

PATIENTS' GUIDE TO THE MELBURY CLINIC

(This document is available in other formats on request)

Set in delightful rural Dorset with plenty of car parking, The Melbury Clinic provides a professional and comfortable environment for medical out-patient consultations and treatments for patients aged 16 years and above, on a private basis. The Melbury Clinic does not cater for children under 16 years, and patients are respectfully requested, if possible, not to bring children with them to appointments.

The clinic has two consulting rooms, a treatment room and a waiting foyer, and patients and visitors to the clinic should be aware that CCTV operates outside the building, and in the waiting foyer.

Tea and coffee are offered with our compliments.

Consulting rooms are arranged on two floors and there is no lift facility. However disabled patients can be seen in ground floor rooms which are wheelchair accessible, with a wheelchair available.

A hearing aid loop is available on request for patients with reduced hearing –hearing aid users should switch their aid to position T.

Illuminated magnification is available on request for patients with reduced vision.

The Melbury Clinic is equipped and staffed to undertake consultations and a range of tests and treatments limited to those under local anaesthetic only – procedures requiring intravenous sedation or general anaesthesia are not conducted here.

Non surgical cosmetic treatments, not within the scope of the Health and Social Care Act 2008, are offered by a Registered Nurse who is an Independent Nurse Prescriber, and a specialist in these aesthetic procedures.

Occupational Health services, also outside the scope of the Health and Social Care Act 2008, are offered by two specialist physicians

Chaperone

Our aim is always to respect patients' privacy and dignity, and clinic staff are on hand to assist and accompany patients particularly during an examination or procedure. There is always time to speak privately with your Consultant, and although we limit persons in the treatment room to staff members only, at other times you are welcome to have a relative or close friend present with you.

Data Protection

Under Data Protection legislation every individual has rights relating to information held about them, including its accuracy, how and for what purpose it is used and held, as well as having access to it, having made a written request.

All information, written, verbal and electronic, relating to your clinic visit is regarded as confidential and handled accordingly. Staff receive training in all aspects of confidentiality and are contractually bound by the clinic's policies relating to confidentiality.

The clinic has invested in state of the art protection for its electronic systems including encryption of data in order to meet new Data Protection legislation expected to be introduced in 2018.

The Directors

The Managing Director of The Melbury Clinic is Mr Haroun Gajraj FRCS, a surgeon with many years' experience at our local NHS hospital before founding The Melbury Clinic in 2003. Here he specialises in the treatment of varicose veins. His wife Jane Gajraj is the other director.

Clinic Staff

There are two registered nurses who participate in all aspects of the clinic's activities, especially assisting in the care of patients having treatment for varicose veins, and supporting the Occupational Health physicians as required in their work.

Our secretary administrator is a key member of the team, often the first point of telephone contact with the clinic and dealing with enquiries, appointments and correspondence.

The Clinic is managed by Mrs Ros English who has many years' experience managing acute private in patient wards at Yeovil and Taunton.

Your Comments, Suggestions and Complaints

The feedback we receive from complaints as well as compliments and suggestions is much appreciated. You are welcome to raise these with your clinic consultant, therapist, with our secretary or the Clinic Manager. A written complaint can be sent to the Clinic Manager.

Our policy is to acknowledge in writing within 2 working days of receiving a complaint. We will investigate and aim to respond more fully within 20 working days. If it takes longer to complete full investigations we will keep you informed in writing and undertake to provide a full report within 5 days of a conclusion being reached.

We would hope to be able to resolve a complaint issue in house, but if this is not possible Healthwatch UK is a charitable organisation with local branches, whose mission is to be the champion of health and social care, and to listen to consumers of those services. In Dorset contact 0300 111 0102.

If you want to tell the CQC about a service even if you don't want to make a complaint you can telephone 03000 616161.

Research

There are currently no plans for research programmes to be conducted at the Clinic.

Payment of Clinic Charges

The Melbury Clinic raises charges for certain procedures and tests conducted here. These are generally in association with varicose veins and non surgical cosmetic treatments and products. For self paying patients we respectfully request settlement in advance, or, for cosmetic treatments or products, at the time of the appointment. Payment can be made by cheque, cash or credit or debit card, most cards being accepted except American Express and Diners Club.

Fees associated with Occupational Health services are not dealt with by The Melbury Clinic but by the physicians themselves.

Medical Insurance

The Melbury Clinic has agreements with most UK private medical insurance companies who have approved our tariff and our invoicing arrangements.

If you are planning to use a private medical insurance policy to fund treatment please contact your insurer in advance and obtain authorisation. We would appreciate receiving membership and authorisation details in advance of your appointment.

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