



*Client's Guide to Services*



botonics





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### **Introduction**

botonics recognises its duty of care to its clients. The Client's Guide sets out the way in which botonics manages its practice with the aim of ensuring safety and quality of service.

This information is reviewed at least once a year. This guide is designed to give you access to the information that we use to plan, prepare and provide the services and care on offer at botonics.

We have tried to keep the guide clear and straight-forward but please do not hesitate to ask if you have any questions.

This guide is a requirement of the Care Standards Act 2000. A copy of the Act and its provisions is available for inspection on request. The documents are also available at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk).

If you wish to know more about the Act, its provisions, our obligations and responsibilities and our compliance with the Act, please do not hesitate to ask a member of staff for more details.

## Statement of Purpose - Summary

The directors and staff at botonics recognise their obligations under the Care Standards Act 2000 to have in place appropriate safeguards and quality assurance arrangements for clients in their care.

In keeping with the aims of the Act, we recognise the fundamental principles that guide the policies and the procedures in place and upon which the day-to-day operation of botonics will depend. These key values will ensure that botonics provides:

Safety and quality	botonics will always put the client's safety and quality assurance first.
Information	Clients will have clear and accurate information about botonics, and it's procedures; botonics staff will always listen to and publish feedback from clients.
Accountability	The directors will take responsibility for ensuring that regulations and standards are fulfilled. Clients will receive treatments that are safe and quality assured.
Consistency	The standards that will be adhered to are based on the need to attain a consistent standard of care, compatible with the very best standards in the NHS.

## Information Provision

botonics will provide information to the client that is clear, accurate and justified. To ensure that this is always the case, we undertake the following:

We will provide detailed information for each treatment being offered.

The information provided will cover the following points:

- General treatment description
- Aims and possible outcomes of the treatment
- Details of:
  - Clinical audit outcomes
  - Evaluation against research findings
  - Participation in national enquiries
- Contra-indications
- Side effects and risk factors
- Pre and post treatment requirements
- Action to be taken in the event of an adverse reaction

We will ensure that the information provided is:

- not misleading
- written in a clear, relevant language and format
- accurate
- justified

We ensure that the information meets the requirements of the Advertising Standards Authority being honest, legal and truthful. If this is not the case, we will provide the client with avenues to advance a complaint, through our own complaints procedure or through the ASA.

We will ensure that any information given to the media will respect our client's confidentiality and that of their family. Prior consent will always be sought with reference to any information, such as references, quotes or photographic images.

## **Complaints**

### **Complaints Procedure**

If you wish complain, you have access to an effective Complaints process.

There is a written policy and procedures for all aspects of service, care and treatment including the stages and timescale for the process.

If you complain, you will receive a written acknowledgment within 2 working days of receipt of the complaint and a full response within 20 working days.

Where the investigation is still in progress, a letter explaining the reason for the delay will be sent within 5 working days of a conclusion being made.

The procedure includes a written confirmation of the stages and action taken.

The complaints procedure is known to the staff and the staff are trained to know:

- what constitutes a complaint.
- what the procedures are for dealing with complaints.

Those staff involved in the procedural elements are properly trained in its operation.

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

A procedure is in place to enable issues raised in complaint to be learned from in order to improve our service:

- Complaints are raised at clinical meetings and the issues discussed.
- The complaint, when the procedure is concluded, is brought to the attention of the clinical meeting.
- The complaints register is raised at 6 monthly meetings to enable issues to be discussed.
- Any upheld complaint concerning client members of staff will be recorded and appropriate action taken through our formal disciplinary procedures.

Should you remain dissatisfied, you will be given information to allow further avenues of complaint. Clinical matters may be referred to the General Medical Council, all other matters to the local registration officer at:

The Healthcare Commission  
Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG  
Tel: 020 7448 9200

### **Complaints Access**

If you wish to complain, you will receive appropriate information about how to make a complaint.

The complaints procedure will be accessible to you and your family members.

When requested, you will be supported in the use of the procedures.

A complaint will not affect the way in which you are treated at botonics; regardless of the outcome. A complaint is an indication that something is wrong and we will always deal with the matter professionally and properly.

## **Quality of Treatment**

### **Client's Views**

Client's views will be sought and used to inform the provision of treatment and care.

Clients are welcome to make any suggestions or comments about botonics, any member of staff or the service at any time. Comments and suggestions will be dealt with promptly, where the client's identity is known, the comment will be acknowledged and responded to in the strictest confidence.

Suggestions and comments are collated and raised at clinical meetings. Any named submissions will be acknowledged within 2 working days and any results communicated within 20 working days.

### **Client Surveys**

Client surveys are carried out, both on a day-to-day basis and on a more formal basis.

The information gathered is used to assess whether botonics is meeting its aims, objectives and statements (See Statement of Purpose on page 4).

Clients may also make any complaint about botonics, any member of staff or the service. Any complaint will be dealt with through our complaint procedure.

## **Safety and Efficacy**

botonics monitors its treatments for safety, efficacy and quality. This is managed through clinical audit.

Information about the safety of our treatments is collated from a number of sources, including:

- Trends in insurance information and litigation
- Comments and complaints
- Adverse incidents analyses
- Advanced directives
- Risk assessments
- Research findings
- DOH Guidelines
- Clinical outcomes

This information is used to guide clinical policies, procedures and protocols through clinical audit process.

The information collated allows a reasoned but unquantified assessment to be reached regarding likely adverse events.

At the same time, an 'Adverse Incidents Procedure' allow these, and other un-predicted incidents to be logged, recorded and analysed.

The information accrued is compiled and compared against historic evidence.

## **Access to your Records**

Records are created, maintained and stored to standards which meet all legal and regulatory standards. Clients are assured that all information is managed to ensure client confidentiality.

Client's have access to their own records. Clients, or their representatives with the client's written consent, may see their records at any reasonable time.

Record copies can also be made available to client's (or their representatives written consent), with 24 hours notice, and payment of a £10.00 administrative charge.

## **Informed Client Consent**

botonics will ensure that client treatments are offered according to informed and legitimate consent. Consents are based on Department of Health guidelines.

There are policies in place which ensure that:

- You are given a timely, appropriate and accurate assessment of treatment requirements and our recommendations for that treatment. These assessments will be fully recorded and your comments noted.
- Your consent will be sought for any intimate examination and a chaperone offered if required.
- You will be consulted about the planning and delivery of the service and preferences and requests will be taken into account.
- You will have access to your own records.
- Where practicable, our services will be accessible to you regardless of disability, culture and ethnicity. Access to our services will be protected by our Equal Opportunities Policy.
- Your privacy, dignity and confidentiality will be respected at all times.
- You will be addressed by your preferred name or title.
- You will be treated with courtesy and consideration at all times.
- Procedures will be explained to you so that you understand the implications of any treatment and any options available, allowing you to give informed consent or refusal.
- You will be asked to provide written consent to any treatment that carries significant risk or side effects; in any case, written consent will be required for any laser treatment. No treatment will be available without this consent.
- Completed consents will be kept in your notes; any changes that might be required will only be made with your assent and will require your signature.
- There are facilities for private and confidential consultation with botonics' staff.
- Where possible, you will be given the option of a consultation with a staff member of the same sex should you wish to do so.