

### Summary of Statement of Purpose

Escripts provides an Internet based healthcare service in the form of private and confidential online health risk assessments and the provision of individual health advice. Risk assessments and advice are provided in relation to the treatment of travel disease.

In the event a patient wishes to obtain treatment, patients are signposted to a network of named pharmacies in Northern Ireland.

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.

### Terms and conditions

Patients who use the online healthcare services provided by Escripts Marketing will normally be self referred by accessing <https://www.pharmadoctor.clinic/>. Risk assessments and advice are available for children and adults from the ages of 2 to 85 years only.

Escripts Marketing provides private consultations and medical diagnoses 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 to offer a diagnosis. Once a consultation has been made, patients will be signposted to a network of registered pharmacies where patients can access further advice and receive treatment from suitably trained healthcare professionals.

### 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](mailto: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.

### 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 made available for existing patients and prospective patients at <http://www.escriptsmarketing.co.uk/questionnaire.html>.

## **Regulation and Quality Improvement Authority (RQIA)**

As a provider of an independent healthcare service in Northern Ireland, Escripts Marketing is required to be registered with the RQIA under the current criteria of The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005. As a result, the RQIA 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 0022 or by email: [info@escriptsmarketing.co.uk](mailto:info@escriptsmarketing.co.uk) .

Alternatively, you can contact the RQIA at The Regulation and Quality Improvement Authority, 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast BT1 3BT; telephone: 028 9051 7500; Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)

## **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. This is available on our website.