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Telephone: 01248 355549  
[www.eyecorrectioncentre.co.uk](http://www.eyecorrectioncentre.co.uk)

## PATIENT GUIDE

### Welcome to North Wales Eye Correction Centre

We are here to provide all our patients with an exceptionally professional, friendly and caring out-patient service in a clean and safe environment.

Our consultants treating patient at Eye Correction Centre will have been granted 'practice privileges'. They all have many years of experience working in the public and private sectors. They all have or have held NHS Consultant positions and are able to provide the best care in all subspecialties of Ophthalmology.

### Customer satisfaction

Eye Correction Centre places the patient at the centre of its business and wants to enable patients to make informed choices about their healthcare need. To ensure that we meet this, we ask for feedbacks and reviews from our patients regarding their experience. Continuous monitoring has shown that our customer satisfaction score to be rated at 5.0 on Trustpilot website (scores are based on published data on 14<sup>th</sup> May 2021).

### COVID-19 Patient safety

At Eye Correction Centre, the health and well-being of our patients and staff is our greatest priority. In response to COVID-19 we have implemented additional safety measures within our clinic to ensure that we can continue to care safely for all our patients. We operate social distancing in our clinic and this means maintaining 2-metre distance between yourself and staff/other patients where possible. We have spaced out all of the seating in the waiting room so you will always be at least 2 metres away from other patients whilst waiting. We have also introduced an even more thorough cleaning regime at our clinic and this includes the clinic of surfaces and equipment between each patient/use. We use the highest medical grade PPE that meets the standards set by both the government and NHS. We have screens on our equipment to protect you and the doctor. You would need to wear a dace make or face covering in the clinic.

### Contract between patients and service provider

Our consultants are recognised by all major private medical insurances (PMI) who may fund for your consultation at Eye Correction Centre. When using PMI, it is important that you obtain a referral letter from your optometrist or your general practitioner and you must also get an authorisation from your PMI before attending the appointment. Patients who are self-funding will be charged in accordance with the prices set out on our website or patients could also search the Private Healthcare Information Network ([www.phin.org.uk](http://www.phin.org.uk)) for the fees that your consultant charges. Further costs of treatment or investigations will be provided to you during, or after, your initial consultation. You may also find out the price of treatment or the payment terms before attending your initial consultation.

## Consultants/Liability

All the Consultants involved in your Treatments will be independent practitioners and will not be employees of Eye Correction Centre. Accordingly, Eye Correction Centre will not be liable for any act or omission of a consultant (or the company or partnership that employs or engages the consultant). The consultant will be responsible for the treatment he or she provides to you.

## Complaints Procedure

We are committed to providing the best possible care for our patients but we know sometimes things go wrong. If you feel that your treatment or service you have received is short of your expectations or you have cause for concern, please let us know. We take all complaints very seriously, treat them confidentially and endeavour to respond as quickly as possible. We acknowledge the importance of complaints and use them as an opportunity to learn how to improve our services and all aspects of the patient experience. You can make complaint by letter addressed to Mr Barry Thompson, The Responsible Individual, North Wales Eye Correction Centre (Bangor) at 197 High Street, Bangor, Gwynedd LL57 1NU or email [barry.thompson@eyecorrectioncentre.co.uk](mailto:barry.thompson@eyecorrectioncentre.co.uk).

For further information, you could contact Healthcare Inspectorate Wales:



0300 062 8163



<https://hiw.org.uk>



[hiw@gov.wales](mailto:hiw@gov.wales)



Government Buildings, Rhydycaere Business Park, Methyr Tydfil CG48 1UZ

## Terms and Conditions of services

Please take your time to read our terms and conditions of services. It includes important information about Eye Correction Centre and the way in which we provide your medical care. If you have any questions about these terms, please do ask us as we will be happy to answer your query. We may update our terms and conditions from time to time. It is important that you keep us inform of any changes to your contact details so as we could update you with any changes.

Reference to you or your means you, as our client and recipient of our services, diagnostic tests and treatments. These terms do not contain specific information about how much your care will cost. The details of our costs are set out in our price lists (available on request and can be also provided during your initial appointment). Further information can also be found on the Private Healthcare Information Network ([www.phin.org.uk](http://www.phin.org.uk)) on each individual consultant's charges.

For self-paying patients, you are liable for the total costs of your consultation and treatment. Patients using private medical insurance to fund for their appointments should seek authorisation from their medical insurance company prior to attending the practice. Patients using private medical insurance will still be liable for any shortfall, part-payment, currency conversion, installation plan that is not covered by their insurance. It is your responsibility to liaise with your private medical insurer regarding such payments.

Overdue debts will be referred to a debt collecting agency appointed by North Wales Eye Correction Centre and you may, at the stage, be liable to interest charges and also recovery fees. North Wales Eye Correction Centre reserves the right to add collection costs and interest for any service provided to any overdue account.

You are entitled to a 7-day cooling off period after the point of booking of a treatment. However, please note that you will need to pay for your any diagnostic test that you have received within the 7-day cooling off period.

While we will all take care to ensure the safety of your belongings, North Wales Eye Correction Centre cannot be held responsible for the theft or loss, or damage to, any of your property during your visit to the practice.

Whilst your North Wales Eye Correction Centre and your Consultant will do their best to ensure a satisfactory outcome, it is important to be aware that no procedure is completely risk free and the result of any particular treatment cannot be guaranteed. Your consultant will explain the risks and benefits during your consultation and you will also be provided with the after care information.

We respect the confidentiality of all our patients. Eye Correction Centre is a registered organisation with the information Commissioner's Office (Registration Number ZA807584). We treat all the information that you have provided us as confidential and we will not disclose any such information to any person outside of North Wales Eye Correction Centre with your express consent or as otherwise required by law.

## Summary of Standard Operating Procedure (SOP)

