

Terms of Engagement for Patient/Client Interactions at The Lincoln Women's Clinic by Dr Gillian Jackson GMC 7042911

This agreement is entered into between Dr. Gillian Jackson, hereinafter referred to as "Doctor," and the patients of the clinic, hereinafter referred to as "Clients," upon the booking of an appointment at the Lincolnshire Women's clinic and subsequent consultation where a professional 'Doctor-Patient' relationship will be formed.

1. Consultation Services:

- Dr. Gillian Jackson provides private medical consultations exclusively to women under the Umbrella name of The Lincolnshire Women's Clinic.
- The doctor is trained to membership level in Obstetrics and Gynaecology but is not a 'Specialist Consultant' in these areas. The doctor is fully qualified as a GMC registered General Medical Practitioner on the NHS performers list.
- The doctor also holds qualifications in Sexual and reproductive Health and Menopausal medicine.
- The consultations the doctor provides are within the scope of her skills and expertise of these areas and any client presentations which are not, will be openly discussed and further specialist opinion advised as necessary.
- The consultations will comprise of one-one conversation and physical examination if deemed clinically necessary.
- The doctor is able to provide professional advice and opinion and to prescribe and/or advise on prescription medicines for the client on an individual basis.
- Should any further investigations be indicated as a result of a consultation, this will be done in conjunction with the Client's registered with GP who can access NHS services on their behalf. If the client has private health insurance, they can request any investigations to be processed this way but this needs to be conducted by the clients registered GP.
- The doctor will communicate freely via the client app with a client who has any queries relating to a specific consultation but upholds the right to continue with this if it is felt another consultation is required.

2. Appointment Booking, Payment and charges.

- Clients will book their appointments online via the clinic's website and pay upfront for services rendered through an online payment system.
- Charges are made for:
 - Consultation fees as per price list. This includes communication with registered GP and documentation of the consultation in full.
 - Private prescriptions
 - Written communications where there is an established 'doctor-patient' relationship. I.e following a consultation.
 - Referrals to private providers

3. Medical Practice Standards:

- Dr. Gillian Jackson, being a General Medical Council (GMC) registered doctor, adheres to the principles outlined in the "Good Medical Practice" document which sets out the standards of care and behaviour expected of all medical professionals.
- The doctor has a professional duty to communicate with the Client's registered GP so that at least one single party holds all medical communications regarding the individual client. Details of the consultation will be documented and shared with the client's registered GP via Secure E-mail.
- If a client does not have a registered GP, they will not be able to access the services provided by the doctor.
- The doctor retains the right to terminate any consultation at any time should she feel threatened or unsafe at any point, without the need for refund.
- The doctor retains the rights to withhold her consultation services from any client she does not wish to engage with or who has requested treatments/opinions outside the scope of her experience and abilities.
- The doctor will not provide medical advice to clients who have not yet established a doctor-patient relationship.

4. Data Processing:

- Client data is processed using the secure telemedicine platform known as Rehab Guru, which utilises servers located in the UK only, ensuring compliance with data protection regulations.
- Information on this platform is password protected and the laptop that is used for the purposes of The Lincolnshire women's clinic is also password protected and stored in a secure environment.
- Client data will not be shared with any other entity, with the exception of the client's GP. The client is required to provide their registered GPs email address upon booking an appointment.
- Please see the Privacy Policy for more details.

5. Refund Policy:

- A refund for services will be considered on an individual basis and may be issued if a Client expresses dissatisfaction. Any refund agreement will be reached through a detailed exploration of the Client's grievance.
- Refunds will not be issued once a consultation has been conducted- the Client enters into a contract for the time and expertise provided by the Doctor at the time of booking.

6. Cancellation Policy:

- Clients must provide a minimum of 48 hours' notice for appointment cancellations to receive a full refund.
- If less than 48 hours' notice is given by the Client, the Doctor reserves the right to retain the full amount paid for the appointment.
- In most cases of late cancellation, the doctor will not offer a refund but instead will provide an alternative appointment time.
- Should the client cancel outside of the cancellation window more than once for the same consult, a refund will not be issued.

In witness whereof, the parties hereto have executed this agreement as of the date first above written:

Dr. Gillian Jackson GMC 7042911

By completing a booking via the online portal You (the client) have agreed to the above Terms Of Engagement including the Cancellation Policy.

