

The Women's **Wellness** Centre  
*Assuring Women's Health and Wellbeing*

The Women's **Wellness** Centre  
**Patient Guide**

SEPTEMBER 2011

## Patient Guide

### Introduction

We are delighted to welcome you to the Women's Wellness Centre. The purpose of this Patient Guide is to provide you with accurate information on the subjects below in a clear and concise manner.

- I. A Summary of our Statement of Purpose
- II. Our Terms & Conditions relating to the Services we provide
- III. Our Standard Form of Contract
- IV. A Summary of our Complaints Procedure

#### I. Summary of our Statement of Purpose

The Women Wellness Centre is one of the places of choice for women in West London who need private outpatient consultations in obstetrics and gynaecology with supporting services, all under one roof. We promise to deliver on a consistent basis the highest standards of care and service dedicated to the needs and convenience of our women, in an environment designed purely for them. A key component of being able to achieve this objective is the dedication of a uniquely skilled and committed specialist team of staff and Consultants.

We have placed all of our services under one roof. This is because we believe that streamlining private outpatient consultation, related services and facilities into a single location will improve significantly the quality of the experience and access to care for our women. All of your appointments, scans, blood tests and specialist advice are available at the Women's Wellness Centre. Referral to linked specialists and the option of seeing these specialists at the Centre are provided for the convenience and continuity of care of our women. This includes referral to a Consultant Obstetric Physician (specialist in medical problems related to pregnancy), other Specialist Womens' Medical Services e.g. Breast, Psychiatry, Aesthetic and Plastic Surgery and non-medical therapies such as osteopathy and physiotherapy. There are also plans to expand into Dermatology and Executive Female Well Women Screening Tests in the future.

The Centre comprises a set of state of the art private outpatient consulting rooms, ultrasound diagnosis and blood tests facility at 204 Fulham Road, London, SW10, across the road from the Chelsea & Westminster teaching hospital. The premises have been designed and equipped to the highest standards, creating a calm and contemporary environment to satisfy the specific needs of women clients. However, there are no lifts on the premises. For clients who have a disability which does not allow them to accommodate stairs, arrangements will be made for them to be seen across the road at the Chelsea & Westminster Hospital.

The majority of Consultants at our Centre hold senior positions at the leading teaching hospitals in London. Some also run totally private practices and are now outside of the NHS system. All have admitting privileges at the top London private hospitals and have a proven track record for clinical excellence both within the NHS and/or in the private sector. They provide amongst them vast expertise and sub specialist knowledge in women's healthcare. Unifying all is a commitment to the very highest levels of clinical care and professionalism. We are very proud to state that our largest referral route is from personal recommendations. Many of our professionals are recognised both nationally and internationally as experts in their fields. All are registered with the GMC and insured by the MDU or MPS.

The Registered Provider for the Centre is:  
Dr Gubby Ayida MA FRCOG DM  
ObsgynCare Limited  
204 Fulham Road  
London SW10 9PJ

Telephone: 020 7751 4488

## II. **Terms and Conditions**

This section explains the services we offer, the charges we make and the payment methods we accept.

The terms and conditions mentioned in this document apply only to the services offered by the Women's Wellness Centre and the Consultants and allied professionals who invoice from our Centre.

Some of the Consultants and allied professionals will have their own set of charges, payment methods and terms and conditions. Please refer to them direct or their Secretaries for further information; details will be available at our Reception.

This section is in three parts:

1. **Services Offered**
2. **Charges**
3. **Payment Methods**

These are applicable at the current time but may change without notice.

### 1. **Services Offered**

The Women's Wellness Centre offers in a single location the full range of services relating to women's health problems.

The range of services offered directly by the Women's Wellness Centre and its staff are:

- Ultrasound Scans
- Outpatient Consultations in Obstetrics
- Outpatient Consultations in Gynaecology
- Outpatient Consultations in Fertility
- Outpatient Consultations in Sexual Health
- Outpatient Consultation in Breasts, Aesthetics and Plastic Surgery
- Paediatrics
- Blood and pathology tests

Details of these services and of our approach can be found in our Statement of Purpose.

We offer through our complementary therapists, other services including:

- Acupuncture

- Physiotherapy
- Massage Therapy
- Nutrition
- Midwife Consultancy
- Counselling

Information is available regarding all the services we offer, in the form of leaflets, which can be found at the Centre as well as on our website: [www.womenswellnesscentre.com](http://www.womenswellnesscentre.com). Our website also has a wide range of more detailed information about how the Centre operates, the services that we offer and other useful information for patients. We produce and send out newsletters to ensure you are informed of the latest additions to our services and Centre operations, generally useful medical information and updates.

The charges, terms and conditions and payment methods for these services are determined by the Consultants and Practitioners themselves. Please ask at Reception about our services or visit our website as they are constantly expanding.

## 2. Charges

Our standard prices for consultations, ultrasound scans and tests are available at the Women's Wellness Centre Reception upon request and notification will be given on any changes. Service prices are also available in selected leaflets at the Centre, which are also provided on the website: [www.womenswellnesscentre.com](http://www.womenswellnesscentre.com).

## 3. Payment Methods

There are three methods of settling your account with the Women's Wellness Centre:

- Through your Insurance
- Yourself
- Through a "Sponsorship"

We will address these three types of payment individually.

### *Through your Insurance*

The Women's Wellness Centre only has direct settlement arrangements with some UK based insurers.

Prior to your consultation, you are advised to confirm your level of cover with your insurance company to ensure that it is adequate to meet the cost of your consultation and any tests you may undergo. Certain medical conditions may be excluded from your insurance cover and a limit may be imposed upon the amount that can be reimbursed. For example, pregnancy and delivery related care is often not included.

Your insurance company will provide a claim form which must be completed and signed by your Consultant or General Practitioner who will give details of your condition and treatment. Without the completed form, the insurance company will make no payments. Please bring your claim form with you when you attend for your appointment and your pre-authorisation

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number from your insurer, having had your claim pre-authorised by your insurer to ensure benefit is confirmed.

If you are not covered by a UK medical insurer recognised by the Centre, you should please check your policy with your insurer prior to attending your consultation. You may be required to pay your account as described below in the "Yourself" section.

**Please note that medical insurance is a contract between you and the insurance company and settlement of the account remains your responsibility.**

Should the insurance company fail to settle the bill in full, you will be sent an invoice and remain responsible for settling your account with the Women's Wellness Centre.

## *Yourself*

You will be required to pay your invoice on the day of your consultation as per the undertaking on the Registration Form.

You can pay by cash, cheque, bank transfer, debit card and Visa and Mastercard.

## *Through a "Sponsorship"*

If you are being sponsored then please indicate this on your registration form. We request that, prior to your consultation, you send us a letter from your sponsor guaranteeing payment of charges to be incurred with all required billing information.

Without this information, the Centre will require you to settle the account as if you are paying your own bill. The Centre may refuse to forward accounts if, after a credit check, the sponsor is declined.

**Please note that as is the case for medical insurance the settlement of the account remains your responsibility.**

Should the sponsor fail to settle the bill, you will be sent an invoice and be responsible for settling your account with the Women's Wellness Centre.

## **III. Standard Form of Contract**

New patients have to complete a Patient Registration Form for any consultation or tests at the Women's Wellness Centre. In addition, patients booking for obstetric care will receive a booking confirmation letter.

Examples of the Patient Registration Form are provided in this section.

## *Patient Registration Form*

The Patient Registration Form is provided on the last page of this Patient Guide.

## IV. Summary of Complaints Procedure

We undertake at the Women's Wellness Centre always to do our best to ensure that our clients receive the greatest care and attention. However, we accept that misunderstandings can occur or, that you may be dissatisfied with aspects of your experience at the Centre and will want to inform us of this.

If you have an informal complaint about any aspect of our service, please bring the matter immediately to the attention of the Centre Manager who will endeavour to resolve the matter promptly.

Alternatively, if you wish to make a formal complaint you can contact the Centre Manager, Ms Sarah Wilson on 0207 3495208. Formal complaints are normally made in writing and are investigated promptly by the Centre Manager and one Director of Obsgyncafe. We will acknowledge formal complaints within two working days of receipt. A written response is then provided by a Director within 21 calendar days of our written acknowledgment, setting out the result of our investigation and its conclusions.

Complaints may also be made to:

Care Quality Commission  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

Contact us by phone on **03000 616161**.

Email us at [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk).

Detailed information on our complaints procedures is contained in our complaints guide "How to Make a Complaint" which is available for all clients on request. Signage will be clearly displayed in all reception and waiting areas as to how to request this guide. A copy of the guide may also be downloaded from our website:

[www.womenswellnesscentre.com](http://www.womenswellnesscentre.com)

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OBSGYBNCARE PATIENT REGISTRATION

Personal Details

Title: ..... DoB: .....  
First Name: ..... Last Name: .....  
Address: .....  
Post Code: .....  
Tel Mobile: ..... Tel Home: .....  
Email: .....

Next of Kin

Name: ..... Relationship: .....  
Contact number: .....

GP Details  Please tick if you would like a copy of any tests/reports sent to your GP

Name: .....  
Address: .....  
.....  
Tel no: .....

Appointment Type

Obstetric  Gynaecology  Other (please specify) .....

Consultant Name: .....

Method of Payment

Self Pay  Insured  Sponsored

Insurance Company: .....

Policy No: ..... Pre-Authorisation No: .....

\*Please complete if your insurance is BUPA, BUPA International or AXA PPP

Date of symptoms first noticed by patient: .....

Date first consulted GP for symptoms: .....

Please specify symptoms: .....

How did you hear about our services? .....

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