

The Bridge Clinic

P a t i e n t I n f o r m a t i o n

Introduction



At The Bridge Clinic we want you to feel fully informed about the treatment you receive or the procedure that is taking place. All patients will be given sufficient information and support prior to visiting The Bridge Clinic, so that they feel well informed and safe within

the clinic environment. We aim to provide clear and concise patient information that is free of medical jargon. The Patient Guide forms part of this information. If you have any questions or concerns at any time during your visit please speak to your Nurse.

Chaperone Policy

The Bridge Clinic has a chaperone policy in place and the attendance of a chaperone is available for any patient undergoing intimate physical examinations or procedures. If you have any questions relating to our chaperone policy please speak to the Matron.

Confidentiality

The clinic adheres to a strict confidentiality policy. Please speak to the Matron if you have any concerns relating to this.

Data Protection Act 1998

As a patient of The Bridge Clinic you have the right to view any records that we as an organisation may hold on you. This complies with the Data Protection Act 1998. If you do wish to view your records please speak to the Matron.

Facilities

The Bridge Clinic is an outpatient medical facility. We can provide consultations, diagnostic tests and minor procedures in most specialities. Please see our clinic brochure for further details.

Finances

The Bridge Clinic welcomes patient who are covered by private medical insurance and those wishing to self-fund treatment. We are recognised by the major

medical insurance companies but we would advise patients to confirm their level of cover before visiting their Consultant. For further information please speak to the Business Office Manager.

Going Home After a Procedure

After having a procedure you will only leave the clinic once your Consultant and Nurse are satisfied that you are ready to go home. Following your discharge should you have any concerns please telephone the clinic. If the clinic is closed please follow the contact instructions provided by your Consultant.

Health and Allergy Questionnaires

If you are having a minor procedure at The Bridge Clinic we will require you to complete a Health and Allergy Questionnaire. It is very important that the clinic is aware of any factor that could affect the treatment you receive. If you are unsure of any part of these questionnaires please speak to your Nurse who will assist you with completing the forms.

Mission Statement

To ensure that The Bridge Clinic provides the highest levels of outpatient care within the private sector in the area.

Mobile Phones

It is requested that all visitors to The Bridge Clinic switch off their mobile phones on arrival.

National Care Standards Information

The Bridge Clinic is regulated by:
The National Care Standards Commission (NCSC)
St Nicholas Building
St Nicholas Street
Newcastle NE1 1NB

The Commission visits The Bridge Clinic on an annual basis and provides an inspection report. If you would like to view this report please speak to the Matron.

Patient Complaints Procedure

We aim to provide our patients with the highest possible standards of care at all times. We are continually striving to improve the service that we give to our patients and so if we do not meet your expectations please let us know.

At The Bridge Clinic we view complaints as a means of identifying inadequate and unsatisfactory service delivery, which we can then improve upon. For this reason we have a clear complaints process in place that ensures that any complaint received is dealt with efficiently and effectively.

The Partners of The Bridge Clinic together with the Matron have overall responsibility for all matters relating to complaints and for the performance of staff in dealing with them. Together they will ensure that appropriate reports are submitted to them and that agreed action plans are implemented.

The responsibility of the investigation of complaints belongs to the Matron, who will ensure that when a complaint is received investigation begins immediately. She will also ensure that the patient concerned is kept fully informed of the investigation process and that a written response is provided within 5 days.

If a patient is then not satisfied with the outcome they should contact The National Care Standards Commission.

For further information about our complaints process, please speak to the Matron who will be happy to answer any queries you may have.

Patient Consent

If you are having a procedure performed at The Bridge Clinic you will be required to consent in writing to

having the procedure performed. If you have any concerns regarding consent please speak to your Consultant or the Matron.

Patient Questionnaire

As part of our commitment to improving quality, following treatment at The Bridge Clinic you may be asked to complete a Patient Questionnaire. All comments are reviewed by the Matron and passed on to the Clinic staff. We appreciate you taking the time to complete our questionnaire and thank you in advance for your co-operation.

Philosophy of Care

The Bridge Clinic will work with its clients using a holistic approach to deliver first class medical care. It is our objective to provide clients with such support that they can be fully confident and informed of the care and services provided.

Smoking

The clinic operates a no smoking policy.

Special Requirements

If you have any specific requirements relating to your visit to The Bridge Clinic please let us know. We will do everything possible to accommodate your request.

If you have any comments on this Patient Guide please send them to the Matron at The Bridge Clinic.

Statement of Purpose

B is for Best Practice

At The Bridge Clinic we work towards best practice at all times. We will continually review the services provided to ensure our patients receive the highest levels of care. We constantly strive to improve and develop our facilities and to keep up to date with the latest medical technologies.

R is for Respect

We will act in a respectful way at all times towards our patients and to each other. We will treat every individual in such a way that maintains their dignity and respects their need for privacy. We will be respectful of any special requests that our patients may have and do everything possible to accommodate them.

I is for Individuality

We aim to provide our patients with individualised care in an environment in which they feel comfortable and safe. Care will be delivered on an individual basis in response to each patient's particular needs.

D is for Dedicated

We are dedicated to providing the highest levels of care to our patients and to constantly improving the services available.

G is for Generic

Our values will be generic in both the services that we offer and in our staff delivering them.

E is for Employees

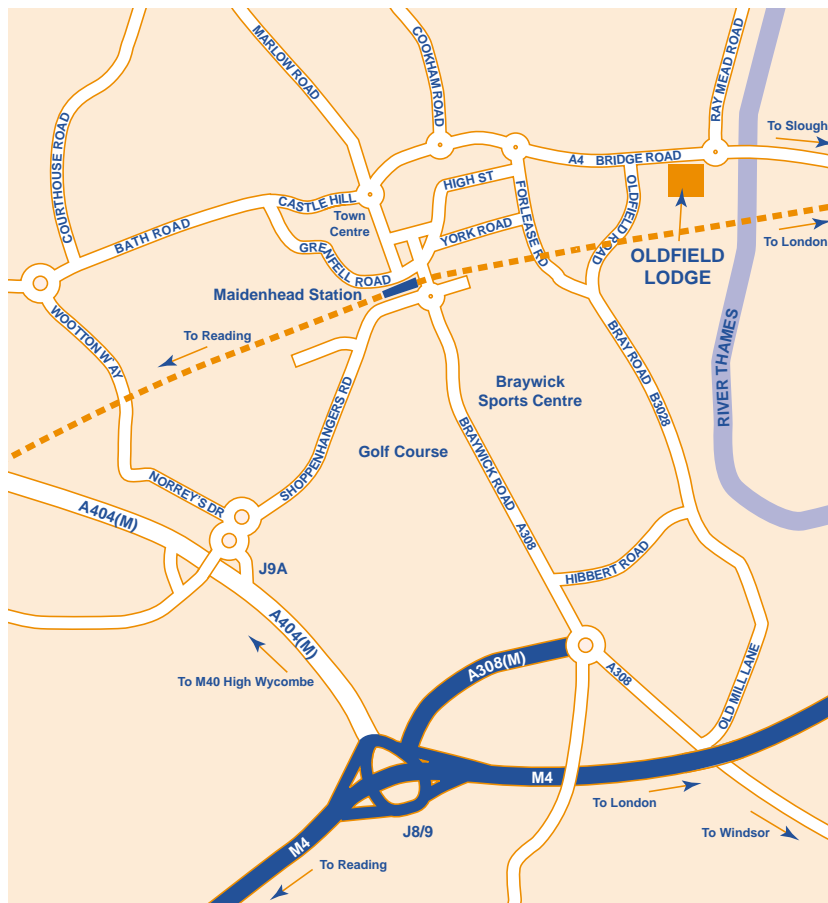
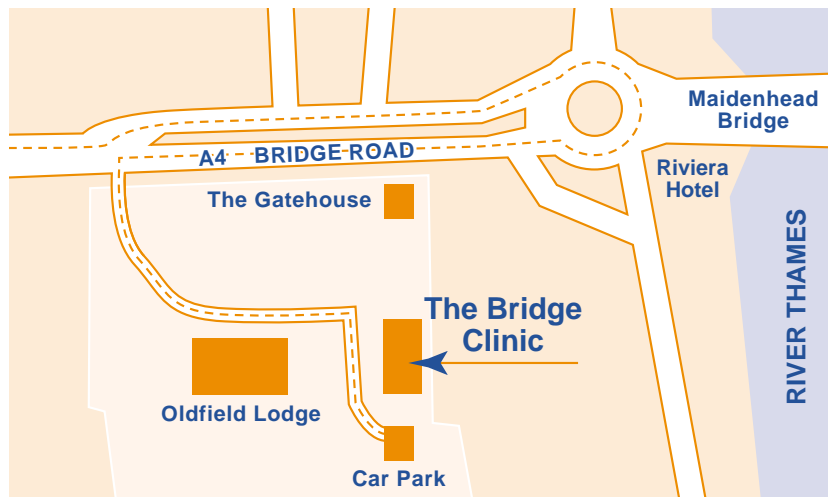
We recruit only suitably qualified staff to deliver our services. Our staff are chosen for their professional skills and also for their commitment to providing a high standard of care to our patients. Our employees can expect to be treated fairly and to work in a safe environment. Opportunities will be provided for continuing education and we will support both career and personal development.

Declaration of interest.

The Bridge Clinic is owned by Oldfield Lodge Medical Practice Ltd. Dr Mark Charig, Mr Anil Desai, Mr Omer Karim, Dr Sass Levi, Mr Philip Reginald and Mr Michael Thomas are Directors of Oldfield Lodge Medical Practice Ltd.

How to find us

Oldfield Lodge is easily accessible from the M4. The entrance is 100 yards on the left from the bridge roundabout. Parking is situated behind the clinic.



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