



GENERAL CONSENT AND WELCOME LEAFLET

Terms and Conditions

Consultation and Treatments at Everything Skin Clinic™

Thank you for choosing the Everything Skin Clinic™. Please read the following important terms and conditions prior to your appointment

Consent

- The basic principles upon which our services are provided to you are outlined below. All Patients are requested to give consent to receiving care and treatment from Everything Skin Clinic™ based upon these principles and understandings.
- Your doctor may also ask you to sign a clinical Consent Form before any specific investigations or procedures which you may need.

Our Staff

- All are staff are:
- Fully trained and experienced for their role.
- On the relevant professional registers.
- Are required to undergo stringent checks before being permitted to work for our Company.
- Keep up- to-date with their professional practice.
- Are committed to delivering the best possible service for you.
- Required to adhere to strict professional standards and ethics.

Making a Complaint and Giving Compliments

- We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Patients that no-one will be victimised for making a complaint, and we encourage Patients to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to major issues. We encourage Patients to comment when relatively minor matters are a problem to them. It is our policy that all matters which disturb or upset a Patient should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.
- Our commitment is that:
- All complaints will be taken seriously; You will receive a response within 24 hours of the complaint being made, and a final reply within 28 days;
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- All complaints will be acted upon with fairness and impartiality;

- Patients are entitled to involve an impartial third party in the complaint procedure if they so wish.
- Patients and their representatives may take their complaints to persons in authority outside the Company if they are not satisfied with the response that they receive from us.
- We aim to respect your privacy and dignity at all times. Please speak out, or speak to the supervisor or CQC Registered Manager if your privacy or dignity is not being respected.
- Records will be designed, used and stored so as to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Patient's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Patient.

Confidentiality of Information

- Your rights to confidentiality will be safeguarded. We will not disclose any personal information about you to a third party unless this has been agreed with you. Agreement to disclose information should only be sought if it is for your benefit, e.g. for the purpose of assisting in your support.
- Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within the Company. You or, where appropriate, your principal Carer will be consulted where appropriate before information is released.
- Information about you will be stored in paper form, and may also be held on computer. Both forms are treated in the same strictly confidential way.
- CCTV may be used in order to protect your security and well-being. We have strict protocols in place in order to protect unauthorised access to or release of CCTV images. CCTV will not be used in private areas (such as WCs and changing rooms) or in treatment rooms without explicit Patient consent having been obtained.
- Information about you is needed in order to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
 - Making sure our services meet your needs.
 - Helping staff to review the support they provide to you to help them achieve the highest standards.
 - Investigating complaints or legal claims.
 - Auditing of our services.
 - Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:
 - GPs.
 - District nurses.
 - Other health or social care professionals.
 - Care Quality Commission.
- Further details about how we use your information are available in our Privacy Notice. See our website (or available upon request)

Equal Opportunities

- You have the right to practise your beliefs, religion or culture without constraint by

restrictive or discriminatory practice.

- Complaints of discriminatory practice will be thoroughly investigated and the results of the investigation made known to the complainant.

Respect For Other Patients And Staff

- You are requested to afford the same courtesy to other Patients and staff as you would expect to receive yourself.
- Note that any loud or abusive behaviour will not be tolerated.
- Patients are not permitted to smoke on or near the premises.
- Patients who are under the influence of drink or self-harm substances may be asked to leave the premises.

Chaperone

The Everything Skin Clinic™ is committed to providing a safe and comfortable environment for patients at all times. If you would like a chaperone present during your consultation or procedure then we can arrange this for you. Please let one of the team know ahead of your appointment.

Payment Arrangements

- Details of your treatment fees will be notified in advance.
- If you have any queries or concerns, please let us know before your treatment begins.
- You will be required to settle your accounts promptly and in full.

Insured

- If you have medical health insurance, you will need a referral from a General Practitioner to obtain an authorisation code from your insurance company before you can be seen or treated. Without these, you may find that your insurer will not reimburse your costs and you will be liable to the entire costs.
If you have insurance and want to self-fund your appointment, to then make a retrospective claim, we recommend you familiarise yourself with your own insurers policy. We will provide you with a medical letter after your appointment and an invoice to support retrospective claims.

Uninsured

- If you are uninsured, and can cover the costs yourself, you can book an appointment directly by Phone on 01615091294, or please use the booking form and a practice manager will get in touch as soon as possible to book a date. Alternatively, please email info@everythingskin.co.uk to request an appointment.

Cancellations

Your appointment at Everything Skin Clinic™ is with an expert dermatologist or therapist. Their time is valuable so we do ask you to please provide us with at least 24 hours' notice if you would like to cancel your appointment. In the event that you cancel your appointment within 24 hours, a penalty of 50% of your appointment fee will become applicable. This

applies to self-funding and insured patients. We thank you for your understanding on this matter.

Payments for treatments and consultations

- Self-pay patients are required to pay the full amount for their treatment or consultation on the day of the treatment. The booking amount will be deducted from the final invoice. Unfortunately, credit facilities are not available.
- We will invoice the insurance companies on behalf of the insured patients provided we have a valid pre-authorisation code. Any shortfall payments should be paid by the insured patients within 2 weeks of receipt of invoice.

Please sign below to indicate your consent to receiving care and treatment from us in accordance with the terms outlined above.