



1. Introduction

Welcome to Red Rose Health Care. By using our services, you agree to comply with and be bound by the following terms and conditions. Please read them carefully.

2. Contact Information

- Address: 7-9 St Mary's Pl, Bury BL9 0DZ
- Telephone: 0161 537 9215
- Email: Info@redrosehealthcare.co.uk

3. Appointments

- **Booking:** Appointments can be booked via phone, email, or in person at our practice.
- **Cancellation Policy:** If you need to cancel or reschedule your appointment, please inform us at least 24 hours in advance. Failure to do so may result in a cancellation fee.

4. Services

Red Rose Health Care provides a range of medical services including general consultations, health checks, diagnostic tests, and specialist referrals. Detailed information about our services can be found on our website or by contacting us directly.

5. Fees and Payment

- **Consultation Fees:** Fees vary depending on the type and duration of the consultation. A full fee schedule is available upon request.
- **Payment Methods:** We accept cash and credit/debit cards. Payment is required at the time of service unless prior arrangements have been made.

6. Confidentiality

We are committed to protecting your privacy and the confidentiality of your medical information. All personal data will be handled in accordance with the Data Protection Act 2018 and GDPR regulations.



7. Patient Responsibilities

- **Accurate Information:** Patients must provide accurate and complete information about their medical history and current health status.
- **Compliance:** Patients are expected to comply with the treatment plan prescribed by their healthcare provider.
- **Respect:** Patients must treat all staff members and other patients with respect.

8. Complaints and Feedback

We welcome feedback to improve our services. Complaints can be made in writing, via email, or in person at the practice. We aim to resolve complaints promptly and fairly.

9. Liability

While we strive to provide the highest standard of care, Red Rose Health Care cannot be held liable for any indirect, incidental, or consequential damage resulting from the use of our services.

10. Changes to Terms and Conditions

Red Rose Health Care reserves the right to modify these terms and conditions at any time. Changes will be posted on our website and will become effective immediately upon posting.

11. Governing Law

These terms and conditions are governed by the laws of England and Wales. Any disputes arising from these terms shall be subject to the exclusive authority of the courts of England and Wales.

Thank you for choosing Red Rose Health Care. We provide you with the best possible medical care.



General Consent and Welcome

Introduction

Welcome to our service.

The basic principles upon which our services are provided to you are outlined below.

Consent

- All Patients must consent to receiving our care and treatment based on these principles and understandings.
- Consents also include your implied permissions to obtain, store, use, and share data with other legitimate health and social care providers and to destroy your data when it is no longer required and/or mandatory for legal purposes.
- Consent will also include your permission to communicate electronically, e.g. via telephone, email, video etc. using safe and secure systems when appropriate.

Our Staff

- All our staff are:
- Fully trained and experienced for their role.
- on the relevant professional registers.
- Are required to undergo stringent checks before being permitted to work for our Company.
- to Keepup to date with their professional practice.
- Are committed to delivering the best possible service for you.
- Required to adhere to strict professional standards and ethics.

Making a Complaint and Giving Compliments

- We believe that complaints and compliments are a valuable indicator of the quality of our service, and an opportunity to improve that quality. We assure all Patients that no-one will be victimised for making a complaint, and we encourage Patients to instigate the complaints procedure whenever they feel that this is necessary. We do not wish to confine complaints to key issues. We encourage Patients to comment when minor matters are a problem to them. It is our policy that all matters which disturb or upset a Patient should be reported, recorded, and corrective action should be taken. Only in that way can we work towards meeting our aim of continuously improving our service.
- Our commitment is that:
- All complaints will be taken seriously; You will receive a response within 3 working days of the complaint being made, and a final reply within 28 days (about 4 weeks);
- If the complaint is upheld, you will receive a written apology and appropriate action will be taken to rectify the complaint, and you will be informed of what that action is;
- All complaints will be acted upon with fairness and impartiality;

• Patients are entitled to involve an impartial third party in the complaint procedure if they so wish.



- Patients and their representatives may take their complaints to people in authority outside the Company if they are not satisfied with the response that they receive from us.
- We aim to always respect your privacy and dignity. Please speak to the supervisor or CQC Registered Manager if your privacy or dignity is not being respected.
- Records will be designed, used, and stored to assure privacy. Legislative controls over records, such as the Data Protection Act, will be adhered to, and the Patient's explicit permission in writing will be sought before information is passed to any person other than those directly concerned with the care of the Patient.

Confidentiality of Information

- Your rights to confidentiality will be safeguarded. We will not disclose any personal information about you to a third party unless this has been agreed with you. An agreement to disclose information should only be sought if it is for your benefit, e.g., to assist in your support.
- Our policy is that any information about you is strictly confidential and that maintaining a position of trust in this regard is paramount. However, because some information is relevant to providing quality support, such information will be shared with members of staff who may be supporting you. Visiting professionals and visitors requiring information will be referred in the first instance to the Registered Manager or the person in charge within the Company. You or, where appropriate, your principal Carer will be consulted where appropriate before information is released.
- Information about you will be stored on paper and may also be held on the computer. Both forms are treated in the same strictly confidential way.
- CCTV may be used to protect your security and well-being. We have strict protocols in place in order to protect unauthorised access to or release of CCTV images. CCTV will not be used in restricted areas (such as WCs and changing rooms) or in treatment rooms without explicit Patient consent having been obtained.
- Your information is needed to enable staff to provide proper support and treatment. Some of the information may also be used for other purposes, such as:
 - Making sure our services meet your needs.
 - Helping staff to review the support they provide to you to help them achieve the highest standards.
 - Investigating complaints or legal claims.
 - Auditing our services.
- Sometimes information about you needs to be passed on to other agencies or organisations, for example if you are receiving care or support from a GP or hospital. The types of organisations with whom we may share information about you are:
 - GPs.
 - District nurses.
 - Other health professionals.
 - Social workers.



· Care Quality Commission.

- Further details about how we use your information are available in our Privacy Notice. See our website (or available upon request).
- In the event of the organisation ceasing to trade, data about you will be held confidential and only passed to legitimate third-parties organisations which comply with all necessary and statutory obligations regarding data security.

Equal Opportunities

- You have the right to practice your beliefs, religion, or culture without constraint by restrictive or discriminatory practice.
- Complaints of discriminatory practice will be thoroughly investigated, and the results of the investigation made known to the complainant.

Teaching

- Occasionally staff in training (such as medical students) may wish to be present during your consultations.
- If you are not happy with this, please let us know.

Chaperoning

- If you wish for a chaperone, please make this known to the receptionist and/or your clinician.
- We will do our best to provide a chaperone, but you may wish to note that if this cannot be arranged immediately then it may be necessary to reschedule your appointment so that a chaperone can be provided.
- We will try to provide a chaperone on request without charge, but if additional costs are incurred, these may need to be passed on to you after due notice.

Please note that our clinicians may themselves arrange for a chaperone to be present during their consultations with you if this is required on clinical or safety grounds.

Respect For Other Patients and Staff

- You are requested to afford the same courtesy to other Patients and staff as you would expect to receive yourself.
- Note that any loud or abusive behavior will not be tolerated.

- Patients are not permitted to smoke on or near the premises.
- Patients under the influence of alcohol or other substances of abuse may be asked to leave the premises.

Coronavirus/Infectious Disease

- Our service will follow all reasonable safety precautions to protect against Coronavirus and other infectious diseases, but patients attend the clinic at their own risk.
- Patients will be expected to comply with our precautions against Coronavirus and other notifiable disease as a condition of attending our clinic.

Out Of Hours Care

- You will be informed about arrangements for contacting us out-of-hours should this be necessary.
- In the event of any sudden emergency, please contact your local A+E service. The ambulance service via 999, or your GP.

Payment Arrangements

- Details of your treatment fees will be notified in advance.
- If you have any queries or concerns, please let us know before your treatment begins.
- Note that there may be extra costs for providing for your individual extra needs such as chaperones, translation/interpreting, etc. Please ask for details.
- You will be required to settle your accounts promptly and in full.

Please sign below to indicate your consent to receiving care and treatment from us in accordance with the terms outlined above.

I agree to the terms and conditions. ☐

Communication preferences: Email ☐ SMS ☐

Date:	
Name:	
Signature of patient (parent of guardian if under 16):	



Red Rose Healthcare Registration Form

Title:		Address:	
Surname:			
Forename:			
Sex:			
Date of Birth:		Postcode:	
Email:		Ethnic Origin:	
Nationality:		Religion:	
Telephone:		Mobile:	
Next of Kin/Emergency Contact			
Name:		Address:	
Relationship:			
Telephone:		Mobile:	
If you wish above named individual to discuss matters related to your health and care with our team, then please tick this box to indicate your consent: <input type="checkbox"/>			
If you do not wish above named individual to discuss matters related to your health and care with our team, then please tick this box to indicate your consent: <input type="checkbox"/>			
Consultant and GP Details			
Consultant Name:		Registered GP Name and Address:	
		Postcode:	
Please Indicate How You Intend to Settle Your Account			
Credit/Debit Card <input type="checkbox"/>	Cash <input type="checkbox"/>		Membership <input type="checkbox"/>
Membership Policy Number:		Policy Holder's Name:	

		Employer:	
How did you hear about the practice?		Please give details:	

Date:	
Signature of patient (parent of guardian if under 16):	

Signed.....Date.....

Full Name