



*Nurturing Naturally Ltd*

Lactation Consultant and Tongue Tie Practitioner

## **Booking Terms & Conditions**

I am always pleased to assist my clients whenever I can. This document gives details of my terms and conditions of service. If, however, you have any queries or need clarification, please do not hesitate to contact me.

Please be aware that any information provided through any part of the website is for information purposes only and does not constitute professional advice. No professional advice can be given without a clinical consultation.

## **Consent forms**

At our initial meeting you will be required to sign a written consent form allowing me to assess and treat your baby. This form explains the potential benefits and risks of tongue tie division, and the aftercare I provide. The form must be signed before any advice or treatment is carried out.

## **Fees**

My appointments are made on a first come first served basis

A £25 non refundable deposit is required to secure your appointment. This is required within 2 hours of making your booking. If you do not make payment within the 2 hour time frame your appointment will be cancelled without notification. You will be unable to make another booking for the same day.

Please send to the following account:

**Nurturing Naturally Ltd**  
**Sort Code 77 21 07**  
**Account 52473860**

The remaining balance is required at the time of appointment where care and treatment are provided.

I do not accept payments by cheque. Cash or cards are accepted.

## **Late cancellation or missed appointments**

I reserve the right to charge a cancellation fee of £50 in the event of a missed appointment or if less than 4 hours notice is given. Please call me to discuss circumstances which are outside your control and that prevent your attendance. I will be happy to rearrange your appointment and reserve the right to charge the full fee if the second appointment is cancelled.

## **Late for appointments**

I understand that some clients travel long distances to get to a clinic, and in some cases being late for appointments can be unavoidable. If you are more than 15 minutes late, please be aware that you may be asked to reschedule your appointment and will incur a fee of £50 fully redeemable against the cost of any future appointment.

### **Personal details**

It is very important that you give a full medical history, details of any medication you or your baby are taking, and share any information which may be influential to your baby's care plan.

### **Complaints policy**

I always take complaints about any aspects of my services very seriously, in order to ensure that every patient has only the very best experience at all times.

Complaints can be made in writing by email or the contact form on my website. Complaints must be made by the patient or an authorised person on the client's behalf. Complaints should be clear, so that they can be dealt with efficiently.

Every complaint will receive written/email acknowledgment, and I will strive to resolve the complaint within a quick, reasonable period of time (usually around 2wks)

I am legally required to inform my insurance provider and share information with them pertaining to the complaint in question.

### **Use of patient contact details**

I like to remind my clients of their appointments, when they are due for appointments, and other various important reminders. On this note, you may be periodically contacted by the clinic via phone, text or email. You may opt out at any time by writing asking me to stop contact.

### **Data Protection Act**

I store all patient personal details on a secure computer system in accordance with the Data Protection Act. All clinical notes remain the property of Petra Traynor. Copies of notes can be made available on written request.

By continuing to book you confirm you agree to my terms and conditions.



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## Privacy Statement

Data protection laws mean that all companies who collect personal data must provide clients with details of how their information will be stored and who it may be shared with. As a registered midwife I am required to uphold the Nursing & Midwifery Council (NMC) Code of Conduct.

The information I will collect is only that which is relevant to the care I am providing. This will include but is not exhaustive of name, address, DOB, birth details, family medical history, family medical conditions. If I am seeing you for the purpose of tongue tie I will also take photographs of your baby for their medical record.

Should you notice any inaccuracies in my record keeping, please do not hesitate to contact me at the earliest opportunity.

### How your information will be stored

Both my phone and iPad are password protected. My mobile will store your telephone number and any messages for a maximum 6 weeks before deletion. During this time I may contact you for updates on your progress. You may contact me for any additional support or advice. You can opt out of this at any time by simply asking me to stop.

Data collected on my iPad during your appointment will be transferred to an encrypted memory stick & stored in a locked cabinet. Data will be kept for as long as is appropriate and for the purposes of audit, accounts and reporting requirements. By law medical records for children must be kept for 25 years. If you are not happy with how your information is stored please contact me in writing so I may try to resolve this with you. If you are not happy with the resolution you have the right to complain to the Information Commissioners Office (ICO) directly.

### How might your data be used?

All data remains the property of Petra Traynor at Nurturing Naturally Ltd. I will also record information relating to your baby's care in the Child Health Record (red book). This book is your property and thus remains with you. Other health professionals may see the entries I make.

If I perform a tongue tie division on your baby I will provide you with a letter for your GP surgery for their records. You are required to give this to them within a week of treatment or when you register your baby with them.

During your appointment you will be asked to consent to the further use of your baby's photographs for educational or promotional purposes. If you do not consent they will form part of the medical record only before being destroyed. You may have copies of the photographs for your personal use only. They remain the property of Nurturing Naturally Ltd and are protected by copyright, ***under no circumstances are you permitted to share them or the medical record on social media platforms or wider audience without my consent.***

On occasion I may contact other health professionals either for support or advice or with matters pertaining to the care of you and your baby. This will only be with your full permission. If I am concerned over the well-

being or safety of a child I am professionally obligated to share these concerns with appropriate personnel as I deem necessary. In this instance consent is not required.

In the rare event of a complaint against my practice I would be required to share information with my insurance provider.