

Document Title	TERMS AND CONDITIONS
New or Replacing	New
Version	1.0
Implementation Date	February 2025
Nominated Individual	Dr Stephen Clayson
Registered Manager	Dr Stephen Clayson
Approval Date	February 2025
Review Date	February 2026

Terms and Conditions

Emergencies

Blue Tile Health is not a walk-in clinic or an emergency service. If you require urgent medical care, please contact your local NHS healthcare provider, such as:

- Your local **Walk-In Centre**
- **NHS 111** for non-emergency advice
- **NHS 999** or **Accident & Emergency (A&E)** for urgent, life-threatening situations

Safe Prescribing

We do not initiate prescriptions for Schedule 1, 2, or 3 drugs. Schedule 4 drugs may be prescribed at the doctor's discretion but only for short-term use, typically as a one-time prescription. Additionally, we do not prescribe certain specialist medications or desiccated thyroid hormone. Please contact us before booking to confirm if we can prescribe your required medication.

Payment

Payment is required **by the end of your appointment** if not made in advance. We accept **card and cash** payments.

Running Late

If you are running late, please inform us as soon as possible. We will try our best to accommodate you. However, to minimize disruptions to other patients, if you are more than **five minutes late**, you may be asked to reschedule your appointment.

Clinical Queries via Email

Unfortunately, we are unable to respond to clinical questions via email or text message.

Cancellations & Refunds

Appointments may be cancelled with **at least 24 hours' notice** by phone or email. Cancellations made within this timeframe are eligible for a **full refund**.

Complaints

We are committed to providing high-quality private healthcare. If you feel we have not met our standards, please let us know, and we will strive to resolve the issue promptly.

To submit a complaint, please contact:

Dr. Stephen Clayson

office@bluetilehealth.co.uk

You will receive a written response within **7 days**.

Regulation & Compliance

We prioritize patient safety and adhere to the ethical and professional standards set by the **General Medical Council (GMC)**. Our doctors undergo regular **appraisal and revalidation** through the **Royal College of General Practitioners** and the **GMC**.

Protecting Our Staff

We reserve the right to refuse service. If there is a **breakdown in the patient-practice relationship**, including abusive or deceptive behaviour, we may **decline further care**, and there will be no appeal process.

Privacy Policy

We comply fully with the **General Data Protection Regulation (GDPR) 2018** to ensure that your personal information is processed **fairly, lawfully, and securely**.

Information We Hold:

- Name, address, email, telephone number, and health records
- Details necessary for providing effective medical care

How We Use Your Information:

- To deliver medical care and support public health
- For learning, training, and safety audits
- To communicate with other health professionals when necessary (e.g., referrals, insurer communication, prescriptions)

Your Rights:

- You have the right to access your records
- A copy of your consultation can be provided upon request
- You may **decline or opt out** of information sharing at any time

We store patient records for **five years** after you cease being our patient. We regularly review our **privacy policy** to ensure compliance with UK law.