

Avicenna Health

Terms and Conditions

Introduction

These terms and conditions set out the way in which we provide you with care and bind you legally once you have signed the registration form. Please read them carefully and keep them in a safe place for future reference. If you have any questions about these terms and conditions, please contact us on 020 8712 5565 or via email on enquiries@avicenna-health.com.

Avicenna Health Ltd is a company registered in England (company number – 9014763). Avicenna Health is regulated by the Care Quality Commission (“CQC”) with registration number: 1-1746941652. The CQC is the independent regulator of all health and social care in England. The CQC monitors, inspects and regulates all hospitals, care homes, home-care agencies, GP practices and dental practices.

1. Definitions

1.1 When we use the term “you” we mean the person who has registered their personal details with Avicenna Health Limited and who is eligible to receive the services defined.

1.2 When we use the term “we” or “us”, we mean Avicenna Health Limited which is the company responsible for coordinating your care under these terms.

1.3 “Membership” means the Avicenna Health Membership Scheme, as set out in these terms.

1.4 “Non-Member” means patients who use our services without having joined our Health Membership Scheme.

1.5 “Services” means the services to be provided by Avicenna Health Limited under these terms.

1.6 “Terms” means these terms and conditions

1.7 “Event Outside Our Control” means any act or event beyond our reasonable control, including without limitation doctors sickness, bereavement, lock-outs, industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

1.8 “Date of joining” is the date the membership policy begins, as shown in your ‘membership payment plan and contract’

1.9 “Membership Period” means the period of time in which you are a member of the Scheme.

1.10 “Clinic” means our Avicenna Health Clinic in Woodford Green

1.11 “Working Day” means when our clinic reception is open to arrange appointments.

1.12 “Clinic Hours” means when our doctors are running a clinic seeing patients

2. Avicenna Health Clinic

2.1 The working day is from 09.00 to 18.00 on weekdays and 09.00 to 14.00 on Saturday. We are closed on Sunday and Bank Holidays.

2.2 The clinic hours are from 09.30 to 13.00 and 14.00 to 17.30 on Monday to Friday. On Saturday, the clinic hours are from 09.00 to 12.30 (although one in five weekends, we will have an afternoon clinic instead, from 14.00 to 17.30). We do not hold clinics on Sunday or on UK Bank Holidays.

2.3 The standard appointment duration is 20-minutes with extended appointments being 30-minutes. We will endeavour to cover as many of your problems as possible although we may request that you book a separate appointment if required.

2.4 If required, we will provide a private prescription for medications which are not available for us to dispense on site. There is no additional charge for the prescription although the pharmacist will charge for the cost of the drug and their expenses.

2.5 We usually have a stock of commonly prescribed medication which can be purchased if required. Prices will be available on request. We do not hold any controlled drugs in stock and these can only be prescribed at the doctor's discretion.

2.6 We have both male and female doctors at Avicenna Health although only one doctor is on site each day. Chaperones are not routinely available – please do contact us in advance if you require a chaperone and we will arrange this for you.

2.7 If you fail to attend the booked appointment or cancel with less than 24 hours' notice, we reserve the right to charge you up to 100% of the appointment fee. Please see our price list for 'non-members'.

2.8 All of our 'Non-Members' and 'Members' will be required to complete a registration form.

2.9 Changes to your details: you must inform us as soon as reasonably possible of any changes to the information you have given to us:

- Changes to your legal name
- Changes in email address
- Change of postal address, including postal code
- Change of phone number
- Changes to your medications or allergies

2.10 Please note that our main clinic room is on the 1st floor; therefore joining our scheme or booking an appointment with us is subject to being able to access our consultation room via stairs. There is no lift access available. Subject to availability, consultation MAY be possible on the ground floor with prior arrangement.

2.11 Our four GPs are Dr Faisal Sattar (male); Dr Nazmul Mohsin (male); Dr Subohi Alam (female) and Dr Sabha Mohsin (female). Although our four GPs will provide the majority of your care in the clinic, there may be times when they have to be replaced by locum doctors with appropriate experience. This is to cover sick leave or annual leave.

3. Membership

3.1 The Membership Scheme requires a Lead Member. Any other members under the same scheme are known as Additional Members.

3.2 The Lead Member must be an adult over the age of 18 years of age and will be the point of contact for us to discuss and make decisions about membership for themselves and the additional members.

3.3 The Lead Member will sign the contract on behalf of themselves and the additional members. We will not need to contact all additional members to make changes to the membership scheme.

3.4 Any number of additional members can be added to the Membership scheme although each member is required to complete a separate direct debit mandate – although the bank account can be the same.

3.5 Completion of the Members registration form for the lead member and all additional members is essential prior to the first consultation with the doctor. The completion and return of the registration form Part A & B is the responsibility of the lead member.

3.6 On joining the Health Membership scheme, all adult members over the age of 18 years will be offered a new patient health check. This is not required for those under 18 years of age.

3.7 Membership benefits include:

- New patient health screen within 4 weeks of joining
 - History and examination
 - Blood pressure, Weight, Height, Urine Dip
- Unlimited face to face consultations with a GP during our clinic hours
- Unlimited telephone consultations with a GP during our clinic hours
- Free yearly blood test including cholesterol, kidney, renal, liver function, full blood count & blood sugar
- Phlebotomy (taking blood for blood tests)
- Repeat Private Prescriptions
- Sick notes
- Referral Letters to Private Consultants
- Travel Vaccine Consultations
- Discounts on blood test analysis
- Discounts on investigations and procedures such as cervical smears, ear syringing, ECG etc

3.8 You will be able to book 'unlimited' GP appointments, within the Membership Period. This will be limited to one appointment per day per person and also subject to a fair use policy. Please see clause 5.10.

3.9 We will use our reasonable endeavours to ensure that you will be able to see one of our GPs within one working day of contacting us, although this may not always be possible due to an event outside our control.

3.10 Travel vaccination consultations are included in the membership but the cost of vaccines is additional. This will need to be paid for in full on the day of vaccination.

3.11 Any additional investigations required, which are not included within your membership, will be discussed with you prior to the doctor arranging the investigations. The price will be given at the time of consultation and all fees will need to be paid in full at the time of arranging the investigations.

3.12 Services excluded from the Health Membership Scheme (although discounts may apply on some tests & procedures)

- Contacting any GP directly on their personal mobile phones is not included within the membership and may be charged as a telephone consultation (charges apply as for non-members)
- Investigations including but not limited to:
 - o Blood test analysis, ECG, 24 ECG, 24 BP monitoring, Spirometry, Cervical Smear analysis, X-rays, Ultrasounds, MRI scans, CT scans
- Procedures including but not limited to:
 - o Ear syringing or microsuction, Joint injections, cost of Vaccinations, Minor surgery, Cryotherapy
- Health plans including the Standard/Premium and Executive Health screens
- Arranging for prescriptions to be sent or posted. These need to be collected in person.
- Dressings required for any wound management
- Medicals including but not limited to:
 - o Visa medicals, occupational medicals, medical reports
- Home visits are NOT included in the Membership Scheme. Subject to availability, these can be carried out but charges apply as for non-members. Please see www.homevisitdoctor.co.uk for further information.

3.13 Your membership is not transferable to another person.

3.14 The benefits attached to your membership may, from time to time, be subject to change without notice.

4 Fees

General:

4.1 The majority of health insurances do not cover Private General Practice consultations, although if you have an international policy, the consultation may be covered. Furthermore, any investigations organised by us may be claimable, however please check with your insurance provider. Any liaison with the insurance companies will be your responsibility and we will take full payment at the time of the consultation for any fees due.

Non-Members

4.2 For Non-Members, please see our price list. Please note these are subject to change without notice.

Members

4.3 The cost of membership for the lead member is **£520 per year pro-rata**. Any additional members can be registered for **£520 per year pro-rata** for adults and **£365 per year pro-rata** for children aged under 18-years of age at the time of registration.

4.4 Additional members may join the scheme for the same price above however an additional £50 charge will be levied for administration if joining at a different time to the other members.

4.5 Payment for the health membership scheme is from the date of joining and can either be paid annually or by direct debit.

4.6 It is the responsibility of the lead member to pay all the fees associated with the membership scheme for themselves and any additional members.

4.7 Annual membership schemes are paid in full on the date of joining with a **10% discount off the total yearly value for all members under the Lead member**. If joining after the 1st of the month, the price will include the cost pro-rata for the remainder of the month, followed by the cost for the next twelve calendar months.

4.8 All annual members are required to complete a direct debit mandate so that the annual membership charge can be taken and any subsequent charges can also be taken via the direct debit. You will be advised of any charges prior to being charged.

4.9 Monthly paying members will also be required to complete a Direct Debit Mandate for all members. The first payment will be taken on the 1st working day of the month after the mandate has been accepted. Usually this is at least 7 working days from completion of the mandate. A pro-rata fee will be charged until the 1st direct debit is anticipated and in addition an upfront fee for two months of membership will be due on the date of joining.

4.9 Please note that these prices for Direct Debit membership are subject to change but you will be given 2-months' notice of any such change.

4.10 If you use any services, not covered by the membership benefits, you must pay for these in full at the end of each appointment. An invoice and payment receipt will be provided on request if you need to reclaim this service from your employer or health insurer.

4.11 Payments will be taken by our receptionists or doctors. We accept credit/debit card (except American Express), cheque or cash payments. We can also arrange for payment via direct debit if you sign the direct debit mandate. We will provide a receipt for all payments if required.

5 Termination of policy

5.1 You are entitled to cancel your membership and receive a refund of fees paid within 14 days from the date of joining, minus any administration costs, provided that you have not used any of the Services.

5.2 If any services have been used within the 14 day period, the refund will be due, minus any administration costs and minus any costs of consultations. The consultations will be charged at the rate of £95 per consultation.

5.3 Administrative costs are set at £35 for the lead member and £15 for any additional members.

5.4 After the 14 day period has elapsed, we require a 2-month notice period to terminate your policy for direct debit membership. No refund is available for annual membership after the 14-days.

5.5 To terminate your direct debit membership, we require written notice to be handed to a member of our team who will issue you with a confirmation receipt or written notice will need to be sent by recorded delivery.

5.6 If you or any third party, who is paying your premiums on your behalf, defaults on your monthly premium, we will temporarily suspend your membership which will prevent you from accessing any services or consultations. We will reinstate the membership once the outstanding premiums have been paid.

5.7 We exercise our right to cancel your membership if we make a commercial decision to stop providing this scheme. We will give you at least one months' written notice of our decision and a refund of the remainder of the term will be made for all members.

5.8 We exercise our right to cancel your membership at any time, if:

- We have reason to suspect that you or an additional member have used your membership fraudulently
- You materially breach the terms and conditions of this policy

5.9 If used fraudulently, your membership will be withdrawn and your membership will be cancelled without refund.

5.10 Avicenna Health reserves the right to withdraw membership and suggest alternative care-pathways for you if the level of care is beyond reasonable or needs a service we do not provide. We will give you at least one months' written notice of our decision and a refund of the remainder of the term will be made for all members.

5.11 Avicenna Health reserves the right to change location of the clinic within 3 miles of the current location. In this unlikely event, we would give you at least 2 months' notice.

6 Customer Care

6.1 We aim to provide you with the very highest levels of customer service and care at all times. To maintain this service standard, we have a procedure you can use to raise any concern, complaint or recommendation you have. In the first instance you should contact Avicenna Health via email on enquiries@avicenna-health.com. Our registered manager will contact you back as soon as possible. We will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

6.2 Written complaints. All written complaints should be addressed to Dr Nazmul Mohsin, Registered Manager.

Avicenna Health Limited,
Hamletts of Woodford,
696 -702 Chigwell Road,
Woodford Green, Essex. IG8 8AL

Please describe as fully as you can the nature of your complaint stating the following information.

- When the incident took place
- What are you unhappy about

Your complaint will be acknowledged in writing within two (2) working days of receiving the letter unless a full reply can be sent to you within five (5) working days.

Dr Nazmul Mohsin will carry out a full investigation of the nature of your complaint and offer to meet with you in order to resolve the issue/s. You will receive a full written response within twenty (20) working days of the complaint being received.

If a full response cannot be given within twenty (20) working days of receiving your complaint, Dr Nazmul Mohsin will write to you to explain the reason for the delay. You will receive a full written response within five (5) days of a conclusion being reached.

If you are still unhappy about the outcome of your complaint, you may wish to contact the Care Quality Commission, the organisation that regulates Avicenna Health Limited. The address is: Care Quality Commission, Citygate, Newcastle upon Tyne, NE1 4PA. Telephone: 03000 616161. Internet: <http://www.cqc.org.uk>

6.3 Changing your mind about the membership health scheme: you have 14 days from the date of joining to change your mind and receive a full refund of any premiums you have paid subject to clauses 5.1 to 5.3. If you do change your mind, please call and speak to a member of staff. You can also write to our registered office address and send the letter by recorded delivery and we will cancel your policy for you on the date of receipt.

7 Confidentiality and Privacy

All patient details and records are kept in the strictest of confidence by Avicenna Health.

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, fax 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.

Patients have the right to access their health records in line with the Data Protection Act 1998.

8 Emergencies

Avicenna Health is NOT to be used in an EMERGENCY situation

IF YOU BELIEVE THAT YOU OR THE PERSON YOU ARE ASSISTING IS IN AN URGENT OR EMERGENCY SITUATION, YOU SHOULD IMMEDIATELY DIAL 999 OR SEEK ALTERNATIVE EMERGENCY MEDICAL SERVICES.

YOU SHOULD CALL 999 in a critical or life-threatening situation, such as if someone has:

- difficulty breathing
- severe bleeding and it can't be stopped
- severe chest pain
- loss of consciousness
- acute confused states and fits which aren't stopping
- if you believe someone is having a heart attack or stroke.