

Patient information folder

1A Lansdowne Rd, N17 0LL

London

Email: info@mediwellclinic.co.uk

Website: www.mediwellclinic.co.uk



MEDIWELL

CLINIC

Your health come first...

**This folder provides useful information about
our clinic, facilities, services, prices much more**

Registered Address:
Mediwell Healthcare UK LTD
1A Lansdowne Road
London
N17 0LL

Location Address:
Mediwell Clinic
1A Lansdowne Road
London
N17 0LL

Contact Us: 0203 951 0203
Email Us: info@mediwellclinic.co.uk
Website: www.mediwellclinic.co.uk

Created: Dec 2020
Reviewed Date: Dec
2021 via Nurten
Cetin
Next Review date:
Dec 2022

Welcome to Medi Well Clinic

This folder provides useful information about our clinic, facilities, services and prices.

Other Topics this booklet will cover

- Staff and their roles
- Medi Well Clinic vision and values
- Interpretation and translation Service
- Zero tolerance to aggression towards staff
- Making appointments
- Car parking
- Comments, concerns, worries, and complaints
- Prescriptions
- Pricelist
- Practice leads or structure
- Patient confidentiality
- Travel information
- PPG and Patient feedback
- Patient consent
- Opening hours and out of hours services
- Chaperone
- Services provided
- Our Commitment to you
- Registering with the Practice
- Disabled patients
- Working with other healthcare providers
- COVID-19 awareness
- Infection control awareness
- Any other information for the patient
- Terms and conditions

About Us

Mediwell Clinic was established in 2018 to provide the best, personalised healthcare with a breadth of surgical and medical expertise.

MEDIWELL TEAM

MANAGING DIRECTOR

- **NURTEN CETIN**

MANAGEMENT

- **MS.NURTEN CETIN: DIRECTOR/REGISTERED MANAGER/PODIATRIST**
- **MRS.SEMIHA DOGUS: PRACTICE MANAGER**
- **MR.ABDULKADIRALI ISMAIL: DEPUTY MANAGER**

ADMINISTRATION

- **MRS.SIBEL SONMEZ: RECEPTIONIST/FIRE MARSHALL**
- **MRS.MERAL BOGAZKAYA: LEAD RECEPTIONIST**
- **MRS.GULTEN BOLAT: ADMIN STAFF**
- **MRS. FATOS NAFI: ADMIN STAFF**
- **MR.ESEN ALI GUNAY: RECEPTIONIST**
- **MISS.MELISA SAPKIRAN: RECEPTIONIST**
- **MRS.MERAL BOGAZKAYA: RECEPTIONIST**
- **MS.SIBEL SONMEZ: RECEPTIONIST**
- **MRS.MERVE YASAR: RECEPTIONIST**

HEALTH CARE ASSISTANTS

- **MR.AYBERK ADEM ZEKIR: HEALTHCARE ASSISTANT**
- **MR.ISA MUSTAFA NURI: HEALTHCARE ASSISTANT**
- **MRS.NADIDE ADALI:**

DOCTORS/CLINICIANS

- **DR. HAYDAR BOLAT: DOCTOR/MEDICAL LEAD/BUSINESS DEVELOPMENT LEAD**
- **DR. PANKAJ GUPTA: GENERAL PRACTITIONER /SI; IN ENT/HAIR TRASPLANT SURGEON/EDUCATIONAL LEAD/RESPONSIBLE OFFICER**
- **DR. CEMIL IZGI: CARDIOLOGY CONSULTANT**
- **DR MARIUS K.REBEK: UROLOGY CONSULTANT**
- **MS.OZLEM TURAN: DOCTOR SI; GYNACOLOGY**
- **DR. MOHAMED ABDULLAHI: GASTROENTEROLOGIST**
- **DR. SHPRESA PULA: PAEDIATRIC CONSULTANT**
- **DR.ZEHRA KOCHER: MEDICAL PRACTITIONER SI IN WOMENS HEALTH**
- **DR ESRA GUMUS: MEDICAL PRACTITIONER SI PAIN MANAGEMENT**
- **OYKU UMAN: NUTRITIONIST**
- **ALI OZKAN TOPRAK: PSYCHTHERAPIST**
- **DR KENAN KOCA: MEDICAL PRACTITIONER SI ORTHOPEDICS**
- **DR JOHN OPARAH: MEDICAL PRACTITIONER**
- **MRS. TULAY MEHMEDOV: NAIL TECHNICIAN**

ALLIED HEALTH PROFESSIONAL

- **MR.AHMET ALTUN: SONOGRAPHER**
- **MR NARTER YESILDAGLAR: SONOGRAPHER**
- **MRS. BEYZA KAVUNCU: SONOGRAPHER**

DENTAL TEAM

- Dentist Cemsit Ousi
- Dentist Irena Atanasova
- Dentist Sedef Sirma

Dental Nurse Trainee

- Ugur Yildirim

CONTRACTED STAFF

- IBRAHIM AYDOGDU**
- EMREHAN TUNAY**

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Mediwell Clinics Vision

Our vision as Mediwell clinic to be an unmatched leader in providing modern, professional, general practice and quality health care for patients within the community we serve. We focus on prevention of disease by promoting health and well and offering care and advice to our patients
At Mediwell clinic we aim to provide a wide range of safe services with the best possible outcomes for our patients in a safe and welcoming environment.

Mediwell Clinic Values

These values, which guide Mediwell Clinic's mission to this day, are an expression of the vision.

Respect

Treat everyone in our diverse community, including patients, their families and colleagues, with dignity.

Integrity

Adhere to the highest standards of professionalism, ethics and personal responsibility, worthy of the trust our patients place in us.

Compassion

Provide the best care, treating patients and family members with sensitivity and empathy.

Healing

Inspire hope and nurture the well-being of the whole person, respecting physical, emotional and spiritual needs.

Teamwork

Value the contributions of all, blending the skills of individual staff members in unsurpassed collaboration.

Innovation

Infuse and energize the organization, enhancing the lives of those we serve, through the creative ideas and unique talents of each employee.

Excellence

Deliver the best outcomes and highest quality service through the dedicated effort of every team member.

Stewardship

Sustain and reinvest in our mission and extended communities by wisely managing our human, natural and material resources.

INTERPRETATION AND TRANSLATION SERVICE

We provide interpretation services in all languages, please contact with our staff before your appointment.

ZERO TOLERANCE TO AGGRESSION TOWARDS STAFF

MEDIWELL CLINIC Zero Tolerance Policy

MediWell Clinic operates a Zero Tolerance Policy with regard to violence and abuse.

The practice having the right to remove violent patients from the list with immediate effect in order to safeguard staff, patients and other persons attending the clinic.

Violence in this context includes actual or threatened physical violence or verbal abuse which leads to fear for a person's safety. In the event of an occurrence of this nature, we are obliged to notify the patient in writing of their removal from the list and record in the patient medical record the reason for the removal.

MAKING APPOINTMENTS

Please contact us to make an appointment with:

Phone: 02039510203

Email: info@mediwellclinic.co.uk

Cancellations

We ask that all cancellations be made at least 24 hours prior to your scheduled appointment time. This will allow us to give another patient the opportunity to be seen.

Your first visit to Mediwell Clinic

On your first visit to Mediwell Clinic, please arrive 5 minutes early and bring:

- Photo Identification
- Your Address Details
- Your referral (if required)
- List of the Current medications (These include prescribed medicines, over the counter medicines and any vitamin supplements or herbal remedies)
- If you are bringing your child, please bring both mother and father IDs and red book or child passport
- If you forget to bring a form of ID, please note we will not refuse care, however reception will ask to take a photo and upload it onto our system.

CAR PARKING

Our patients can use Doctor, Drop off parking places. Also please check the road , it's free to park except events days.

We one have disabled parking bay

COMMENTS, SUGGESTIONS, CONCERNS, WORRIES, AND COMPLAINTS

We are here to provide the best possible service at all times. We are always interested to hear your opinion on how well you think we are doing. We welcome suggestions and constructive criticism as they help us to improve our service. Please present your views in writing at reception or use our suggestion box.

At times you might not be happy with the service you have received, and you may wish to make a formal complaint, the following complaint procedures will apply.

All complaints should be submitted in either by writing to the Clinic Office at **Mediwell Clinic 1A Lansdowne Road N17 0LL**, or contact through **Tel: 02039510203**, or send via **E-mail at: Nurten.cetin@mediwellclinic.co.uk**

What happens after you complain?

- ❖ When you've made your complaint, we will call you or send you an acknowledgment letter within 3 working days. (As long as you've provided a valid contact details).
- ❖ Then we will investigate your complaint and respond to your complaint as soon as possible in either by phone, writing or email within **21 days of receipt**.

If you are not happy our final response, you have a right to take your complaint to the Parliamentary and Health Service Ombudsman, who you can contact at:

<https://www.ombudsman.org.uk/about-us/contact-us>

- Visit their '[Making a complaint page](#)' and click on 'Can we look into your complaint?'
- Call their Customer Helpline on 0345 015 4033 from 8:30am to 5:00pm, Monday to Thursday, and Friday from 8.30am to midday, except bank holidays. Calls are charged at local or national rates.
- Send a text to their 'call back' service: 07624 813 005 with your name and mobile number

Complaining On Behalf Of Someone Else

Please note that we keep strictly to the rules of medical confidentiality. If you are complaining on behalf of someone else, we have to know that you have their permission to do so. A note signed by the person concerned will be required or a third party consent form.

PRESCRIPTIONS

After doctor consultation, depending on your symptoms and doctor's diagnosis: Private prescriptions will be provided to you.

We do not prescribe Control Drugs, please contact with your GP.

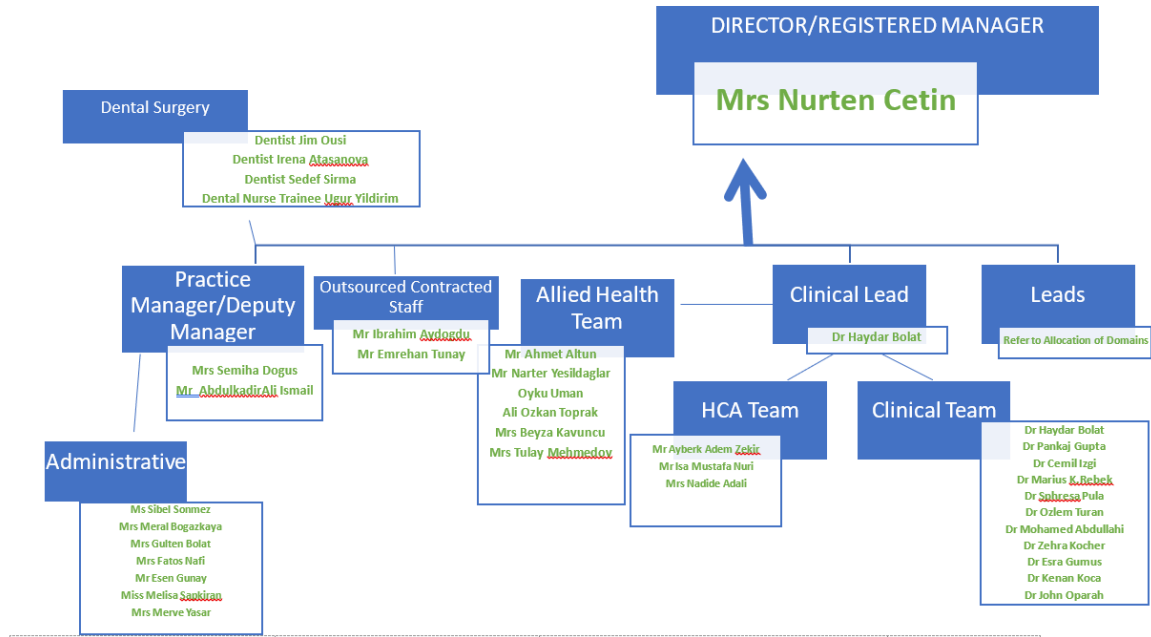
Services and Price list

Steroid Injection £150 + Doctor consultation fee	
GP Consultation FULL	£100.00
GP Consultation SHORT	£50.00
GP Telephone Consultation	£60.00
GASTROENTEROLOGIST Consultation	£120.00
UROLOGY Consultation	£180.00

Paediatrics Consultation	£150
CARDIOLOGY SERVICES	
Cardiology Consultation	£220.00
Cardiology Consultation (Including ECG) + ECHO (Used for routine consultation)	£400.00
Women's health Services	
Women's Health CONSULTATION	£120+
PODIATRY	
Podiatry Consultation	£120.00
Toe Nail Surgery	£250 per toe, £400two toes
Verruca Surgery/Dry Needling	£200.00
Custom Prescription Orthotics (casted)	Starts from £150
Diabetic Foot Screening, Neurological & Vascular assessment	£60.00
Hair & Face PRP/Dermapen	
PRP Per session	£150.00
PRP 5 sessions	£600.00
Orthopaedics	
Consultation	£180

Mediwell Clinic Leads Operations	Lead	Absence / Support
Registered Manager	Nurten Cetin	Nurten Cetin
Practice Manager/Deputy Manager	Semiha/Abdul	Nurten Cetin
Data Protection lead	Semiha Dogus	Nurten Cetin
Complaints Manager	Nurten Cetin	Haydar Bolat
Sepsis Lead	Haydar Bolat	Pankaj Gupta
Safeguarding adults and children Leads	Haydar Bolat	Nurten Cetin
Infection Control Lead	Ayberk Adem Zekir	Nurten Cetin
Premises Maintenance	Nurten Cetin	Haydar Bolat
Patient MHRA Safety Alerts	Pankaj Gupta	Haydar Bolat
Health & Safety	Nurten Cetin	Semiha Dogus
Fire Marshal Lead	Sibel Sonmez	Nurten Cetin

MEDIWELL CLINIC ORGANIZATIONAL CHART



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Laboratory Work	Prices
BLOOD GROUP	£70
AMENORRHOEA PROFILE	£145
ANTI-MULLERIAN HORMONE	£100
ANDROPAUSE PROFILE	£165
ACTIVE B12	£60
Total B12	£50
CA 125 (OVARIAN CANCER AG)	£115
CA 15-3	£115
CA 19-9	£115
CALPROTECTIN (FAECAL)	£80
CHLAMYDIA/GONN PCR- URINE	£70
Chlamydia/Gonorrhoea/Trichomonas	£100
CT/GC/Trichomonas/Mgen (Urine)	£120
COAGULATION PROFILE 2	£120
COAGULATION PROFILE 1	£100
C REACTIVE PROTEIN	£50
DIABETIC 2 PROFILE	£80
DIABETIC 1 PROFILE	£60
FULL BLOOD COUNT	£60
FEMALE HORMONE PROFILE	£120
Follicle stimulating hormone	£50
FREE T4	£50
COVID 19 SEROLOGY	£50
HBA1C	£50
H. PYLORI ANTIGEN (STOOL)	£80
HEP B IMMUNITY (ANTI-HBS)	£80
HELICOBACTER PYLORI ABS	£85
HIV DUO (HIV1+2 & P24 AG)	£80
HPV (FIRST LINE) SCREEN	£80
HRT 1 PROFILE	£80
HRT 2 PROFILE	£150
HIGH VAGINAL SWAB	£70
IMMUNOGLOBULIN M	£60
ERECTILE DYSFUNCTION PROFILE	£250
IRON STATUS PROFILE	£100
LIVER FUNCTION TESTS	£80
LUTEINISING HORMONE	£60
LIPID PROFILE	£60
MENOPAUSE PROFILE	£120
MAGNESIUM (Serum)	£40
MALE HORMONE PROFILE	£150
OESTRADIOL	£50
PAPT and HPVH	£100
STOOL FOR OCD AND CULTURE	£75
PROSTATE PROFILE (Total & Free PSA)	£100
PROGESTERONE	£60

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PROLACTIN	£60
PROSTATE SPECIFIC AG	£60
QUANTITATIVE HCG	£60
CHLAMYDIA/GONORRHEOA	£60
SEX HORMONE BINDING GLOBULIN	£80
STD1 – MALE QUAD	£175
STD2 – M/F PROFILE PLUS	£300
STD3 – FEMALE STD QUAD	£175
STD4 – FEMALE STI PROFILE +	£300
STD - BLOODS ONLY	£150
STD PROF 6 BLOODS NO HIV	£150
VAGINITIS / BV PROFILE STD8 USING CULTURE & PCR SWAB	£120
SYMPTOM LESION PCR SWAB	£120
MPX HIV-HBV-HCV PCR	£170
EARLY DETECTION SCREEN WITH SYPHILIS(HIV1/HIV2/HBV/HCV by PCR/NAAT)	£190
TISSUE TRANSGLUTAMINASE	£60
COVID-19 (SARS-CoV-2) Roche Elecsys Anti-SARS-CoV-2 Total Antibody	£40
TESTOSTERONE	£50
THYROID PROFILE 1	£70
THYROID PROFILE 2	£130
THYROID PROFILE 3	£80
THROAT SWAB	£60
TSH	£40
UREA AND ELECTROLYTES	£50
URINE FOR MICROSCOPY & CULTURE	£40
VITAMIN D	£60
Cardiovascular Risk Profile 1	£400
Diabetes Profile 2	£80
DL6L GENERAL WELL PERSON PROFILE	£130
DL6L GENERAL WELL PERSON	£200
Thrombotic Risk Profile	£500
ED/Impotence Profile	£180
IgE Allergy Profile 4 (Nuts & Seeds)	£260
UK Allergy Profile	£200
Eczema Provoking Profile	£200
IgE Allergy (Children's Panel)	£180
Chronic Fatigue Syndrome Profile	£250
COELIAC DISEASE PROFILE 2	£130
RHEUMATOLOGY	£300
Antimullerian Hormone/AMH Plus	£90
Metabolic Syndrome Profile	£270
Pituitary Function Profile	£170
Polycystic ovary syndrome	£150
Osteoporosis Screen	£130
Faecal Occult Blood/FOB	£50

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Epstein-Barr Virus Antibodies IgG/IgM	£120
Vaginal Swab Vaginal Swab for	£50
NCOV	£90
Haematology/Biochemistry with CRP	£100
Paediatric Haem/Bio with CRP	£100
Rheumatology Profile 1	£100
Rheumatology Profile 2	£280
Infertility PROFILE:	£150
Menopausal Profile	£120
Hirsutism Profile:	£200
Thyroid Profile:	£140
Fatigue Profile:	£200
Nutrition Profile:	£160
Nutritional Mini	£60
Heavy Metal Screen:	£150
Vitamin Profile 2:	£350
Mineral Screen:	£140
Sexual Health Profile 1	£100
Sexual Health Profile Plus	£250
Men's Health	£230
Anaemia Profile	£120
single allergen	£20

Scanning Service Prices

Items	Price
MRI ONE PART SCAN	£350
MRI TWO PART SCAN	£600
MRI THREE PART SCAN	£800
MRI FOUR PART SCAN	£940
MRI FIVE PART SCAN	£1,110
MRI Prostate with Contrast Multiparametric	£750
MRI CONTRAST	£225
MRI ARTHROGRAM (to include fluoroscopy/ultrasound guidance)	£650
Upright Leeds & Birmingham one part	£550
Upright additional part	£350
CT One Part Scan	£450
CT Two Part Scan	£700
CT Three Part Scan	£800
CT Four Part Scan	£900
CT Five Part Scan	£1,100
CT Steroid Interventional Package	£900
CT Specialist Lung Assessment	£595
CT Contrast	£225
X-Ray One Area	£150
Orbits X-Ray (pre-MRI only)	£150
Ultrasound per area	£250
Vascular/Doppler Ultrasound	£300
DEXA Bone Density Scan	£225
Echocardiogram	£325
ECG Testing (12 lead)	£100
ECG Testing (48 hr)	£250
Home ECG Ambulatory Monitoring -24/48hr	£350
Home ECG Ambulatory Monitoring - 7 Day	£400
24hr Blood Pressure Monitoring	£150
Ear Microsuction	£150
PET-CT (Half body)	£1,600
PET-CT (Full body)	£2,600
Gastroscopy	£1,200
Colonoscopy	£1,700
Combined procedure (colon & gastro)	£2,200
Liver Multi Scan	£650
Cardiac MRI	£850
Cardiac MRI (including gad)	£950
Full body MRI Gold Package	£1,800
Full body MRI Platinum Package	£2,200

Dental Prices

Examinations		Price
New pt checkup/Cleaning		£120
Check up only (RECEPTION)		£50
Child examination		£45
Consultation		£80
Hygienist		
Scale and polish		£80
Scale and polish and airflow		£120
Whitining		£400
Composite filling		
Fissure sealant		£70
Composite filling		£130+
Composite bonding - per tooth		£120- £200
Extraction		
per extraction		185+
Surgical wisdom teeth		£300+
Stitches		£50
Crown/Bridge		
Crown		£550
Crown Removal		£60
Recement		£60
Veneer		£600
Gold		£650+
Three unit bridge		£2000+
Denture		
Acrylic denture- per arch		£850
Acrylic denture- both arch		£1,500
Chrome Cobalt denture-per arch		£1,500
Root canal Treatment		
incisors, canines		£350
Premolars		£450
Molars		£500

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Anterior		£350
Re-endo		£600+
Night Guard		
soft per arch		£250+
hard per arch		£300+
Splints		
soft/Bilaminar		£190- £250
Michigan/Tanner		£450
Sport plain		£250
Sports patterned		£300
Retainers		
Removing fixed retainers-per arch		£100
Removable retainers per arch		£150
Fixed retainers -per arch		£190
Implant		
consultation		free
implant inc Crown		£2,000
Pontic		£600
Invisalign		
consultation		£50
Invisalign-single arch		£2,700
Invisalign both arch		£3,000
6 months smile		£3,500
Xray prices		
X-ray One area		£15
OPG		£50
CT Scan section/Quadrant		£90
CT Scan single jaw		£110
CT Scan both jaws		£210

PATIENT CONFIDENTIALITY

We provide the best care, treating patients with sensitivity, confidentiality and empathy. We care our patient’s confidentiality; we don’t share our patients’ details unless they give consent.

TRAVEL INFORMATION

With Public Transport:

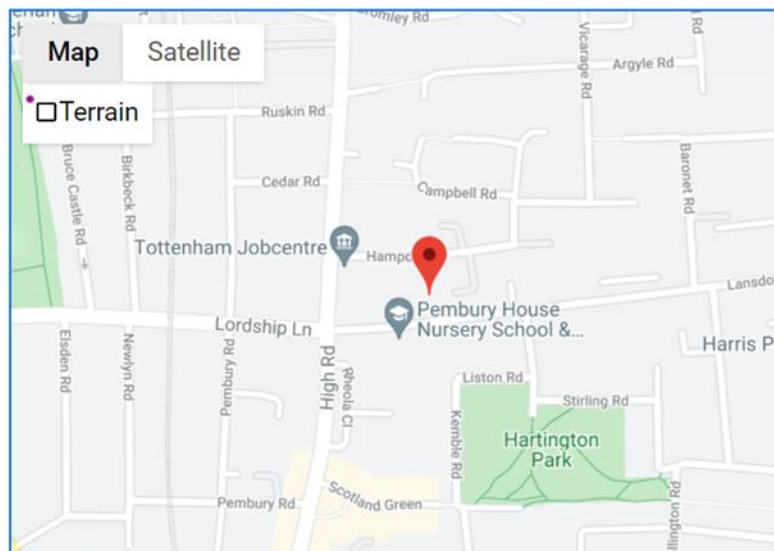
- From Enfield: Take Overground from Enfield Town towards to Seven Sisters, get off at Bruce Grove station. Walk towards to Tottenham Hotspur Stadium, turn right from Sports Direct.
- From Central London: Take Victoria Line towards to Walthamstow Central, get off at the Seven Sisters Station. Take the bus 149,259,279,349,476 and get off at (A) Lordship Lane Bus Stop.
- From Stratford: Take Greateranglia towards to Meridian Water. Take off at Northumberland Park Station. Take 341 or 476 from (NA) Northumberland Park Stop.

With Car:

- From Enfield:
- From Central London:
- From Stratford:

Contact details

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1a,
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SUGGESTIONS FEEDBACK

After your appointment, you can find our Feedback forms at waiting area and electronic on our website, also you can always share your feedbacks and suggestions on our social media accounts. (Instagram, Facebook, Google)

We would be happy to hear from you and improve our services in concern to your observations and comments.

PPG MEETING

We display our PPG meeting dates on our website and we have a poster in our clinic

PATIENT CONSENT

When the patient fill in the registration form, we accept the patient give consent to see a clinician at Mediwell Clinic. For further treatments, the patient will need to sign the consent form.

OPENING HOURS AND OUT OF HOURS SERVICES

Monday to Saturday: 9am – 7pm

Sunday: 10am – 4pm

Out of Hours: Please contact your GP, 999, 112

CHAPERONE

We offer chaperones for our patients examined or treated at Mediwell Clinic London.

OUR COMMITMENT TO YOU

To provide high quality, safe, professional health care services to our patients.

REGISTERING WITH THE PRACTICE

While registering Mediwell Clinic, please provide the details below:

- Photo Identification
- Patient's full name (including middle initial)
- Date of birth
- Address Details
- Phone Number
- GP Details

DISABLED PATIENTS

We provide to our patients :

- Accessible parking
- Ramp at entrance with hand rails outside buildings.
- Wheelchairs for those who need them
- Accessible toilets
- Extra space for wheelchairs in reception area and consulting rooms

WORKING WITH OTHER HEALTHCARE PROVIDERS

We work with different health service provider. After your consultation, you may be referred to professionals for a range of investigations and services such as:

- X-Ray, CT, MRI,
- Endoscopy (Flexible Sigmoidoscopy, Colonoscopy, Gastroscopy)

We work with, Medical Diagnosis, The Doctor's Laboratory, Oryon Imaging Centre, & Vista

COVID-19 AWARENESS

We are working with, and following guidance from all national healthcare bodies to protect our patients and colleagues from the potential risk of COVID-19. Also, we are asking everyone;

- Who has symptoms of COVID-19 not to attend our clinic
- Who attends to our clinic to wear face covering and follow social distance rules.
- Come to clinic alone unless they need someone's care

INFECTION CONTROL AWARENESS

We keep our patients and colleagues safe from the infections. We perform high quality infection control in our clinic:

- Hand Hygiene
- Alcohol-based hand rub
- Personal Protective Equipment
- Disposable Gloves, Aprons and Masks
- Sterile, single-use items
- Recording, reporting, risk assessment, waste management and laundry

Terms and Conditions of MediWell Clinic

1. Mediwell Clinic is a private clinic that charges a fee for its services. In accepting a consultation with a medical doctor, you agree to pay for that practitioner's time regardless of the outcome of the consultation or medical forms. Any additional time, investigation or treatment is chargeable at additional cost. All fees must be settled before leaving the clinic. Deposits or full payment in advance are required for some types of appointment. These payments are non-refundable.
2. Doctors are responsible for their own clinical practice and for the advice, investigation and treatment that they provide, Mediwell Clinic is not liable for patients' well-being outside of the clinic's opening hours and does not provide an out of hours service.
3. All patient details and records are kept in the strictest of confidence by Mediwell Clinic. We share information only with other medical service providers involved directly in your care such as the laboratory or imaging centre doing your tests; or specialists to whom you have requested referral.
We use phone and email to communicate with these other service providers and, while we aim to communicate confidentially, we accept no responsibility for breaches of these communication routes. We will not share your information with anyone else, unless you give us permission to do so, for example with your GP. The only exceptions where a patient is considered to be a danger to themselves or others, or when required to do so by a court order. In providing us with an email address or phone number we consider this implied permission to contact you by this means regarding your healthcare.
4. Mediwell Clinic can only consult with the patient themselves or the parent or legal guardian of a child under 16. We cannot conduct a consultation about a relative or friend without their permission although we can give general health advice. The person must be in the UK at the time of the consultation or normally reside in the UK.
5. Patients have the right to access their health records in line with the Data Protection Act 2018.
6. Our staff have the right to work in an environment free from violent, threatening, or abusive behaviour and everything will be done to protect that right. At no time will any violent, threatening, or abusive behaviour be tolerated.
7. We reserve the right to refuse access to our service to certain individuals. Examples include those who behave violently, threateningly or abusively; patients who do not agree to pay for our services, requests for potentially addictive or controlled drugs: patients who we are unable to assist such as those who need emergency or specialist treatment; those whose request we do not consider to be in their best interests; those who we consider being a risk to themselves or others. Our doctors do not prescribe the controlled drugs and we recommend this to be monitored and regulated by the patient's GP.
8. **Pre-payment policy:** We may require pre-payment/deposit or full payment to secure your appointment with a doctor, nurse, or health care assistant pre-payment for all appointments/services is £50.
9. **Cancellation policy:** If you are unable to attend your appointment you agree to let us know at the earliest opportunity. Appointments can be cancelled up to 24 hours before your scheduled appointment time and any deposit paid will be refunded, we will deduct the £15 **administration charge**. If you cancel your appointment or reschedule less than 24 hours before the scheduled appointment time you will not be eligible for any refund on any prepayment. Bookings made less than 24 hours before the scheduled appointment time which is cancelled will forfeit any pre-payment or deposit. Appointment times can be changed if it is the same day and if Mediwell has availability only.
10. **Failure to attend:** If you fail to attend your appointment or are more than 10 minutes late to your booked doctor/services appointment or cancel your appointment within 24 hours of the scheduled start date you will be deemed to have missed your appointment. **You will not be eligible for a refund of any pre-payment or deposit.**
11. **Refunds policy:** Refunds for eligible pre-payments or deposits will only be made to the card originally used to make the original booking. We will process your refund within 7 days of the request. Once we have processed your refund, please allow up to 10 working days for the refund to appear on your bank.
12. We cannot refund any medications, vaccinations, tests or treatments once they have been administered or dispensed.
13. **Administration fee** Any service that qualify for a refund **are subject to an administration cost of £15** which will be deducted from the amount refunded. This is to cover our reasonable costs.