Patient’s Guide 2020
Dear Patient

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.

Before commencing your treatment with Private Psychiatry, please complete the Patient Information Form and Financial Agreement Form which will have been sent to you with your appointment confirmation. If you have not received these, please let us know and another set of forms will be sent to you. Please either bring the completed forms with you to your first appointment or send them to Private Psychiatry (contact details above) prior to your first appointment.

In the meantime, if you have any queries regarding your appointment or your care with Private Psychiatry, please do not hesitate to ask us.

Yours sincerely

Private Psychiatry LLP

Registered by the Care Quality Commission Provider ID 1-158769564
Private Psychiatry LLP is a mental health service providing clinics in London and in 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 access

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.

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. Alternatively, please complete our comments form available at Orchard House or on request, or complete the comments form available on our website [www.privatepsychiatry.co.uk](http://www.privatepsychiatry.co.uk).

If you are unhappy with our service and wish to make a complaint, please request a copy of our Complaint Resolution Procedure from the Practice Manager.

**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. Completion of the surveys is voluntary. If you are unwilling to participate in any of these surveys, please inform our administration office.

**Fees**

Our fees for consultations with our consultant psychiatrists from 1 May 2019 are:

<table>
<thead>
<tr>
<th>Service</th>
<th>Kent &amp; Surrey</th>
<th>London</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial Assessment, 60 minutes</td>
<td>£320</td>
<td>£375</td>
</tr>
<tr>
<td>Follow-up, 60 minutes</td>
<td>£295</td>
<td>£325</td>
</tr>
<tr>
<td>Follow-up, 30 minutes</td>
<td>£160</td>
<td>£180</td>
</tr>
<tr>
<td>Telephone Consultation, 15 minutes</td>
<td>£100</td>
<td>£100</td>
</tr>
<tr>
<td>Telephone Consultation, 30 minutes</td>
<td>£160</td>
<td>£160</td>
</tr>
<tr>
<td>ADHD Assessment 1.5 hours appt &amp; report</td>
<td>£650</td>
<td>£650</td>
</tr>
<tr>
<td>Repeat Prescription</td>
<td>£25</td>
<td>£25</td>
</tr>
</tbody>
</table>
Please note that fees for appointments are payable in advance. Full details of fees and terms of business including our cancellation policy, can be found in the Financial Agreement.

**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 treatment plan, please contact our admin staff.

**Translation and Other Document Formats**

Copies of this document translated into other languages can be made available on request. Large print and audio versions of this document can also be made available on request.

**Consultations and Confidentiality**

Consultations are conducted in private and all information given during consultations remains confidential. For further information on what and how we gather and store patient information, please see our Privacy Policy which is available on our website and on request from the Practice Manager.

**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.

**Data Protection and Privacy**

Private Psychiatry is committed to protecting and respecting your privacy. Private Psychiatry LLP fully complies with the data protection law in force in the UK and with all medical confidentiality guidelines including those published by the General Medical Council.

Our Privacy Policy details what data we collect from you, how it is stored, used and processed by us. A copy of our Privacy Policy is available on request and on our website [www.privatepsychiatry.co.uk](http://www.privatepsychiatry.co.uk).
APPENDIX ONE

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 first prescription.

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. Pharmacierge

For repeat prescriptions requested by telephone or email a charge of £25 is payable to Private Psychiatry. Private Psychiatry will fax your prescription to Pharmacierge (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. Pharmacierge 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 Pharmacierge 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 Pharmacierge 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.

3. Prescriptions by Post

Alternatively, we will arrange to post your prescription to your home address. A charge of £25 applies for repeat prescriptions.

For methods 2 and 3 may we politely request that you give as much notice as possible for repeat prescriptions. 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