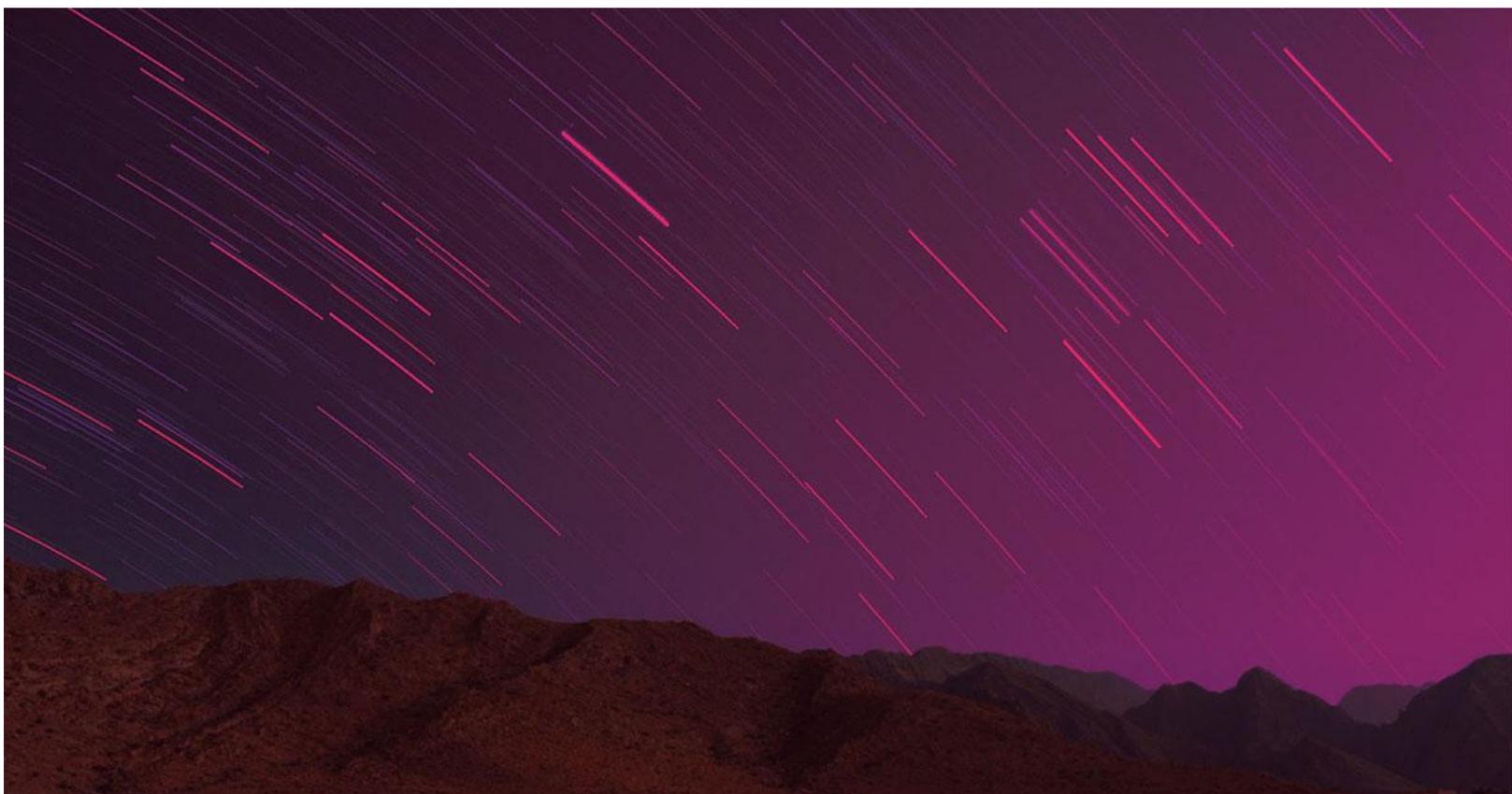




Patient Handbook



Take control of your midlife health

Welcome to One Woman Health

If you're struggling with menopause, perimenopause, or even if you want to prepare yourself for the road ahead, we're here for you. Our philosophy is simple: excellent menopause and perimenopause care informed by the latest evidence from specialist GPs who get to know you personally. We work with regulated medicines and body-identical hormones so you can be confident you're receiving safe, effective treatment.

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'Midlife brings with it new perspectives, confidence and courage. In my career I have been surrounded by incredible women - patients, colleagues and friends - who have all worked so hard to get where they are in their lives. Yet, as hormones start to change the phrase I hear most often is 'I feel out of control'. Many have felt their only option is giving up.

As a doctor, I see that there are few things that respond so well to the right management and support as menopause. The transformation I see as women rediscover themselves and move ahead with new energy inspires my passion to empower as many women as possible.'

-Dr Nina Wilson founder One Woman Health

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One Woman Health is the trading name of :

Cambridge Medical Partners Ltd.

Company number 11659362

Registered address: STATION HOUSE, NORTH STREET, HAVANT, HAMPSHIRE, UNITED KINGDOM, PO9 1QU



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Services and Prices

Initial consultation	£250.00	Approx 45 mins
Follow up consultation	£195.00	Approx 30 mins
Telephone call (for detailed queries from existing patients)	£115.00	Approx 15 mins
Prescription charge	£35*	N/A

***Prescription charges are usually included in the price of a consultation. The £35 prescription fee applies if ordering repeat medication without a consultation.**

Please note, pharmacies will charge for the medicine itself.

Is One Woman Health for me?

We are a clinic for all women in midlife, specialising in the maximising the health of women in the context of the perimenopause and menopause. Where appropriate we will prescribe or recommend prescription of hormone replacement or other licenced therapies.

It doesn't matter if you are still having periods or if you are not sure your symptoms are due to the menopause, we are happy to discuss your symptoms and their impact with you to help you identify the cause and work out a way forward.

An appointment is not a guarantee of prescription of HRT if this would be contraindicated in your personal circumstances, however, most women can take HRT and we can also explore alternatives if you cannot or do not want to for any reason.

Can I have an appointment with One Woman Health if I am not in the UK?

Unfortunately due to restrictions placed on us by our regulator and insurer **we are not able** to offer appointments to people outside the UK.

If you have already booked your appointment, and know you will not be in the UK at the time, please contact us as early as possible to help rebook for when you will be in the UK or cancel if this is not possible. (Please also see cancellation)

Do I need a referral?

No, you do not need a referral. Most women refer themselves to our clinic. If you have had investigations such as blood tests or ultrasound scans elsewhere, it can be useful to share the results with your OWH doctor.

How to book an appointment

Bookings may be made through our website for video consultations with our clinicians. A minimum of 48 hours notice is needed to book the appointment. Payment is taken at the time of booking.

An email is sent to you to confirm the time of the appointment. It includes the link for the online consultation as well as a patient questionnaire about your health to be completed before the appointment

We ask you to inform us of your NHS GP. This is so that we can update your usual GP regarding any new treatments.

This is for your safety, so your usual GP has up to date information for when they are dealing with any other conditions you may see them for and can ensure there are no interactions between what we have prescribed and medications they may wish to start.

If you do not consent to information sharing with your GP then OWH may decline to prescribe and offer advice only.

Please note we are not permitted to see patients registered at St Lawrence surgery Worthing. If this is your surgery, please contact us at info@onewomanhealth.com and we will help find you an alternative care provider.

Cancellation and rescheduling

Bookings may be cancelled by you up to 48 hours before the appointment for a full refund. Cancellations with less than 48 hours notice can unfortunately not be refunded.

If you wish to reschedule with less than 48 hours notice we charge a £50 administration fee. Please contact us by email info@onewomanhealth.com to rebook.

If One Woman Health is forced to cancel your appointment we will endeavor to give you as much notice as possible. We will offer to rebook at a time of your convenience or offer a full refund.

Getting the best from your online consultation

The following tips will help you get the best from your consultation:

- Please ensure you are in a quiet, comfortable, private place that is well lit, with good Wi-Fi / internet connection.
- Check you have enough battery or have a wall socket or power bank if you need.
- Please also ensure you have shared your phone number with us as we will try to call to complete the consultation by phone if the technology lets you down.
- Completing the patient questionnaire sent to you ahead of the appointment will help and make sure you have your photo ID if this is your first appointment.

If we have been unable to complete the appointment using the internet or telephone it will count as a missed appointment and we cannot refund you under these circumstances.

Rebooking

If you need to move the appointment then please contact us by email info@onewomanhealth.com as soon as possible to help arrange this.

See also our privacy policy

Corporate Health

We offer presentations, webinars and interactive sessions to inform and support staff.

We specialise in bespoke menopause health packages for senior directors. We can provide other services tailored to your needs. For all our corporate services, get in touch at info@onewomanhealth.com. We will be happy to discuss your needs and suggest ideas.

Will my insurance cover this consultation

Consultations may be covered by insurance providers if your cover includes General Practice services, wellness or screening. Unfortunately this is not always the case! Please check with your provider.

Why do you ask for ID?

Our Regulator the CQC asks online health providers to verify the identity of our patients. This is to ensure the safe prescribing of medications.

Prescriptions

Your private prescription can be sent to you by post which you can use at the pharmacy of your choice (some pharmacies require a “wet ink signature”)

Alternatively, we have partnered with Tarring Community Pharmacy who will post the medication to you directly if you choose this option.

How Do I Get repeat prescriptions

Prescriptions are the doctors authorisation for a UK pharmacy to issue a prescription-only medication to a patient. Prescriptions are issued if appropriate as part of our initial consultation, which should enable you to receive sufficient medication to see you through to the usual 3-month follow up appointment we would recommend for all patients. A further prescription would normally be issued if appropriate at that appointment also as part of the consultation and included in the fee.

When patients are stable on their medications and wishing to continue to obtain their prescriptions through One Woman Health, they may apply for a repeat prescription by email or by filling out a form on our website, for which a £35 fee is payable.

Can I be Seen face to face

Although many women prefer the convenience and comfort of being seen online in their own homes, we know some prefer face to face appointments. We can arrange to see patients who prefer this to be seen in a CQC registered premises in Worthing, West Sussex. Please contact the clinic on info@onewomanhealth.com to make arrangements for this.

Your Data

We take your privacy very seriously.

In order to serve your needs we need to gather some of your data for a number of purposes. We will however keep this to the minimum required, guard it carefully and ensure that it is accurate. For full details about how we treat your personal data please see our [privacy policy](#).

Problems with the service?

If you have any issues with the service provided by One Woman Health or a problem with one of our staff, please let us know as soon as possible so that we can look into things and do our best make them right.

How To Make A Complaint

Step 1 Informal Stage: Discuss your complaint with the staff member concerned.

Step 2. Informal Stage: If the issue is not resolved or you prefer not to do this, please contact us by email to: info@onewomanhealth.com for the attention of the Manager, to discuss your concerns.

Step 3. Formal Stage: If the issue is still unresolved and you wish to make a formal complaint please let us know as soon as possible, ideally within a matter of days, by email to: info@onewomanhealth.com Putting “Formal Complaint” in the email subject line.

Next: We will acknowledge that we have received your complaint within two working days and aim to have looked into your complaint within 28 days. At this stage you should be offered an explanation or a meeting with the person(s) involved.

When One Woman Health Looks Into Your Complaint It Aims To:

Ascertain the full circumstances of the complaint

Make arrangements for you to discuss the problem with those concerned, if you would like this

Make sure you receive an apology, where this is appropriate

Identify and share with you what One Woman Health has learnt from the process and what we will do to make sure the problem does not happen again

Complaining To Other Authorities

We hope that if you have a problem you will use the One Woman Health Complaints Procedure.

However, if you feel you cannot raise your complaint with us, or you are dissatisfied with the response received from us, you can contact any of the following bodies:

The Care Quality Commission

The Regulatory Authority for all Health and Care services in the UK is:

The Care Quality Commission (CQC)

Tel: 0300 616 161