

Terms and Conditions

Version 2.0 with effect from 1 April 2022

Please read these terms carefully.

By accessing our Service or Site (website), you accept the below Terms and Conditions in full. Please ask us if there is something that you would like explained further before you use our Service.

Seafield Medical is a Partnership providing private GP consultation services. Throughout these terms, references to **Seafield Medical, us, we** or **our** are references to Seafield Medical. References to **you** or **your** are references to the person using our Site or Services.

We reserve the right to change or modify these Terms at any time. The most current version of the Terms can be accessed at any time by selecting the “Terms and Conditions” link at the bottom of our Site. The latest date on which these terms were updated will appear at the top of the Terms. By using the Site or any Services after Seafield Medical has updated the Terms, you are agreeing to all the updated Terms; if you do not agree with any of the updated Terms, you must stop using the Services.

Our Services

Seafield Medical is a private primary healthcare provider, allowing patients in the Bournemouth and Poole area of Dorset access to home visits by a GP. Details of the different services that we offer can be found at seafieldmedical.com. The range of services that we offer may vary from time to time, but generally include GP home visits, GP telephone and video consultations, and clinically-led blood tests and other diagnostics.

Access to the Site is available through the internet. You are responsible for all necessary equipment to access the Site.

To use our Services or make a booking, you will need to provide us with certain information.

Our **Services** are available to patients in the following areas of Bournemouth and Poole: Branksome Park, Branksome Woods, Canford Cliffs, Lilliput, Lower Parkstone, Penn Hill, Sandbanks and Westbourne. Home visits are available to care homes in a wider geographical area. Home visits to residential addresses outside of the areas listed above may be available on a case-by-case basis. To check details of availability please contact us by telephone.

Children and young persons under the age of 18 are not eligible to book our Services, although an adult can book a Service on behalf of a child.

Seafield Medical may be able to provide same day appointments (subject to availability) however, we do not provide urgent or emergency care. In such cases we may signpost back to the relevant NHS service or refer you for appropriate services provided by independent providers with your consent. If you feel you need urgent or emergency care, you should contact your registered NHS GP practice, or call '111' or '999'.

The service provided by Seafield Medical is not designed to replace the services provided by your registered NHS GP practice. Our service can be used in addition to the services provided by your NHS GP and we strongly recommend that we send them details of any consultation we have with you, subject to your consent.

Use of our Services

The first appointment booked with us must be a home visit. Once known to us, you can book follow up telephone and video consultations with the doctor. Loved ones can also book telephone or video consultations with the doctor to discuss a patient's care, with the consent of the patient.

The information and advice provided by the doctor during an appointment is based on the information you have supplied to Seafield Medical. It is your responsibility to ensure this information is correct and complete and you accept that failure to do so (whether intentionally or not) may affect the information and advice the doctor gives to you and, as such, may have consequences for which we are not responsible.

In the event that you do not fully understand any information given during your appointment, it is your responsibility to raise this during your appointment and the doctor will seek to clarify matters for you.

It is your responsibility to be available to see or speak to the doctor at the time of your appointment.

You understand that there is no guarantee that the Doctor will prescribe any medication at all, and that specific treatments or therapy are not guaranteed. You understand that the Doctor will operate in a professional manner and in accordance with relevant state regulations, laws and codes, and medical ethics requirements that have been established.

You understand the Doctor reserves the right to refuse to provide services if they believe that there is potential for misuse of service, if they feel that their life may in any way be threatened or jeopardised, or as otherwise required by law or reasonable medical ethics concerns.

You should consult with your regular general practitioner as necessary and before seeking any new treatment or before you alter, suspend or initiate any change in your medical treatment, medication routine or healthcare related procedure or

activity. Do not disregard medical advice issued to you by your regular general practitioner.

For video appointments, it is your responsibility to click the video consultation link a few minutes before your appointment is due to begin, and also ensure you have good internet connection. Should any video appointments experience technical difficulties, the doctor will attempt to contact you on the telephone number we have for you on your patient record.

For telephone appointments, the doctor will call you on your chosen number. It is your responsibility to ensure that the number you provide is correct and that if you are using a mobile phone, you have adequate signal.

Seafield Medical is committed to providing high quality care to our patients and the welfare of our staff is of paramount importance. The following behaviour will not be tolerated:

- Swearing
- Threatening or abusive behaviour
- Drunkenness
- Verbal or physical abuse
- Inappropriate advances to our staff

We reserve the right to terminate an appointment and leave the premises (and call for police assistance if deemed necessary) with anyone behaving in such a manner. We also reserve the right to refuse to provide services to anyone involved in any of the behaviour outlined above.

Seafield Medical reserves the right to refuse to provide Services at any time.

Fees and Payments

Fees are charged on a Pay Per Use basis. An up-to-date list of our fees can be found on our website at seafieldmedical.com/services and are available on request by calling 01202 900609.

During an appointment the doctor may advise further investigations and / or a follow up consultation. Investigations or additional consultations will incur further fees. Fees for further investigations will be explained by the doctor prior to them being undertaken and you are under no obligation to undertake any investigation with us.

Use of Services requires pre-authorisation or pre-payment through a valid debit or credit card, and billing will automatically be performed by Seafield Medical following your appointment, per the total Services used according to our standard prices. Charges on your card will appear as "Seafield Medical Bournemouth".

The responsibility for payment of fees lies with you, the patient. If you have private medical insurance, it is your responsibility to confirm with your insurer whether services from Seafield Medical are covered by your insurance policy. Seafield

Medical will not obtain any such confirmation on your behalf and will not process any insurance claims for you.

Seafield Medical reserves the right to suspend or terminate any further patient-doctor interaction until any outstanding fees are settled.

Cancellations, Late Attendance and Non-attendance

You may cancel or rearrange your booking up to 24 hours ahead of your appointment for no charge. Cancellations less than 24 hours before will be charged the full appointment fee. This enables us to keep overall fees to patients as affordable as possible. Please do not book if you are not happy to adhere to this.

If you are more than 10 minutes late for an appointment the doctor reserves the right to decide whether to cancel or to continue with the appointment.

If you fail to attend an appointment, we reserve the right to charge you for that appointment unless there are extenuating circumstances.

Repeated cancellations, late attendance and / or non-attendance may lead to removal of access to our service.

Once you have received medical services from the Doctor, you will not be able to terminate your request (as the service has already been provided), and all fees are due immediately and non-refundable. This no-refund policy shall apply at all times regardless of your decision to terminate your usage, our decision to terminate your usage, or disruption caused to the Service (either planned, intentional, accidental, or for any reason whatsoever).

Events Outside our Control

We are not responsible for delays outside our control. If our supply of the Services is delayed by an event outside our control then we will contact you as soon as possible to let you know, and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event.

Sharing Your Information

We strongly recommend that you consent to us sharing your medical information with your regular NHS GP, however we will not do this (or share with any other third parties) without your express consent unless there is reason to as per our Privacy Notice.

Privacy Notice

In order to provide the Services, Seafeld Medical needs to collect and use your personal data, which may include personal data about your health. Please review Seafeld Medical's Privacy Notice which sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using the Service you warrant that all data and personal information provided by you is accurate.