

Statement of Purpose (October 2024)

Introduction

Teladoc Health UK Ltd (“THUK”) is on a mission to address the full spectrum of health and well-being, not only when people are sick but also throughout their lifelong journey to achieve better health.

Our virtual care capabilities are delivered by appropriately qualified, experienced, and dedicated professional practitioners and staff. We strive to be acknowledged by our patients, suppliers and regulators as the leader in virtual care and patient centred support across the health sector. This is achieved by investing in the recruitment and training of our clinical and non-clinical teams, achieving positive patient outcomes, continuous improvement and always striving to exceed expectations. THUK is the world's only integrated virtual care system for delivering, enabling and empowering whole-person health, from wellness and prevention to acute care and complex healthcare needs.

THUK primarily delivers digital/virtual primary care services of full 24/7 multidisciplinary healthcare delivery to multi market segments - Health, Life, Income Protection, Travel, Critical Illness, Banking, Hospital Cash Plans, Affinities.

Patients can access the service via multiple modalities:

- Private digital/virtual primary care services are accessed directly by patients via app, online portal, or phone
- NHS digital/virtual primary and secondary care services are accessed by NHS clinicians via specialist apps

Our Aims:

THUK has the following aims:

- Our mission is to empower all people everywhere, to live their healthiest lives by transforming their healthcare experience
- We are passionate about taking care of people, giving our patients the best possible care, by understanding and exceeding their expectations
- We are committed to unsurpassed quality. Ensuring that we always do our very best, learning and constantly innovating to embrace change and enhance our services
- We lead with integrity, accountability and transparency
- We strive to create value.
- We help people when they need us, treating people with compassion, dignity and respect, and having pride in our work and our organisation
- We respect each other and value succeeding together, encourage all of our team members to participate in achieving our aims and objectives
- Promoting optimal health, independence, and quality living irrespective of the individual's age, religion, race, gender, disability, sexuality, or beliefs

Our Objectives:

We have the following objectives to help us achieve our aims:

- Supporting our staff growth and development to enable them to exceed patient expectations
- Maintaining the highest professional and ethical standards
- Responding to the needs of our patients, and staff
- Encouraging innovation, ambition, enterprise, and continuous improvement

About us:

- Registered Provider: Teladoc Health UK Ltd (Company number 05739281)
- Registered Manager: Dr David Griffiths (07920 866782; david.griffiths@teladochealth.com)
- Nominated Individual: Kim McCready (07377 688944; kim.mccready@teladochealth.com)

Contact Details:

- Registered office: Floor 5, Aspect House, Queen's Road, Brighton, BN1 3XE
- Correspondence: Floor 5, Aspect House, Queen's Road, Brighton, BN1 3XE
- Tel: 020 3499 0736 / 01273 958 001

Regulated Activities:

We are registered for the following regulated activities:

- Treatment of disease, disorder or injury
- Transport services, triage and medical advice provided remotely

Location:

The services are provided remotely around the UK with a central corporate service provided from the following location under the leadership of THUK's Registered Manager.

- Floor 5, Aspect House, Queen's Road, Brighton, BN1 3XE

The Registered Manager is responsible for:

- Providing leadership and management to ensure a robust operation and high-quality service, whilst safeguarding patients
- Creating an open, positive and inclusive approach for patients and staff
- Ensuring service delivery meets the assessed needs of each service user
- Ensuring effective governance, including quality assurance and monitoring systems, are installed and adhered to
- Maintaining accurate and suitable record keeping as well as financial procedures to safeguard the organisation and patients
- Ensuring appropriate training, supervision and appraisal of staff is carried out on a timely basis
- Ensuring compliance with Health and Safety Act 1974

Management & Staff responsibilities:

To ensure that all care is delivered in accordance with the requirements of our patients.

- The organisation promotes equality and diversity amongst its workforce. We believe that our employees are entitled to work in an environment which promotes dignity and respect for all. No form of intimidation, bullying or harassment will be tolerated
- The management team actively supports the company's equality and diversity policies and believes that the workforce takes its lead from the top. We aim to be an inclusive organisation where individual differences are respected. Patients, clients, and staff are always treated with dignity and respect. Everyone has a fair opportunity to fulfil their potential without suffering discrimination or disadvantage
- We believe that our services are stronger with input and feedback from patients, clients and staff alike. All information is monitored and acted upon accordingly
- To ensure that all staff are appropriately qualified, experienced and trained to undertake their roles and that they have the requisite skills to deal with the job required of them
- Our Corporate Social Responsibility highlights our commitment to empowering people everywhere to live their healthiest lives. We frame our progress and goals around the categories of Consumers & Clients, Communities, and Colleagues, reflecting those we serve and partner with around the UK and world. We are committed to advancing greater health equity and creating greater access to healthcare

Compliance and Background Checks:

THUK conducts extensive background and compliance checks (in accordance with DBS check Guidance) on all the staff members who are in direct contact with members of public; all information is held on record and no candidate can work without having the required compliance in place before they are placed on work.

Complaints & Feedback Policy:

THUK is committed to ensuring that those who use its services are readily able to access information about how to make a complaint or provide other feedback and that any issues raised are dealt with promptly and fairly. The Registered Manager, working with the business quality team, is the first line of support for any complaints.