



Eberwein Medical & Lifestyle

General Consent And Welcome

Introduction

- Welcome to our service.
- The basic principles upon which our services are provided to you are outlined below.

Consent

- All Patients are required to consent to receiving our care and treatment based upon these principles and understandings.
- Consents also include your implied permissions to obtain, store, use, and share data with other legitimate health and social care providers – and also to destroy your data when it is no longer required and / or is mandatory to be held for legal purposes.
- Consent will also deemed include your permissions to communicate with you electronically e.g. via telephone, email, video etc. using safe and secure systems when this is appropriate.

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.



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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 normally receive a response within 3 working days of the complaint being made, and a final reply within 20 working 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.



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- 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. Professionals 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 may be stored in paper form but mostly electronic. Both forms are treated in the same strictly confidential way.
- 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 professionals.
 - Social workers.
 - Care Quality Commission.
- Further details about how we use your information are available in our Privacy Notice. See our website (or available upon request).
- In the event of the organisation ceasing to trade, data about you will be held confidential and only passed to legitimate third-party organisations which comply with all necessary and statutory obligations regarding data security.



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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.

Chaperoning

- Due to the nature of remote video consultations we are at this moment not able to provide a remote chaperone. It should be noted however that no intimate examinations would be performed during any of our consultations. However we are looking into arranging chaperones for the future. If you feel you would still like a chaperone we respect your wish and would be able to provide you with details of other providers who could do this for you.

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.

Out Of Hours Care

- You will be informed about arrangements for contacting us out-of-hours should this be necessary.
- In the event of any sudden emergency, please contact your local A+E service. The ambulance service via 999, or your GP.



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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.
- Note that there may be extra costs for providing for your individual extra needs such as chaperones, translation/interpreting, etc. Please ask for details.
- You will be required to settle your accounts promptly and in full.

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

Signed.....**Date**.....

Full Name