

**The Burghley Park Clinic**  
**Client Guide to**  
**Services**

Version 1.9

**THE BURGHLEY PARK CLINIC &  
TAW HILL MEDICAL PRACTICE**

**MAY 2011**



# The Burghley Park Clinic & Taw Hill Medical Practice



## Client Guide to Services

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**This version supersedes all previous issues.  
Please ensure that you are using the latest issue.**

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**Policy Requirement e.g. QoF, Care Quality Commission, Internal etc.**

### Distribution:

Registered Manager /All Staff and practitioners with practicing privileges

## Introduction

This guide is designed to give you access to the information about the services and care on offer at The Burghley Park Clinic

This guide is a requirement of The Health and Social Care Act 2008 (Regulated Activities) Regulations 2010. A copy of the Act and its provisions is available for inspection on request.

The documents are also available at [www.cqc.org.uk](http://www.cqc.org.uk)

If you wish to know more about the Act, its provisions, our obligations and responsibilities and our compliance with the Act, please do not hesitate to ask member of staff.

## STATEMENT OF PURPOSE

The aims and objectives of The Burghley Park Clinic are to provide high quality medical and aesthetic care.

Burghley Park clinic comprises a *medically* supervised aesthetic medicine clinic, and 3D baby scanning unit.

Treatments provided by The Burghley Park Clinic include:-

- Laser & Intense Pulse Light skin treatments
- 3D Antenatal ultrasound scanning
- Radiofrequency Skin Tightening
- Carboxytherapy
- Botox

With the exception of patients over the age of 16 with inflammatory acne being treated with the pulse dye laser with parental consent, all persons treated at The Burghley Park Clinic are over the age of 18 and able to consent to treatment.

## **Aesthetic medicine clinic**

The *medically* supervised aesthetic medicine clinic provides treatment rooms for experienced aesthetic medicine specialist Dr Peter Crouch. The clinic provides a wide range of aesthetic medical treatments and services that can be tailored specifically to the needs of the individual.

All patients who have laser treatment attend a consultation to determine suitability for treatment. During the consultation, patients are informed of the operation of the establishment and the details regarding the treatment required. It is difficult to generalise as treatment numbers vary from client to client and the area treated. Treatment outcomes and expectations are discussed at consultation, and a written estimate of the cost involved is provided on request. Payment is normally due at the time of booking. (Price Lists attached).

Payment can be made by the following methods:-

- Cash
- Credit or Debit Card
- Online using PayPal

A consent form is signed before any treatment is carried out. With the exception of patients over the age of 16 with inflammatory acne being treated with the pulse dye laser with parental consent, all persons treated at The Burghley Park Clinic are over the age of 18 and able to consent to treatment. When a person aged over 16 years approaches for treatment of inflammatory acne, they will be offered a consultation and their capacity to consent to treatment assessed at this time. Before treatment can commence however, full written consent will be obtained from whoever holds parental responsibility for the young person. The consent form is clearly laid out and the opportunity to ask any questions is afforded during this time. The Burghley Park Clinic does however reserve the right to decline to treat any client. This may apply to any client requesting medical treatment that is deemed to be medically unsuitable or where treatment would pose a risk to their health.

Laser / IPL treatments are delivered by Dr Peter Crouch. Prior to laser treatment clients will have a detailed consultation to determine their suitability for treatment. During the consultation, they will be informed of the operation of the establishment and the details regarding the treatment they require. It is difficult to generalise as treatment numbers vary from client to client and the area treated. The Clinic will discuss treatment outcomes and expectations at consultation, and a written estimate of the cost involved will be provided. Payment is normally due at the time of booking. (Price Lists attached). Payment is by cash and all generally accepted credit cards.

## **Note for Patients Registered at Taw Hill Medical Practice:**

General Practitioners are generally not able to offer their own registered patients private services so that, in order to comply with the Law, patients registered at Taw Hill Medical Practice will not be able to receive private services. Patients who are registered with Taw Hill Medical Practice will be politely reminded of the legal prohibition concerning this and guided to approach other aesthetic clinics suitable for their needs.

### **3D Antenatal Ultrasound Scanning Clinic**

The Burghley Park Clinic 3D/4D antenatal ultrasound scanning service provides antenatal ultrasound scanning for couples between 22 and 34 weeks into their pregnancy. The scans are only performed by doctors and fully trained ultrasonographers. The antenatal ultrasound clinic is provided by Shirley Legge and Grazyna Raspla-Arnold – (all experienced ultrasonographers). Scans are non-diagnostic and clients are fully aware of this when booking. Clients are afforded an unhurried scan of their baby and take away colour printed pictures and a DVD of the moving 3D images of their baby before birth. Payment is normally due on the day of treatment.

Payment can be made by the following methods:-

- Cash
- Cheque ( with a cheque guarantee card)
- Credit or Debit Card



## **How you can expect us to treat our patients**

All our customers are treated with respect and we undertake to preserve and defend patient/practitioner confidentiality at all times. Care is taken to ensure the services provided facilitate and respect people of different cultural and ethnic backgrounds and those with physical and sensory disabilities. Measures are in place to protect privacy, dignity and confidentiality.

As Health Professionals, we are committed to treating everyone in an ethical and medically justifiable manner. For example, if, having discussed available options, we feel that a particular treatment is not appropriate; we would feel duty bound as Healthcare Professionals to recommend not proceeding on commercial grounds alone. We are constantly evaluating new therapies as they emerge.

The Burghley Park Clinic recognises that despite the measures in place to ensure quality of care, there may be occasions when a patient has reason to complain. A copy of the Clinic's Complaints Procedure is available (see below) and on request.

All information provided is treated as strictly confidential and all records are held in accordance with the Data Protection Act 1998. Records are held securely and in line with local policy.

### **Language & Translation**

If required, translation services will be made available – we use Language Line – a written and spoken translation service available 24 hours a day.

### **Physical and Sensory Disabilities**

Our facilities are modern and purpose built to comply with the Disability Discrimination Act. All staff are trained to recognise the special needs of those with a sensory or physical disability. All consulting rooms and treatment areas are on level access. All signage is Braille complaint and all rooms are fitted with either a loop induction or infra-red system for the hearing impaired.

Large print photocopies of documents are available on request for visually impaired clients.

# The Contract

The contract between the Client and The Burghley Park Clinic will consist of

- A signed statement of Terms and Conditions of Service (standard)
- A signed Consent Form (specific to the procedure requested and intended)

## Example written Estimate of Cost of Treatment

Date of Consultation .....

Client's name .....

Practitioner providing estimate .....

Treatment :-

.....  
.....  
.....

**Estimated** number of sessions required ..... sessions.

Cost per session\* :-

£ ..... GBP

\* Please note – the price quoted in this estimate remains valid for the duration of the treatment provided that 12 months have not elapsed between estimate and treatment.

# Terms & Conditions

1. We are required by law to seek your consent for us to send details of your treatment to your GP. If you give your consent for us to contact your GP, please sign and date below.

**I hereby consent for the BPC to provide details of this treatment to my GP.**

Signed by the client \_\_\_\_\_ Dated \_\_\_\_\_

Signed on behalf BPC \_\_\_\_\_ Dated \_\_\_\_\_

2. If you do not consent for these details to be provided, we will need to provide details of the treatment directly to you for your own reference or so that you can pass it on to your GP.  
**I hereby withhold my consent for the BPC to provide details of this treatment to my GP and acknowledge receipt of treatment details in lieu of this consent.**

Signed by the client \_\_\_\_\_ Dated \_\_\_\_\_

Signed on behalf BPC \_\_\_\_\_ Dated \_\_\_\_\_

3. I understand that I must follow appropriate post treatment advice (provided at the time of treatment) and that the BPC cannot be held responsible for any adverse effects resulting from non-compliance with this advice.
4. I accept that this is a smoking-free building.
5. I understand that initial consultations are free of obligation to proceed to treatment. I do understand that the BPC applies a charge, indicated in advance, for the time spent providing initial consultations (see price list available and amended from time to time).
6. I understand that appointments booked for treatments and not attended nor cancelled within 14 days of the appointment will not attract a refund. No further appointments will be offered until previous outstanding fees are paid.
7. The BPC do not charge for cancellations made more than 14 days before the appointment but would appreciate your earliest advice if you are unable to attend.
8. I understand that the BPC reserves the right to refer non-payments to a debt collection agency.
9. I understand that chargeable consultations must be paid for in full at the time of booking. All treatment must be paid for at the time of the appointment. Cash, cheques and credit/debit cards are all accepted. Returned cheques will carry an administration charge of £20.00.
10. I understand that the BPC do try to run the clinic efficiently and on time, however there are always occasions when appointments run behind schedule due to factors beyond our control. I understand that if the BPC keep me waiting, I will be seen as soon as possible.
11. I agree that, if I am running late to meet my appointment, I will let the BPC know so that the clinic can try and alter the appointments accordingly. I understand that if I am late, my appointment may be delayed further by later appointments being seen on time.
12. I understand that the BPC cannot allow children to come into treatment areas and cannot supervise children left unattended in the waiting room. I agree that I not attend with children will not be left unattended and that the BPC cannot be held responsible for incidents that might take place in these circumstances.

## **Patient survey**

A patient survey is conducted annually and the results are shown on the Burghley Park Clinic website <http://www.burghleyparkclinic.com>.

Copies of the results of the patient survey will be submitted to:-

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

## **Care Quality Commission Inspection report**

A copy of the Care Quality Commission Inspection Report will become available online at <http://www.cqc.org.uk>  
or from:-

**Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA**

## **Access to Medical Records**

You can request a copy of your medical records at anytime for which there is a statutory £10 charge

To apply please ask reception or phone on 01793 709580 or email at [enquiries@burghleyparkclinic.com](mailto:enquiries@burghleyparkclinic.com)

If you need any more information about the information we hold on you please ask. We are compliant with guidance issued by the Data Protection Registrar and the clinic is fully registered under the Data Protection Act.

# Complaints

## The Burghley Park Clinic Complaints Procedure

Whilst every measure is taken to ensure quality of care, if you feel you have reason to complain about any aspect of your treatment at The Burghley Park Clinic we promise to listen to your complaint and deal with it fairly and promptly. All complaints made under the complaints procedure will be fully investigated. If the complaint is not resolved immediately, we aim to inform you in writing within 48 hours of the steps being taken to resolve the complaint. A full response will be made within 20 working days of receipt of the complaint, or where the investigation is still in progress, a letter explaining the reason for the delay will be sent to you and a full response made within five days of a conclusion being reached.

In line with the Department of Health's Complaints Reform Programme and to ensure that complaints are integral to clinical governance and service improvement, we, The Burghley Park Clinic, will ensure that you are supported throughout the complaints process. We will do this by:

- Taking your complaint seriously
- Listening to you
- Being reasonable and objective
- Being responsible and flexible
- Keeping you informed

If we are unable to deal with your complaint we will pass your complaint on to the Care Quality Commission. The Care Quality Commission feels it is important that concerns about private health service care provision are monitored and addressed in an appropriate manner. You may also wish to contact them yourselves. (The contact details can be found at the bottom of this page).

A written copy of the Complaints Procedure is available upon request to

1. Any person acting on behalf of the client
2. Any person who is considering whether to become a client.

## How can I make a complaint?

You can make a complaint on your own behalf, on behalf of someone you care for or, in the case of a child, on their behalf, in several ways:-

- *Informally*, by asking to speak in person (or by telephone – 01793 709580) to the Registered Manager who will be happy to listen to you in order to understand your concern, investigate fully and come back to you to discuss your complaint in more detail.
- *Formally*, in writing, (addressed to The Registered Manager, The Burghley Park Clinic, Taw Hill Medical Practice, Aiken Road, Swindon, SN25 1UH), by letter, fax (01793 709581) or by confidential email (email address is [complaints@burghleyparkclinic.com](mailto:complaints@burghleyparkclinic.com) ).

All complaints made under the complaints procedure will be fully investigated. We aim to acknowledge your comments verbally (if practical to do so) and in writing within 2 working days. If the complaint is not resolved immediately, we aim to inform you in writing within 48 hours of the steps being taken to resolve the complaint. A full response will be made within 20 working days of receipt of the complaint, or where the investigation is still in progress, a letter explaining the reason for the delay will be sent to you and a full response made within five days of a conclusion being reached.

NB Complaints about any aspect of an application to obtain access to health records can be made under the Complaints Procedure. Having followed this procedure and being dissatisfied with the outcome of the investigation a person does have the right to take their complaint to the Care Quality Commission. Alternatively, a person has the right to complain to the Information Commissioner, formerly the Data Protection Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. Tel 08456 30 60 60 or 01625 545745..

**Comments or complaints about service provision can be made directly to the Care Quality Commission on 03000 616161 or in writing at:**

Care Quality Commission  
National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

The Care Quality Commission will be notified if there is any change to this document.

# Appendix 1

## Clinic Procedures Price List

This price list is for guidance only – prices will vary depending upon the area treated and the technical difficulties associated with treating some conditions and certain skin types. A written estimate will be provided at the initial consultation (see below)

### Consultations

The initial consultation takes approximately 30 minutes and will be a general assessment of your needs and options. We will make recommendations from the range of options and advise you of potential outcomes including side-effects and potential problems.

<b>Antenatal 3D Ultrasound</b>	<b>3D Ultrasound – DVD/Computer Disc and colour laser prints 22 Weeks Plus</b>	£200
	<b>Sexing Scan - 2D Sexing Scan</b>	£77

<b>BOTULINUM TOXIN for treatment of dynamic facial wrinkles</b>	<b>Initial Assessment (Mandatory) Single Client Only (30 minute)</b>	<b>£ 246 inc VAT</b>
	<b>Cost per treatment:</b>	<b>£475 (inc VAT) (Minimum charge)</b>
	<b>Additional areas may be treated at same session</b> Allow at least 1 hour for each session	<b>Prices from £50</b>
	<b>Follow up:</b> The client is normally reviewed again 2-6 weeks after the initial treatment to assess the cosmetic affect.	
	<b>Further treatment:</b> Further treatment is left to the client's discretion.	

<b>BOTULINUM TOXIN for treatment of hyperhidrosis (excessive sweating)</b>	<b>Initial Assessment (Mandatory) Single Client Only (20 minute)</b>	<b>£246 inc VAT</b>
	<b>Cost per treatment: Under Arm</b>	£395 (currently VAT exempt)
	<b>Sessions:</b> Allow at least 1 hour for each session	
	<b>Further treatment:</b> Further treatment is left to the client's discretion.	

<b>LASER AND I.P.L. SKIN TREATMENTS</b>	<b>Initial Assessment (Mandatory) Single Client Only (20 minute)</b>	<b>£ 205 inc VAT</b> (if treatment is cosmetic – VAT exempt if medical condition e.g. rosacea diagnosed)
	<b>Photorejuvenation (uneven pigment/lines/ red vessels) Initial Consultation</b>	<b>£246</b>
	<b>Rosacea Lumenis One IPL Treatment</b>	<b>£306</b>
	<b>Rosacea Gemini ND:YAG Laser Treatment</b>	<b>£306</b>
	<b>Rosacea + Seb Derm Lumenis One IPL Treatment plus Nlite Laser Treatment</b>	<b>£306</b>
	<b>Rosacea + Seb Derm Nd:YAG IPL Treatment plus Nlite Laser Treatment</b>	<b>£306</b>
	<b>Rosacea - Pulsed Dye Laser - Non-Purpuric (Non bruising) Treatment for Facial Redness</b>	<b>£306</b>
	<b>Lumenis One IPL Photorejuvenation</b>	<b>£367</b>
	<b>Lumenis One Aluma Radiofrequency Photorejuvenation</b>	<b>£367</b>
	<b>NLite Treatment</b>	<b>£306</b>
	<b>NLite New Patient Consultation</b>	<b>£205</b>
	<b>KTP Laser Treatment for Treatment of Pigmentation</b>	<b>£367</b>
	<b>Sessions:</b> Each session takes on average 30-45 minutes. However, a 60 minute appointment should be made for the client.	
	<b>Further treatment:</b> Further treatment is at the client's discretion. Clients will be advised of their optimum re-treatment schedule at the time of treatment	

This price list is for guidance only – prices will vary depending upon the area treated and the technical difficulties associated with treating some conditions and certain skin types.

<b>RADIOFREQUENCY SKIN TREATMENTS</b> (Thermage / Thermacool)	<b>Initial Assessment (Mandatory)</b> <b>Single Client Only (20 minute)</b>	<b>£ 246 inc VAT</b>
	<b>Sessions:</b>  <b>Upper Face</b> <b>Lower Face</b> <b>Full Face</b> <b>Body by Thermage</b>	Each session can vary in time.  £2350.00 Incl VAT £2350.00 Incl VAT £3525.00 Incl VAT Price from £1997.50 Incl VAT
	<b>Follow up:</b> Further treatment is not normally required for 3-5 years but is at the client's discretion. Clients will be advised of their optimum re-treatment schedule at the time of treatment	

<b>Carboxytherapy</b>	<b>Carboxytherapy Initial Consultation</b>	<b>£246</b>
	<b>Carboxytherapy Treatment</b>	<b>£185</b>

This price list is for guidance only – prices will vary depending upon the area treated and the technical difficulties associated with treating some conditions and certain skin types.

