

# Patients' Information Leaflet

**Dermaskin Clinic  
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**Produced by:**

**Registered Medical Provider & Manager  
Dr Siddarth Gautam  
GMC 6074834**

**Registered Dental Provider & Manager  
Dr Helen Rimmer  
GDC 103500**

**Signature:.....**

**Signature:.....**

**Produced: 14<sup>th</sup> January 2020  
Valid Until: 14<sup>th</sup> January 2023**

## **LOG OF REVIEWS OF PATIENTS' GUIDE BY THE CLINICAL DIRECTORS**

The Patients' Guide will be reviewed annually by the Clinical Directors. If no changes are required the Clinical Directors will sign below.

If amendments are considered to be necessary these will be carried out by the Clinical Director and updated copies of the Patients' Guide will be distributed to all members of staff. When the amendments have been made the Clinical Director will sign the front page.

<b>Name</b>	<b>Signature</b>	<b>Date</b>

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## **Statement of Purpose**

Dermaskin Clinic recognises it has a duty of care to all its patients and staff. The Statement of Purpose document is to clarify how Dermaskin manages its practice and ensures safety and quality of service for both its patients and staff. It is compiled in line with The Independent Health Care (Wales) Regulations 2011 and updated at least annually. All members of staff are required to be familiar with this document and the policies and procedures to which it refers. When any updates are made to this policy a new version will be distributed to all.

## **Aims of Dermaskin Clinic**

- *To understand and exceed the expectation of our clients*
- *To both motivate and invest in our team and acknowledge their value*
- *To encourage all the team members to participate in achieving our aims and objectives*
- *To clearly set and monitor targets in all areas*
- *To invest in property, equipment and technology and innovate processes based on a measured business case*

## **Objectives of Dermaskin Clinic**

- *To be accountable for individual and team performance*
- *To support each other in achieving client expectations*
- *Maintenance of the highest professional and ethical standards*
- *Rapidly respond to the needs of our team and our clients*
- *Offering patients a personal service, integrating the highest quality products with the latest proven techniques and protocols*
- *To ensure staff are trained and competent through investment and personal development*
- *Patients are treated with honesty and integrity, in complete confidence and the utmost discretion, in comfortable surroundings, at a reasonable price*
- *The clinic complies with the requirements of the Advertising Standards Authority and ensures that adverts reflect the true nature of services offered*
- *Facilities are fit for purpose and maintained to a very high standard*

## **Services Available to Patients**

Dermaskin Clinic Cardiff consists of a dedicated, professional medical owner, a fully trained dentist and a cosmetic medical nurse. We provide dermatological, dental, laser and facial aesthetic treatments to a very high standard utilising the most up-to-date technology and techniques. A list of the services we provide and their cost can be found in our clinic brochure and also on our website [www.Dermaskin.co.uk](http://www.Dermaskin.co.uk).

## **Clinicians**

Registered Medical Service Provider:  
Email:  
Full General Medical Council Registration:

**Dr Siddarth Gautam**  
sid@dermaskin.co.uk  
6074834  
MB BCh 2003 University of Wales  
MRCGP 2009

Registered Dental Service Provider:  
Email:  
Full General Dental Council Registration:

**Dr Helen Rimmer**  
helen@dermaskin.co.uk  
103500  
BDS(Hons) Cardiff University, 2006

Medical Nurse:  
Email:  
NMC Reg:

**Miss Jen Fitzpatrick**  
Jen@dermaskin.co.uk  
14G0138E  
BSc (Hons) Adult Nursing 2014

Medical Nurse:  
Email:  
NMC Reg:

**Mrs Tiffany Bressington**  
Tiffany@dermaskin.co.uk  
19H0033W  
BSc (Hons) Adult Nursing 2019

Senior Dental Nurse:  
GDC Reg:

**Mrs Loren Sansom**  
141828  
NVQ L3 Oral Health Care: Dental Nursing  
City & Guilds 2006

Senior Dental Nurse:  
GDC Reg:

**Miss Jordan Matthews**  
234773  
National Diploma in Dental Nursing NEBDN  
2012

## **Opening Hours**

Monday	8.30 – 6.00
Tuesday	8.30 – 6.30
Wednesday	8.30 – 7.30
Thursday	8.30 – 7.30
Friday	8.30 – 6.30
Saturday	9.00 – 2.00
Sunday	CLOSED

## **Out Of Hours & Emergency Appointments**

We only offer emergency appointments to our existing patients as we do not have capacity to cover non-registered patients. We aim to see our existing patients on the same day where possible and ask that our patients calls as early as possible in the morning to allow us to do this. If a patient has an emergency outside of our opening hours they can contact us via email which is monitored by the clinicians.

## **Disabled Access**

The clinic is situated on the lower ground floor. Disability access is available via ramps from the road outside (double yellow lines allow parking for disabled badge holders) to the front door or from the carpark adjacent to the building.

The internal door widths and corridor widths are compliant with wheelchair access, however, we currently do not have any toilet facilities accessible to wheelchairs.

We do not have the facilities to provide manual handling and lifting, or even manual assistance to disabled clients. However, if a wheelchair-bound patient is able to have treatment in their wheelchair or transfer themselves into the treatment chair we are able to treat them.

## **Consultations**

All consultations are by appointment only. A deposit ranging from £50 - £700 will be taken at the time of booking for all patients. This deposit will be offset against any treatment the patient has including a consultation.

All patients are warned at the time of booking that at least 48 hours notice is required of a cancellation or change of appointment otherwise a charge will be made, which will be based on the circumstances of the patient and at the clinician's discretion.

Consultations are carried in the privacy of a consultation/treatment room. We operate an informed consent policy for all treatments. Information regarding the treatment and a consent form will be issued at the first consultation for the patient to read, understand and sign prior to proceeding along with a full medical history form to complete.

Records of all consultation and treatments are kept in patient's notes. Normally the clinician who sees the patient for the consultation, will be the person who carries out the treatment although in some circumstances treatment may be carried out by a fully trained operative under the direction of the clinician.

The patient is under no obligation to proceed with treatment. The consultation cost is £50-250 depending on length and complexity although this fee may be refunded if the patient is not eligible for any treatment.

Patients are required to have paid in full by the completion of their treatment. We accept cash, all major credit and debit cards, paypal and bank transfer.

### **Patient Rights and Responsibilities**

Our patients have the right to receive high quality treatment in a safe and hygienic environment. In return they are expected to attend their appointments and pay their fees promptly. All members of staff must respect dignity and patient confidentiality and in return we expect patients to treat our staff with respect and common courtesy.

### **Patients Who Are Violent Or Abusive To Staff**

We operate a zero tolerance approach to patients who are violent or abusive towards staff. In this event they will immediately be escorted from the premises and will be banned from receiving any further treatment or entering the premises again. The police may be informed.

### **Access to Records**

All patient records are stored securely in line with the Data Protection Act 1998 and GDPR 2018 and all members of staff are trained in patient confidentiality. Patients may have access to their records as per the Freedom of Information Act. Any patient requiring to access their records should contact the practice manager.

### **Patients' Views and Feedback**

We welcome feedback from our patients' to help us improve the care and service we offer. There is a suggestion box in the reception that anyone can anonymously leave comments and suggestions in. We invite patients to leave feedback on our google and facebook pages. We also select patients at random to fill in a satisfaction survey regarding their treatment. The information we gather from both of these routes are collated and discussed in practice meetings as well as forming the basis of an annual report.

### **Registration Authority**

Dermaskin Clinic is registered as an independent private medical and dental clinic with the Health Inspectorate for Wales. A copy of the most recent inspection report for the clinic can be obtained from them:

Health Inspectorate for Wales (HIW)  
Government Buildings  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Tel: 0300 062 8163

### **Patient Complaints Procedure**

If a patient wishes to make a formal complaint they will have access to an effective complaints process, which is designed to make sure that we settle any complaints as quickly as possible. We shall acknowledge complaints within 2 working days of receipt and aim to have fully investigated within 10 working days. We shall then be in a position to offer a written explanation or a meeting as appropriate. If there are any delays in the process we will keep the complainant informed.

All staff are aware of our complaints policy and are trained in its operation.

A register of complaints, including any action taken, is maintained.

Complaints are raised at practice meetings and the issues discussed.

Patients also have the right to complain to the HIW (see registration authority) as well as the Dental Complaints Service (<https://dcs.gdc-uk.org/>) if they do not feel their internal complaint has been resolved satisfactorily.

**Additional Information**

The clinic is a non-smoking area.

This clinic has a full health & safety conformity scheme running and its staff are trained in all its protocols and procedures.

Staff take part in continuing profession development programmes, staff meetings and in-house training to keep skills and knowledge up-to-date

The clinic has appointed a certified Laser Protection Advisor and Radiation Protection Advisor who carries out annual visits.