

WOODFORD MEDICAL CLIENT GUIDE - BELFAST

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 regulations **no children** can be left in reception or be looked after by staff.
- We are unable to accommodate children under the age of 18 years for treatment at Woodford Medical Clinic.
- Treatment forms are available in large print for our visually impaired clients.
- Unfortunately we cannot accommodate clients in wheelchairs.
- 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 RQIA 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 Regulation and Quality Improvement Authority. Should you wish to make any suggestions, comments or complaints about our services, please write in the first instance to **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 RQIA, 9th Floor, Riverside Tower, 5 Lanyon Place, Belfast BT1 3BT Tel : 02890 517500. A copy of our last inspection report is available online via the RQIA website : www.rqia.org.uk . – Inspections – List - Independent Hospital – Woodford Medical