

# Statement of Purpose

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01/05/2008	1/10/2018	Kayo Koitabashi	Dr Takashi Ito

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## Introduction

At Dr Ito Clinic we recognise our duty of care to our patients to provide a service that;

- Involves patients in their care and treatment
- provides patients centred care and treatment
- provides a safe and effective treatment

This Statement of Purpose sets out the way in which we manage our practice ensuring patients centred care, safe and high quality service. The Statement of Purpose is drawn up in accordance with;

- the Health and Social Care Act 2008(Regulated Activities) Regulations 2014
- the Care Quality Commission (Registration) Regulations 2009

This document states how we implement our policies, procedures and protocols to ensure our services are safe and effective.

This information is reviewed at least once a year; the last annual review was October 2017.

Dr Ito Clinic is an independent healthcare provider, providing a Pain Management service to the whole population range except children (under the age of 18 years old).

The practice of Dr Ito is to relieve and manage pain with conservative surgical procedures and medication along with life style choices. He takes a holistic approach to assessment and consideration of underlying factors caused by other diseases.

## 1. Aims & Objectives

Dr Ito recognises his obligations under the Health and Social Care Act 2008 to have in place appropriate safeguards and quality assurance arrangements for patients in his care.

In keeping with the aims of the Act – putting patients first and their rights, patient involvement, he recognises the fundamental principles that guide the policies and the procedures in place and upon which the day-to-day operation of Dr Ito Clinic will depend.

These key values will ensure that we provide-

### **Involvement & Information:**

- Patients have clear and accurate information about the Clinic and our procedures. The information can easily be accessed via our web site ([www.dritoclinic.co.uk](http://www.dritoclinic.co.uk)) or provided with a hard copy.
- We provide a clear and transparent pricing policy. The service fee is on our clinic web site and an estimated fee is advised to the patient at the time of appointment.
- Dr Ito always listens to and publishes feedback from patients.

### **Personalised care and Treatment:**

We provide patient centred care and a focus on individual needs.

### **Safety, Safeguarding and quality:**

We always put the safety of patients and delivering a quality service first.



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## Accountability:

Dr Ito is committed to ensure that regulations and standards are complied with. Patients who receive treatments/services are able to raise any concerns about the care they receive.

## Consistency:

We provide and maintain appropriate medical facilities to deliver an excellent level of clinical care to all patients in comfortable surroundings.

## Referral & backup:

We provide and maintain back-up facilities to ensure the wellbeing of patients in the event of an emergency and ensure procedures are in place for patient transfer to more appropriate medical facilities if necessary.

Dr Ito Clinic has referral agreements with The Harley Street Clinic, London Bridge Hospital, Cromwell Hospital, London Clinic, Professor Nadey Hakim, Portland Hospital and Princess Grace Hospital.

## 2. Registered Provider Information

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The Registered Service Provider:	Dr Ito Clinic
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Service Types:	<ul style="list-style-type: none"><li>•Doctors Consultation Service</li><li>•Doctors Treatment Service</li></ul>
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Regulated Activities:	<ul style="list-style-type: none"><li>•Treatment of disease, disorder or injury</li><li>•Surgical procedures</li><li>•Diagnostic and screening procedures</li></ul>
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Service User Band:	•Whole Population <b>except for Children under 18</b>
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Address:	Rear Suite Offices, Ground Floor 96 Harley Street London W1G 7HY UK
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Telephone No:	+44 (0) 20 7637 5560
Fax No:	+44 (0) 20 7935 9141

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Electronic mail address:	t.ito@dritoclinic.co.uk info@dritoclinic.co.uk
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Website:	<a href="http://www.dritoclinic.co.uk">www.dritoclinic.co.uk</a>
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The Responsible Individual:	Dr Takashi Ito
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The Registered Manager:	Dr Takashi Ito
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Opening Hours:	Monday – Friday 09:00am - 06:00pm
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Access:

Underground:

- Oxford Circus (12 minutes' walk)
- Baker Street (10 minutes' walk)
- Regent's Park (7 minutes' walk)

Bus stops: Harley Street(300m)

Direct Buses from/to: Euston (No 18), Paddington(No.27/205), Marylebone, Kings Cross(No.30/205)



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## 3. Relevant Qualifications & Experience of Responsible Individual

- Dr Takashi Ito M.D. Ph.D.
- An Anaesthetist. Specialised in Pain Management
- Full UK GMC registration (GMC Ref No. 2876702)
- Japanese Qualification: Medical Practitioner and a Pain Management Specialist
- Considerable experience of over 30 years medical practicing as a “Chief Consultant Anaesthetist” in Japan, “Visiting Professor” at Cairo University in Egypt and “Director” at Japanese Hospital in UK.
- Broad knowledge of all aspects of General Practice, ER, A&E, ICU and Anaesthetics with particular expertise in Pain Management (Especially Musculoskeletal disorder) making the most of conservative surgical procedure such as Nerve Block Therapy. Special interest in Chronic Unbearable Pain treatment with Spinal Cord Stimulation.

### Professional fellowship and Membership of Dr Ito

- Royal College of Anaesthetics
- Royal Society of Medicine
- Regional Anaesthesia UK
- European society of regional Anaesthesia
- Japan society of Pain clinicians
- International association of pain study
- British Pain Society
- Independent Doctors Federation
- Faculty of Medical Leadership and Management
- Medical Support Union

## 4. The number relevant qualifications and experience of the staff

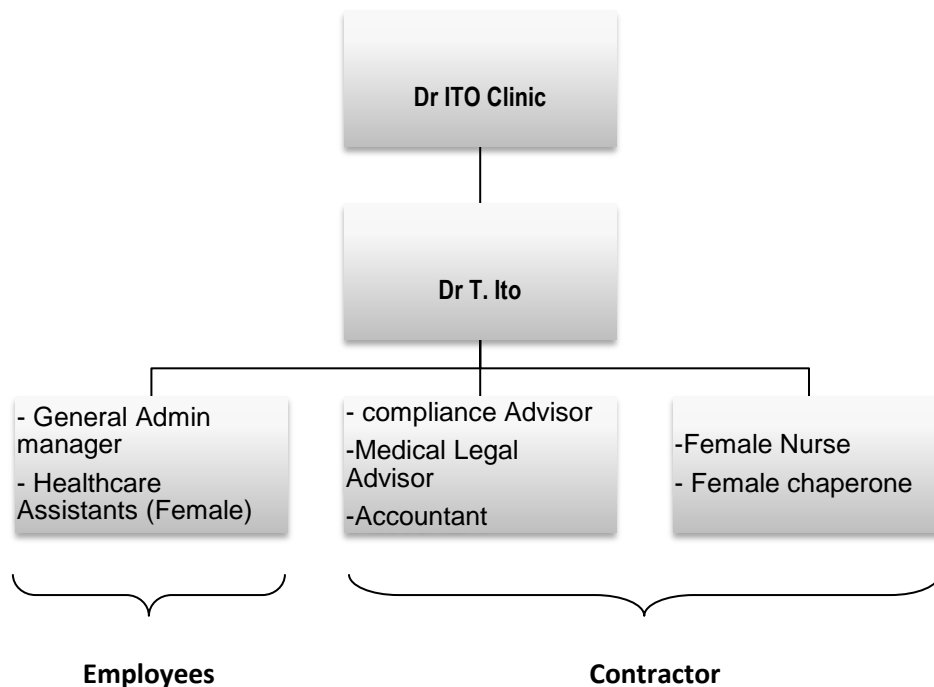
- Dr Ito is a “Single-Handed Practitioner” at Dr Ito Clinic.
- Dr Ito employs a general admin manager, a healthcare assistant and an administrator on a full time basis.
- The reception is shared with other residents and services in the building and are provided and managed by the landlord.
- Dr Ito can provide a chaperone as needed to meet a patient’s needs.



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## 5. Organisational structure

Dr Ito Clinic is a private medical practice with a Single-Handed Practitioner, Dr Takashi Ito. Dr Ito employs a general admin manager and two healthcare assistants.



## 6. Treatment & Service Provided

### Treatment & Service Provided

Dr Ito provides private medical services to patients for the management and relief of their pain. This includes assessment and diagnosis as well as treatment plans. Some diagnostics tests such as X-Ray are carried out in other nearby facilities; 108 Harley Street, London Imaging Centre and the Princess Grace Hospital. The facilities in above locations are suitable for disabled and less able people.

Patients are seen in a private consulting room and the treatments carried out in a separate treatment room to ensure their privacy and dignity are maintained in comfortable surroundings. The patients are always kept informed regarding the arrangements of their consultations via appointment email and also throughout their visit.

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## Treatments Offered

### Investigations

- Blood and Urine and Pathology services (by The London Clinic Pathology Dep.)
- Ultrasound, ECG
- X-ray, Chest X-ray, Echocardiogram, CT scans, MRI and MRA (MR Angiography) test can be scheduled at Princess Grace Hospital, 30 Devonshire Street, 108 Harley Street or at London Imaging Centre, 11-12 Wimpole Street.

### Pain Management Consultations

- Lower back pain
- Limb pain and/ or a sense of numbness such as Sciatic Neuralgia
- Frozen shoulder and shoulder pain
- Neck pain and/or Arm pain/numbness
- A complex regional pain syndrome (CRPS) such as so-called Phantom Pain
- Herpes Zoster and painful peripheral vascular disease
- Any kinds of neuralgia
- Fractures, Dislocations and Sprains
- Alleviating pain from skin problems such as Skin/ Subcutaneous infections

### Treatment Offered

#### Regional Nerves Block Injection

- Nerve blocks: regional nerve blocks including Epidural injection
- Most of the Peripheral nerve blocks
- Joint injections including Facet joint, Knee joint, Shoulder joint injection
- Trigger point injection
- Epidural injections/block
- Caudal injection/block
- Intra-venous sympathetic nerve block for CRPS

#### Wound Care Treatment to control/manage pain

### Medical and pharmaceutical treatment of pain management

Dr ITO Clinic provides medicines; such as painkillers, muscle relaxants to control/manage pain;

## Patient profiles

- The patient profile is diverse and ranges from the patients who seek consultation for their on-going dull pain to the serious pain.
- Majority of the patients are expected to be Japanese (expatriates, their spouses, students, tourists and residents in UK, EU and Middle East etc.) who would feel more comfortable to be treated by a Japanese doctor and the rest are the general public who seek treatment for pain management/control.
- Most of the patients are self-referral and some are referred by other Japanese doctors or professionals.
- Dr Ito does not treat children (under the age 18 years old.)
- The patients are seen on an appointment basis.



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## Equality

Dr Ito Clinic can assure 100% not to discriminate against age, race, colour, religion, disability or sexuality.

There are no circumstances where race or cultural circumstances would cause Dr Ito Clinic to refuse treatment, however, language can form a barrier to understanding that may compromise the individual's ability to provide the informed consent necessary. In this case Dr Ito clinic will arrange an outside source for translation during consultation where necessary.

## Children

Dr Ito Clinic does NOT treat or see children and adolescents.

Patients are requested NOT to bring his/her children to the clinic. The arrangement is requested at the time of making an appointment.

## Disability Access

Dr Ito Clinic is situated on The Ground Floor. For those who have difficulties with walking, Dr Ito and his staff assist the patients from the main entrance to the clinic. A wheel chair will be provided if it is required.

Dr Ito provides Home Visits for the patients who have difficulties coming to the clinic.

Since disabled toilet facility is NOT available at the premises, Dr ITO Clinic ***“Environment Risk Assessment Disable Discrimination Act Compliance”*** outlines our duty to inform the patients on Toilet facility conditions at the time of making an appointment. If the patients find any problems with the toilet facility, Dr Ito will offer Home Visits.

## Facilities at Dr Ito Clinic

Facilities at Dr Ito Clinic and 96 Harley Street Building include:

- Shared Reception Area with helpful staff
- Shared Large Waiting Room
- 2 Toilets (not disabled toilet)
  
- Private Consultation Room
- Treatment/Recovery Room
- Private Waiting area (for whom wishes more privacy)
- Office



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## 7. Patient consultation

The patients' views are sought and used to inform Dr Ito Clinic's provision of treatment and service delivery

Consultation between Dr Ito and the patients is largely undertaken in two ways

### I. Direct feedback

- Patients are very welcome to make any suggestions or comments about Dr Ito Clinic at any time. At the end of the consultation, Dr Ito always asks the patient if there are any comments/suggestions he/she wishes to make.
- A copy of the questionnaire with a stamped return envelope is offered to the patients at the end of the final consultation.
- A feedback form is also provided on our website.
- Comments and suggestions are dealt promptly by Dr Ito, where the patient's identity is known, the comments are acknowledged and responded to in the strictest confidence.
- Suggestions and comments are collated on a daily basis. Any named submissions are acknowledged within 2 working days and any results communicated within 20 working days.
  
- Any complaint will be dealt with in accordance with our complaint procedure which is available on our website.

### II. Annual Survey Report

- Each year Dr Ito Clinic undertakes a survey of all the patients who have used the service in the year.
- A copy of the survey report can be submitted to the Care Quality Commission and it is also available to be viewed in the clinic upon request.
- The survey was created by Medical Support Union (MEDSU) in line with the GMC guidance.
- Dr Ito Clinic uses the results of the survey to help focus its efforts in continually improving Dr Ito Clinic 'patient-centred' service and patient satisfaction.



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## 8. Complaints Resolution Procedure

Any complaint will be dealt with in accordance with our **Complaints Policy and Procedure**. The copy of our Complaint Policy and Procedure is available on our website.

## 9. Respect for Privacy & Dignity of Patients

Dr Ito Clinic places the rights of its patients at the forefront of its philosophy of care.

Dr Ito Clinic seeks to advance these rights in all aspects of the environment and the services Dr Ito Clinic provides and to encourage the patients to exercise their rights in full. Dr Ito Clinic recognises that the patients who undergo procedures and treatments have the right to privacy. Dr Ito Clinic therefore strives to maintain privacy for the patients.

There are policies in place which promote;

### Privacy, dignity and confidentiality

- The patient's privacy, dignity and confidentiality are fully respected at all times.
- Dr Ito assures the patient his/her privacy and confidentiality at the beginning of his consultation.
- The patient's will be addressed by their preferred name or title.
- The patients are treated with courtesy and consideration at all times.

### Requests

- Any specific requests made by the patients in relation to privacy or dignity are carefully considered and granted if appropriate and reasonable.
- For female patients, they are given an option of a consultation with a female chaperone attending – in this case either a female Nurse or a female healthcare assistant is arranged in advance.

### Information

- Patients are given a timely, appropriate and accurate assessment of treatment requirements and Dr Ito's recommendations for that treatment.  
These assessments will be fully recorded and the patient's comments noted.
- The patients are consulted about the planning and delivery of the service and preferences and requests are taken into account as the first priority.
- Procedures are explained to the patients so that they fully understand the implications of any treatment and any options available, allowing them to give informed consent or refusal.

### Consent

- The patients are asked to provide written consent to any treatment which carries significant risk or side effects. In such case No treatment is available without this consent.
- Completed consents are kept in the patient's records electronically, and the original form to be kept by the patients.



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- The patients have access to their own records upon request.



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