

What you can expect from your initial consultation with Ranjit Mann

Your initial consultation will consist of a detailed assessment which will involve talking only. The purpose of an assessment is to build up an accurate picture of your needs in order to help aid a treatment plans and any other recommendations that Ranjit Mann may feel necessary.

Fees & Charges with Ranjit Mann

Self-Pay Ranjit Mann accepts patients that are self-paying for their treatment. The cost of an initial consultation is £250.00 and any follow up consultation will be charged at a fee of £250.00. The consultation fee should be paid on day of your appointment. Please be aware that it will be your responsibility to settle any unpaid fees.

Cancellation Policy Appointments that are missed without the respected notice, result in a lost opportunity to offer the appointment time to someone else. If you should need to cancel your appointment, you will need to inform us at least 48 hours before of your appointment time, otherwise you will be held liable to a cancellation fee. Cancellation fees are charged at the cost of a full consultation. We do make an exception to accidents; however it will be your responsibility to inform us of your circumstances or you may still face a cancellation charge.

Lateness Policy All clinic appointments with Ranjit Mann are booked by fixed time slots. An initial appointment usually lasts 50 minutes a follow up 50 minutes. We do understand that on occasion patients may be late for an appointment, however it will be your responsibility to contact us to inform us if you are unable to meet your appointment time through: **Email: pa@orchard-clinic.co.uk** or telephone: **0203 198 3100** It will be left to your discretion whether you wish to still attend the appointment, however it is likely that is will not be possible to make no adjustments to the appointment time. As we run a highly busy clinic, this leaves us with very little room to accommodate late comers. Please also be aware that if you wish to attend the shorter appointment due to lateness, you will still be charged for the full appointment time. Ranjit Mann makes every effort to be punctual with individual appointment times, but on occasion may be delayed in a consultation. If this does occur prior to your appointment, we will take responsibility for this and will ensure you will get your full appointment time.

Telephone Enquiries In some cases patients may wish to consult with Ranjit Mann by telephone to discuss treatment plans, a change in circumstances, or any other health related queries that may arise. Due to our appointment structure with in patients that have already pre-booked their appointments, it is not usually possible for Ranjit Mann to take telephone queries. All telephone queries should be booked with a minimum of at least 24 hours notice, and this will be subject to availability. In a case of an emergency, Ranjit Mann may be able to make some amendments to speak with a patient, however if it is a serious medical matter that requires urgent medical attention please contact emergency services on 111 or 999.

Email Enquiries We do understand that for many patients, emailing will be the most convenient method of communication to use when contacting Ranjit Mann or her secretary(s). The GMC has advised us on the use of emails and their security. Although we have taken internal measurements to protect the confidentiality of our patients, please be aware that emails are not a completely secure method of communication and we

recommend that you refrain from disclosing any sensitive or confidential information through email. Should you choose to email Ranjit Mann or her secretary(s), we cannot be held responsible for what you choose to include in your email or any problems with your emails. Ranjit Mann may not always be able to review and respond to any emails prior to the consultation and we are unable to provide set response times due to the demands of the clinic. Due to Ranjit Mann's schedule we do require at least two weeks notice for any emails requesting information. We do also take in to account that some requests for information may be time sensitive and we advise that you email us with the exact details of what you require and the date and time you need this by to ensure we are given as much time and information as possible to meet these requests.

Complaints Policy If there is any problem with the services that we provide, please contact us and tell us as soon as reasonably possible, and we will investigate the problem under our complaints procedure and notify you in writing of the outcome. Every complaint is acknowledged within two working days. All complaints are then investigated and responded to in writing within 28 days of being made. We do try in every instance to meet this 28 day time frame, however if for any reason there is a delay with this process, we assure to notify you of this and keep you updated with the progress of the investigation. All complaints are reported to the Registered Manager, Dr Heather Mays, who is responsible for following through complaints for the company. In addition to this, complaints are also reviewed within our Clinical Governance Committee meetings, in order to improve the quality of service provided to our patients.

Data Protection & Cookies Cookies are small data files transferred to your computer's hard drive through your web browser to enable our systems to recognise your browser and to provide us with details of how our website is used. A cookie does in no way or form give us access to your computer or any personal information about you, other than the data you choose to share with us. You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser settings to decline cookies if you prefer. This may prevent you from taking full advantage of the website. Please note that we do not directly harvest or take the data from the website.

Cliniko The database that we use to register and hold patient information is Cliniko which is an encrypted site in Australia. The link to the terms and conditions of Cliniko is: <https://www.cliniko.com/policies/terms>

Squarespace We use Squarespace as a method of passing on your inquiries to individual practitioners. The link to the terms and conditions of Squarespace is: <https://www.squarespace.com/terms-of-service/> We do not buy and sell information from third parties and will not pass on details without your consent, except in an emergency situation.

Data Portability/Information Sharing Upon registration with us at the Orchard Clinic, we will from there on keep a record of any non-medical details, such as; your name, address, date of birth, telephone(s), email address(s). This information will be stored on our secure data base. These details will be stored uniquely for administrative and accounting purposes only. Any clinical data stored on our secure data base will be strictly exclusive to Ranjit Mann, who have sole access. In some cases, patients may be seeing more than one therapist or clinician and may want to share details of their sessions with others that are dealing with their care. Patients have the right to request that we share your details with another practitioner, however we follow strict guidelines when sharing information and can only fulfil this request with written and signed confirmation from the patients themselves, clearly stating their consent.

Appointments Ranjit Mann's secretary is responsible for booking appointments and will predominately be your main point of contact. On occasion Ranjit Mann may book in

patients directly or near the end of your consultation. In order to prevent any mistakes with appointment bookings, we provide appointment cards and can send an email confirmation on request. Both will include details of your appointment including the date and time. Please note all new patients who have booked in their initial consultation will receive an appointment confirmation with details of our address, practitioner, date and time, new patient documents and a summary of some of our policies. Although Ranjit Mann and her secretary work hard to ensure that all bookings are taken accurately, and that patients are aware of their appointment times, due to the large number of patients we deal with, human error or miscommunication may arise on occasion resulting in errors with appointments. If it is a fault of our own, we will of course take full responsibility and waive any appointment charge. We will also make every effort to book you in for the next most convenient appointment. We do understand that mistakes may also be made at the fault of a patient, resulting in missed appointments. Although we do have some leniency towards this it is likely that a full cancellation fee will apply.