

# Bristol Menopause Clinic: Terms and Conditions

## 1. Appointment Booking and Cancellation Policy:

a. **Booking Appointments:** We welcome you to Bristol Menopause Clinic, where we prioritise your health and well-being. To book an appointment, please contact our clinic through phone, email, or our website.

b. **Cancellation Policy:** We understand that unforeseen circumstances may arise. If you need to cancel or reschedule your appointment, kindly provide at least 48 hours' notice to allow us to accommodate other patients. Appointments cancelled within 48 hours will not be refunded. Appointments cancelled earlier than 48 hours will be refunded subject to a £25 administration charge.

## 2. Complaints Policy:

a. **Patient Feedback:** We value your feedback and strive to provide the best possible care. If you have any concerns or complaints about your experience at Bristol Menopause Clinic, please follow these steps:

b. **Informal Resolution:** In most cases, concerns can be resolved informally by speaking with our clinic staff or the healthcare provider involved. We encourage open communication to address your concerns promptly.

c. **Formal Complaint:** If you feel your concern has not been adequately addressed, you may submit a formal written complaint to our Clinic Manager. Please provide details of your complaint, including the date of the incident and the names of any staff members involved.

d. **Complaint Review:** Upon receiving your formal complaint, we will conduct a thorough review of the matter. We aim to acknowledge your complaint within five working days and provide a

comprehensive response within 20 working days. We will keep you informed throughout the process.

### **3. Urgent Medical Attention:**

a. **Emergency Situations:** In case of a medical emergency, please dial 999 or seek immediate assistance at the nearest hospital. Bristol Menopause Clinic is not equipped to provide emergency medical care.

b. **Urgent Concerns:** If you have an urgent medical concern related to your menopause or women's health treatment, please contact our clinic during regular office hours. We will make every effort to address your concern promptly.

### **4. Third-Party Suppliers:**

a. **Referrals and Services:** Bristol Menopause Clinic may refer patients to third-party suppliers for specialised services or diagnostics, such as laboratory tests or imaging. These referrals are made in your best interest and to enhance your care.

b. **Terms and Conditions:** When using services provided by third-party suppliers, patients are subject to the terms and conditions of those suppliers. Bristol Menopause Clinic is not responsible for the actions or policies of third-party providers.

### **5. Privacy and Data Protection:**

a. **Confidentiality:** Your personal and medical information will be handled with the utmost confidentiality and in compliance with data protection regulations. For more information, please refer to our Privacy Policy.

### **6. Changes to Terms and Conditions:**

a. **Updates:** Bristol Menopause Clinic reserves the right to update these terms and conditions periodically. Any changes will be

communicated to patients through our website or other appropriate means.

By scheduling an appointment and receiving care at Bristol Menopause Clinic, you acknowledge that you have read, understood, and agreed to these terms and conditions.

Thank you for choosing Bristol Menopause Clinic for your women's health and menopause care. We are committed to providing you with the highest standard of care and service. If you have any questions or require further clarification on any aspect of these terms and conditions, please do not hesitate to contact us