

# Statement of purpose

Name of the establishment:

**The One Health Group, Sheffield**

Dated:

June, 2010

## 1. The aims and objectives of the establishment/ agency

One Health is an organisation dedicated to the provision of specialist orthopaedic treatment and care of conditions involving muscle, bones and joints throughout the body.

We are managed by a team of specialist orthopaedic surgeons and healthcare managers working together to provide the best possible treatment plans.

Our purpose is to promote and maintain the best quality of care and to provide a fast and efficient service which aims to get our patients back to work and return them to their normal lifestyle as soon and as safely as possible.

In achieving this we will strive to deliver personalised care to all our patients which is:

Fair: - equally available to all, taking account of personal circumstances and diversity.

Personalised: - tailored to the needs of each individual patient.

Effective: - focused on delivering excellent outcomes for all our patients.

Safe: - giving our patients confidence in the care they receive.

## 2. The name and address of the registered provider and of any registered manager

The registered provider is the One Health Group Limited, 131 Psalter Lane, Sheffield S11 8UX

One Health Group Limited is a private limited liability company registered in England (Registration number: 4201068)

The One Health Group administration is managed by Richard Gray (Director and Managing Partner) who can be contacted at the above address.

Our telephone number is 0845 606 6859 or you can email us at [enquiries@onehealth.co.uk](mailto:enquiries@onehealth.co.uk)

The One Health Group registered managers are Derek Bickerstaff MB ChB, MD, FRCS, FRCSEd, FFSEM(UK) and Andrew Howard MB, ChB, FRCS, FRCS (Orth).

### 3. The relevant qualifications and experience of the registered provider and any registered manager

**Derek Bickerstaff:** qualified in Medicine from Sheffield University in 1982 and was awarded a Doctorate in Medicine in 1991. He was appointed a Consultant Orthopaedic Surgeon in 1993 after completing a specialist fellowship in Adelaide Australia in knee surgery.

He left the Northern General Hospital in Sheffield in 2000 to join the Sheffield University Centre for Sports and Exercise Medicine. Derek founded the One Health Group in 2004.

Amongst his appointments he has served as the Knee Tutor at the Royal College of Surgeons of England and the Education Secretary of the British Association of Surgery of the Knee serving as an executive on the board for 10 years. He lectures nationally and internationally in knee surgery.

**Andrew Howard:** graduated from Sheffield University in 1985. He undertook his basic and higher surgical training on the Sheffield University Teaching Hospitals training programmes.

He spent one year as a clinical fellow in Adelaide as part of his higher surgical training specialising in Spinal surgery. During his training he was Secretary and then President of the British Orthopaedic Trainees Association.

In 1997 he was appointed as a consultant spinal surgeon to the Sheffield University Hospitals NHS Trust and made honorary senior lecturer to the University of Sheffield. He also became Director of Post Graduate Medical Education.

In 2004 he joined the One Health Group and is developing spinal services for the group

### 4. Staffing:

	Full Time	Part Time	Total
Consultant Orthopaedic Surgeons	4	11	15
Nursing Staff	1	0	1
Medical Secretarial Staff	4	6	10
NHS Patient Liaison Staff	2	0	2
Administration and Finance Staff	3	0	3
IT&M Staff	1	0	1
Receptionists	2	0	2
Directors (not listed elsewhere)	1	1	2
	<b>18</b>	<b>18</b>	<b>36</b>

## **5. The kinds of treatment and any other services provided for the purposes of the establishment/agency, the range of needs which those services are intended to meet, and the facilities which are available for the benefit of patients**

One Health Group provides medical services to both private and NHS patients for the management and relief of orthopaedic conditions. This includes assessment and diagnosis as well as conservative treatment plans and surgery. Referral to the One Health Group can be made by your GP, Physiotherapist or local NHS Primary Care Trust. Our website ([www.onehealth.co.uk](http://www.onehealth.co.uk)) contains a list of Frequently Asked Questions relating to referral and treatment by One Health Group.

### **Investigations:**

Investigations, such as blood, urine and pathology services and Diagnostic tests such as X-Ray, MRI, Ultrasound and Nerve Conduction Studies are carried out, under contract, by our medical partners.

### **Pain Management Consultations and Injections for:**

Lower back pain,  
Frozen Shoulder and shoulder pain,  
Knee and shoulder joint injections,  
Facet joint, coccyx, nerve root and trigger point injections for spinal conditions,

### **Orthopaedic (Surgical) Procedures include:**

**Knee Surgery** – including, total knee replacements, ACL reconstruction and arthroscopies.  
**Hip Surgery** – including total hip replacements, hip arthroscopy and hip resurfacing arthroplasty,  
**Foot and Ankle Surgery** – including Hallux Valgus, arthroscopy and total ankle replacement,  
**Hand and Wrist Surgery** –including, carpal tunnel syndrome, trigger finger and trapeziectomy,  
**Shoulder and Elbow Surgery** –including, shoulder stabilisation, tennis elbow and subacromial decompression,  
**Spinal Surgery** (both Orthopaedic and Neuro) – microdiscectomy, fusion and decompression,  
**Sports Injuries,**  
**Paediatric Orthopaedic Surgery.**

Our website ([www.onehealth.co.uk](http://www.onehealth.co.uk)) provides detailed patient information on many of the conditions we treat.

### **Facilities:**

The One Health Group work in close partnership with independent sector hospitals and surgery is performed in modern, fully equipped facilities using the latest technologies and procedures. All the hospitals we use are registered with the Care Quality Commission.

- BMI Thornbury Hospital, 312 Fulwood Road, Sheffield, South Yorkshire S10 3BR,
- Claremont Hospital, 401 Sandygate Road, Sheffield, South Yorkshire S10 5UB,
- BMI Chatsworth Suite, Chesterfield Royal Hospital, Calow, Chesterfield, Derbyshire S44 5BL
- BMI Princess Margaret Hospital, 42 Osbourne Road, Windsor, Berkshire SL4 3SJ
- Ramsay Ashted Hospital, The Warren, Ashted, Surrey KT21 2SB

These facilities combined with the latest technology and on-site support services; enable our consultants to undertake a wide range of procedures from routine investigations to complex surgery. This specialist expertise is supported by caring and professional medical staff, with dedicated nursing teams and Resident Medical Officers on duty 24 hours a day, providing care within a friendly and comfortable environment.

The hospitals all offer free parking facilities and are easily accessible by public transport. Disabled access is also available.

## **6. The arrangements made for consultation with patients about the operation of the establishment/agency**

The One Health Group conducts a detailed ongoing patient satisfaction questionnaire which is similar to those carried out by many NHS Trusts and which measures the organizations effectiveness in meeting patient expectations.

The results of this survey are presented to our Clinical Governance Committee, Board of Directors and to each individual surgeon on a quarterly basis.

## **7. The arrangements made for contact between any inpatients and their relatives, friends and representatives**

Our Hospital partners operate an open visiting policy with no restrictions for access to visitors. Relatives are able to stay overnight, in nearby rooms, if this is deemed to be in the best interests of the patient.

Single bedrooms have space and facilities for our patients and their relatives and friends to enjoy private conversations.

Each in-patient unit has a patient phone which can be used to receive and make calls, although there is a cost to this facility. Patients are able to use their own mobile phones if desired.

## **8. The arrangements for dealing with complaints**

The One Health Group has a very positive approach to patient feedback, and our policy is to identify and resolve concerns before they escalate into a complaint.

We undertake an ongoing patient satisfaction survey and information of how to make suggestions and complaints are incorporated in our written information leaflets and our website.

We will work to ensure people feel able to complain without fear of retribution. Our complaints procedure is available to download from our website and hard copies may be requested from our complaints department at 131 Psalter Lane, Sheffield S11 8UX – Telephone: 0845 606 6859

NHS patients have the right to have any complaint investigated under the One Health Group complaints procedure or the NHS complaints procedure.

We welcome comments and have a specific policy to welcome feedback or complaints that ensure that all complainants receive a written acknowledgement within two working days of receipt of the complaint and every endeavour will be made to complete our investigations and make a full response to the complainant within 20 working days.

If this is not possible the complainant will be informed in writing of the reason for the delay and a full response will be made within five days of the conclusion of the investigation.

All patient complaints are logged and fully reported to our Clinical Governance Committee, our Board of Directors and, where appropriate, NHS Commissioners.

## **9. The arrangements for respecting the privacy and dignity of patients**

We are committed to respecting the privacy and dignity of all patients. Respecting patient's privacy, dignity and choice is of paramount importance with all members of our staff being bound by a duty of confidentiality. A policy is in place to manage the protection and use of patient information.

We treat each patient as an individual by offering a personalized service. All patient consultations are conducted in private, individual consulting suites. Our surgeons will listen and support our patients to express their views and enable them to maintain the maximum possible level of independence, choice and control in agreeing their treatment. We will engage with family members and carers as care partners.

We work closely with our hospital partners to ensure that as far as possible inpatients are given the choice of single room.

We regularly monitor our patient's views on the privacy and dignity they received whilst in our care. These user surveys indicate that patients are very satisfied with the care received from the One Health Group.