

PATIENTS' GUIDE

An Integrated Approach To Your Health



The Poundbury Clinic



The Poundbury Clinic aims to provide optimum healthcare integrating conventional medicine with complementary and alternative therapies. All practitioners are highly qualified and experienced.

As well as treating health problems our aims is to promote good health in body and mind.

Aims and Objectives

- To be a centre of excellence for female integrated healthcare. Directed by Mr Michael Dooley, a consultant gynaecologist, the Clinic will use the most appropriately trained and qualified individuals who will work as a team to offer the highest quality and choice of healthcare.
- To provide quality holistic healthcare to patients' of all ages, integrating conventional Western-orientated medicine with complementary and alternative therapies for optimal patient care and choice.
- To offer investigation, treatment, advice and onward referral as appropriate to all patients.
- To offer approved practitioners (subject to the rigorous application process being employed) the use of consulting rooms at the Clinic.
- To liaise fully with a patient's own general practitioner with regards to their medical care.
- To be a resource centre and conduit for medical education for both health professionals and the public for many areas of women's health.

The Clinic

The building is a purpose built Clinic in the heart of the Poundbury area of Dorchester, part of the Duchy of Cornwall.

Limited car parking is available at the rear of the Clinic, however, users of this car park do so at their own risk. Additional public parking is available in the nearby Pummery Square.

Access

There is disabled access with dedicated parking at the rear of the building. All rooms are on the level, accessible by wheelchair users. Disabled toilets are available.

Clinic Opening Hours

Monday to Friday 8.30 am to 5.30 pm

Appointments

All consultations are by appointment only and are booked via the receptionist at the Clinic.

Appointment times and costs vary according to the type of consultation needed. Information leaflets are provided for each practitioner outlining their services and fee scales.

Details of the cost of your appointment will be sent/given to you when you make your appointment. You will be given details of the costs of investigations before proceeding.

Cancellations must be made if possible 48 hours prior to the appointment. Practitioners may charge a cancellation fee of 50% in case of non-attendance or cancellation at short notice, within 24 hours of the appointment.

Payment

Payment for services must be made in full on the day of consultation, investigation or treatment. The Clinic will provide full details of costs prior to the consultation, investigation or treatment.

Insured Patients

The Clinic accepts direct settlement only with third parties with whom we have an agreement.

It is the patient's responsibility to verify with their insurer that the condition to be treated or tests undertaken are covered by their insurance. Any shortfalls in benefit are the patient's responsibility.

Payment may be made by Cash, Cheque, Switch or Credit Card.

Clinic Services

Women's Health Problems that include:

- Fit for Fertility programme
- Infertility investigations and treatments with 'one stop' fertility diagnosis
- Pre-menstrual syndrome
- Period problems
- Pelvic pain
- Polycystic ovarian syndrome
- Menopause
- Endometriosis
- Abnormal cervical smears
- Vaginal discharge
- Pain with intercourse
- Family planning

Therapies and treatments offered include:

- Acupuncture
- Bowen Technique
- Cognitive Behavioural Therapy
- Counselling and Psychotherapy
- Craniosacral Therapy
- Dietetic Service
- EMDR and EFT
- Hypnotherapy
- Massage
- Reflexology

Clinic Staff

The Clinic employs a practice Administrator, Nurse, Secretary, Receptionist/Typist and two experienced part-time receptionists.

Investigations

Most investigations are sent away to a pathology laboratory for analysis. Test results are usually available within 2 working days, although more specialised tests require longer.

You will be informed in writing of your results.

The Clinic liaises with your own GP by letter, who will be kept fully informed, with your permission.

Patient Registration

The Clinic keeps records of your personal data given at registration.

With your permission, your practitioner will write to your GP and other health practitioners to keep them fully updated with your care.

Data Protection

Poundbury Clinic Management LLP is registered with the Information Commissioner and complies with the statutory requirements of the Data Protection Act 1988. Personal information is used for Clinic purposes only and is not divulged to third parties without the prior consent of the Data Subject.

Complaints Procedure

All complainants will receive a written acknowledgement within 2 working days of receipt of their complaint (unless a full reply can be sent within 5 working days).

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 is sent to the complainant and a full response made within 5 days of a conclusion being reached.

Complainants will receive written confirmation of the stages of investigation and action taken.

Complaints should be directed to the Practice Administrator at The Poundbury Clinic, Middlemarsh Street, Poundbury, Dorchester, Dorset, DT1 3FD.

A full complaints guide is available upon request.

Comments and Suggestions

The Clinic is committed to excellence and we are proud of the hard work made to make your visit to the Clinic as pleasant as possible.

If you have any comments about any aspect of the Clinic, please address them to the Practice Administrator.

A patient feedback form is available at reception or may be sent to you on request. You may be asked to take a few minutes to complete a questionnaire at one of your visits. Results of these audits will be made available annually to patients, prospective patients and the Care Quality Commission.

Resuscitation

It is the policy of the Clinic to attempt resuscitation of all patients if needed.

Care Quality Commission

The Clinic is registered with the Care Quality Commission (formerly the Healthcare Commission) certificate number W010000002. Their address is as follows:

Finsbury Tower
103/105 Bunhill Row
London
EC1Y 8TG

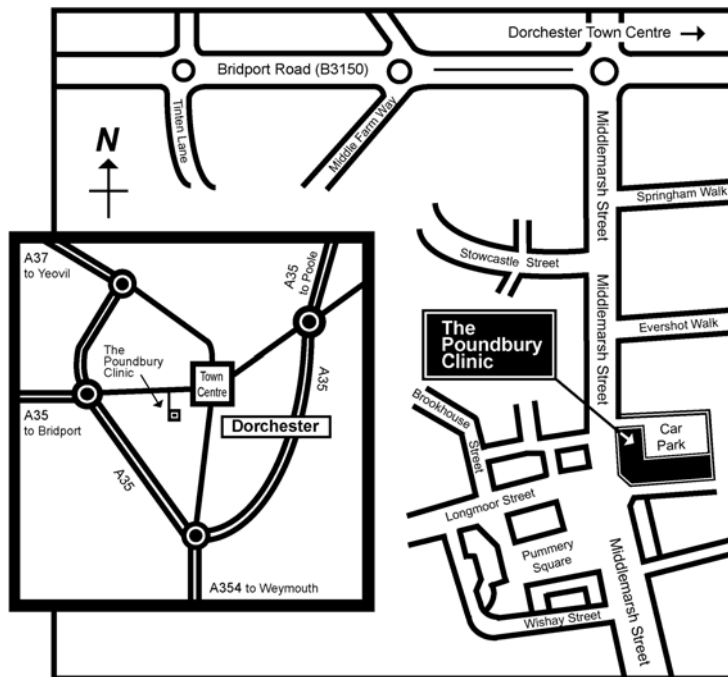
The most recent inspection report prepared by the Commission is available at the Clinic. A copy of the report may be requested in writing from the Clinic Manager or via the internet at www.cqc.org.uk.

Full copies of the Patients' Guide and Statement of Purpose of The Poundbury Clinic are available on request or on our website www.thepoundburyclinic.co.uk

We welcome any comments and feedback on this Patients' Guide.

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Where to find us:



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Middlemarsh Street, Poundbury, Dorchester, DT1 3FD
Tel: 01305 262626 Fax: 01305 262641
Email: info@thepoundburyclinic.co.uk
Website: www.thepoundburyclinic.co.uk