

## **Guide for service users**

### **Summary of Statement of Purpose**

#### **1. Aims and objectives of JGMC**

The predecessor of the founder of Japan Green Medical Centre (JGMC) started life as the Suhara Medical Surgery in the 1950s. Kurashiki Medical Centre, the hospital in Kurashiki of Okayama prefecture in Japan, was founded in 1971, and the first overseas operation started in Singapore in 1982 (Japan Green Hospital PTE Ltd), serving the local Japanese population of businessmen and diplomats as well as tourists.

Our UK operation began in 1991, our client base comprising the Japanese community living in the UK and those living in continental Europe. The organisation originally chose the UK for the location of its operation because of the UK's role in the European Union and, moreover, many Japanese businesses have their European offices in or around London. The UK has the largest Japanese population among any European countries.

The UK operation aims to provide healthcare services similar to or the same as those available in Japan.

The objective is that patients receive medical services appropriate to their medical needs and in an environment that is not only safe and secure, but also sensitive to cultural needs and expectations.

#### **2. Registered provider and Responsible person**

Registered Provider: Japan Green Medical Centre Ltd  
Registered Address: 10 Throgmorton Avenue, London EC2N 2DL

The nominated individual for Japan Green Medical Centre is:

Managing Director  
Dr Yoshihiro Takaya

10 Throgmorton Avenue  
London EC2N 2DL



The Registered Managers are:

**City Clinic:**

Ms Michiko Bramich  
10 Throgmorton Avenue

London EC2N 2DL

**Acton Clinic:**

Dr Makoto Hirakawa  
Unit 7-8 Acton Hill Mews

310-328 Uxbridge Road London W3 9QN

### **3. Qualifications of Healthcare Professionals at JGMC**

All medical professionals employed by and working in JGMC are appropriately qualified in their respective fields of practice and are approved and regulated by the regulatory bodies such as Care Quality Commission, General Medical Council, Nursing and Midwifery Council, General Pharmaceutical Council, Health and care professional commission and Home Office.

Some of our doctors are registered with the General Medical Council as “overseas visiting doctors” and are subject to a special condition which allows them only to provide medical services to non-UK nationals. Service users shall be informed at the time of booking and registration if this applies in their case.

Details of these qualifications are available from the Registered Manager or on our website.

### **4. Services Provided by JGMC**

#### **4-1. Primary care health service**

All types of primary care services including minor injuries, similar to the service offered by an NHS GP surgery, are provided at JGMC.

#### **4-2. Health Screening**

Japanese labour regulations require organisations to have their staff undergo annual health screenings in Japan. Japanese organisations which operate outside Japan are also expected to pay attention to health and safety of expatriate employee. JGMC offers a health screening service that is comparable with employers' expectations

#### **4-3. Immunisation**

Routine immunisations are provided in line with current UK recommendations. Travel vaccinations are also provided following WHO recommendations. All available vaccines are UK-licensed

#### **4-4. Women's health care**

JGMC offers women's health care services, provided by Doctors with a special interest in women's health care. Specifically, JGMC provides medical checkups, smear tests and ultrasound scans and perform minor invasive procedures, such as the removal of small polyps. JGMC does not offer abortions.



#### **4-5. Children's health care**

JGMC provides services to children, specifically routine diagnoses and immunisation. Although JGMC provides drip services for adult patients, these are not available for children, and in such cases a patient would be referred to an appropriate hospital.

#### **4-6. Specialist Referrals**

JGMC has established links with several other hospitals in London, to which patients can be referred for specialist consultations and investigations including endoscopies and CT scans. The hospitals with which JGMC has links include Cromwell Hospital, London Bridge Hospital etc.

#### **4-7. Links with the NHS**

There is no formal arrangement in place for referrals to NHS hospitals. However, JGMC does provide referral letters and will as required disclose patient healthcare records to GPs (if a patient so consents).

In the event of an urgent referral, JGMC would call an ambulance and ask paramedics to transfer the patient to an NHS hospital.

#### **4-8. Provision of Medication**

JGMC has an in-house pharmacy which dispenses a limited range of medicines. All stocked medicines are UK-licensed and usage is in line with the British National Formulary ("BNF").

#### **4-9. Out of hours care**

**JGMC does NOT provide any out-of-hours service. If patients have urgent queries or need emergency treatment outside normal working hours, they must contact an NHS service (<https://www.nhs.uk/NHSEngland/AboutNHSservices/Emergencyandurgentcareservices/Pages/nhs-out-of-hours-services.aspx> either 111 if you urgently need medical help or advice, but it is not a life-threatening situation this phone number is provided in the recording message out of hours at JGMC main switchboard), attend at their nearest Accident and Emergency Department or call an ambulance using the 999 emergency services number.**

#### **4-10. Facilities for patients**

The City clinic has a comfortable waiting area and 4 consulting rooms that ensure privacy for patients during consultations. Lavatory facilities are available as well as a café area for patients to relax. The Acton clinic has 3 consultation rooms and a spacious treatment room.

### **5. General policies for service users**

#### **5-1. Safeguarding policy**

- **Child safeguarding;** anyone under the age of 18 is regarded as young person or child under the Children Act and JGMC fully complies with child protection law and guidance. JGMC takes child protection very seriously and JGMC works with other third parties such as NSPCC (The National Society for the Prevention of Cruelty to Children) or local children service team.
- **Adult safeguarding;** every adult has the right to live in safety, free from abuse and neglect. Where appropriate JGMC works together with local social care teams to prevent and stop both the risks and experience of abuse or neglect
- **Chaperone policy:** All service users are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. This chaperone may be a family member, friend or a formal chaperone to be present, i.e. a trained member of staff. Your healthcare professional may also require a chaperone including a member of our staffs to be present for when necessary.

## 5-2. Infection control

- **Hygiene procedure:** As standard precautionary measures, you may be asked to be involved in infection control procedures such as hand hygiene or wearing surgical mask at our clinics, when necessary
- **Re-arrangement of existing appointment:** JGMC may occasionally rearrange the existing appointment time under the agreement with service users in order to avoid the risk of infection within our clinics or to minimise delay in providing emergency medical services.
- **Blood-borne virus testing:** For the occupational health and safety reason, it may be necessary for JGMC to seek for medical information of all related service users in the case where the incident concerning blood or body fluid exposure is reported. JGMC is required to obtain an informed consent and examine any related blood sample in the event of needle stick or sharp injuries. Your pre-authorization enables JGMC to carry out blood tests regarding Hepatitis B, Hepatitis C and HIV if this is deemed as necessary by the JGMC.

## 5-3. Consultation with patients about the operation of JGMC

All staff working in JGMC are open to suggestions and comments from patients. This provides a level of informal consultation that can be fed back to the management of JGMC. JGMC is happy to receive comments, complaints and constructive criticism at all times. Service users are invited to approach our practice manager or one of our senior staff members, either directly or in writing if they wish to discuss such matters. In addition to this a questionnaire is available in the waiting area, and a notice requesting patients to discuss with staff any concerns/suggestions that may arise and to utilise the formal consultation mechanism is on display.

Additionally the Nominated Individual would be grateful to receive any comments or suggestions that you may have regarding this guide.

### **5-3-1. Complaints**

The Registered Managers have the responsibility for addressing all complaints received at JGMC. Investigation is either carried out by them or, if appropriate, the process of investigation is delegated to another staff member. Any complaint made regarding the services, staff or organisation of JGMC is treated as valid and an investigation is commenced. JGMC holds a record of all complaints and the action taken following the complaint.

The aim of JGMC is to ensure that, whenever possible, complaints are addressed and resolved at a local level. Please see the Complaints Procedure for a more detailed description of the process. Patients also have the right to make comments/complaints directly to the Care Quality Commission. They are the body responsible for registering JGMC and can be contacted at:

The Care Quality Commission  
Citygate  
Gallowgate  
Newcastle Upon Tyne NE1 4PA  
Tel: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Website: [www.cqc.org.uk](http://www.cqc.org.uk)

### **5-3-2. Patient satisfaction survey**

A brief satisfaction survey is available for patients attending JGMC. Copies of this are available in the waiting area and from reception. A summary of the results from the last annual satisfaction survey is available.

### **5-3-3. Inspection reports**

All inspection reports produced by the Care Quality Commission are available to the public.

When a report is available, patients are free to ask to view the report which will be at reception. Alternatively patients can contact the Care Quality Commission at the address above.

### **5-4. Health care records and Personal Information**

Please see our separate Privacy Notice which explains how JGMC collects, shares and uses personal information about you and how you can exercise your privacy rights

### **5-5. Zero tolerance policy**

JGMC operates a “Zero Tolerance” policy and any persons who commit an act of violence (verbal and physical) against any member of our staffs or other service user will not be tolerated. Incidents may be reported to the police and JGMC holds a right to terminate services for those service users.

## 5-6. Terms and conditions regarding payment

As outlined above, JGMC offers General Practice services to patients. All treatments are carried out on the basis that a full explanation of the treatment (including any risks that the treatment may entail), the expected outcome of the treatment and possible alternatives to the treatment, have been provided to the patient. This is intended to ensure that all patients attending JGMC receive their treatment only after full consultation has taken place and they are happy to proceed with the treatment. JGMC does not offer any NHS services, and all treatments attract a fee. Service users are always financially responsible for all of the charges related to their own medical services. The payment may be in part or whole covered by the private health insurance or by a third party, however the financial responsibility ultimately lies with the service users. Please read **the Terms and Conditions with Japan Green Medical Centre Ltd for service users regarding payment** carefully. The fee structure will be explained to you and the fee is payable (by you or your insurer or employer) after completion of treatment. Payment is accepted in cash, personal cheque supported by a bankers card, credit card. In addition and when authorised by the patient, JGMC will submit a claim to a third party such as the patient's insurer. This is called "Cashless medical service." In some circumstances where a patient has not cancelled an appointment by advising JGMC (ex. no show), patients may be charged for a missed appointment.

This guide was produced on 29/09/2008 and will be reviewed regularly, including if the services offered by JGMC change in the intervening period.

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