

## Summary of Statement of Purpose

Escripts provides an Internet based healthcare service in the form of private and confidential online health consultations with a medical practitioner, the provision of individual health advice and the issuing of private prescriptions for medicines. Medicines are prescribed in relation to the treatment of impotence, hair loss, weight loss, influenza, smoking cessation, raised cholesterol, travel health vaccinations, travellers' diarrhoea, jetlag, malaria, premature ejaculation, acne and eczema, asthma, urinary infections, diabetes, hay fever, hypertension, irregular periods, unwanted facial hair, contraception, and treatments and tests in relation to sexually transmitted diseases.

All private prescriptions are sent to a Royal Pharmaceutical Society registered pharmacy for dispensing and posting. Travel vaccinations are administered from named pharmacies in Northern Ireland.

Mr Richard Adams, Managing Director is the CQC Registered Manager responsible for the management and day to day running of Escripts Marketing and is experienced in running Internet based healthcare services.

## Terms and conditions

Patients who use the online healthcare services provided by Escripts Marketing will normally be self referred by accessing <https://www.pharmadoctor.co.uk/> and <http://www.uniclinix.com> . All treatments provided via 'Pharmadoctor' are for adults only (18 years and above). Treatments provided via 'Uniclinix' are for children and adults from the ages of 6 to 75 years only.

Escripts Marketing provides private consultations, medical diagnoses and prescribing of some medicines in accordance with patients' individual wishes, but always subject to strict medical assessment for suitability. During an initial consultation, patients will be invited to complete a confidential online health questionnaire and once submitted, will be carefully assessed by a qualified medical practitioner to offer a diagnosis. Once a diagnosis has been made, recommended medicines will be advised for purchase along with individual costs. Information will also be given of the expected effects and potential side-effects of each medicine in the form of a patient information leaflet.

Patients will be advised of the requirement for them to pay for online treatments. A statement will be provided confirming the terms and conditions of the healthcare services to be provided, the full costs of proposed treatments, the preferred method of payment, the payment process, and arrangements to cancel.

## 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 Richard Adams, Managing Director as soon as possible by contacting Escripts Marketing on 020 8762 0570 or by email: [info@escriptsmarketing.co.uk](mailto:info@escriptsmarketing.co.uk) .

We have a complaints procedure for your information, which is available on request. Escripts Marketing will be happy to discuss your complaint at any time.

If you are still unhappy about the outcome of your complaint, you may wish to contact the Care Quality Commission, the organisation that regulates Escripts Marketing as an independent healthcare provider. The address is: Care Quality Commission, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA (Tel: 03000 616161) Internet: <http://www.cqc.org.uk>

## 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. If preferred, a copy of the questionnaire can be sent by post to a patient's home address. Survey results are collated and available for existing patients and prospective patients.

## Care Quality Commission (CQC)

As a provider of an independent healthcare service in England, Escripts Marketing is required to be registered with the CQC under the current criteria of Care Quality Commission (Registration) Regulations 2009 and the Fundamental Standards and Regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. As a result, the CQC carries out a formal assessment and inspection of the service on a regular basis. Following inspection, a written report is published. If you would like to obtain a copy of the most recent inspection report please ask contact Escripts Marketing on 0203 176 0021 or by email: [info@escriptsmarketing.co.uk](mailto:info@escriptsmarketing.co.uk) . Alternatively, you can contact the CQC at the address above

## Escripts Marketing – Patients' Guide

This Patients' Guide describes the private online healthcare services, which are provided by Escripts Marketing. The Guide is available for patients and prospective patients and is reviewed on an annual basis.

