

WOODFORD MEDICAL

CLIENT GUIDE

At Woodford Medical Clinic customer care is paramount and we will endeavour to maintain your privacy, dignity and confidentiality at all times.

- We confirm that all clients have access to data held about them on our records.
- Due to child protection policy and health and safety **no children** can be left in reception or be looked after by staff. They are prohibited by our insurers from being in the room for any laser or light based treatments.
- All children under the age of 18 years undergoing treatment at Woodford Medical Clinic must be accompanied by a parent or guardian. Clients who give their verbal consent to any examinations are offered a chaperone or are able to bring a friend with them if they so wish.
- Treatment forms are available in large print for our visually impaired clients.
- We can accommodate clients in manual wheelchairs and there are disabled toilets available at our adjacent building.
- All clients wishing to have laser or IPL hair removal treatment will be required to come in for a test patch one week prior to procedure.
- A customer satisfaction survey will be undertaken every 12 months and the results will be sent to the Care Quality Commission and displayed in the clinic.
- If you have any comments or suggestions about our client guide we would be pleased to hear from you.
- Our clinic is regulated by the Care Quality Commission. Should you wish to make any suggestions, comments or complaints about our services, please write in the first instance to **Dr Allan or Dr Patterson at 141, Main Road, Danbury, Essex CM3 4AA** where we will try our utmost to help. Should your issues remain unresolved please contact the **Care Quality Commission, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG**. A copy of our last inspection report is available on request.