

Statement of Purpose and Values



Pro Medicus Ltd
Tel: 01582 969313

Version
Written By
Date Issued
Review
Audience

2.0
Stephen Burton
26th August 2015
August 2017
All Staff

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Section 1: Aims and Objectives

Pro Medicus Ltd is committed to care for people in any situation when and wherever need arises. We will treat people with compassion; with dignity and respect and showing commitment to their needs and by ensuring that they get the help and support needed. To assist in saving lives and give appropriate care to their wellbeing and to promote their recovery from illness and injury.

We endeavour to give patients the best possible care by offering our best clinical practice, using our staff and patient feedback and experience to improve our care.

We are committed to setting high standards and ensuring that they are delivered. We will train and support our staff to grow by developing their skills and education, thereby enabling them and Pro Medicus Ltd to deliver continual improving care and professionalism.

Pro Medicus Ltd provides a range of services to ensure that we best meet the needs of patients within the sectors we serve.

Within the Event Medical and First Aid service, patients can range from critically ill and injured, to those with minor injury or ailment. Patients are either referred by the event team or self-present to our employees on duty where triage is undertaken and treatment provided based upon this. Patients are categorised as A, B or C, dependent on severity:

- **Category A** – Life-threatening conditions where speed of response may be critical in saving life or improving outcome for the patient;
- **Category B** – Conditions which need to be attended quickly, but which are not immediately life-threatening;
- **Category C** – Non Life-threatening conditions that may be appropriate for on-site treatment.

Patient Transport Services are also provided for non-emergency movement of patients to and from Independent, Private and NHS facilities. This includes, but not exhaustively, the transportation of ambulant, wheel-chair bound and stretcher patients. Journeys undertaken may include:

- Inpatient Admissions
- Out-patients (From Residence, Hospice, Care facility etc...)
- Non-urgent transfers between hospitals
- Discharges (From Hospital to Home, Hospice, Care facility etc...)

Emergency Transport Services can be provided for the emergency transport of patients in stable but high dependency care. This includes, but not exhaustively, the transportation of stretcher patients, ventilated patients, and poly-medical conditions. Journeys undertaken may include:

- Repatriation (From Airport to Hospital)
- Repatriation (Foreign Country to Hospital)
- Urgent transfers between hospitals
- Event Medical Services where a patient presents as a Category A call

Section 2: Regulated Activities

Pro Medicus Ltd undertakes the following types of service in regards to the Care Quality Commission:

- Treatment of disease, disorder or injury
 - Clinical Assessment and Treatment at the scene of an incident.
 - Provision of a clinical skills by trained employees:
 - Ambulance Care Assistants / Patient Transport
 - Emergency Care Assistants
 - Emergency Medical Technicians / Technicians
 - Nurses
 - Paramedics
 - Doctors
 - Although not regulated by the CQC, Pro Medicus Ltd also provides:
 - First Aiders
 - A range of skills to treat patients with minor illness, injury or ailment to severe or critical illness and injury.
 - Clinical assessment and treatment of patients en-route to appropriate facilities:
 - Accident and Emergency – Major, Minor and Resus
 - Minor Injuries Unit / Urgent Care Centre
 - Walk In Centre
 - Specialist Care Centres
 - Hospices
 - Tertiary Centres
 - Clinical Support of patients requiring transfer / transport between facilities
- Transport Services, triage and medical advice provided remotely:
 - Receipt of emergency calls when providing on-site medical cover
 - Triage of incidents where employees are attending on behalf of Pro Medicus Ltd
 - Provision of verbal advice where appropriate
 - The dispatch of adequate resources based on clinical need and information received
 - Clinical treatment of a patient on scene whilst awaiting further assistance
 - Clinical treatment of a patient on scene, followed by further treatment whilst being conveyed to an appropriate treatment facility
 - Provision of a Patient Transport Service on a non-emergency, scheduled basis
 - Provision of an Emergency Transport Service on a scheduled basis
 - Provision of an Emergency Transport Service on a adhoc basis

Section 3: Values

In all that we do we will provide:

- *Care*
- *Compassion*
- *Commitment*
- *High Standards*
- *Best Clinical Practice*

Section 4: Service Provider Details

CQC Manager:

Name: Stephen Burton

Tel: 07778 211771

Location:

Address: Unit 2a, Thrales End Business Centre
Thrales End Lane
Harpenden
Hertfordshire
AL5 3NS

Tel: 01582 969313

E-Mail: pro.medicus@ntlworld.com

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Section 5: Location of which the Services are based

Location:

Address: Unit 2a, Thrales End Business Centre
Thrales End Lane
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