

THE SLIMMING CLINIC™

Doctor Led Personal Weight Loss

Patient Guide

The Slimming Clinic Ltd
65 Basepoint Business Centre
Aviation Park West
Bournemouth Airport
Hurn
Christchurch
BH23 6NX

Tel: 0800 917 9334

The Slimming Clinic Limited t/as The Slimming Clinic is registered with the
Health & Social Care Act 2008 (Regulations 2014)
& the Care Quality Commission (Regulations 2009)
Health Care Improvement Scotland
(Requirements as to Independent Health Care Services) Regulations 2011
as an independent provider, treating overweight and obesity.

The service involves consultation, assessment and medical treatment
for patients who are overweight or have obesity.



Disability Statement:

We are able to provide access or toilet facilities to patients with wheelchair mobility needs..

Children:

We do not treat patients under 18 years of age. If children are brought into the clinic against advice, they are solely the responsibility of the parent or guardian.

Consultations & Confidentiality:

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

Survey of Patients:

We conduct a 6 monthly assessment of the views of our patients in order to inform and improve our service delivery. A copy of our last completed survey is available on request.

Access to Health Records:

You have the right to access your records in accordance with the Access to Health Records Act. Please ask for details.

Chaperones:

You may have a chaperone present during any consultation, assessment, treatment or review appointment. If you wish to bring a chaperone, please let us know when booking your appointment.

Interpreting Service:

Language Line provides easily accessible, professional interpreters to provide medical translation to people who have limited knowledge of the English language. Language Line provides our patients with a full understanding of their treatment plan.

Website: <https://insight.languageline.com/>

Comments, Suggestions & Complaints:

Should you have any comments, suggestions or complaints, please raise them initially with your doctor or the registered manager. Alternatively, you may put your comments, suggestions or complaints in writing to:

Customer Service Team

The Slimming Clinic Ltd

65 Basepoint Business Centre

Aviation Park West, Bournemouth Airport

Hurn, Christchurch, BH1 3NE

0800 917 9334

Written complaints will be acknowledged within 2 working days, and we aim to give a formal response to complaints within 20 days of the date it was raised. You may also make comments or suggestions about this guide to the address above.

Alternatively, at any time during the complaints procedure, you may raise the matter with the Ombudsman.

Tel: 0345 015 4033

A copy of our latest report and complaints policy is available on request.

Terms & Conditions of Treatment:

As there is no formal written contract between The Slimming Clinic and patients for services provided, the following Terms & Conditions apply. All patients make appointments on an ongoing basis. In some cases, packages for treatment may be agreed before treatment commences - e.g. on a weekly or monthly basis. Every effort is made to assign the same practitioner to the patient during the course of treatment. However, this cannot always be guaranteed.

The Slimming Clinic consists of dedicated and professional employees. We strive to be acknowledged by our patients, suppliers and regulators as the leaders in our sector. This will be achieved by ensuring that we recruit and train highly professional staff, whose ambitions are to exceed patient expectations.

Out of Hours Medical Advice

The Slimming Clinic has doctors available for advice during clinic hours. It does not operate an out of hours service. If you experience any side effects or problems with the medication, you can call our Customer Service Team on 0800 917 9334 between 8am and 6.30pm Monday to Saturday. If you experience any problems outside of these hours, please contact out of hours medical services or attend Accident and Emergency if needed. Please take this leaflet with you.

Our Company Values:

Will help people to look better,
feel better and achieve their dreams

Believe in simple science - proven effective treatments, delivered without overcomplication

Will take personal responsibility for being the best I can be - every day is a fresh start, another chance to be better than yesterday

Will be brilliant in working with the people around me - to have open, honest conversations and really listen

Believe that for us, it's personal
- your success is ours