

Patients' Charter

The Point Clinic is bound by the same rules of confidentiality as any GP surgery. What is said in your consultations at the Clinic is not disclosed to any third party without your express permission.

The Patient Charter sets out our service level agreement as well as what we expect from our patients.

We agree to:

- Greet you courteously and treat you with respect at all times. The Clinic has a policy of non-discrimination.
- Make every effort to see you promptly. Our aim is a maximum delay of 20 minutes from the time of a booked appointment as due to the nature of our business, appointments do not always run to time. You will be informed on arrival of any major delays.
- Offer to provide you with a written record of your next appointment and to send you a reminder nearer the date, by text or email message.
- Respect your confidentiality.
- Give you access to your medical records subject to any limitations in the law, and keep your computerised medical records under the terms of the Data Protection Act.
- Inform you of our services using the clinic website, reception based televisions, social media, posters and leaflets.
- Make every effort to see you the same day if you have an urgent problem.

In return we expect you to:

- Treat the staff with courtesy and respect at all times.
- Attend appointments on time.
- Tell us if you change your name, address, telephone number or email address.
- Make an appointment for one person only - "one patient—one appointment".
- Give at least 24 hours notice if you are cancelling an appointment.
- Make every effort to attend the Clinic to make the best use of the practitioner's time.
- Tell us all the details of your past medical history and any other relevant information.
- Dress appropriately for your appointment to allow adequate access for treatment (more information on how to dress may be found on our website).
- Read our website as it contains important information - www.thepointclinic.com.
- Let us know if you feel there are things you want to see improved or changed in the practice.

Your views

If you are unhappy with any of the services provided, we are here to listen to your comments or issues. Please let reception know if you wish to speak to the Practice Manager and you will be contacted as soon as possible.

All members of the clinic are dedicated to achieving a high quality of service.

Missed Appointments

The Point Clinic operates a Missed Appointment policy. This policy is for all patients that miss their appointments as the effects of patients failing to attend appointments are frustrating and costly for the clinic.

The way in which the system works is as follows:

A patient who:

- 1) fails to attend an appointment; or
- 2) arrives more than 20 minutes late for an appointment (see Lateness Policy below); or
- 3) provides less than 4 hours notice of a cancellation, may be charged the full amount of the consultation.

The clinic will write to the patient on each occasion of a missed appointment and inform them of this policy and whether or not there will be a charge.

If a patient misses more than 3 appointments within one year they may be removed from our clinic list. This can be 3 consecutive appointments or 3 appointments throughout one year.

Lateness Policy

To ensure that the clinic runs to time please arrive a few minutes before your allotted appointment time.

Every patient is given an allocated time per appointment. If you are longer than 20 minutes late for your appointment, the receptionist will ask you to rebook, as the Practitioner will be preparing to see their next patient. In this event you may be charged the full amount for the missed appointment.

Chaperone Policy

The Point Clinic is committed to providing a safe, comfortable environment where patients and staff can be confident that best practice is being followed at all times and the safety of everyone is of paramount importance.

All patients are entitled to have a chaperone present for any consultation where they feel one is required. This chaperone may be a family member or friend.

Your clinical practitioner may also require a chaperone to be present for certain consultations and will inform you of this in advance of the appointment.