

Summary of Statement of Purpose

Escripts provides an Internet based healthcare service in the form of private and confidential online health consultations with a medical practitioner, the provision of individual health advice and the issuing of private prescriptions for medicines and vaccinations. Medicines are prescribed in relation to the treatment of impotence, hair loss, weight loss, influenza, smoking cessation, raised cholesterol, travellers' diarrhoea, jetlag, malaria, premature ejaculation, acne and eczema, asthma, urinary infections, diabetes, hay fever, hypertension, irregular periods, unwanted facial hair, contraception, and treatments and tests in relation to sexually transmitted diseases. Vaccinations are provided for travel health, occupational health and seasonal flu.

All private prescriptions are sent to a Royal Pharmaceutical Society registered pharmacy for dispensing and posting. Travel vaccinations are administered from named pharmacies in Northern Ireland.

Mr Richard Adams, Managing Director is the RQIA Registered Manager responsible for the management and day to day running of Escripts Marketing and is experienced in running Internet based healthcare services. Mr Adams is also the RQIA Responsible Manager and is responsible for supervising the management of Escripts Marketing Ltd.

Terms and conditions

Patients who use the online healthcare services provided by Escripts Marketing will normally be self referred by accessing <https://www.pharmadoctor.co.uk/> and <http://www.uniclinix.com>. All treatments provided via 'Pharmadoctor' are for adults only (18 years and above). Treatments provided via 'Uniclinix' are for children and adults from the ages of 6 to 74 years only.

Escripts Marketing provides private consultations, medical diagnoses and prescribing of some medicines in accordance with patients' individual wishes, but always subject to strict medical assessment for suitability. During an initial consultation, patients will be invited to complete a confidential online health questionnaire and once submitted, will be carefully assessed by a qualified medical practitioner to offer a diagnosis. Once a consultation has been made, chosen medicines will be agreed for purchase along with individual costs. Information will also be given of the expected effects and potential side-effects of each medicine in the form of a patient information leaflet.

Patients will be advised of the requirement for them to pay for online treatments. A statement will be provided confirming the terms and conditions of the healthcare services to be provided, the full costs of proposed treatments, the preferred method of payment, the payment process, and arrangements to cancel.

Complaints

Escripts Marketing welcomes any comments or suggestions about the healthcare services provided. We recognise that there may be occasions when you feel you wish to complain about some aspect of the service you have received. If you feel you wish to discuss an issue or indeed make a complaint, we would kindly ask that you bring this to the attention of Mr Richard Adams, Managing Director as soon as possible by contacting Escripts Marketing on 0203 176 0022 or by email: info@escriptsmarketing.co.uk.

We have a complaints procedure for your information, which is available on request and can be found in the Terms & Conditions section of our websites. Escripts Marketing will be happy to discuss your complaint at any time. The Regulation and Quality Improvement Authority (RQIA), 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast BT1 3BT regulate how we deal with complaints and anonymised reports are sent to them.

Consultation with patients

Patient satisfaction surveys are carried out regularly by Escripts Marketing to seek the views and opinions of patients who have accessed the online healthcare service. The survey is in the form of a questionnaire and is available for all patients to complete online at any time. If preferred, a copy of the questionnaire can be sent by post to a patient's home address. Survey results are collated and made available for existing patients and prospective patients at www.escriptsmarketing.co.uk/surveyresults.

Regulation and Quality Improvement Authority (RQIA)

As a provider of an independent healthcare service in Northern Ireland, Escripts Marketing is required to be registered with the RQIA under the current criteria of The Regulation and Improvement Authority (Registration) Regulations (Northern Ireland) 2005. As a result, the RQIA carries out a formal assessment and inspection of the service on a regular basis. Following inspection, a written report is published. If you would like to obtain a copy of the most recent inspection report please ask contact Escripts Marketing on 0203 176 0022 or by email: info@escriptsmarketing.co.uk .

Alternatively, you can contact the RQIA at The Regulation and Quality Improvement Authority, 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast BT1 3BT; telephone: 028 9051 7500; Email:info@rqia.org.uk

Escripts Marketing – Patients' Guide

This Patients' Guide describes the private online healthcare services, which are provided by Escripts Marketing. The Guide is available for patients and prospective patients and is reviewed on an annual basis. This is available on our websites.