

# 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](mailto:michelle.rhodes@masta.org)

**Telephone:**   024 46432000

**Website:** [www.masta-travel-health.com](http://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 use, 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](mailto: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:

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

## 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>.

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



proven in travel health, respected for more

[complaints@masta.org](mailto: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**

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**Telephone: 03000 616161**

**Email: [enquiries@cqc.org.uk](mailto: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](mailto:gatwick@masta.org)

#### Registered Manager:

Lyn O'Doherty:  
[Lyn.odoherty@masta.org](mailto: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](mailto:staleeds@masta.org)

#### Registered Manager:

Clare Duchars:  
[Clare.duchars@masta.org](mailto:Clare.duchars@masta.org)

#### Regulated Activities:

Treatment of Disease, Disorder and Injury  
Diagnostic and Screening Procedures.

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### 3. MASTA Travel Clinic Bristol

STA Travel  
43 Queens Road  
BRISTOL. BS8 1QQ  
Telephone: 0330 100 4131  
[stabristol@masta.org](mailto:stabristol@masta.org)

#### Registered Manager:

Jane Hyde: [jane.hyde@masta.org](mailto: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](mailto:stasouthampton@masta.org)

#### Registered Manager:

Tanya Guillan:  
[tanya.guillan@masta.org](mailto: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](mailto:stamanchester@masta.org)

#### Registered Manager:

Gillian Rimmer:  
[gillian.rimmer@masta.org](mailto:gillian.rimmer@masta.org)

#### Regulated Activities:

Treatment of Disease, Disorder and Injury  
Diagnostic and Screening Procedures

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#### 6. MASTA Travel Clinic Liverpool

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

#### Registered Manager:

Margaret Humphreys:  
[Margaret.humphreys@masta.org](mailto:Margaret.humphreys@masta.org)

#### Regulated Activities:

Treatment of Disease, Disorder and Injury  
Diagnostic and Screening Procedures

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#### 7. MASTA Travel Clinic Solihull

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

#### Registered Manager:

Sally Selby:  
[sally.selby@masta.org](mailto:sally.selby@masta.org)

#### Regulated Activities:

Treatment of Disease, Disorder and Injury  
Diagnostic and Screening Procedure

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**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**

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**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**

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**10. MASTA Travel Clinic Ipswich**

**47 St Nicholas Street**

**IPSWICH**

**Suffolk. IP1 1TW**

**Telephone: 0330 100 4126**

**tcipswich@masta.org**

**Registered Manager**

**Clare Duchars:**

**Clare.duchars@masta.org**

**Regulated Activities:**

**Treatment of Disease, Disorder and Injury**

**Diagnostic and Screening Procedures**

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#### 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

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#### 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

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#### 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

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**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

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**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

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**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

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**18.MASTA Travel Clinic Marylebone**

**John Bell & Croydon,**

**50-54 Wigmore Street,**

**Marylebone**

**Telephone:0330 100 4185**

**[jbcMarylebone@masta.org](mailto:jbcMarylebone@masta.org)**

**Registered Manager**

**Rishi Adatia**

**[Rishi.Adatia@masta.org](mailto:Rishi.Adatia@masta.org)**

**Regulated Activities:**

**LONDON**

**Treatment of Disease, Disorder and Injury,  
Diagnostic screening and Procedures**

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