



Chartered Trading
Standards Institute

British Healthcare Trades Association Consumer Code of Practice Audit October 2022

Background Information

The British Healthcare Trades Association (BHTA) is a well-established body originally set up to provide mobility aids for people wounded in WW1. The Association comprises of several distinct sections operating under one banner. Their members sell to consumers and businesses but also directly to public bodies such as the NHS and Local Authority Health & Social Care. BHTA35.0349 R 92.784 1.92 r716U

Audit Summary

Due to the departure of the Head of Policy and Compliance in December 2021 and the appointment of David Stockdale as CEO in June 2022, the BHTA is going through a period of review and change.

Additionally, following the Covid pandemic and Government lockdowns, there have been changes in how the teams at BHTA are working, with remote working being adopted, offices closing and some turnover of staff.

The BHTA continues to provide support to its members and provide insights regarding important developments in the healthcare sector, especially currently in relation to post-Brexit changes. On behalf of its members, the BHTA engages with and lobbies key stakeholders, including government and regulatory bodies.

Recommendations from last audit

Since the last audit, the BHTA have restarted auditing, however, they currently have just one auditor. Recruitment will commence once the current reviews are complete.

Member Application Process

All applications are thoroughly considered, with an initial screening check and a more thorough check for those applicants that progress to formally submit their application. The applicant is required to complete a detailed assessment and audit.

All checks are captured in the BHTA's Customer Relationship Management system.

The applications confirm that applicants have received and read BHTA's Code, Articles and terms and conditions. Applicants are subject to checks appropriate to the business, e.g., Companies House listing, Advertising Standards Authority rulings, correctly listed with the FCA if offering credit. If an applicant does not pass any of the checks the matter is escalated, further questions are raised and investigations are carried out before a decision is made as to whether to agree the application.

