

Patient Guide

The Slimming Clinic Ltd
65 Basepoint Business Centre
Aviation Park West
Bournemouth Airport
Hurn
Christchurch
BH23 6NX

The Slimming Clinic Limited t/as The Slimming Clinic is registered with the Health & Social Care Act 2008 (Regulations 2014) & the Care Quality Commission (Regulations 2009) Health Care Improvement Scotland (Requirements as to Independent Health Care Services) Regulations 2011 as an independent provider, treating overweight and obesity.

The service involves consultation, assessment and medical treatment for patients who are overweight or have obesity.

Introduction

This patient guide is produced for all patients to read.

Aims and Objectives of Care

Our service consists of dedicated professional medical practitioners and support staff. Our objective is to be acknowledged by our patients, suppliers and professionals in the wider healthcare community as the leader in medically supervised weight management.

We aim to achieve our objective by ensuring the recruitment and retention of highly professional staff who share our ambition to develop a Gold Standard of Patient-Centred Care and Support that exceeds our patient's expectations.

Our Aims:

- To be at the forefront of the Independent Healthcare medical weight loss sector by developing a Gold Standard of Care across the organisation.
- To work with and support all team members in achieving our aims and objectives.
- To invest in people, equipment and technology and innovate processes based on a measured business case.

Our Objectives:

Our objective is to deliver a high quality, patient centred service in line with professional standards as follows:

- Maintain the highest professional and ethical standards.
- Ensure that the patient is at the heart of everything we do.
- To be accountable for individual and team performance.
- To support each other in achieving patient expectations.
- Rapidly respond to the needs of our team and our patients.
- To encourage and develop innovation, ambition, enterprise and continuous improvement.

This is achieved by offering patients a personal service, integrating the highest quality products with the latest proven techniques and protocols and the support of qualified medical staff.



Making an Appointment

All patients make appointments via the website or Call Centre on a self-referral basis. It is advisable to book an appointment as soon as possible to ensure that you get the time and practitioner of your choice.

Consultations & Confidentiality:

The Slimming Clinic has a policy of patient confidentiality. All consultations are conducted in private and all information given during consultations remains confidential. We suggest that you are in a quiet place where you will not be disturbed for your remote appointment.

Price List and Treatment Programmes

Prices of treatment vary dependent on the individualised treatment programme. Available treatment programmes are explained prior to commencing treatment by the Patient Support Team at time of booking an appointment via the Call Centre. Further information about treatment programmes and pricing is available on the website. Clinical review by a qualified doctor/nurse is required prior to a treatment programme finally being selected whether this is via remote appointment or online submission of medical information.

Method of Payment

All major debit/credit cards are accepted. You can also apply for credit via Kandoo our financial partner.

Disability Statement:

As a remote provider of healthcare services, patients are required to use digital forms, telephone and/or video calls. Should a patient require assistance with using the service in this, please contact us on 0800 9179334 to discuss.

Accessibility of Information:

Our patient communication and information is usually sent via email. If you require any information in an alternative form, such as paper format, large font or other language, please contact us on 0800 9179334 to discuss.

Children:

We do not treat patients under 18 years of age.

Survey of Patients:

We conduct a regular assessment of the views of our patients to inform and improve our service delivery. A copy of our last completed survey is available on request.

Access to Health Records:

You have the right to access your records in accordance with the Access to Health Records Act. Please contact us on 0800 9179334 for more information.

Comments, Suggestions & Complaints:

Should you have any comments, suggestions or complaints, please raise them either with your doctor/nurse, a member of the Clinician Support Team or the Patient Support Team.

Alternatively, you may put your comments, suggestions or complaints in writing to:

Patient Services Team
The Slimming Clinic Ltd
65 Basepoint Business Centre
Aviation Park West
Bournemouth Airport
Hurn
Christchurch
BH23 6NX
0800 917 9334
info@theslimmingclinic.com

Written complaints will be acknowledged within 2 working days, and we aim to give a formal response to complaints within 21 days of the date it was raised.

Alternatively, at any time during the complaints procedure, you may raise the matter with the Ombudsman.

Tel (England): 0345 015 4033

Tel (Scotland): 0131 623 4342

Tel (Wales): 0300 062 8163

A copy of our latest report and complaints policy is available on request.

Out of Hours Medical Advice

The Slimming Clinic has doctors/nurses available for advice during clinic hours. It does not operate an out of hours service. If you experience any side effects or problems with the medication during clinic hours, you can call our Patient Support Team on 0800 917 9334.

If you experience any problems outside of these hours, please contact out of hours medical services or attend Accident and Emergency if needed.

Cancellation Policy:

Our appointments are in high demand and deliver great value, and as such, we require a 48-hour notice period for all cancellations or rebooking of appointments. This gives us the chance to offer the appointment to another patient. All appointments can be cancelled or rebooked via our Patient Support Team. They can be contacted on 0800 917 9334.

Failure to notify or non-attendance of your appointment will mean a £25 deposit is required when booking your next appointment. The £25 is deductible against any future treatment programme or refunded if you are not medically eligible for further treatment.

Our Company Values:

- **Will help people to look better**, - feel better and achieve their dreams
- **Believe in simple science** - proven effective treatments, delivered without over complication
- **Will take personal responsibility for being the best I can be** - every day is a fresh start, another chance to be better than yesterday
- **Will be brilliant in working with the people around me** - to have open, honest conversations and really listen
- **Believe that for us, it's personal** - your success is ours