

Statement of Purpose

The Calthorpe Clinic is an independent health care provider, offering termination of pregnancy and sterilisation services. It opened in 1969 in response to the 1967 Abortion Act and was the first clinic of its kind to be licensed outside London.

The Clinic is approved by the Department of Health and is inspected the Care Quality Commission for registration purposes. We provide services to both the private and public sectors, holding several contracts with Primary Care Trusts.

The Clinic provides information about all its services for clients in a non-judgmental way and provides safe, client-centred treatment and care. Monitoring of quality and treatment is continuous and all treatment is in line with relevant clinical guidelines.

Our aims are:

- to provide consistent high quality care for our clients
- to ensure that the delivery of our services is understood by and accessible to all clients, accommodating all cultural and ethnic diversity and disability
- to involve our clients by seeking their views on all aspects of how we run our services
- to ensure that all staff are fully qualified and that we invest in their professional development
- to maintain our position at the forefront of clinical excellence, working together with other health care professionals and organisations

What we offer:

Termination of pregnancy services is the primary activity of the Calthorpe Clinic and offers the provision of safe, client-centred services on a day care basis for women aged 12 (twelve) years* and over facing an unplanned pregnancy, including:

- Medical – for early pregnancies up to 9 weeks
- Manual vacuum aspiration (MVA) – from 5 to 9 weeks of pregnancy
- Surgical with local anaesthetic – from 5 weeks to 10 weeks
- Surgical with general anaesthetic – from 5 weeks to 20 weeks
- Termination with sterilisation – up to 14 weeks

In addition, we offer:

- Consultation and counselling for termination and sterilisation services
- Chlamydia screening
- Female sterilisation services
- Vasectomy
- Contraception (including emergency contraception)

* Any child aged 12-13 (twelve – thirteen) must be accompanied by an adult and must be risk assessed on an individual basis

Clinic organisation

The Clinic has a combined team of surgeons with FRCOG status and anaesthetists with FFARC status. There are additional doctors of MBBS and DRCOG status who provide counselling and medical assessment for clients. The Clinic employs fully qualified Registered Nurses, some with additional Registered Midwife status, as well as Health Care Assistants, all with GNVQ level 2 status.

All licences, registration certificates and insurance details are clearly displayed in the Clinic.

Support, privacy & dignity

The Clinic has a policy of providing support for all clients, their friends, relatives, partners or personal representatives. Our aim is to ensure that we meet the client's need for support during their stay in the Clinic as well as consider & respect their need for privacy and dignity at all times. We therefore have clearly defined areas where clients may sit together with their representatives. There are also comfortable areas for those representatives to wait for clients after admission and during treatment & recovery times. They may enquire about a client's progress at any time; we are happy to keep them informed and appreciate their concern.

The Clinic has a duty of care to ensure that it informs and instructs all staff about its policy to respect the privacy, dignity and religious beliefs of all clients.

Pathways of care

We have written pathways of care for all procedures and operate a confidentiality policy in relation to all clients and procedures within the Clinic.

Clients' views

Every client may fill in a questionnaire after treatment. Their responses are closely monitored by the Clinic; appropriate action is taken where necessary.

Many clients are referred from and funded by the NHS. The Clinic is in regular contact with NHS purchasers and other agencies to find ways to improve and adapt the service.

Complaints procedure

We have a clearly defined policy and procedure for complaints. In the first instance, a client can speak to the duty manager to discuss any concerns they may have.

If they wish to take their complaint further, they should put it in writing and send to the Nurse Manager or Clinic Manager. The complaint will be acknowledged in 2 working days and a detailed response sent within 20 days.

If a client is still not happy with that response, they may write to:

The Chief Executive
The Calthorpe Clinic
4 Arthur Road
Edgbaston
Birmingham B15 2UL

Alternatively, clients may contact:

Care Quality Commission
PO Box 1245
Newcastle upon Tyne NE99 5AF

Tel from UK: 03000 616161/ from Eire: 0044 3000 616161

All complaints received are recorded and reviewed regularly to ensure a high standard of care is maintained.