



*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**

Following your pre appointment telephone call you will be sent an electronic consent form via email. This must be completed prior to any assessment and treatment. The return of your completed form is your written consent for your baby to be assessed and treated as appropriate. The form reiterates that which was discussed during the telephone call and includes the potential benefits and risks of tongue tie division, and the aftercare I provide.

## **Fees**

All appointments are on a first come first served basis

A £35 **non refundable** deposit is required to secure your appointment. This covers administration fees and room hire. Your deposit will not be refunded should you cancel your appointment. The deposit and completion of **three** online forms is required within 1 hour of booking. Your appointment will be cancelled if you do not fulfil the booking criteria.

Please send your non refundable deposit to the following account:

**Nurturing Naturally Ltd**

**Sort Code 77 21 07**

**Account 52473860**

The outstanding balance is required at the end of your appointment where care and treatment are provided. At present only bank transfers 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. I 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 come to a clinic, and in some cases being late for appointments is unavoidable. If you are more than 15 minutes late please be aware that you may be asked to reschedule your appointment. You will incur a fee of £50 which is fully redeemable against the cost of any future appointment.

## **Personal details**

It is very important that you provide a full and accurate medical history including details of any medications which you (mother) or your baby are taking. You must also share any information which may be influential or which could affect the care and treatment I provide.

At all times, your baby's health and well-being are at the forefront of what we do. If your baby is under the care of a paediatrician you may be required to obtain a letter from their paediatrician clearly stating that your baby is well enough to undergo a frenulotomy. Your appointment will need to be rescheduled if this letter is not available prior to your appointment.

## **Complaints policy**

At all times I strive to provide the highest standards of evidence based care. I always take complaints about any aspects of my services very seriously. My aim is to ensure that every patient has only the very best experience at all times.

In the rare instance that you may wish to complain you must do so in writing, either by email or the contact form which can be found on the website [www.nurturingnaturally.co.uk](http://www.nurturingnaturally.co.uk). Complaints must be made by the client themselves a parent 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 relevant personal information with them pertaining to the complaint in question.

## **Use of patient contact details**

Clients will receive email reminders of their upcoming appointments, , As part of your ongoing care I also follow you up on your progress and may offer additional feeding support where appropriate via email, text or telephone call. If you do not wish to be contacted you may opt out at any time by simply asking me to stop.

## **Data Protection Act**

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

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



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## Privacy Statement (GDPR)

Data protection laws require all companies who collect personal data to inform their clients of how their information will be stored, what will be collected 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 from you 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 history, medical conditions and medications. If I am seeing you for the purpose of tongue tie I will also take photographs of your baby's mouth pre and post procedure for their medical record.

Should you notice any inaccuracies in my documentation please inform me at the earliest opportunity.

### How your information will be stored

My phone and I-Pad are password protected. My mobile will store your telephone number and any correspondence 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 during normal working hours. Voicemails can be left on my phone out of hours, during bank holidays, periods of annual leave or sickness. You can also contact me via email or text message but messages or voicemails left will not be responded to out of normal working hours. You can opt out any time by simply asking me to stop.

I currently use a system called Cliniko which stores your personal data. This system collates messages relating to your appointment and any feedback on your progress. This system adheres to General Data Protection Rules (GDPR)

Data that is collected on my iPad is encrypted and stored on cliniko's secure system. Data will be kept for as long as is appropriate and for the purposes of audit, By law medical records for children must be kept for 25years. If you are not happy with how your information is stored please contact me in writing with your concerns. If you are not happy with the response you have the right to contact the Information Commissioners Office (ICO) directly.

### How might your data be used?

All data remains the property of Nurturing Naturally Ltd . I will record information pertaining to your baby's care in the Child Health Record (red book). This is so other health care professionals are aware of the care and advice I have provided. This book is your property and remains with you.

If I perform a tongue tie division on your baby I will provide you with a letter for your GP practice. It is your responsibility to ensure they receive this so they have a copy on your baby's health record.

The consent form will ask for your consent to use your baby's photographs for educational or promotional purposes. If you do not consent they will form part of the medical record only. You may have copies of the photographs for your personal use only. Photographs are protected by copyright and remain the property of

Nurturing Naturally Ltd. ***Under no circumstances are you permitted to share them or the medical record on social media platforms or wider audience without our written consent.***

On occasion I may contact other allied health professionals either for further support or to discuss matters pertaining to the care of you and/or your baby. This will only be with your full permission. If, however I have a concern over the safety or well-being of any person I am professionally obligated to share these concerns with appropriate personnel as I deem necessary. In this instance consent is not required.