



RESILIENCE HEALTH	
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Statement of Purpose

Establishment Name	Resilience Health
Address	Suite 2D, Building 1 Eastern Business Park St. Mellons Cardiff CF3 5EA
Telephone Number	07795556696
Email	Resiliencehealth@gmail.com

Aim

Resilience Health provides personalised, preventative, lifestyle medicine advice in an effort to prevent chronic health conditions and increase longevity. The goal of Resilience Health is to prevent, mitigate or reverse illness using evidence led information about sleep, nutrition and movement whilst utilising appropriate precision diagnostics.

There are many conditions that are not successfully addressed by traditional allopathic medicine or prescribing. These illnesses may be improved by addressing lifestyle choices while minimising the use of medication. Sleep, nutrition and movement are the fundamental starting points for a Resilience Health prescription.

Resilience Health also aims to improve clients' general wellbeing and personal reflection about the way they feel. Other measures such as waist circumferences and where appropriate - metabolic markers (liver function, glucose levels, triglyceride to HDL ratio, advanced testing of lipids, insulin,) may also be used to

observe the change in one's well being. Resilience Health, takes a personalised approach to working with clients. Resilience Health does not operate from a physical clinical premises. All services are delivered remotely via telephone or video consultation.

Objectives

1. To provide high quality, safe, professional services to clients. To supply services in line with regulations set out by Health in Wales (HIW) and best practice.
2. To focus on prevention of disease by promoting health and wellbeing, and offering relevant advice to clients through website information, one to one consultation, leaflets and videos.
3. To work in partnership with clients towards a positive experience and understanding - involving them in decision making about their options.
4. To foster a learning environment that continually seeks to improve through education, personal development and professional partnerships.
5. To treat clients as individuals and respect their homes, choices and families.
6. To take close account of feedback about the services and strive to implement changes to improve services where needed.
7. To operate on a financially sound basis.
8. To signpost clients to their General Practitioner if further medical input is required and encourage the sharing of information with a clients consent or in their best interest.
9. To ensure confidentiality and data protection for each client.
10. To provide consultations via telephone/video conferencing from a private and confidential room at present.
11. To refer clients on to other professionals as necessary, based on the outcome of clinical consultations or if they require physical examinations.
12. To analyse clinical conditions, based upon the outcome of consultations and diagnostic tests e.g. Blood testing, and give lifestyle advice as a result of this

analysis.

13. To ensure the ongoing health and mental wellbeing of clients by conducting follow-up appointments, including liaising as necessary with the patient's own General Medical Practitioner with consent.

Registered Managers & Responsible Individual Details	
Name	Dr Rini Chatterjee
Registered Business Address	Suite 2D, Building 1 Eastern Business Park St. Mellons Cardiff CF3 5EA
Phone number	07795556696
Email address	Resilienceheal1@gmail.com
Relevant experience	GP Principal Practice 1 Keir Hardie Health Park Merthyr Tydfil CF48 1BZ GP at Acute GP Unit Singleton Hospital Swansea SA2 Qualified Cardiff UWCM - MBBch 23 years GP -15 years ABMU Acute Medical Unit (Singleton Hospital) - 5 years

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Relevant qualifications	<p>MBBch</p> <p>Royal College General Practitioners</p> <p>Post Graduate Diploma – Diabetes (Cardiff University) CFMDL1 (CrossFitMD Level 1)</p>
Role and responsibilities	<p>Provider of medical care</p> <p>Data Protection Officer</p> <p>Complaints Officer</p>

Resilience Health – staff details

No additional staff other than Dr Rini Chatterjee – listed as manager above.

Dr Chatterjee has 23.5 years of experience as a doctor and 15 years of experience in General Practice where her role is to identify, manage and prevent chronic health conditions as well as acute medical and surgical conditions that require urgent management.

She has Post-Graduate qualifications in Diabetes.

Services/treatments and Facilities

The clients Resilience Health aims to help are those who have symptoms of varying chronic conditions that may be resolved or improved by using a different approach. The aim is to change root causes of illness rather than treating symptoms, thus impacting healthspan and longevity. It is anticipated that clients may have (but not limited to) the following conditions:

- Obesity
- Joint pain
- Metabolic Syndrome
- Type 2 diabetes
- Chronic complex conditions

Commonly these types of conditions are comorbidities existing in a single patient.

Each client will be provided with information based on the most up to date literature in nutrition, weight loss and exercise. Clients will be empowered to make their own decisions and choices in these areas to move forward and make

an impact on their own health.

There is increasing evidence that in patients with metabolic health conditions such as obesity, type 2 diabetes and hypertension, that reducing insulin levels using nutrition is beneficial. The advice given will be very patient specific and we aim to do no prescribing. If prescribing or medication changes are likely to be beneficial, the patient will be requested to liaise with their General Practitioner (GP) and in required cases we will write to the GP specifically.

Patients will undertake an initial consultation via video conference calling. After the goals and needs of the patients are identified with ideas, beliefs and expectations, a plan will be constructed in conjunction with the patient with how to meet these goals. Blood tests which enhance decision making and identify risk areas may be undertaken using a third party lab to process these tests. All advice will centre around identifying risk factors for morbidity and mortality and be centred around advice about nutrition, sleep, movement and adverse stress reduction.

Feedback

A specific feedback form is available to all clients. It will be sent as part of the initial information pack, which also outlines terms and conditions, advice on complaints and data protection. Clients will be encouraged to contact Resilience Health with any questions, views or complaints.

Arrangements for visiting/opening hours

Most consultations will take place via video call. This will occur at the client's convenience. There will be no specific establishment for opening hours but agreed hours of acceptable communication on initial meetings.

Patients will be informed before engaging in any consultations that Resilience Health will not take over the role of the General Practitioner and should not be contacted in situations requiring urgent care. In these situations they should follow usual protocols around contacting their own General Practitioner, 111 services or the Emergency Department.

Dealing with complaints

Resilience Health has a concerns guide that will be distributed to all new clients. It outlines how and who to contact when concerns are raised and what will be done about the complaint. See '*Giving Feedback and Communicating Concerns and*

Complaints Guide.'

How to complain:

In the first instance, if a client is unhappy with any aspect of care, Resilience Health advises them to contact in writing:

Suite 2D, Building 1
Eastern Business Park
St. Mellons
Cardiff
CF3 5EA

or

resiliencehealth@gmail.com

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An acknowledgement will be generated in 3 working days of receipt of the information and a written response within 20 working days. If a client is not satisfied with the response, an appointment will be arranged to discuss with those involved in an attempt to reach a satisfactory conclusion.

The '*Giving Feedback and Communicating Concerns and Complaints Guide.*' also details two other methods that clients can undertake in order to complain:

"If you are not satisfied with the service, then you may write to the ISCAS (Independent Complaints Adjudication Service):

*ISCAS
70 Fleet Street
London
EC4Y 1EU
020 7536 6091
info@iscas.org.uk*

*You can also contact Health Inspectorate Wales Healthcare Inspectorate Wales: Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ*

How Resilience Health deals with complaints:

Resilience Health takes all complaints and feedback seriously. If a complaint is received the process of acknowledgement and response is generated as above. Following this, all complaints will be reviewed on a case by case basis and practice adjusted to take in consideration of the complaint whereby appropriate. Below is a flow diagram of the complaints procedure that will be supplied to the client in their patient guide.

Reviewed March 2026



Complaints flow diagram

Equality and Diversity Commitment

Resilience Health has an 'Equality and Diversity Commitments Policy.'

At Resilience Health Clients will be treated with fairness, respect, equality and dignity. The aim is for person-centred, personalised care. This should encourage a safe environment for all clients.

There are broad ranges of marginalised groups in society that require consideration. As a company, Resilience Health will work to ensure that every person we engage with is treated as an individual, with respect.

Equality is not about treating everyone the same. Equality recognises that: everyone has individual needs and the right to have those needs respected.

Diversity is about respecting and valuing individual differences. Diversity recognises that: everybody is different; and there is a need to understand, value, and respect those differences.

Legislation:

The Equality Act 2010 provides protection against discrimination at work and in the provision of services. The Act simplifies, strengthens and harmonises previous equality legislation.

The protected characteristics that Resilience Health recognises that are covered by the Equality Act are:

Age: This refers to a person having a particular age (for example, 32 years old) or being within an age band (for example, 18-25, 40-50 years old);

Disability: A person has a disability if s/he has a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. A progressive condition is a condition that gets worse over time. People with progressive conditions can be classed as disabled.

Gender reassignment: This is the process of transitioning from one sex to another.

Marriage and civil partnership: A union between a man and a woman or the legal recognition of a same-sex couple's relationship.

Pregnancy and maternity: The condition of being pregnant or the period after giving birth.

Race: It refers to a group of people defined by their nationality (including citizenship), ethnic or national origins.

Religion or belief: The religion a person belongs to. A belief, including lack of belief, can impact on life choices.

Sex: Someone being a man or a woman.

Sexual orientation: This is whether a person's sexual attraction is towards their own sex, the opposite sex or to both sexes.

Prohibited Conduct

Resilience health will actively eliminate and avoid unlawful discrimination including: direct discrimination; indirect discrimination; associative discrimination; perceptible discrimination; harassment, victimisation and disability-related less favourable treatment.

Human rights

In practice this means treating individuals with fairness, respect, equality, dignity and autonomy whilst also safeguarding the rights of the wider community when developing policies and procedures and carrying out functions. Resilience Health will consider these

human rights principles in relation to staff and clients at all times, aiming to demonstrate a commitment to quality outcomes which will improve client experience.

Staff

Any staff that may be employed will have a personal responsibility for their own behaviour and for ensuring that they comply with the Equality Act 2010. Resilience Health would expect all staff to understand the values of the company and how this impacts on everything we do and have a personal responsibility to adhere to this.

This means staff should not undertake any acts of discriminatory practice in the course of their employment for which they will be personally liable.

We will help promote an inclusive environment by treating everyone with dignity and respect; respecting and responding to the diverse needs of staff, service users and others

We will appropriately challenge and/or report behaviour that may be considered to be offensive when directed against themselves or others and bring this to the attention of the responsible manager.

Patients, Service Users

Clients of Resilience Health will also be expected to recognise and comply with the principles set out whilst receiving care or interacting with Resilience Health.

Patients, service users are expected to be respectful to all staff and those who are verbally or physically abusive or who make derogatory statements that are of a discriminatory nature to any staff or other patients should be aware that they will be challenged about their behaviour.

Resources

Resilience Health is aware and has the capacity to access and refer others to the following organisations and relevant legislation:

ACAS is an organisation devoted to preventing and resolving employment disputes: www.acas.gov.uk

The Health & Safety Executive protects people against risks to health or safety arising out of work activities: www.hse.gov.uk

The Dignity at Work Partnership was established to tackle the problem of bullying and harassment in the workplace: <http://www.dignityatwork.org>

Equality Act 2010 quality and Human Rights Commission Codes of Practice European Convention on Human Rights

Human Rights Act 1988

Date reviewed March 2026