

Brigstock Skin and Laser Centre



1. Information for Patients

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1. INFORMATION FOR PATIENT'S

1.1 Patients' Guide

With regards to the patient's guide and in observance of NHMS Core Standard C1, it is the responsibility of the Registered Manager to ensure that:

- 1.1.1 This guide is given to all prospective patients.
- 1.1.2 It is reviewed every 12 months.
- 1.1.3 It contains information about the clinic's ethos and contact information, treatments offered and prices of such.
- 1.1.4 That it contains information on how to complain both at the clinic and the Healthcare Commission, including how to complain about the Patient Guide.
- 1.1.5 The contact address and telephone number of the Healthcare Commission is contained within the patient guide
- 1.1.6 An up to date copy of the Patient Guide is kept in the Policies Folder in the Shared Folder on the clinic's server, as well as hard copies being available on reception.

1.2 Statement of Purpose

The clinic's Statement of Purpose is kept in the Policies Folder in the Shared Folder on the clinic's server. A copy of the statement, outlining the clinic's ethos, aims and objectives is available to patients upon request.

1.3 Availability of Annual Report to patients

As per our registration as a private healthcare establishment, an annual inspection of the clinic is carried out and a report is produced by the Healthcare Commission. This report is available at the Healthcare Commission and is a public document to which any patient has access. A copy of this report is to be kept on site and made available to patients upon request.

1.4 Misleading information

It is the responsibility of the registered manager to ensure that information published by the clinic about its services is accurate. This includes:

- 1.4.1 Information given to clients and prospective clients as to what the treatment on offer will be likely to achieve.
- 1.4.2 Information contained in advertisements, i.e. meeting the requirements of the Advertising Standards Authority.