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Thank you for choosing Private Psychiatry. Patient care and satisfaction is of utmost importance to us. In order that we may provide the best care and service as possible to you, please take a few moments to read the following information regarding the treatment we provide at Private Psychiatry, individual treatment plans, prescriptions and our terms of business.

We would be grateful if you could complete the attached Patient Information Form and Financial Agreement Form before attending your appointment. If you have any queries regarding your appointment or your care with Private Psychiatry, please do not hesitate to ask us.

Private Psychiatry LLP

Registered by the Care Quality Commission Provider ID 1-158769564

# Patient's Guide 2017

## **Responsible Individual: Dr Adrian John Winbow MB BS FRCPsych DPM**

Private Psychiatry LLP is a mental health service providing clinics across South East England.

Our team is dedicated to improving the mental health of our patients, providing excellent service and individualised care.

### **Our aims**

- To provide first class mental healthcare services to our patients and maintain the highest standards of clinical care.
- To meet the needs of our patients through comprehensive evidence-based treatments and interventions.
- To invest in our staff and recruit highly qualified, dedicated professionals who are focussed on patient centred care.

### **Our objectives**

- To provide a service to our patients that is safe, effective, efficient and valued by them.
- To listen to our patients and ensure that they are the focus of our service.
- To work as a team to meet the needs of our patients and to support each other to maintain the highest standards of care.

### **Disability statement**

Private Psychiatry LLP is able to provide access to consultation rooms for patients with wheelchair mobility needs. We are able to provide written information in larger type for individuals with visual difficulties.

### **Consultations and Confidentiality**

Consultations are conducted in private and all information given during consultations remains confidential.

### **Patient Satisfaction Survey**

Private Psychiatry LLP conducts ongoing surveys of our patients to inform and improve our services. Satisfaction surveys are sent out randomly each year. If you are unwilling to participate in any of these surveys please inform our administration office.

## Access to health records

All patients have the right to access their records in accordance with the Access to Health Records Act. Requests can be submitted in writing to the Practice Manager who will be able to explain the procedure.

## Chaperones and advocates

All patients may bring a chaperone for any consultation, assessment, therapy or review appointment. If you want or require a chaperone but you are not able to bring one with you, please let the office know when booking the appointment. Medico-legal clients may also bring an advocate to their appointment.

## Smoke free zones

All of our rooms and offices are smoke free zones and we request all patients and visitors to kindly refrain from smoking while on our premises.

## Mobile phones

We request all patients to kindly turn off their mobile phones during consultations.

## Comments, suggestions and complaints

Should you have any comments, suggestions or complaints, please raise these initially with your doctor or other member of staff.

If you are unhappy with our service and wish to make a complaint, please read the Complaint Procedure (see Appendix 2). You may also make comments or suggestions about this guide. Please send them to our company office.

## Fees

Our fees for consultations with our consultant psychiatrists are:

	Kent, Surrey, Essex, Herts	London
Initial Assessment, 60 minutes	£295	£320
Follow-up, 60 minutes	£280	£300
Follow-up, 30 minutes	£160	£180
Telephone Consultation, 15 minutes	£90	£90
Telephone Consultation, 30 minutes	£160	£160

Please note that the fee for the first appointment for self-funding patients is payable in advance. Full details of fees and terms of business can be found in the *Financial Agreement*.

**Medico-Legal Work**

Standard case £1800 - £2100 + VAT

**Occupational Health Report**

Standard case £950 + VAT

**Contract**

All patients are requested to complete and sign a *Patient Information and Consent to Treatment* form and a *Financial Agreement* (both insured and self-funding patients) prior to their first appointment. These will be provided with your appointment confirmation.

**Prescriptions Policy**

Our consultant psychiatrists can provide private prescriptions only. They can write a letter to your GP requesting that they prescribe you a specified medication but we cannot guarantee your GP will prescribe the exact medication. For further details on your prescription options please see Appendix 1.

**Your Treatment Plan**

All patients of Private Psychiatry receive a personal Treatment Plan agreed together with the consultant psychiatrist.

**What is a Treatment Plan?**

A Treatment Plan (sometimes called a Care Plan) is a written summary of the discussion you have had with your consultant psychiatrist. It will include information about your diagnosis and the treatment options suggested to you. Any risk factors identified by your consultant will be noted on it. It will also provide information regarding medication that you have been prescribed or that has been recommended to you and any other type of treatment that you are being referred for.

**Information to GPs**

With your permission your consultant will also write a letter to your GP giving a detailed account of the content and conclusions of your discussion. It is important that you let us know in advance if you would prefer that correspondence is not sent to your GP. Please see the Patient Information and Consent Form where you can let us know about your preferences. You can also inform us verbally at any time if you decide that you do not want your GP to be contacted. Please be aware that if you are using private health insurance, your insurer may request information about your diagnosis and treatment.

Copies of letters to GPs are not sent out automatically to patients. If you would like a copy of any letters that are written about your treatment, please let your consultant know or call our admin staff on 01732 836320.

**When will you receive a copy of your Treatment Plan?**

Usually a copy will be emailed to you within 2 working days of your appointment. If you do not have an email address, the plan will be posted to you within 2 working days. If you have any questions about your plan please contact our admin staff.

**Translation**

Copies of this document translated into other languages can be made available on request.





## Prescription Information

In order to ensure that private prescriptions reach you safely and on time and to comply with Care Quality Commission guidelines we can now offer the following options for obtaining your medication.

### 1. In-Clinic Prescriptions

Private prescriptions can be written out during your outpatient consultation and given to you by your consultant to take to your preferred pharmacy to be filled. The pharmacy will tell you how much their charge is for your prescription and you pay the pharmacy for your medication. There is no charge for your consultant providing the prescription but this service can obviously only be available for those times when you see your consultant in person.

Please be aware that if prescriptions for **Controlled Drugs\*** are required these require a different prescription form (FP10) which are **not** carried by our consultants to clinics. If your consultant believes you will benefit from such a drug, he will inform you and arrange with our administration team for the prescription to be dispensed by option 2 or 3 below.

### 2. Pharmaciege

For repeat prescriptions requested by telephone or email we can fax your prescription to Pharmaciege (formerly Independent Dispensary) who will then contact you by telephone, tell you how much your medication will cost, take payment by card over the phone and then deliver your medication to your chosen delivery address. Pharmaciege offer a secure and confidential service and can deliver to London post codes within 2-4 hours and the rest of the UK within 24 hours, free of charge. Deliveries to Europe take 1-3 days and 3-5 days for the USA.

We ask patients to bear in mind that **Controlled Drugs\*** require additional time to be dispensed as Pharmaciege must receive the original prescription before contacting you. The process then mirrors that of other medication.

Please note that the cost of private prescriptions may be higher than you are expecting. Whilst Pharmaciege price check against similar pharmacies and are confident that they are no more expensive than the average high street pharmacy, we would like to point out that we have no control over the prices they charge. For more information you can visit their website at [www.pharmacierge.com](http://www.pharmacierge.com).

### 3. Prescriptions by Post

Alternatively, we will arrange to post your prescription to your home address.

For methods 2 and 3 may we politely request that you give as much notice as possible that you need a repeat prescription. We can then ensure that your medication reaches you before your tablets run out. Please note that six-monthly follow-up appointments are necessary in order to ensure continued repeat prescriptions at the consultant's discretion.

#### **4. NHS Prescriptions**

Your consultant can write a letter to your GP requesting that the GP prescribes a specified medication for you following your appointment with the consultant. This method often works well but we cannot guarantee that your GP will be able to prescribe the exact medication suggested by the consultant as GPs control their own NHS budgets and have their own policies regarding prescription of medication.

#### **\*PRESCRIPTIONS FOR CONTROLLED DRUGS**

Some prescription medicines used in the treatment of certain mental health conditions contain drugs that are controlled under legislation. To comply with current guidelines only one months' supply of any controlled drug will be prescribed at a time. Your consultant will make it clear to you if they are prescribing a controlled drug and the associated risks involved. Controlled Drugs prescriptions are always posted Recorded Delivery and we reserve the right to charge you £10 to cover our costs and time.



## Complaints Procedure

### Definition of a complaint

The expression of dissatisfaction by an individual or a group is considered to be a complaint. This can be made either verbally or in writing. Any form of dissatisfaction concerning treatment provided by us (Private Psychiatry LLP) can be investigated through the Complaints Procedure.

### Aims of our complaints procedure

- To protect both the service user and provider during the process of enquiry.
- To provide an open and transparent format with which to address concerns raised by members of the public (or a legal representative thereof) who has sought or receive a service provided by Private Psychiatry LLP.
- To ensure that all complaints are dealt with comprehensively, objectively and impartially.
- To ensure that all complaints are dealt with in confidence (except where others could be put at risk as a result of matters arising from the complaint)
- To offer the right to appeal if a complainant is not satisfied with our response.

### Who can make a complaint?

A member of the public (or a legal representative thereof) who has sought or received a service provided by Private Psychiatry LLP

### How to make a complaint

#### **Step 1**

Try to resolve the complaint informally by speaking to the individual(s) concerned or their line manager. You can ask for the name and position of the individual and their line manager should you need to do so.

#### **Step 2**

If you are not satisfied with the outcome of your informal complaint you should put your complaint in writing by letter, fax, email, audio tape to:

Dr Adrian Winbow, Medical Director  
Private Psychiatry LLP  
Orchard House  
High Street  
Leigh, Tonbridge  
Kent, TN11 8RH



If your complaint is about the Medical Director, then you should address your complaint to:

Practice Manager  
Private Psychiatry LLP  
Orchard House  
High Street  
Leigh, Tonbridge  
Kent, TN11 8RH

### **Step 3**

Your complaint will then be acknowledged by letter within seven working days from the date of receipt of your letter. The acknowledgment letter will contain:

- Name, address and telephone number of the person investigating your complaint.
- The date the investigation will start.

### **Step 4**

A full response to your complaint will be sent to you within 21 working days from the date of receipt of your written complaint. The letter will be from the person(s) named in the initial acknowledgment letter to you.

The response will contain:

- A summary of the investigation.
- The decision as to whether your complaint has been upheld or not.
- Reasons for this decision.
- Any redress which can be offered if appropriate, ie, a verbal or written apology, a refund or deduction in fees or other appropriate measures.
- A summary of any action to be taken as a result of the complaint.
- If the investigation time needs to be extended, a letter will be sent to you outlining the rationale for this and the proposed date by which a response will be given. This will take into account the nature of the complaint and the availability of information required to further the investigation.

### **Step 5**

If, after our written response to your complaint, you are still dissatisfied then you should appeal by letter, fax, email or audio tape within seven working days of receiving it to the Medical Director.

An appeal will go before a panel comprising three LLP staff and partners who have been previously uninvolved with the complaint. The panel will then read all relevant documentation, speak to individuals involved and make a final decision. The final decision will be put in writing to you within 28 working days of receiving your appeal and will contain:

- A summary of the final decision.
- The rationale behind the decision.
- Any redress which can be offered if appropriate, ie, a verbal or written apology, a refund or deduction in fees or other appropriate measures.
- A summary of any action to be taken as a result of the complaint.

## **Step 6**

If, after following steps 1 to 5, you continue to be dissatisfied with the response you have received you can contact the Care Quality Commission:

Telephone: 03000 616161  
Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
Address: Care Quality Commission National Correspondence  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA