

Statement of Purpose (October 2026)

1. Provider details

Registered provider: Teladoc Health UK Ltd

Legal status: Private company limited by shares, incorporated in England and Wales

Company number: 05739281

Registered office, correspondence address and registered location: Floor 5, Aspect House, Queen's Road, Brighton, BN1 3XE

Telephone: 020 3499 0736 / 01273 958 001

Email: generaladmin@teladochealth.com

Registered Manager: Dr David Griffiths (07920 866782; david.griffiths@teladochealth.com)

Nominated Individual: Kim McCready (07377 688944; kim.mccready@teladochealth.com)

2. Aims and objectives

Teladoc Health UK Ltd aims to provide high quality, safe, effective, responsive and person-centred remote healthcare. Its objectives are to:

- provide timely clinical assessment, triage, advice and treatment within the scope of each commissioned service;
- protect people from avoidable harm through effective safeguarding, clinical governance, risk management and escalation;
- treat people with dignity and respect and make reasonable adjustments to support equitable access;
- employ appropriately qualified, experienced and supported staff who work within their competence and professional standards;
- maintain accurate records, secure information systems and effective oversight of service quality;
- listen to feedback, learn from complaints and incidents, and continually improve services; and
- refer or direct people to urgent, emergency or other appropriate services when their needs cannot safely be met remotely.

3. Services provided and needs met

Teladoc Health UK Ltd provides remote clinical assessment, triage and medical advice through secure digital and telephone channels. Services are accessed by eligible people through an application, online portal or telephone.

Subject to the scope of the commissioned service and the clinician's professional judgement, care may include consultation, clinical assessment, diagnosis, treatment advice, prescribing, referral, safety-netting and onward escalation.

The service is intended to meet health needs that can be assessed and managed safely without face-to-face attendance. It does not replace emergency care. People requiring immediate or life-threatening assistance are directed to call 999 or attend an emergency department.

4. People for whom the service is provided

The service is provided to people who are eligible under the relevant client or commissioning arrangement and whose needs can be safely assessed and supported remotely. Eligibility, inclusion and exclusion criteria are applied consistently.

Individual communication, sensory, cognitive, cultural and accessibility needs are identified and addressed. Reasonable adjustments and suitable communication support are offered where

required. Where remote assessment is not clinically appropriate, or a person cannot safely access the service, they are directed or referred to an appropriate alternative service.

5. Regulated activities

Teladoc Health UK Ltd is registered to carry on the following regulated activities:

- **Treatment of disease, disorder or injury:** remote consultation, clinical assessment, diagnosis, treatment advice, prescribing, referral and follow-up within the scope of the relevant service.
- **Transport services, triage and medical advice provided remotely:** remote triage, clinical advice, safety-netting and onward escalation to urgent, emergency or other appropriate services.

6. Registered location

Location: Floor 5, Aspect House, Queen's Road, Brighton, BN1 3XE.

This is the central corporate and administrative location from which the regulated services are managed under the leadership of the Registered Manager. Clinical services are delivered remotely to patients across England. Patients do not attend the premises for face-to-face assessment or treatment.

7. Management and governance

The Registered Manager is responsible for the management and oversight of both regulated activities at the registered location. This includes leadership, safeguarding, clinical governance, quality assurance, record keeping, staff recruitment, training, supervision and appraisal, and compliance with applicable legal and professional requirements.

Teladoc Health UK Ltd maintains systems to recruit appropriately qualified and experienced staff, verify required employment and professional checks, monitor quality and safety, manage risk, respond to complaints and feedback, learn from incidents, and support continuous improvement. People who use the service are treated with dignity and respect and without unlawful discrimination.

8. Review and notification of changes

This Statement of Purpose is reviewed whenever there is a material change to the provider, registered location, regulated activities, service-user groups, service delivery model or Registered Manager arrangements. Teladoc Health UK Ltd will provide the Care Quality Commission with written details within 28 days of any revision to the Statement of Purpose, in accordance with Regulation 12 of the Care Quality Commission (Registration) Regulations 2009.

Document owner: Nominated Individual

Effective date: 1 October 2026

Review date: September 2027