

THE CARDIFF CLINIC – PATIENT INFORMATION LEAFLET

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REGISTERD MANAGER: Mr Richard Karoo.

Summary of Statement of Purpose:

The Cardiff Clinic recognises its duty of care to patients choosing to attend the establishment to undertake specified specialist treatments.

As a clinic our primary focus is the field of Plastic, Reconstructive and Aesthetic Surgery. Non-Surgical aesthetic treatments. Dermatological conditions.

The Cardiff Clinic is dedicated to providing the highest standards of care for those patients seeking help and advice for the services offered.

To help achieve this the following key aims and objectives have been identified:

- 1) *To fully understand, meet and hopefully exceed patient expectations.*
- 2) *Maintain high professional and ethical standards.*
- 3) *To be dedicated to the continued improvement of service provision, education and professional development of all those delivering not only the direct care but also overall experience delivered the business administrative staff.*

TERMS AND CONDITIONS:

Appointments:

The price of the services in the form of a new consultation or follow up review will be set out in our price list. Our prices may be subject to change at any time, but price changes will not affect you if we have already confirmed a booking or if midway through treatment.

Your rights to cancel:

Most appointments or planned treatments are subject to a charge if cancelled at short notice. If greater than 1 working day's notice is provided then no charge will be applied.

You may be charged the full amount if you fail to attend your appointment.

Our rights to cancel:

We may need to amend or cancel any appointment that you make even after this has been confirmed and paid for due to circumstances beyond our control or due to unavailability of our professionals. We cannot accept any liability or responsibility in these circumstances, but we will endeavor to re-arrange your appointment to a convenient, alternative time. If this is not possible your appointment fee will be refunded in full.

Non-surgical and Surgical treatments:

Non-Surgical treatment costs will always be advised in advance of any intervention. In the event of any additional or corrective treatment being requested or required, which is not included in the original written quotation, the clinic reserves the right to charge a fair supplementary fee for material costs. These charges applied will be at the clinic and treating professional discretion.

Surgical treatment costs will always be advised in advance in writing. A deposit for surgery may only be taken after a full consultation with the operating surgeon involved with the patients care. No advance payments for surgery will be accepted until a full clinical assessment has been undertaken. A minimum cooling off period of 14 days after consultation for all cosmetic procedures is required. Full payment of any procedure should be made 21 days in advance of any agreed surgery date. The self-pay terms and conditions of the hospital you are attending for surgery will apply. Cancellation of surgery may result in a loss of any deposit paid. If the surgical booking has to be cancelled by the treating surgeon, and no alternative time or venue is possible we will reimburse any surgery costs paid by you in full including deposit paid.

Insured Patients:

It is your responsibility to confirm with your insurer in advance that your care is covered by your insurance policy. If your insurer fails to settle our invoices (or any part of them within 30 days of the date of issue we will assume that the outstanding amount will not be paid by your insurer and we may invoice you directly.

If you do not think that we have invoiced you correctly, please let us know as soon as possible so we can deal with any mistake or misunderstanding.

Please note that your insurance policy may not cover the cost of Sundry Items or other items such as specialist equipment, like crutches. You will be required to pay for any such items not reimbursed by your insurers.

Contract between Patients and Services Provider.

First consultations relating to surgical procedures are usually 30 minutes long and follow up consultations 15-20 minutes.

First consultations for non-surgical procedures are usually 15-20 minutes long.

Treatment appointments will vary in length depending upon the time required to complete.

If after consultation further investigation's are required then either a letter can be sent to your general practitioner to assist with arranging this through the NHS or a request made to a local private hospital /facility with the appropriate equipment and expertise available to undertake the request.

All prescriptions are made on a private basis, i.e. the patient will pay the cost of the drug(s). Many patients will ask whether their GP can issue an NHS prescription, this may be possible following review and a letter sent to your GP stating what drugs have been prescribed.

While the clinic staff and doctors will do their best to ensure a satisfactory outcome of any consultation, treatment or surgical intervention, no procedure is entirely risk free. The results of any particular treatment cannot be guaranteed with complete certainty. We aim to provide comprehensive information and support to all our patients before any procedure and if any outcome is not as expected we will endeavor to help and support in every way.

No cosmetic treatment will last forever, time, gravity one's genetics and the natural aging process will always play a part in the longevity of results. Our bodies continue to change. The same is true of reconstructive surgery, function and form will never be as it was prior to any procedure and the aim is to maximise any functional losses or eliminate any pathology which may cause harm. Diseases can progress and so some treatments may only be suitable in a hospital setting and not available privately.

Complaints Procedure:

If you would like to make a complaint, you will have access to an effective complaints process.

There is a written policy and procedures for all aspects of service, care and treatment including the stages and timescale for the process. If there is a complaint you will receive a written acknowledgment within 2 working days of receipt of the complaint and a full response within 20 working days.

Where an investigation is still in progress and outcome within 20 days not possible, a letter explaining the reason for the delay will be sent and an estimated time scale for any conclusions being made.

If the internal complaints resolution process had failed to resolve any of the issues raised and patient unhappy with the process then they have the right to contact Health Inspectorate Wales, Welsh Government, Rhydyccar Business Park, Merthyr Tydfil, CF48 1UZ. Telephone: 0300 062 8163 for further help and guidance.

Summary of Patient Views:

We hold a folder of patient reviews of their experience with the clinic and treating staff and have a Facebook page with reviews and links to independent review websites.

Registration Authority:

Health Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ.
Telephone: 0300 062 8163 for further help and guidance.