

Local health care, national support **primecare**



Who We Are

Primecare is part of the Nestor Healthcare Group – a national provider of health and social care services. With headquarters in Birmingham and regional branches across the UK, we pride

ourselves on improving access to health care services, whilst providing the highest quality of care to our patients, carers and their families.

As both carer and innovator, Primecare is leading the field in introducing new technology and systems to make peoples' lives easier. We also constantly update, consult and work alongside experts to help

shape services and the future direction of high quality healthcare in the UK.



Our business continues to grow, and we now provide a wide range of primary care services

Working in Partnership

As a first-class primary care provider, Primecare works in partnership with a variety of organisations. Our business continues to grow, and we now provide a wide range of primary care services including:

- Urgent care services
- 24/7 primary care
- GP-led NHS health centres
- Bespoke schemes such as single point of access; integrated urgent care and admissions avoidance
- NHS dentistry
- Health care in secure settings such as prisons and detention centres

- Health care for police detainees and victims of crime
- Forensic medical services
- Occupational health services

Quality Monitoring

It is vital that our commissioning organisations, which include NHS organisations, local health boards and police forces, are assured of the quality and safety of Primecare services.

To support this we set up our Quality Accounts programme. Primecare was the first independent health care provider to develop this unique system, which includes performance measures against both national and local quality indicators, such as medicines management, usage of local clinicians, patient experience and rota fulfilment.

A different Quality Account is produced for each of Primecare's services which is then sent to the commissioner on a quarterly basis.

This helps us provide customers with regular and transparent information on the quality and safety of our services, provide assurance and continually drive improvement of our services.



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Awards

In recognition of the services and quality we provide, Primecare's recent achievements include:

- Finalist in the 2011 Health Investor Awards, in the Primary Care Provider of the Year category.
- Finalist in the HSJ Patient Safety Awards 2011 for The Next Steps Initiative in the Out of Hours Care project.
- Finalist in the Public Private Partnership Category of the 2011 Independent Healthcare Awards for The End of Life Service.

To find out more about Primecare services, please contact us on tel: 0121 214 3762

Or visit our website at www.primecare.uk.net



Reception





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Primecare is part of Nestor Healthcare Group.
For details on the company please visit the Nestor
website on www.nestor-healthcare.co.uk

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Registered no: 1963820