MASTA Ltd Statement of Purpose

Providers Details and Contact Addresses

MASTA Ltd., are an organisation. The head office is in Coventry and the company is registered with CQC.

Provider ID: 1-101726655

Address: MASTA Ltd
Sapphire Court
Paradise Way
Walsgrave triangle
Coventry
CV2 2TX

Contact via Nominated Individual: michelle.rhodes@masta.org

Telephone: 024 46432000

Website: www.masta-travel-health.com

The Aims and Objectives of MASTA Ltd

MASTA Ltd are registered as a private doctor service to provide the following services.

1. pre-travel health assessments for members of the public, employees, business travellers, individuals assigned to overseas postings and their dependents with current and reliable travel health advice based on an individual risk assessment.

2. MASTA Ltd also provides Patient Group Directions and remote prescribing services to other service providers and organisations such as NHS GP Surgeries, Private Doctors and Community Pharmacies.

3. MASTA Ltd also provides some non-travel vaccinations on a private basis. This may be for occupational reasons or, for individuals who do not qualify for specific vaccinations under the NHS.

4. For both travel health and non-travel health services, a limited range of blood tests may be undertaken for hepatitis B, hepatitis C, HIV, MMR and Varicella antibodies, IGRA testing for tuberculosis and blood grouping. These tests are sent to an accredited Laboratory for processing and the results will be sent to the requester of the test. Test results will be explained if the requester is not a healthcare provider. These tests are for work, visa, pre-employment or college entry purposes only.

5. Some MASTA clinics also provide Occupational Health services and seasonal flu vaccinations for customers.
The Nominated Individual for MASTA Ltd is Michelle Rhodes

How we provide these services;

- At our CQC registered travel clinics
  
  - We provide a comprehensive range of travel immunisations including yellow fever, malaria prophylaxis, healthcare advice and products.
  
  - Our registered travel clinics may have satellite clinics that are run on specific days; these are run and managed by our trained staff from the parent clinic.

- At peripatetic clinics / sessions available with prior arrangement and approval with the local clinic manager.

- Via telephone consultations with our team of expert travel health advisors with administration of vaccines or malarial medication at one of our associated high street pharmacies.

All our nurse advisers are fully qualified and registered with the Nursing and Midwifery Council and they have all undergone specialist training for the practice of Travel Medicine.

The pharmacists we work with are not employed by MASTA but are all fully qualified and registered with the General Pharmaceutical Council. They have all completed and passed an assessed MASTA training course to enable them to work within our standards. Some of the Pharmacists also provide a limited number of vaccinations directly from our PGDs

We aim to provide all these services, except for blood tests, to the whole population through our clinics; blood tests will only be provided for those aged 16 years and above. For the teleconsult/pharmacy delivery route, the service is offered to clients over the age of 5 years; blood tests are not provided through this route.

We aim to provide each client with enough information to enable them to decide which treatments they wish to have. This includes actions that may be taken to help protect clients whether they decide to have treatments or not. Each travel consultation is underpinned by our Health Brief that has won
an award for innovation. Non-travel consultations are underpinned by best practice guidance from accredited sources.

From each travel consultation customers receive a health brief, detailing the immunisations required, appropriate malaria advice, seasonal diseases, latest health news, Foreign Office advice and a summary of the relative risks of particular illnesses tailored to the individual traveller’s itinerary.

Our clinics stock a comprehensive range of health care products to reduce the risk of illness whilst travelling, such as insect repellents, water purifiers, mosquito nets and medical kits.

All immunisations given are recorded on our secure database and a copy of their immunisation records will be provided in a MASTA health passport. Customers are strongly encouraged to keep these records safe and provide their GP with a copy of this information

MASTA are committed to protecting and respecting your privacy at all times. Our privacy policy sets out the basis on which any personal/sensitive data that we collect from you, or you provide to us, will be processed and used by us. Please visit https://www.masta-travel-health.com/PrivacyPolicy for the full policy details.

MASTA is committed to equality, providing non-discriminatory procedures and practices regardless of age, gender, race, religion or belief, sexual orientation, or disability. Our resources are limited however, and we advise anyone with access needs to contact our customer service line on 0330 100 4200 or email enquiries@masta.org to discuss their specific needs to determine how we may best help.

All prices and fees are clearly displayed with the Travel Clinic environment and on our website; payment is on completion of the consultation by credit card, debit card or cash – please note we do not accept cheques. At the end of each consultation, customers are provided with a receipt detailing each item of service.
Qualifications and experience of MASTA Travel Clinic Staff:

<table>
<thead>
<tr>
<th>Role</th>
<th>Relevant qualification(s)</th>
<th>Relevant experience</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinic Manager(s)</td>
<td>Registered General Nurse (RGN)</td>
<td>Operations Management / Practice Management Personnel Management</td>
</tr>
<tr>
<td>Nurse Adviser</td>
<td>RGN</td>
<td>Travel Health Adviser Nurse Practitioner</td>
</tr>
<tr>
<td></td>
<td>NMC Registration Travel Medicine Course / Training</td>
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</tr>
<tr>
<td>Receptionist</td>
<td>Minimum 5 GCSE’s (Grade A-C) Keyboard Skills Computer Literacy</td>
<td>Previous reception or retail experience. Customer Service Skills</td>
</tr>
<tr>
<td>Administrator / PA</td>
<td>Minimum 2 A/Levels Relevant Degree / Professional Qualification</td>
<td>Previous Administrator or Junior Management experience. Business Administrative skills</td>
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<tr>
<td></td>
<td>Computer literacy</td>
<td></td>
</tr>
<tr>
<td>Specialist Nurse Adviser</td>
<td>RGN</td>
<td>Travel Health Adviser Nurse Practitioner Clinical Governance</td>
</tr>
<tr>
<td></td>
<td>NMC Registration Diploma / Masters in Travel Medicine</td>
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</tbody>
</table>

Customer Feedback and Suggestions

We welcome feedback from all our clients. Feedback forms and boxes are available at each clinic for comments and suggestions or customers can verbally report to any member of staff.

A customer satisfaction survey is sent to those who provide an email address requesting feedback on the customers’ opinion of the Travel Clinic, the staff, the premises and service provision.

Details are provided on the MASTA website [http://www.masta-travel-health.com/ContactUs](http://www.masta-travel-health.com/ContactUs).

Feedback is reviewed and audited to be used as part of continuous improvement programme.

Complaints

Complaints to MASTA may be formal or informal. Informal complaints maybe verbal or a comment on a feedback form; all informal complaints will be dealt with locally by the member of staff to which you report. Formal complaints should be made in writing and can be posted to the registered office or emailed to
complaints@masta.org, who will acknowledge within 2 working days and a response given within 20 working days.

MASTA will be open and honest with complainants, and those involved in and affected by incidents that occur. When things go wrong MASTA will apologise, explain what happened and what it has done to prevent the same thing happening again. Where MASTA deems that it has acted correctly, a full explanation of the matter will be given. Where MASTA is not able to be entirely open, for example to maintain client or staff confidentiality or because the information is commercially sensitive, then this will be explained.

Complaints will be kept on file and available for review by the Care Quality Commission or for individual complainants should they wish to access their own file.

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161

Email: enquiries@cqc.org.uk
Registered Clinic Locations and Contact Details

1. **MASTA Travel Clinic Gatwick Airport**
   
   Rooms 1-3 Jubilee House, Furlong Way
   GATWICK AIRPORT,
   Gatwick, West Sussex RH6 0JW
   Telephone: 0330 100 4174
   gatwick@masta.org

   Registered Manager:
   Lyn O’Doherty:
   Lyn.odoherty@masta.org

   Regulated Activities:
   Treatment of Disease, Disorder and Injury
   Diagnostic and Screening Procedures.

2. **MASTA Travel Clinic Leeds**
   
   STA Leeds (Vicar Lane)
   88 Vicar Lane
   LEEDS. LS1 7JH
   Telephone: 0330 100 4131
   staleeds@masta.org

   Registered Manager:
   Clare Duchars:
   Clare.duchars@masta.org

   Regulated Activities:
   Treatment of Disease, Disorder and Injury
   Diagnostic and Screening Procedures.

3. **MASTA Travel Clinic Bristol**
   
   STA Travel
   43 Queens Road
   BRISTOL. BS8 1QQ
   Telephone: 0330 100 4131
   stabristol@masta.org

   Registered Manager:
   Jane Hyde: jane.hyde@masta.org

   Regulated Activities:
   Treatment of Disease, Disorder and Injury
   Diagnostic and Screening Procedures.
4. MASTA Travel Clinic Southampton

STA Southampton
6 Civic Centre Road
SOUTHAMPTON. SO14 7FL
Telephone: 0330 100 4131
stasouthampton@masta.org

Registered Manager:
Tanya Guillan:
tanya.guillan@masta.org

Regulated Activities:
Treatment of Disease, Disorder and Injury
Diagnostic and Screening Procedures

5. MASTA Travel Clinic Manchester

STA Manchester
Unit 6 Barton Arcade
55 Deansgate
MANCHESTER. M3 2BW
Telephone: 0330 100 4131
stamanchester@masta.org

Registered Manager:
Gillian Rimmer:
gillian.rimmer@masta.org

Regulated Activities:
Treatment of Disease, Disorder and Injury
Diagnostic and Screening Procedures

6. MASTA Travel Clinic Liverpool

STA Liverpool
78 Bold Street
LIVERPOOL
Merseyside L1 4HR
Telephone: 0330 100 4131
staliverpool@masta.org

Registered Manager:
Margaret Humphreys:
Margaret.humphreys@masta.org

Regulated Activities:
Treatment of Disease, Disorder and Injury
Diagnostic and Screening Procedures

7. MASTA Travel Clinic Solihull

BUPA Solihull Centre
47 Station Road
SOLIHULL
West Midlands B9 3RT
Telephone: 0330 100 4133
bupasolihull@masta.org

Registered Manager:
Sally Selby:
sally.selby@masta.org

Regulated Activities:
Treatment of Disease, Disorder and Injury
Diagnostic and Screening Procedure
8. **MASTA Travel Clinic Reading**
   BUPA Centre Reading
   Centurion Court
   64 London Road
   READING RG1 5AS
   Telephone: 0330 100 4134
   bupareading@masta.org
   
   **Registered Manager:**
   Tanya Guillan (temporary)
   tanya.guillan@masta.org
   
   **Regulated Activities:**
   Treatment of Disease, Disorder and Injury
   Diagnostic and Screening Procedures

9. **MASTA Travel Clinic Cambridge**
   41 Hills Road
   CAMBRIDGE
   CB2 1NT
   Telephone: 0330 100 4127
   tccambridge@masta.org

   **Registered Manager**
   Tanya Guillan (temporary)
   tanya.guillan@masta.org

   **Regulated Activities:**
   Treatment of Disease, Disorder and Injury
   Diagnostic and Screening Procedures

10. **MASTA Travel Clinic Ipswich**
    47 St Nicholas Street
    IPSWICH
    Suffolk. IP1 1TW
    Telephone: 0330 100 4126
    tcpipswich@masta.org

    **Registered Manager**
    Clare Duchars:
    clare.duchars@masta.org

    **Regulated Activities:**
    Treatment of Disease, Disorder and Injury
    Diagnostic and Screening Procedures
11. MASTA Travel Clinic Richmond
Flight Centre Richmond
38-39 The Quadrant
RICHMOND-UPON-THAMES
Surrey. TW9 1DN
Telephone: 0330 100 4175
fcrichmond@masta.org

Registered Manager:
Sharon Sandy:
Sharon.sandy@masta.org

Regulated Activities:
Treatment of Disease, Disorder and Injury
Diagnostic and Screening Procedures

12. MASTA Travel Clinic Monument
Flight Centre London Monument
2/4 Eastcheap
LONDON. EC3M 1AE
Telephone: 0330 100 4173
fcmonument@masta.org

Registered Manager:
Boluwatife Adejumo:
Boluwatife.Adejumo@masta.org

Regulated Activities:
Treatment of Disease, Disorder and Injury
Diagnostic and Screening Procedures

13. MASTA Travel Clinic Harrogate
Mowbray Square Medical Centre,
Myrtle Square,
HARROGATE,
North Yorkshire. HG1 5AR
Telephone: 0330 100 4156
yhnclinic@masta.org

Registered Manager:
Sharon Moor:
Sharon.moor@masta.org

Regulated Activities:
Treatment of Disease, Disorder and Injury
Diagnostic and Screening Procedures
### 14. MASTA Travel Clinic Birmingham

Medigold Birmingham,  
Neville House 14, Waterloo Street,  
BIRMINGHAM. West Midlands. B2 5TX  
Telephone: 0300 1004159  
birmingham@masta.org

**Registered Manager**  
Jane Matthews:  
jane.matthews@masta.org

**Regulated Activities:**  
Treatment of Disease, Disorder and Injury  
Diagnostic and Screening Procedures

### 15. MASTA Travel Clinic Kings Cross

BUPA Centre London Kings Cross,  
Battle Bridge House,  
300-306 Grays Inn Road,  
LONDON. WC1X 8DU  
Telephone: 0330 100 4146  
bupakingscross@masta.org

**Registered Manager**  
Daisey Miah:  
Daisey.Miah@masta.org

**Regulated Activities:**  
Treatment of Disease, Disorder and Injury  
Diagnostic and Screening Procedures

### 16. MASTA Travel Clinic Cheltenham

Flight Centre Cheltenham  
124 High Street  
CHELTENHAM  
Gloucestershire GL50 1ER  
Telephone: 0330 1004178  
fccheltenham@masta.org

**Registered Manager**  
Angela Weston:  
Angela.weston@masta.org

**Regulated Activities:**  
Treatment of Disease, Disorder and Injury  
Diagnostic and Screening Procedures
<table>
<thead>
<tr>
<th>18. MASTA Travel Clinic Marylebone</th>
<th>Registered Manager</th>
</tr>
</thead>
<tbody>
<tr>
<td>John Bell &amp; Croydon,</td>
<td>Rishi Adatia</td>
</tr>
<tr>
<td>50-54 Wigmore Street,</td>
<td><a href="mailto:Rishi.Adatia@masta.org">Rishi.Adatia@masta.org</a></td>
</tr>
<tr>
<td>Marylebone</td>
<td>Regulated Activities:</td>
</tr>
<tr>
<td>Telephone: 0330 100 4185</td>
<td>LONDON</td>
</tr>
<tr>
<td><a href="mailto:jbcMarylebone@masta.org">jbcMarylebone@masta.org</a></td>
<td>Treatment of Disease, Disorder and Injury, Diagnostic screening and Procedures</td>
</tr>
</tbody>
</table>