealthcare.org.uk](mailto:info@independenthealthcare.org.uk)

Helpline 0207 379 8598

**NHS funded care:**

The Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

[www.ombudsman.org.uk](http://www.ombudsman.org.uk)  
Helpline 0345 015 4033

**10.0 Arrangement for respecting Privacy and Dignity**

Circle Bath has been designed and built taking into consideration best practice guidance regarding the maintenance of privacy and dignity for users of the hospital. There are a range of facilities available including designated gender-specific bathing a toilet facilities and private rooms with en-suite facilities. Consultations are undertaken in private rooms and there are quiet rooms available for confidential discussion.

Where possible patients wishing to see a same-sex Consultant or be cared for by a same-sex healthcare professional will be arranged, chaperones are available throughout the patient journey.

**Ethnic, cultural and spiritual needs**

A quiet room is available for private worship and prayer in the hospital and the names and addresses for local places of worship can be provided as required.

Our menu caters for all cultural and spiritual needs.

*Thank you for taking the time to read the Circle Bath Statement of Purpose, if you have any comments or concerns regarding the information in this guide please contact the Hospital Manager – Mrs Shelagh Meldrum.*