

# At the Heart of London

Express Medicals is best known for offering screening & occupational health services to the railway and construction sectors. The company also has a well established drugs & alcohol collection service.

The company offers a UK-wide on-site service, operates out of 11 clinics and works with a large network of physicians. The administrative headquarters and the central medical clinic are located in Surrey Quays, London SE16.

The company recently celebrated its ongoing expansion with a formal opening of new administrative offices by the local M.P., Simon Hughes.

All members of the administrative team are trained to provide a customer service of the very highest level. The customer service mantra is ingrained throughout our organisation. In fact, we are passionate about customer service. This passion permeates every aspect of our company and ranges from the prompt answering of phones through to the rapid turnaround of certificates, reports and other documents. The staff are highly motivated and take a dynamic pride in providing an excellence of service to clients.

All administrative functions are based at the London centre (CBC). This means that all the necessary expertise is on hand, and within the same building, to ensure that our service works well. Booking is very simple and clients receive an automated e-mail confirmation. Our staff understand about deadlines and the need to process results, certificates and reports as rapidly as possible. There is an excellent after-care service should there be queries, problems and / or requests for copies of previous certificates (etc..). The staff understand the concept of medical confidentiality very well and we have secure I.T. record-keeping.

The administrative team work alongside, and support, a talented and enthusiastic medical team. Based at CBC are doctors and nurses who work under the daily supervision of a clinical manager who, in turn, reports to the medical director. The team are experienced in offering a wide range of screening & occupational health services (eg: health surveillance, drug & alcohol specimen collections, HAVS screening for levels 1 – 5, audiometry, spirometry, medical examinations etc .....).

Our modern medical centre is both well equipped and staffed. Like their administrative colleagues, the medical team are dynamically geared to offering a service of the highest calibre. We have a lot of capacity and welcome short-notice appointments. We have further expansion plans for the medical centre and will be adding even more medical floor-space during the forthcoming year.

There are lots of reasons why we are excited about our London centre. We welcome visitors to come and see our premises and meet the staff.

Dr Dan Hegarty  
Medical Director  
Express Medicals

