PATIENT GUIDE

Innermost Healthcare

(trading name of Innermost Secrets Limited)

Clinic and Registered Address

Ash Tree Clinic, 3 Ash Tree Court, Woodsy Close

Cardiff Gate Business Park, Cardiff, CF23 8RW

Telephone 0345 230 3386
office@innermosthealthcare.com

Produced by Innermost Healthcare

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Reviewed Annually

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The Patient Guide, which is a legal document required by the Care Standards Act 2000 and the Independent Healthcare (Wales) Regulations 2011, is designed to be read, easily understood, and available to a wide spectrum of people including patients, relatives and visiting professionals. It is intended that the guide will be reviewed annually unless circumstances dictate that it should be reviewed earlier.

Welcome to our Patient Guide

Led by Dr Bryan Beattie MD FRCOG, a Consultant in Obstetrics and Fetal Medicine, we offer personalised pregnancy care for mums-to-be and a range of health services for women and men, including:

- private antenatal care;
- pregnancy scans and tests;
- non-invasive prenatal testing;
- 3D/4D baby bonding scans;
- screening for pre-eclampsia, premature labour and group B Strep;
- newborn screening;
- general gynaecology and women's healthcare services;
- women's & men's health screening services including hereditary genetic screening; and
- the issuing of relevant private prescriptions.

Services are provided in a calm, private and comfortable setting. The clinic building is located in a quiet corner of Cardiff Gate Business Park, alongside the Royal Pharmaceutical Society Wales. Ample, level car parking is available, with flat surface access to the clinic building. Lift access is available to all floors, along with appropriate and accessible bathroom facilities.

A spacious waiting room is available for patients. 2 large consulting/treatment suites are available along with phlebotomy and recovery/rest areas. Clinic offices are based on the ground floor alongside a meeting and training room.

Effective and timely communication with NHS care is maintained where appropriate. All patients are strongly encouraged to continue their relationship with NHS services.

Terms and Conditions in Respect of Services offered to Patients

Hours

The clinic is open Monday – Friday between 9:00a.m. and 10:00p.m, and 9:00a.m to 2:00p.m. on Saturdays. This allows flexibility of appointment times. Please note that individual Consultants will have specific availability in line with their other commitments – patients are given appointment times to reflect this.

Out-of-Hours

Patients are able to access emergency telephone advice from Dr Beattie if they are registered as a patient with him. This is because of the nature of the antenatal care services he offers. Other Consultants may not offer out-of-hours care and patients should confirm their requirements when booking. All patients continue to be able to access emergency and out-of-hours NHS services. Please note that under no circumstances should patients leave urgent messages on the answerphone.

Consultations

Different services require different consultation durations. Consultations are therefore booked for specific lengths of time and this is confirmed upon booking.

Support for Access and Appointments

We understand that sometimes a little extra support or reassurance is needed to access services and attend appointments. We offer:

- accessible premises including flat entrances to the building and internal rooms and a lift;
- accessible parking immediately adjacent to the front door;
- accessible and dedicated WC and hand washing facilities;
- single-use, gender neutral WC facilities;
- hydraulic adjustable couch to assist with ultrasound scanning;
- i-translate software to support a range of different languages;
- chaperoned appointments;
- guest attendees, such as a support partner or friend (limited to one attendee at this current time as per COVID guidance in Wales);
- cultural and religious understanding and experience in relation to the services, counselling and advice we offer (for example, restrictions on the use of blood products);
- an affirming, inclusive and experienced environment for LGBTQ+ family planning, pregnancy and parenthood;
- training in safeguarding supported by a clear safeguarding protocol;
- equality training supported by a clear equality statement and commitment; and
- signposting to other organisations who can offer help and support

Results of Investigations

Results of tests and investigations are usually available within 24-48 hours although some may take longer and some can take up to 6 weeks plus. Patients are informed of the results by telephone or during a booked Consultation. A copy of the results is usually sent to the patient's GP and for obstetric patients also to the lead NHS provider for the pregnancy.

Amount and Method of Payment of Charges

Your care will be tailored to your needs and so please discuss costs and confirm the specific amount with us. It is a requirement of the clinic that no care is provided unless the patient has been informed of the charges that will be incurred and has given their informed consent. Everything is payable before the time of the consultation. The majority of patients pay using a debit or credit card, details of which are appropriately held by us.

We reserve the right to charge a cancellation fee of £50 if you cancel any appointment within 5 full working days of the scheduled appointment date, or if you do not attend your appointment without letting us know. However, we understand that sometimes things don't always run smoothly. If you feel there are special circumstances that mean you need to cancel an appointment at short notice, please ask to speak to our Clinic Manager.

Please note that the schedule of fees is refreshed annually in April.

Arrangements for Patient Feedback

We can only ensure continued quality of care and the appropriateness of our services to meeting needs with your help. As a patient with Innermost Healthcare, you will be offered a paper questionnaire seeking feedback on your visit or experience with us; you can also download this from our website. We really appreciate you taking the time to complete it and return it to us, either at the time of your visit or later by post or email.

You do not have to provide your name or any personal details. If you need our help completing the form, or would prefer to answer the questions verbally, please let us know.

As part of our most recent inspection with Healthcare Inspectorate Wales, published in March 2018, the regulators sought feedback from a range of our patients. They received 32 questionnaires and reported that overall patient feedback was very positive and we were providing safe and effective care. They found that our staff are committed to providing a welcoming environment and a positive patient experience and that patients rated the care and treatment that they were provided with as excellent.

Arrangements for Dealing with Complaints and Concerns

We encourage all patients to raise any concerns they may have with us at the time they arise so that they can be addressed immediately. This gives a timely opportunity to listen to the concern and to 'put things right' if this is needed.

Should you wish to make a complaint, we operate a Complaints Policy; Dr Beattie investigates and responds to all complaints. We aim to respond with a response to all complaints within 28 working days but if we are unable to meet this timescale, the delay will be explained and a revised date provided. The policy is available in the clinic and also on request.

If you would like to make a complaint, please write to:

Dr Bryan Beattie, Innermost Healthcare
Ash Tree Clinic, Woodsy Close, Cardiff Gate Business Park, Cardiff, CF23 8RW

Making a complaint does not prejudice a patient's right to complain to Healthcare Inspectorate Wales (HIW).

Should a patient wish to check the GMC Registration of any Consultant working with us, they can telephone the General Medical Council on 0207 9153630 or e-mail them at registrationhelp@gmc-uk.org

Fair Processing Notice- General Data Protection Regulations

This notice provides you with information about how we use and manage the information we have about you, including how we share it and how we maintain confidentiality.

What is personal data?

Personal data is information that relates to a living individual who can be identified from that data.

Why do we collect information about you?

We keep records about the health care and treatment you receive as one of our patients. This helps to ensure that you receive the best possible care from us.
It helps you because:

- Accurate and up-to-date information assists us in providing you with the right care
- Full information is readily available if you see another doctor or are referred to a specialist or another part of the NHS.

The General Data Protection Regulations

These govern the processing of personal data held on computer systems and in other formats. It restricts how we can use an individual's data, and consists of eight Data Protection Principles that **must** be applied when processing personal data. Organisations that process personal data must register as a 'data controller', and notify the Information Commissioner (ICO) why they need to process the data.

Innermost Healthcare is the data controller of personal information that is collected by us to help us provide and manage healthcare to our patients. Full details of all the purposes to which data may be put are listed at the ICO website (http://www.ico.gov.uk/). We are registered with the Information Commissioner. The registration number is Z187341X.

What kind of information do we hold about you?

- Name, address, date of birth, NHS Number and next of kin
- Contacts we have had with you such as clinic visits
- Details of diagnosis and treatment
- Allergies and health conditions.

Information is stored on secure computer systems with a separate network password and a clinical database password. The database itself is continuously backed up onto two RAID drives in the secure part of the server.

How may information about me be used?

It will be used by members of staff treating you. Some information, such as your name and address, may be used to make appointments for your care. You may be receiving care from other people as well as us; we may therefore need to share some information about you. Normal practice is to copy all correspondence to your GP, and for obstetric patients, the lead NHS provider for your pregnancy. If you do not wish this to happen, please let us know. Anyone who receives this information is also under a legal duty to keep it confidential, unless you agree otherwise.

If you make a complaint, those investigating the complaint will be able to see your records.

We will not disclose any health information to third parties without your explicit consent, unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires it.

We may also be asked by other public bodies, such as the Police, to share basic information about you, such as your name and address, which does not include sensitive information from your health records. Generally, we would do this to assist them to carry out their statutory duties. In these circumstances, where it is not practical to obtain your explicit consent, we are informing you through this notice. We may use your details to contact you with patient satisfaction surveys relating to services you have used. This is to improve the way we deliver healthcare to you, our patient.

You have the right to refuse / withdraw consent to information sharing at any time. The possible consequences will be fully explained to you and could include delays in receiving care.
Can I see my information?

A person may request access to information (with some exemptions) that is held about them by an organisation. This is known as the Right of Subject Access**.** You should start by asking the person in charge of your care. The Access to Health Records Act 1990 also allows access, in certain circumstances, to information that we hold on deceased patients.

How long do we retain your records?

All our records are destroyed in accordance with the Independent Health Care Regulations (Wales) 2011 Retention Schedule, which sets out the appropriate length of time each type of record is retained. We do not keep your records for longer than necessary**.** All records are destroyed confidentially once their retention period has been met.

If you object to the use of your information in any of the ways described here, please write to Dr Bryan Beattie, Innermost Healthcare, Ash Tree Clinic, 3 Ash Tree Court, Woodsy Close, Cardiff Gate, CF23 8RW.

Our Regulators: Healthcare Inspectorate Wales (HIW)

We are regulated by Healthcare Inspectorate Wales on behalf of the Welsh Government. For a copy of our inspection reports prepared by HIW, or to make a complaint about us please contact:

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Our inspection reports (when available) can be viewed on the HIW website: www.hiw.org.uk

Information on our Prices and Charges

Our professional and friendly Clinic Team always inform patients about prices and charges before booking.

You can telephone or e-mail them with questions about prices and charges:

Telephone 0345 230 3386
office@innermosthealthcare.com

Our prices and charges can be found on our website www.innermosthealthcare.com and are subject to annual review.

More Information

If you would like more information about us or more details on a specific section of this guide, please visit our website www.innermosthealthcare.com

You can also telephone or e-mail with your questions or to ask us to send you more information:

Telephone 0345 230 3386
office@innermosthealthcare.com

Information about COVID-19 and Other Infectious Conditions

Please ensure that you keep up-to-date with official guidance about COVID-19 and other infectious conditions (such as seasonal influenza, norovirus) and the regulations in place at the time of your visit. Please note the following:

- you may be asked questions about your health on booking and on attendance; if you are symptomatic, you will not be given an appointment and will be re-directed to the official guidance in place at the time on what you should do next;
- our staff will be wearing PPE in line with official requirements, professional guidance and their own personal risk assessments;
- when appropriate and required, you will be asked to wear a facemask unless medically contraindicated (we can provide one if you do not have your own); and
- when appropriate and required, there are non-contact temperature checkers and hand sanitisers available.

If you have any specific concerns about attending our clinic, please do contact us on 0345 230 3386.