

Client's Guide to Services at Sussex Medical Chambers

Sussex Medical Chambers recognises its duty of care to its clients. The Client's Guide sets out the way in which Sussex Medical Chambers manages its practice with the aim of ensuring safety and quality of service.

This information is reviewed at least once a year; the review details are recorded and monitored (this document's review details are recorded at the bottom of each page).

This guide is designed to give you access to the information that we use to plan, prepare and provide the services and care on offer at The Chambers

We have tried to keep the guide clear and straight-forward but there is a degree of jargon required that we cannot avoid. We apologise if this makes the document difficult to understand; please do not hesitate to ask if you have any questions.

This guide is a requirement of the Care Standards Act 2000. A copy of the Act and its provisions is available for inspection on request.

The documents are also available at www.chai.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 a member of staff for more details.

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Statement of Purpose - Summary

The directors and staff at Sussex Medical Chambers recognise their obligations under the Care Standards Act 2000 to have in place appropriate safeguards and quality insurance arrangements for clients in their care.

In keeping with the aims of the Act, we recognise the fundamental principles that guide the policies and the procedures in place and upon which the day-to-day operation of Sussex Medical Chambers will depend. These key values will ensure that Sussex Medical Chambers provides:-

Safety and quality

Sussex Medical Chambers will always put the client's safety and quality assurance first.

Information

Clients will have clear and accurate information about Sussex Medical Chambers, and its procedures; staff will always listen to and publish feedback from clients.

Accountability

The directors will take responsibility for ensuring that regulations and standards are fulfilled. Clients will receive treatments that are safe and quality assured.

Consistency

The standards that will be adhered to are based on the need to attain a consistent standard of care, compatible with the very best standards in the NHS.

Information Provision

Sussex Medical Chambers will provide information to the client that is clear, accurate and justified. To ensure that this is always the case, we undertake the following:

We will provide detailed information for each treatment being offered.

The information provided will cover the following points:

- General treatment description
- Aims and possible outcomes of the treatment
- Details of:
 - Clinical audit outcomes
 - Evaluation against research findings
 - Participation in national enquiries

- Contra-indications
- Side effects and risk factors
- Pre and post treatment requirements
- Action to be taken in the event of an adverse reaction

We will ensure that the information provided is:

- not misleading
- written in a clear, relevant language and format
- accurate
- justified

We ensure that the information meets the requirements of the Advertising Standards Authority being **honest, legal and truthful**. If this is not the case, we will provide the client with avenues to advance a complaint, through our own complaints procedure or through the ASA.

We will ensure that any information given to the media will respect our client's confidentiality and that of their family. Prior consent will always be sought with reference to any information, such as references, quotes or photographic images.

The Contract

The contract between the Client and Sussex Medical Chambers consists of:

- A signed statement of Terms and Conditions of Service
- A signed Consent Form

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 Sussex Medical Chambers to provide details of this treatment to my GP.

Signed by the client: Dated:

Signed on behalf of Sussex Medical Chambers: 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 Sussex Medical Chambers 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 of Sussex Medical Chambers:Dated :

3. I understand that I must avoid alcohol, aspirin and non-steroidal anti-inflammatory drugs, such as Brufen, for at least 24 and preferably 48 hours prior to any treatment and that Sussex Medical Chambers cannot be held responsible for any adverse effects resulting from the use of these substances.

4. I accept that this is a smoking-free building; (please feel free to use the car park)

5. I understand Sussex Medical Chambers reserves the right to charge 50% of Consultation Fee if I fail to turn up for my appointment without having notified the Clinic within at least 24hrs prior to my appointment.

6. I understand that appointments booked for treatments and not attended carry a charge of 50% of the treatment fee. (£50.00 minimum) No further appointments will be offered until this fee is paid. In some circumstances, advance payment for further treatment may be required. Please Enter Your Clinic Name In Heeeeeeeere reserves the right to waive this charge.

Sussex Medical Chambers do not charge for cancellations made more than 24 hours before the appointment but would appreciate your earliest advice if you are unable to attend. Sussex Medical Chambers reserve the right to charge 50% of the treatment cost for cancellations at less than 24 hours notice.

I understand that Sussex Medical Chambers reserves the right to refer non-payments to debt collection agents.

7. I understand that 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.

8. I understand that Sussex Medical Chambers do try to run efficiently and on time, however there are always occasions when appointments run behind schedule due to factors beyond our control. I understand that if Sussex Medical Chambers keeps me waiting, I will be seen as soon as possible.

9. I agree that, if I am running late to meet my appointment, I will let Sussex Medical Chambers know so that we can try and alter our appointments accordingly. I understand that if I am late, my appointment may be delayed further by later appointments being seen on time.

10. I understand that Sussex Medical Chambers cannot allow children to come into treatment areas and cannot supervise children left unattended in the waiting room. I agree that children under the age of 10 will not be left unattended and that Sussex Medical Chambers cannot be held responsible for incidents that might take place in these circumstances. I agree to leave children at home or bring along a responsible adult.

Signed by the client: Dated:

Signed on behalf of Sussex Medical Chambers: Dated:

Consent Form

Consent Form 1 – Sussex Medical Chambers

Consent Form (Adults)

Patient agreement to
investigation or treatment

Responsible health professional

.....

Special requirements
(eg other language/other communication method)

Name of proposed procedure or course of treatment

(include brief explanation if medical term not clear) **Side (left/right)**.....

.....

Statement of health professional

(To be filled in by a health professional with an **appropriate knowledge of the proposed procedure**, as specified in the Sussex Medical Chambers' consent policy)

I have explained the procedure to the patient. In particular, I have explained:

- The intended benefits of the procedure
- Any serious or frequently occurring risks from the procedures
- Any extra procedures that might become necessary during the procedure
Blood transfusion Other procedure (please specify)

I have discussed what the treatment / procedure is likely to involve, the benefits and risks of any available alternative treatments (including no treatment) and any particular concerns of this patient.

- The following information leaflet has been provided:
..... Version/Date/Ref:.....

This procedure will involve:

Regional anaesthesia Local anaesthesia Sedation

Health professional's signature..... Date:

Name (PRINT):..... Job title:.....

Contact details (if patient wishes to discuss details later)

I have offered the patient information about the procedure but s/he has declined information.

Statement of the interpreter (if appropriate)

I have interpreted the information to the best of my ability, and in a way in which I believe s/he can understand:

Interpreter's signature..... Date:

Name (PRINT):.....

Important notes: (tick if applicable)

The patient has withdrawn consent (ask patient to sign/date here)

See also advance directive/living will (eg Jehovah's Witness form)

Copy accepted by patient: yes / no (please circle)

For staff use only:

Surname:
First names:
Date of birth:
Patient ID no:
Male/Female:

Statement of patient

Please read this form carefully. If your treatment has been planned in advance, you should already have your own copy, which describes the benefits and risks of the proposed treatment. If not, you will be offered a copy now. Do ask if you have any further questions. The staff at Sussex Medical Chambers are here to help you. **You have the right to change your mind at any time before the procedure is undertaken, including after you have signed this form.**

Please tick boxes to indicate you understand and either agree/disagree to the statements below.

Yes No

I agree to the procedure (or course of treatment) described on this form.

I understand that you cannot give me a guarantee that a particular person will perform the procedure. The person will, however, have appropriate experience.

I agree that any tissue (including blood) removed as part of the procedure or treatment may be used for diagnosis and audit, stored or disposed of as appropriate and in a manner regulated by appropriate, ethical, legal and professional standards.

I understand that any procedure in addition to those described on this form will only be carried out if it is necessary to save my life or to prevent serious harm to my health.

I have been told about additional procedures which may become necessary during my treatment. I have listed below any procedures that **I do not wish, without further discussion, to be carried out.**

.....
.....

Patient's own signature: **Date:**

Name (PRINT):

If the patient is unable to sign but has indicated his/her consent, a witness should sign below. Young people may also like a parent to sign here (see guidance notes).

Witness's own signature: **Date:**

Name (PRINT):

Confirmation of consent (to be completed by a health professional when the patient is admitted for the procedure, if the patient has signed the form in advance)

On behalf of the team treating the patient, I have confirmed with the patient that s/he has no further questions and wishes the procedure to go ahead.

Signature..... **Date:**

Name (PRINT): **Job Title:**

Clinic Procedures & Price List:

(from Summer 2005)

Fee for Sussex Medical Chambers (This does not include Surgeons/Clinicians charges or any laboratory / pathology costs)		
Service Code	Procedure	Unit Price
ABSCESSDRAIN	Drainage of abscess/haematoma	£170.00
CIRCUM	Circumcision	£125.00
COLPOS	Colposcopy (+ or – biopsy)	£175.00
CTR	Carpal tunnel release	£110.00
CTRBILAT	Carpal tunnel release, bilateral	£165.00
CYSTASPIR	Aspiration of cyst	£45.00
DRESLGE	Change of dressing large	£35.00
DRESSSMALL	Change of dressing small	£18.00
DUPYTRMULT	Dupuytren's fasciectomy for palm and multiple digits.	£225.00
DUPYTRSING	Dupuytren's fasciectomy – single digit	£125.00
EAREXC	Excision of lesion of external ear	£125.00
EYEBROWEX	Excision of lesion of eyebrow	£125.00
EYEBROWSUT	Suture of eyebrow (in isolation)	£35.00
EYELID	Excision/curettage/cryotherapy of lesion of eyelid(s)	£75.00
FNACPROCED	Fine needle aspiration cytology	£50.00
HYSTEROSC	Hysteroscopy with/without D & C, biopsy including polypectomy with/without Mirena Coil	£175.00
HYSYSTOSCIUCD	Hysteroscopy with Mirena Intrauterine System	£300.00
ID	Incision and drainage (eg haematoma, cyst or abscess)	£170.00
INGHER	Primary repair of inguinal hernia	£225.00
INGHERBILAT	Primary repair of inguinal hernia bilateral	£265.00
IUCDDR	IUCD Fitting Charge by Doctor	£80.00
JOINTASP	Diagnostic aspiration of cysts, joints, cavities	£50.00
JOINTMANIP	Manipulation of large joint	£40.00
LIPBIOP	Biopsy of lesion of lip	£75.00
LIPEXC	Excision of lesion of lip	£125.00
LUMBUN	Lumbar Puncture Procedure	£135.00
LUMPUNC	Lumbar Puncture (Consumables)	£130.00
MELANOMAEXC	Malignant melanoma excision, including grafting	£225.00
MIRENA	Mirena Intrauterine System	£175.00
PLASTICINTERMED	Intermediate plastic surgery	£275.00
PLASTICMINOR	Minor plastic surgery	£225.00
PUNCH	Punch biopsy	£30.00
ROS	Removal of sutures	£25.00
SKINBIOPSY	Biopsy of skin or subcutaneous tissue	£75.00
SKINCRYOCAUT	Cryotherapy or cautery skin lesion	£50.00
SKINCURR	Curettage/cryotherapy of lesion of skin including cauterisation	£50.00
SKINLESION	Excision of skin lesion	£75.00
SKINLESIONS	Excision of skin lesion – up to four	£125.00
SKINLESIONS4	Excision of skin lesions – more than 4	£175.00
SKINTAG	Excision of skin tag	£75.00
SKINWIDEEXC	Wide excision of skin lesion	£225.00

Fee for Sussex Medical Chambers**(This does not include Surgeons/Clinicians charges or any laboratory / pathology costs)**

Service Code	Procedure	Unit Price
THYASP	Thyroid Aspiration	£100.00
UMBILHER	Repair of umbilical hernia	£175.00
VARICO	Operation(s) on varicocele	£225.00
VASECT	Vasectomy	£120.00

Complaints

Complaints Procedure

If you wish complain, you have access to an effective Complaints process. The complaints process has been devised to fulfil the requirements of Sussex Medical Chambers Disputes Forum.

There is a written policy and procedures for all aspects of service, care and treatment including the stages and timescale for the process.

If you complain, you will receive a written acknowledgment within 2 working days of receipt of the complaint and a full response within 20 working days.

Where the investigation is still in progress, a letter explaining the reason for the delay will be sent within 5 working days of a conclusion being made.

The procedure includes a written confirmation of the stages and action taken.

The complaints procedure is known to the staff and the staff are trained to know:
what constitutes a complaint.
what the procedures are for dealing with complaints.

Those staff involved in the procedural elements are properly trained in its operation.

A register of complaints, including any action taken, is maintained.

A procedure is in place to enable issues raised in complaint to be learned from in order to improve our service:

Complaints are raised at weekly clinical meetings and the issues discussed.

The complaint, when the procedure is concluded, is brought to the attention of the weekly clinical meeting.

The complaints register is raised at 6 monthly meetings to enable issues to be discussed.

Any upheld complaint concerning client members of staff will be recorded and appropriate action taken through our formal disciplinary procedures.

Should you remain dissatisfied, you will be given information to allow further avenues of complaint. Clinical matters may be referred to the General Medical Council, all other matters to the local registration officer at:

**The General Medical Council
London (Head Office)
Finsbury Tower
103-105 Bunhill Row
London. EC1Y 8TG**

Complaints Access

If you wish to complain, you will receive appropriate information about how to make a complaint.

The complaints procedure will be accessible to you and your family members.

When requested, you will be supported in the use of the procedures. A complaint will not affect the way in which you are treated at Sussex Medical Chambers; regardless of the outcome. A complaint is an indication that something is wrong and we will always deal with the matter professionally and properly.

Quality of Treatment

Client's Views

Client's views will be sought and used to inform the provision of treatment and care.

Clients are welcome to make any suggestions or comments about Sussex Medical Chambers any member of staff or the service at any time. A comment form and box can be found on the main reception desk. Comments and suggestions will be dealt with promptly, where the client's identity is known, the comment will be acknowledged and responded to in the strictest confidence.

Suggestions and comments are collated monthly and raised at clinical meeting. Any named submissions will be acknowledged within 2 working days and any results communicated within 20 working days.

Client Surveys

Client surveys are carried out, both on a day-to-day basis and on a formal, annual basis.

A feedback form is also provided on Sussex Medical Chambers website.

The information gathered will be used to assess whether Sussex Medical Chambers is meeting its aims, objectives and statements (See Statement of Aims on page 3).

Clients may also make any complaint about Sussex Medical Chambers, any member of staff or the service. Any complaint will be dealt with through our complaint procedure.

This information is collated annually and included as an Appendix at the back of this Client's Guide.

Safety and Efficacy

Sussex Medical Chambers monitors its treatments for safety, efficacy and quality. This is managed through clinical audit.

Information about the safety of our treatments is collated from a number of sources, including:

- Trends in insurance information and litigation
- Comments and complaints
- Adverse incidents analyses
- Advanced directives
- Risk assessments
- Research findings
- DOH Guidelines
- Clinical outcomes

This information is used to guide clinical policies, procedures and protocols through clinical audit process.

The information collated allows a reasoned but unquantified assessment to be reached regarding likely adverse events.

At the same time, an 'Adverse Incidents Procedure' allow these, and other un-predicted incidents to be logged, recorded and analysed.

The information accrued is compiled and compared against historic evidence.

An analysis of adverse incidents and side effects can be found in Appendix II.

Access to your Records

Records are created, maintained and stored to standards which meet all legal and regulatory standards. Clients are assured that all information is managed to ensure client confidentiality.

Client's have access to their own records. Clients, or their representatives with the client's written consent, may see their records at any reasonable time.

Record copies can also be made available to client's (or their representatives written consent), with 24 hours notice, and payment of a £10.00 administrative charge.

Client Consent

Equal Access

The format of the information has been carefully matched with our client profile. We monitor our client profile through our equal opportunities policy and will adapt our information according to any measurable change in this profile.

Language & Translation

We do have a < 5% minority of clients having English as a second language, principally Punjabi and Urdu speakers. We have taken advice from a community based Asian language specialist and reached the following conclusions.

Providing translations of technical materials and consent documents into other languages would cause as many problems as might be solved by introducing translation and transliteration errors into the information.

Both of these documents are critical and there is a great risk that any translation commissioned would differ from the original in ways that could not be effectively checked. There is a consequent risk that information could be misinterpreted and that any consent given be considered invalid due to translation error.

The same problem is inherent in the use of third party translators, in that what the client will understand, or agree to, is the third party translator's interpretation of information that they may not have understood themselves.

Consequently, we have come to a view that the only valid consent is that which is based on a thorough understanding of the information provided in English and a consent signed in English.

The majority of our Asian clients are first generation English speakers and where this is not the case, it has to be considered safest practice to ask that an English speaking relative, who can best verify the client's understanding and ensure that any consent obtained is valid, be present for non native English speakers.

Visual Impairment

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

Learning disabilities

Our policy is based on DOH guidelines on achieving consent where the capacity for providing legitimate consent is questionable. While Sussex Medical Chambers will do everything possible to help clients provide an informed consent, it is of paramount importance that the client is able to provide this consent in a meaningful way and, given the cosmetic nature of the treatments, where this is not possible treatment must be declined.

Informed Consent

Sussex Medical Chambers will ensure that client treatments are offered according to informed and legitimate consent. Consents are based on Department of Health guidelines.

There are policies in place which ensure that:

You are given a timely, appropriate and accurate assessment of treatment requirements and our recommendations for that treatment. These assessments will be fully recorded and your comments noted.

Your consent will be sought for any intimate examination and a chaperone offered if required.

You will be consulted about the planning and delivery of the service and preferences and requests will be taken into account.

You will have access to your own records.

Where practicable, our services will be accessible to you regardless of disability, culture and ethnicity. Access to our services will be protected by our Equal Opportunities Policy.

Your privacy, dignity and confidentiality will be respected at all times.

You will be addressed by your preferred name or title.

You will be treated with courtesy and consideration at all times.

Procedures will be explained to you so that you understand the implications of any treatment and any options available, allowing you to give informed consent or refusal.

You will be asked to provide written consent to any treatment that carries significant risk or side effects; in any case, written consent will be required for any laser/IPL treatment. No treatment will be available without this consent.

Completed consents will be kept in your notes; any changes that might be required will only be made with your assent and will require your signature.

There are facilities for private and confidential consultation with Sussex Medical Chambers' staff.

Where possible, you will be given the option of a consultation with a staff member of the same sex should you wish to do so.

Consenting Capacity

In line with Sussex Medical Chambers' equal opportunities policy, we will endeavour not to discriminate against anyone without an over-riding reason to do so. One circumstance where Sussex Medical Chambers would have to decline treatment would be where the client was incapable of providing a meaningful consent.

To be legitimate, consent must be informed; the capacity to understand and make informed decisions based on the information provided is a pre-requisite for treatment. Given the demonstrative nature of the treatments that Sussex Medical Chambers offers, where a fully informed consent is not achievable treatment must be declined.

This will be handled through assessment; clients will not be turned down out of hand; the client will be informed that a clinical evaluation will be required before treatment is offered and the situation referred to **Dr Fernandez** for arbitration.

Appendix I

Client Surveys

Our first client survey will take place in the Spring of 2005

Appendix II

Clinical Audit

Sussex Medical Chambers monitors its treatments for safety, efficacy and quality. This is managed through this clinical audit policy.

Information about the safety of our treatments is collated from sources, including:

- Trends in insurance information and litigation
- Comments and complaints
- Adverse incidents analyses
- Advanced directives
- Risk assessments
- Research findings
- DOH Guidelines
- Clinical outcomes

This information is used to guide clinical policies, procedures and protocols through clinical audit process.

An Adverse Incidents and Side Effects recording procedure will allow these, and other un-predicted incidents to be logged, recorded and analysed.

Adverse Incidents and Side Effects

Adverse incidents: **The things that might go wrong with treatment.**
Adverse incidents may be transient, long lasting or permanent.

Side effects: **The undesirable or unwanted effects that are a nevertheless predictable.**
Side effects may be transient, long lasting or permanent.

Sussex Medical Chambers has been measuring adverse incidents and side effects since March 2004 and we compile comparative data on an yearly basis.

This report will compare recorded adverse incidents and side effects in the following periods:

From 01/01/05 to 01/01/06

Definitions

We have reviewed our process in the light of input from the National Patient Safety Agency (NPSA). Our previous definition of an adverse incident was:

‘Any event that causes, or has the potential to cause unexpected or unwanted effects involving the safety of patients, users or other persons.’

A review of the literature and especially the NPSA document ‘Doing Less Harm’ has led us to use the following definition:

‘Any event or circumstance arising during clinic care that could have or did lead to unintended or unexpected harm, loss or damage’

The change to this definition has led us to reconsider our adverse incidents history and remove the following ‘unwanted’ effects from our adverse incidents record and define them as side-effects:

- Hyper- pigmentation
- Hypo-pigmentation
- Textural Skin Changes
- Skin thickening
- Scarring

We will be looking to record side effects as we recognise that, although they are not unexpected, they are not intended either and they are certainly unwanted. Consequently, we wish to record the incidence of the various side effects and analyse progression and resolution over time.

The following analysis takes into account these changes in definition.

Recording and analysis of adverse incidents and side effects

Sussex Medical Chambers has procedures in place to recognise, measure, and analyse adverse incidents and side effects for all laser treatments. This allows us to:

- Identify adverse incidents and side effects
- Measure the frequency of adverse incidents and side effects
- Look at what might improve the incidence
- Post indicators for the most likely adverse incidents and side effects
- Compare current practice against previously posted indicators

Notes on adverse incidents

Adverse incidents are the things that go wrong and might include the predictable events that we have set up engineered, environmental and training controls to avoid, or they might include completely novel events that have not been predicted. We will record both.

Predictable adverse incidents might include:

- Acute skin burns
- Eye incidents
- Potentially dangerous equipment failure

Notes on recognised side effects

Blistering, skin pigment alterations, scarring and textural skin changes are recognised side effects of laser treatment; they are also easy to recognise, record, and analyse.

Blistering is a recognised side effect of introducing high power light energy into skin. In most cases blistering is an expected, and transient side effect, rather than an adverse incident and is managed as such through assessment and post-treatment advice.

Skin pigment are also recognised side effects but they can be reduced by careful treatment programming and inter-treatment intervention. Pigmentation problems are expected and warned against, counselled for and consented by the clients.

Scarring and textural precursors are treatable, with a combination of rest-from-laser periods and the use of topical silica gel sheeting. Scarring has reduced over the years with improved clinical treatment from a 1/500 risk to a 1/5000+ risk. Even so, it is a side effect rather than an adverse incident.

Incidents of skin pigment alterations, scarring and textural precursors are to be recorded and audited as part of the clinic's quality monitoring programme but will not be considered as adverse incidents.

Scarring and textural precursors have been monitored at the clinic for a number of years in a relatively informal way. This information will form the baseline to the collection of evidence for the purpose of this Clinical Audit.

Appendix III

Healthcare Commission Contact Details

If you wish to contact the Healthcare Commission for any reason, their details are:

**London (Head Office)
Finsbury Tower
103-105 Bunhill Row
London. EC1Y 8TG**

Appendix IV

Healthcare Commission Inspection Report

The most recent copy of our HC Inspection report will be included at the back of this guide, once we have been inspected and report is received