

Aims and objectives

Taurus Healthcare independent healthcare service aims to provide high standards of evidence based, general medical services with well qualified and experienced staff, in confidential healthcare environments which are safe, accessible, and comfortable. We aim to liaise effectively with local primary, secondary, and social care providers and other independent healthcare providers, ensuring that patient services are as efficient as possible.

Our objective is to provide an independent healthcare service which meets and exceeds patients' expectations, with patient dignity, respect, safety and satisfaction our key concern. We provide high quality, independent healthcare services to adults and children complying with the current regulations of the Care Quality Commission (Registration) Regulations 2009 (Part 4) and the fundamental standards and regulations of the Health and Social Care Act 2008 (Regulated Activities) Regulations 2014. Services are provided in hours and out of hours.

Kinds of healthcare services provided by Taurus Healthcare

Taurus Healthcare provides independent general medical healthcare services in the form of the following regulated activities:

- **Treatment of disease, disorder or injury** this includes private doctor consultations, physical examinations, health assessments, prescribing of medicines, and referrals to other healthcare specialists when necessary
- **Diagnostic and screening procedures** this includes blood and urine tests, and taking swabs
- **Surgical procedures** this includes dermatological minor operations (*Market Street Surgery only*)
- **Family planning service** this includes insertion and removal of a contraceptive device (*Market Street Surgery only*)
- **Maternity and midwifery services** provided by registered health professionals (*Market Street Surgery only*)

Taurus Healthcare provides consultations, examinations, treatments and procedures in accordance with patients' individual wishes but always subject to strict medical, clinical or nursing assessment. During an initial consultation, an individual general medical/clinical history will be taken and patients will be advised of recommended health management and proposed treatments. Healthcare is provided directly as face to face consultation within a clinical setting or at a person's home by a visiting clinician and by phone which may include signposting onto other services. Our services include out of hours GP home visiting in response to urgent needs and an overnight nurse visiting for urgent management of skin tears, blocked catheters and syringe driver for people already registered with community nursing teams.

Registered Provider and Registered Manager

Taurus Healthcare Limited, Suite 1, Berrows Business Centre, Bath Street, Hereford HR1 2HE (Tel: 01432 270636; e-mail: cqc@taurushealthcare.co.uk) is the provider of the independent healthcare service and formally registered with the Care Quality Commission (CQC) in England to provide regulated activities (registration number 1-420026072).

Dr Michael Hearne is the CQC Nominated Individual.

Nicola Marriott is the CQC Registered Manager.

Legal status

Taurus Healthcare Limited provides independent healthcare services as a limited company business and is registered at Companies House in England (registration number – 08030655).

Location of services

Taurus Healthcare manages independent healthcare services from its central office base at Suite 1, Berrows Business Centre, Bath Street, Hereford HR1 2HE. Regulated activities are provided at the following satellite clinics:

- **Market Street Surgery:** Market Street, Ledbury, HR8 2AQ (*registered as separate location*) is now hosted at **St Katherine's surgery** Market St, Ledbury HR8 2AQ
- **Quay House Surgery** 100 Westfaling St, Hereford HR4 0JF

During Covid 19 Taurus will be working with GP practices across Herefordshire to deliver a 24 hour seven-day week service so that patient needs can be reasonably met. General Practice services may be provided from buildings established for NHS care across Herefordshire and in the community and may be delivered on a geographical or Herefordshire wide level. Patients can access their GP practice by the usual telephone number, should this need to change there will be a signposting phone message.

Patients who need direct care will be signposted to the right place and team to meet their needs directly by their own GP practice, wider general practice team and services or through 111 services and will be given an appointment time and location details. Additional location details will be displayed the patients home GP practice website

No walk in services will be available during the COVID 19 pandemic.

During Covid 19 pandemic patients may see other healthcare professionals other than their usual GP practice staff.