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Aims and Objectives

Marie Stopes International is a charity providing a range of reproductive healthcare services. Marie Stopes UK is a country programme within Marie Stopes International.

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, client oriented services.
- To continuously strive to improve the quality of our services.
- To maximise the added benefits and value offered to our clients.
- To differentiate Marie Stopes UK services from those of our competitors.
- To listen to our stakeholders and be responsive to their comments.

**Measurements**

Marie Stopes UK will ensure that progress against objectives is monitored by:

- Analysis of business intelligence, including quality performance data and client 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
Children by choice, not chance

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.

Client centred: We are dedicated to our clients 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 Regional Structure – South West

UK Commercial Operations Director
Simon Carthew

One Call
Director of One Call - Penny Greenwood

South West Region
Regional Director – Penny Greenwood

Bristol Centre
Westbury
Paola
Zeta House
Exeter
Pargeton
Plymouth

Regional Structure Vasectomy Services

UK Commercial Operations Director
Simon Carthew

One Call
Director of One Call - Penny Greenwood

Vasectomy Satellite Services
Debi Hammond - UK Head of Vasectomy Services

Vasectomy Centre

Clinical Services Matron

Lead Surgeon

Cambridgeshire
Central London
Dagenham
Harlow
Isle of Wight
Medway
Oxford
Middlesbrough
Bedford

Lincoln
Rotherham
Stockton-on-Tees
St Albans
St Albans
Teignmouth
Toddington
Watling
UK Organisation Information

**Marie Stopes International**
Marie Stopes International is a registered charity (No.265543) providing a range of reproductive healthcare services. Company number: 1102208.

**Registered Provider**
Marie Stopes International
1 Conway Street
Fitzroy Square
London
W1T 6LP
Tel: 020 7636 6200
Email: governanceandquality@mariestopes.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 Marie Stopes International

Simon joined Marie Stopes International 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 Marie Stopes International 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.

Richard Bentley: Marie Stopes UK Managing Director

Richard joined Marie Stopes UK in September 2017. He has extensive senior level experience within leading people-centric and service-oriented businesses in healthcare. Before coming to Marie Stopes UK, his previous roles included interim CEO of Horder Healthcare and Hospital Director at Nuffield Health. Richard is committed to making sure that client satisfaction is generated through trust and confidence in service. His experience will make sure Marie Stopes UK continues to be a robust, accountable and quality driven organisation. Richard Bentley is the UK Nominated Individual.

Marie Stopes UK Team

Marie Stopes 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 Marie Stopes International, 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.
Marie Stopes 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 clients aged 13 and above
- Abortion under the terms of the 1967 Abortion Act for clients aged 13 and above
- Surgical abortion up to 24 weeks 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 clients seeking abortion a telephone consultation process is available via Marie Stopes 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 at Marie Stopes Centres

• Vasectomy consultation, procedure and post-operative care

For those clients 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 client’s decision and the permanency of vasectomy
• Discuss reversal
• Answer any questions
• Provide privacy and confidentiality
Centre Information
The contact details for our Registered Managers are available below;

South Region

<table>
<thead>
<tr>
<th>Andrew Lynskey</th>
<th>CQC Manager I.D: Con 1-5025758337</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Andrew.lynskey@mariestopes.org.uk">Andrew.lynskey@mariestopes.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vanessa Mondala</th>
<th>CQC Manager I.D: Con 1-6613836299</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Vanessa.mondala@mariestopes.org.uk">Vanessa.mondala@mariestopes.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

Essex Centre
Termination of Pregnancy to 23 weeks 6 days.
88 Russell Road, Buckhurst Hill, Essex, IG9 5QB
Appointments available Monday – Saturday (may vary).

<table>
<thead>
<tr>
<th>Regulated activities:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Termination of pregnancies</td>
</tr>
<tr>
<td>• Surgical procedures</td>
</tr>
<tr>
<td>• Family planning</td>
</tr>
<tr>
<td>• Treatment of disease, disorder or injury</td>
</tr>
<tr>
<td>• Diagnostic and screening procedures</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>Range of services:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Consultation</td>
</tr>
<tr>
<td>• Counselling</td>
</tr>
<tr>
<td>• Termination of pregnancy</td>
</tr>
<tr>
<td>• STI screening and treatment</td>
</tr>
<tr>
<td>• Contraception</td>
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<tr>
<td>• Vasectomy consultation</td>
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<tr>
<td>• Vasectomy consultation</td>
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</tbody>
</table>

Early Medical Units – Termination of pregnancy to 9 weeks 6 days

<table>
<thead>
<tr>
<th>Colchester Early Medical Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tollgate Practice, 145 London Road, Stanway, Colchester, Essex, CO3 8NZ</td>
</tr>
<tr>
<td>Appointments available Thursday and Friday (may vary).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Dagenham Early Medical Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>The Broad Street Medical Centre, 1st Floor, Moreland Road, Dagenham, London, RM10 9HU</td>
</tr>
<tr>
<td>Appointments available Monday - Friday (may vary).</td>
</tr>
<tr>
<td>Location</td>
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<tr>
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</tr>
<tr>
<td><strong>Edgware Early Medical Unit</strong></td>
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<tr>
<td><strong>Enfield Early Medical Unit</strong></td>
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<tr>
<td><strong>Romford Early Medical Unit</strong></td>
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<tr>
<td><strong>Southend Early Medical Unit</strong></td>
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</tbody>
</table>

**South Region**

| **Monika Balciunaite**          | Monika.balciunaite@mariestopes.org.uk        | CQC Manager I.D:         | Application submitted |
| **South London Centre**         | Termination of Pregnancy to 23 weeks 6 days. 1a Raleigh Gardens, Brixton Hill, Brixton, South London, SW2 1AB | 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

**Early Medical Units – Termination of pregnancy to 9 weeks 6 days**

<table>
<thead>
<tr>
<th><strong>Regulated activities:</strong></th>
<th><strong>Range of services:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Termination of pregnancies</td>
<td>- Consultation</td>
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<tr>
<td>- Family planning</td>
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<td>- Contraception</td>
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<tr>
<td>- Diagnostic &amp; screening procedures</td>
<td>- STI screening and treatment</td>
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</table>
### South Region

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Appointments Available</th>
<th>CQC Manager I.D.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Croydon Early Medical Unit</strong></td>
<td>Woodside Health Centre, 3 Enmore Road, South Norwood, SE25 5NT</td>
<td>Monday - Friday (may vary)</td>
<td>1-5227437450</td>
</tr>
<tr>
<td><strong>Greenwich Early Medical Unit</strong></td>
<td>The Greenwich Centre, 2nd Floor Lombarde Square, Greenwich SE10 9GB</td>
<td>Monday, Tuesday, Thursday &amp; Friday (may vary)</td>
<td>1-326916524</td>
</tr>
<tr>
<td><strong>Lewisham Early Medical Unit</strong></td>
<td>St Johns Medical Centre, 56-60 Loampit Hill, Lewisham, London, SE13 7SX</td>
<td>Tuesday - Friday (may vary)</td>
<td></td>
</tr>
<tr>
<td><strong>Waterloo Early Medical Unit</strong></td>
<td>Burrell Street Sexual Health Clinic, 4/6 Burrell Street, London, SE1 0UN</td>
<td>Monday, Tuesday, Thursday &amp; Friday (may vary)</td>
<td></td>
</tr>
<tr>
<td><strong>Wimbledon Early Medical Unit</strong></td>
<td>Wimbledon Medical Centre, 79 Pelham Road, Wimbledon, London, SW19 1NX</td>
<td>Mondays - Wednesdays (may vary)</td>
<td></td>
</tr>
<tr>
<td><strong>Maidstone Centre</strong></td>
<td>Termination of Pregnancy to 13 weeks 6 days. 10-16 Brewer Street, Maidstone, Kent, ME14 1RU</td>
<td>Monday – Friday except Bank Holidays (may vary)</td>
<td>1-130902809</td>
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</tbody>
</table>
### Central London Early Medical Unit

108 Whitfield Street, London, W1T 6LP

Appointments available Monday - Friday (may vary).

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<tr>
<td>• Diagnostic &amp; screening procedures</td>
<td>• STI screening and treatment</td>
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</tbody>
</table>

### Sally O'Brien

Sally.O'brien@mariestopes.org.uk

CQC Manager I.D: CON1-3797175059

### Lorren Montero

Lorren.Montero@mariestopes.org.uk

CQC Manager I.D: 1-102643434

### West London Centre

Termination of Pregnancy to 23 weeks 6 days.

87 Mattock Lane, Ealing, London, W5 5BJ

Appointments available Monday – Saturday except Bank Holidays (may vary).

<table>
<thead>
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### South Region

### Early Medical Units – Termination of pregnancy to 9 weeks 6 days

<table>
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</tbody>
</table>
**East Sheen Early Medical Unit**  
Sheen Lane Health Centre, East Sheen, London, SW14 8LP  
Appointments available Wednesday & Thursday (may vary).

**Guildford Early Medical Unit**  
The Annexe Building, The Jarvis Centre, 60 Stoughton Road, Guildford, Surrey, GU1 1LJ  
Appointments available Tuesday - Friday (may vary).

**Hemel Hempstead Early Medical Unit**  
Within Speedwell Pharmacy, 161 London Road, Apsley, Hertfordshire, HP3 9SQ  
Appointments available Thursday - Friday weekly (may vary).

**Hillingdon Early Medical Unit**  
Oakland Medical Centre, 32 Parkway, Hillingdon, Uxbridge, Middlesex, UB10 9JX  
Appointments available Monday & Tuesday (may vary).

**Watford Early Medical Unit**  
Upton Road Surgery, Ground Floor, Colne House, 21 Upton Road, Watford, WD18 0JP  
Appointments available on Mondays & Tuesdays (may vary).

**Wembley Early Medical Unit**  
Wembley Centre for Health and Care, Outpatients Dept. 116 Chaplin Rd, Wembley HA0 4UZ  
Appointments available Wednesday & Thursday (may vary).

---

**North Region**

**Chris Bain**  
Chris.Bain@mariestopes.org.uk  
CQC Manager I.D: CRT1-5339828956

**Manchester Centre**

Termination of Pregnancy to 23 weeks 6 days.  
5 Wynnstay Grove, Fallowfield, Manchester, M14 6XG  
Appointments available 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  
- Contraception  
- STI screening and treatment  
- Vasectomy consultation  
- Vasectomy
### Early Medical Units – Termination of pregnancy to 9 weeks 6 days

<table>
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<tr>
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<td>• STI screening and treatment</td>
</tr>
</tbody>
</table>

| **Ashton-Under-Lyne Early Medical Unit** |  |
| Ashton Primary Care Centre, 193 Old Street, Ashton-Under-Lyne, OL6 7SR |  |
| Appointments available Monday & Wednesdays (may vary). |  |

| **Blackpool Early Medical Unit** |  |
| Sexual Health Services, Whitegate Health Centre, 150-158 Whitegate Drive, Blackpool, FY3 9ES |  |
| Appointments available Tuesday morning plus Thursday & Friday (may vary). |  |

| **Bolton Early Medical Unit** |  |
| Lever Chambers Centre for Health, 27 Ashburner Street, Bolton, BL1 1SQ |  |
| Appointments available Tuesday & Friday (may vary). |  |

| **Bury Early Medical Unit** - Satellite Centre |  |
| Townside Primary Care Centre, Knowsley Place, Knowsley Street, Bury BL9 0SN. |  |
| Appointments available **Monday, Wednesday & Friday** (may vary). |  |

| **Liverpool Early Medical Unit** |  |
| Brook Advisory Centre, 81 London Road, Liverpool. L3 8JA |  |
| Appointments available on Mondays & Fridays (may vary). |  |

| **North Preston Early Medical Unit** |  |
| Lane Ends Surgery, 200 Tulketh Brow, Preston, PR2 2JH |  |
| Appointments available on Mondays, Tuesdays, Wednesdays & Fridays (may vary). |  |

| **Oldham Early Medical Unit** |  |
| Integrated Care Centre, New Radcliffe St. Oldham, OL1 1NL |  |
| Appointments available Wednesdays & Saturday (may vary). |  |

| **Rochdale Early Medical Unit** |  |
| Nye Bevan House, Maclure Road, Rochdale, OL11 1DN |  |
| Appointments available Tuesday & Friday (may vary). |  |

| **Salford Early Medical Unit** |  |
| The Willow Tree Healthy Living Centre, 94 Littleton Road, Salford, M7 3SE |  |
| Appointments available on Monday, Wednesday & Friday (may vary). |  |

<p>| <strong>Stockport Early Medical Unit</strong> |  |
| Mastercall Healthcare, International House, Pepper Road, Stockport, SK7 5BW |  |
| Appointments available on Monday &amp; Thursdays (may vary). |  |</p>
<table>
<thead>
<tr>
<th>North Region</th>
<th>Marie Stopes UK Statement of Purpose</th>
<th>May 2020</th>
</tr>
</thead>
</table>

### Leeds Centre
Termination of Pregnancy to 18 weeks 6 days.
45 Barrack Road, Leeds, LS7 4AB
Appointments available Monday-Friday + 1 Saturday per month except Bank Holidays (may vary).

<table>
<thead>
<tr>
<th>CQC Manager I.D:</th>
<th>CON1-4093206179</th>
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</thead>
<tbody>
<tr>
<td>CQC Manager I.D:</td>
<td>CON1-5377587876</td>
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<tr>
<td>Location I.D:</td>
<td>1-130902791</td>
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</tbody>
</table>

#### 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

### Early Medical Units – Termination of pregnancy to 9 weeks 6 days

#### Airedale Early Medical Unit
Airedale General Hospital, Skipton Road, Steeton, Keighley, West Yorkshire, BD20 6TD
Appointments available Wednesdays

#### Batley Early Medical Unit
Batley Health Centre, 130 Upper Commercial Street, Batley, WF17 5ED
Appointments available Tuesdays (may vary).

#### Bradford Early Medical Unit
Hillside Bridge Health Centre, 4 Butler Street, Bradford. BD3 0BS
Appointments available Tuesday & Friday (may vary).

#### Huddersfield Early Medical Unit
2nd Floor, Cloth Hall Chambers, 12-14 Cloth Hall Street, Huddersfield, HD1 2EG
Appointments available Tuesday - Fridays (may vary).
## Early Medical and Vasectomy Unit – Termination of pregnancy to 9 weeks 4 days

<table>
<thead>
<tr>
<th>Regulated activities</th>
<th>Range of services</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Termination of pregnancies</td>
<td>• Consultation</td>
</tr>
<tr>
<td>• Surgical procedures</td>
<td>• Termination of pregnancy</td>
</tr>
<tr>
<td>• Family planning</td>
<td>• Contraception</td>
</tr>
<tr>
<td>• Treatment of disease, disorder or injury</td>
<td>• STI screening and treatment</td>
</tr>
<tr>
<td>• Diagnostic &amp; screening procedures</td>
<td>• Vasectomy consultation</td>
</tr>
<tr>
<td></td>
<td>• Vasectomy</td>
</tr>
</tbody>
</table>

### Hemsworth Early Medical Unit / Vasectomy Service
The Grange Medical Centre, Highfield Rd, Hemsworth, Pontefract WF9 4DP
Early Medical Appointments available on Tuesdays & Fridays. Vasectomy appointments available monthly on Mondays (may vary).

### Pontefract Vasectomy Service
Northgate Surgery, Northgate, Pontefract, West Yorks, WF8 1NF
Appointments available Monthly on Fridays (may vary)

### Wakefield Early Medical Unit / Vasectomy Service
The Grove Surgery, Trinity Medical Centre, Thornhill Street, Wakefield, WF1 1PG
Appointments available Monday - Friday (may vary). Vasectomy services on Fridays

### York Early Medical Unit
YorSexual Health, Monkgate Health Centre, 31-33 Monkgate, York. YO31 7PB
Appointments available Monday & Wednesday (may vary).
# South West Region

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Appointments Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bristol Centre</td>
<td>2 Gifford Court, Fox Den Road, Stoke Gifford, Bristol, BS34 8TT</td>
<td>Monday – Friday except Bank Holidays (may vary).</td>
</tr>
<tr>
<td>CQC Manager I.D:</td>
<td>1-292036738</td>
<td></td>
</tr>
<tr>
<td>CQC Registration Location I.D:</td>
<td>1-130902722</td>
<td></td>
</tr>
</tbody>
</table>

**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

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**Early Medical Units – Termination of pregnancy to 9 weeks 6 days**

<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Appointments Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Poole Early Medical Unit</td>
<td>Lifeboat Quay Medical Centre, Unit A, Lifeboat Quay, Poole, Dorset, BH15 1AE</td>
<td>Wednesday and Thursday (may vary).</td>
</tr>
<tr>
<td>Exeter Early Medical Unit</td>
<td>St.Leonards Pratcie, Athelstan House, Exeter, Devon. EX1 1SB</td>
<td>Tuesday &amp; Wednesdays (may vary)</td>
</tr>
<tr>
<td>Plymouth Early Medical Unit</td>
<td>Mount Gold Local Care Centre, 200 Mount Gold Road, Plymouth. PL4 7PY</td>
<td>Wednesday &amp; Friday (may vary) – OPENING TBC</td>
</tr>
<tr>
<td>Paignton Early Medical Unit</td>
<td>Mayfield Medical Centre, 37 Totnes Road, Paignton, Devon. TQ4 5LA</td>
<td>Thursday &amp; Friday (may vary) – OPENING MAY 2020</td>
</tr>
<tr>
<td><strong>Zeta House Early Medical Unit</strong></td>
<td><strong>Westbury Early Medical Unit</strong></td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td>----------------------------------</td>
<td></td>
</tr>
<tr>
<td>Axis 4/5, Woodlands, Bradley Stoke, Bristol. BS32 4JT</td>
<td>White Horse Health Centre, Mane Way, Westbury, BA13 3FQ</td>
<td></td>
</tr>
<tr>
<td>Appointments available Monday – Friday (may vary)</td>
<td>Appointments available Monday &amp; Tuesday (may vary)</td>
<td></td>
</tr>
</tbody>
</table>

### Marie Stopes Call Centre Information

<table>
<thead>
<tr>
<th><strong>Penny Greenwood</strong></th>
<th><strong>CQC Manager I.D:</strong> 1-292036738</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Penny.Greenwood@mariestopes.org.uk">Penny.Greenwood@mariestopes.org.uk</a></td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th><strong>Clare Aldridge</strong></th>
<th><strong>CQC Manager I.D:</strong> CON1- 4445839480</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:Clare.aldridge@mariestopes.org.uk">Clare.aldridge@mariestopes.org.uk</a></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>One Call – Central Booking Centre</strong></th>
<th><strong>CQC Registration Location I.D:</strong> 1-130902924</th>
</tr>
</thead>
<tbody>
<tr>
<td>Axis 4/5, Woodlands, Bradley Stoke, Bristol, BS32 4JT</td>
<td>Telephone: 0345 300 8090</td>
</tr>
<tr>
<td>Appointments available to book 24/7 (may vary).</td>
<td></td>
</tr>
</tbody>
</table>

**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
### Vasectomy Services

#### UK Vasectomy Services

Main Administration Address: Zeta House, Axis 4/5, Woodlands, Bradley Stoke, Bristol, BS32 4JT

Appointments available to book 24/7 (may vary). Monthly appointments available, please check with One Call for specific dates.

<table>
<thead>
<tr>
<th>CQC Manager I.D.</th>
<th>CQC Registration Location I.D.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-163807841</td>
<td>1-4997364169</td>
</tr>
</tbody>
</table>

#### Regulated activities:
- Surgical procedures
- Treatment of disease, disorder or injury
- Diagnostic and screening procedure

#### Range of services:
- Vasectomy consultation
- Vasectomy

#### Vasectomy Satellite Centres

**Bedford Vasectomy Service**
Putnoe Medical & Linden Partnership, 93 Queens Drive, Putnoe, Bedford MK41 9JE

Vasectomy appointments available once or twice per month on Saturdays (may vary).

**Camberley Vasectomy Service**
Upper Gordon Road Surgery, 37 Upper Gordon Road, Camberley, GU15 2HJ

Vasectomy appointments available once or twice per month on Saturdays (may vary).

**Central London Vasectomy Service**
108 Whitfield Street, London W1T 6LP

Vasectomy appointments available once or twice per month on Thursdays (may vary).

**Dagenham Vasectomy Service**
The Broad Street Medical Centre, Moreland Road, Dagenham, London, RM10 9HU

Appointments available 1 Thursday per month (may vary).

**Hartlepool Vasectomy Service**
Sexual Health Teeside, One Life Hartlepool, Park Road, Hartlepool, TS24 7PW

Appointments available 1 Friday per month (may vary).

**Isle of Wight Vasectomy Service**
The Sexual Health Unit, St Mary’s Hospital, Parkhurst Road, Newport, Isle of Wight, PO30 5TG

Appointments available 1 Friday per month

**Medway Vasectomy Service**
Woodlands Family Practice, Woodlands Road, Medway, Gillingham, Kent, ME7 2BU

Appointments available once or twice per month on Tuesdays (may vary).
<table>
<thead>
<tr>
<th>Location</th>
<th>Address</th>
<th>Availability Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Middlesbrough Vasectomy Service</td>
<td>The Live Well Centre, Dundas Shopping Centre, Dundas St, Middlesborough, TS1 1HR</td>
<td>Appointments available Fridays monthly (may vary).</td>
</tr>
<tr>
<td>Nuneaton Vasectomy Service</td>
<td>Springhill Medical Centre, Phil Collins Way, Old Arley, Coventry, CV7 8NZ</td>
<td>Appointments available 1 Thursday per month (may vary).</td>
</tr>
<tr>
<td>Oxford Vasectomy Service</td>
<td>The Manor Surgery, Osler Road, Oxford OX3 9BP</td>
<td>Appointments available once or twice per month on Saturdays (may vary) - OPENING JUNE 2020</td>
</tr>
<tr>
<td>Redcar Vasectomy Service</td>
<td>Redcar and Cleveland Community Heart Sexual Health Clinic, Ridley Street, Redcar, TS10 1TD</td>
<td>Appointments available 1 Saturday per month (may vary).</td>
</tr>
<tr>
<td>Stockton on Tees Vasectomy Service</td>
<td>Lawson Street Health Centre, Lawson Street, Stockton on Tees, TS16 1HU</td>
<td>Appointments available once or twice per month on Fridays (may vary).</td>
</tr>
<tr>
<td>Stratford-upon-Avon Vasectomy Service</td>
<td>Rother House Medical Centre, Alcester Road, Stratford –Upon-Avon, CV37 6PP</td>
<td>Appointments available once or twice per month on Saturdays (may vary).</td>
</tr>
<tr>
<td>Swindon Vasectomy Service</td>
<td>Lawn Medical Centre, Guilford Avenue, Lawn, Swindon, SN3 1JL</td>
<td>Appointments available on Fridays monthly (may vary).</td>
</tr>
<tr>
<td>Tewkesbury Vasectomy Service</td>
<td>The Elmbury Suite, Tewkesbury Hospital, Barton Road, Tewkesbury, GL20 5GJ</td>
<td>Appointments available 1 Friday per month.</td>
</tr>
<tr>
<td>Toddington Vasectomy Service</td>
<td>Toddington Medical Centre, Luton Road, Toddington, Bedfordshire, LU5 6DE</td>
<td>Appointments available 1 Saturday per month (may vary).</td>
</tr>
<tr>
<td>Woking Vasectomy Service</td>
<td>Hillview Medical Centre, 3 Heathside Road, Woking, GU22 7QP</td>
<td>Appointments available Saturdays or Sundays monthly (may vary).</td>
</tr>
</tbody>
</table>
Client Guide

Safeguarding

Marie Stopes UK has a moral and legal duty to ensure that clients are adequately safeguarded whilst in its care. Health professionals will work together to safeguard and promote the welfare of their clients identified as vulnerable, therefore protecting them and/or their children from any potential risks. We work within a legal framework to ensure this.

Marie Stopes 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 client.

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 clients

You will receive written information regarding the services you require in the form of booklets and/or leaflets. 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.
Client Health Records
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, Marie Stopes 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
You will receive a questionnaire 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 Marie Stopes 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

Marie Stopes International aims to provide the best possible service and care to all our clients. We accept however that there are occasions when standards fall short of expectation resulting in a complaint being 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 client 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@mariestopes.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

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 Head of Quality and Customer Services at Marie Stopes International, 1 Conway Street, Fitzroy Square, London W1T 6LP. In order to maintain confidentiality please sign your complaint 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 clinic. 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 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 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. Clients 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