



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. In 1971, it was re-established as the Kurashiki Medical Centre in the Okayama prefecture in Japan. 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 its role in the European Union, which led to , many Japanese businesses setting up their European offices in or around London. The UK has the largest Japanese population among any European country.

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

The objective is that service users 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 :

Registered Manager
Ms Michiko Bramich
10 Throgmorton Avenue
London EC2N 2DL

Acton Clinic:**Registered Manager**

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 “Visiting overseas doctors” and are subject to a special condition, allowing them to provide medical services exclusively to Japanese 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 health care service**

JGMC offers primary care services, similar to the services offered by an NHS GP surgery, 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.

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 the health and safety of expatriate employees. JGMC offers a health screening service that is comparable with these regulations.

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 check-ups, smear tests, ultrasound scans and minor invasive procedures such as the removal of small polyps. JGMC does not offer abortion treatment at present.

4-5. Children's health care

JGMC provides services to children, specifically routine diagnoses with or without treatment and immunisation. Although JGMC provides drip injection service for adult patients, this is 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 private hospitals in London, to which patients can be referred for specialist consultations and investigations including endoscopies and imaging tests. The hospitals with which JGMC has links include Cromwell Hospital, HCA Healthcare UK, Cleveland clinic London or other leading independent organisations.

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. Online consultation

JGMC provides online consultations with our doctors. Should you wish to take part in this consultation there are certain risks you need to be aware of and some obligations that are required during the process that all doctors need to adhere to. Online consultations can play an important role in helping fit consultations around patients' everyday lives and maintain ongoing communication between patients and clinicians. It is always better to have a face-to-face consultation. However, unfortunately it is not always possible for a patient to access this for various reasons such as patient health conditions, patients residing remotely and travel restrictions. Many patients may find getting treatment more difficult as a result. Online consultations may have real benefits for patients in allowing access to their clinicians that is more convenient and make the best use of time.

4-9. Provision of Medication

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

4-10. Out of hours care

JGMC does **NOT** provide any out-of-hours service. If service users have urgent queries or need emergency treatment outside normal working hours, they **must** contact an NHS service.

Service users are advised to call 999 for emergencies or go to your nearest Accident and Emergency department if you are safely able to get yourself there.

If the situation is urgent but not critical, you can use NHS 111 for medical advice via phone or online. This information is also provided in the answerphone message while we are not providing services.

See this link for more details on NHS emergency and urgent care services:

<https://www.nhs.uk/nhs-services/urgent-and-emergency-care-services/>

4-11. Facilities for service users

City clinic has a comfortable waiting area and 4 consulting rooms. Acton clinic has 3 consultation rooms and a spacious treatment room.

5. Key Policies for Safety and Care

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 for infection control, you may be asked to be involved in infection control procedures such as hand hygiene, wearing surgical mask or social distancing 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 at our clinics. JGMC is required to obtain an informed consent and examine any related blood sample in the event of needle 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. Suggestions and comments about the operation of JGMC

All staff working in JGMC are open to suggestions and comments from service users. 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 registered manager or one of our senior staff members, either verbally 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 service users 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. Service users 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
Website: www.cqc.org.uk

5-3-2. Patient satisfaction survey

A brief satisfaction survey is available for service users 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, service users are free to ask to view the report which will be at reception. Alternatively, it can be accessed via the Care Quality Commission (CQC) website.

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 staff or other service user.. Incidents maybe reported to the police and JGMC holds a right to terminate services for those service users.

5-6. Terms and conditions regarding payment

JGMC does not offer any NHS services, and all services provided at JGMC have 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 wholly 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 services. Payment is accepted by debit card or credit card. In addition and when authorised by the both of patient and a third party who will make the payment (by “Payment guarantee letter”), JGMC will submit a claim form to the 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 (i.e, “No show”), service users may be charged for a missed appointment.

This guide will be reviewed regularly, including if the services offered by JGMC change in the intervening period.