

Dr ITO Clinic

PATIENT GUIDE



2012

Introduction

Dr Ito Clinic recognises its duty of care to the patients;

- Involvement and information
- Personalised care and treatment
- Safety and safeguarding

This Statement of Purpose sets out the way in which Dr Ito Clinic manages its practice with the aim of patients centred, ensuring safety and quality of services. The Statement of Purpose is drawn up according to;

- Schedule I and Regulation 6 of the Private and Voluntary Health Care (England) Regulations 2001(till 30th September 2010),
- the Health and Social Care Act 2008(Regulated Activities) Regulations 2010 (from 1st October 2010)
- the Care Quality Commission (Registration) Regulations 2009 (from 1st October 2010)

This Statement informs the individual how Dr Ito Clinic implements the policies, procedures and protocols in place to ensure the safety and efficacy of the services on offer.

This information is reviewed at least once a year; the review details are recorded and monitored. (This document's review details are recorded at the bottom of each page)

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Dr Ito's Belief For Treating Patients Suffering from "PAIN".

At Dr ITO Clinic, its aim is to provide patients suffering from any kinds of "PAIN" a high standard of "Pain Management Care" with Consulting, Nerve Blocks, Medications and Surgical Treatments.

Dr Ito believes that taking necessary and sufficient time to listen to patients' complaints is of crucial importance, by which very important information can be revealed and, at the same time, patients can feel relieved. Furthermore, Dr Ito is assigned the important task of not only treating or alleviating "Pain", but also detecting hidden diseases which cause the "Pain", sometimes with cooperation from doctors specialized in other fields such as Surgery, Gynecology, Internal Medicine and so on. This is the reason why "PAIN" is referred to as the second vital sign nowadays.

Dr Ito is fully aware that all patients with "Pain" are/have been living uncomfortable lives both Physically and Mentally. Hence, all the more, all patients must be treated with respect kindness and care whilst in the clinic. Dr Ito will act in a professional manner and will maintain patients' confidentiality at all times.

(a) The Summary of the statement of purpose

- Aims & Objectives

The main aim of Dr Ito's practice is to relieve and manage pain and in doing so he takes a holistic approach to ensuring his diagnosis includes assessment of underlying factors from other disease processes.

Dr Ito at Dr Ito Clinic recognises his obligations under the Health and Social Care Act 2008(Regulated Activities) Regulations 2010 (from 1st October 2010), the Care Quality Commission (Registration) Regulations 2009 (from 1st October 2010) to have in place appropriate safeguards and quality assurance arrangements for clients in his care. In keeping with the aims of the Act, he recognises the fundamental principles that guide the policies and the procedures in place and upon which the day-to-day operation of Dr Ito Clinic will depend

- Relevant Qualifications & Experience of Registered Provider & Responsible Individual

Dr Ito qualified as a Dr in Japan and is now also registered as a Dr with the GMC in the UK and is also a consultant anaesthetist on the specialist register and that Dr Ito is the sole practitioner in the clinic being the registered provider and manager of the clinic. Dr Ito has experience in the speciality of pain management both in the UK and Japan.

-Treatment & Service Provided

- Dr Ito provides private medical services for patients for the management and relief of pain. This includes assessment and diagnosis as well as treatment plans. Some diagnostics tests such as X-Ray are carried out in other nearby facilities. The facilities are on the first floor with a lift suitable for disabled and less able persons. Patients are seen in a private consulting room and treatments carried out in a separate treatment room to ensure the patients privacy and dignity are maintained in comfortable surroundings.
- Dr Ito Clinic can assure 100% not to discriminate against race, colour, religion, disability or sexuality.
- Dr Ito Clinic does NOT treat or see children and adolescents.
- Dr Ito is committed to providing equality of services to all people including disabled and less able people.
- Dr Ito provides Home Visits for the patients who have difficulties coming to the clinic.

- Patient consultation

The patient's views are sought and used to inform Dr Ito Clinic's provision of treatment and care/service. Consultation between Dr Ito and the patients is undertaken in two primary ways;
1. Direct feedback and 2. Annual Survey

- Complaints

Dr Ito has a positive outlook to managing complaints and maintaining effective communication with people raising complaints or concerns. Dr Ito will manage any complaint professionally and ensure all matters are investigated.

- Respect for Privacy & Dignity of Patients

Dr Ito Clinic places the rights of its patients at the forefront of its philosophy of care. Dr Ito Clinic seeks to advance these rights in all aspects of the environment and the services Dr Ito Clinic provides and to encourage the patients to exercise their rights in full. Dr Ito Clinic recognises that the patients who undergo procedures and treatments have the right to privacy. Dr Ito Clinic therefore strives to maintain privacy for the patients.

For further information, a copy of The Statement of Purpose of Dr ITO Clinic is available to all patients, potential patients or their representatives on request or it can be downloaded from Dr ITO Clinics' website. <http://www.dritoclinic.com/downloads/patientguide.pdf>

(b) The Terms and Conditions in respect of services

1. Treatments and services Dr ITO Clinic provides

Dr Ito will give the patients a full explanation on account of the treatment you need, 'Why you need it', and 'advantages and disadvantages include any side effects'.

Treatments on offer at Dr Ito Clinic are as follows;

Treatments As Of January 2012

Investigations

- Blood and Urine and Pathology services (by Quest Diagnostics;10 Upper Wimpole Street, London W1G 6LL)
- Ultrasound, ECG
- X-ray, Chest X-ray, Echocardiogram, CT scans, MRI and MRA (MR Angiography) test can be scheduled at MedTel Harley St Medical Centre, 27 Harley St W1G

Pain Management Consultations

- Lower [back pain](#)
- Limb pain and/ or a sense of numbness such as Sciatic Neuralgia
- Frozen shoulder and shoulder pain
- Neck pain and/or Arm pain/numbness
- A complex regional pain syndrome (CRPS) such as so-called Phantom Pain
- [Herpes Zoster](#), and painful [peripheral vascular disease](#).
- Any kinds of neuralgia
- Alleviating pain from skin problems such as Skin/ Subcutaneous infections

Treatment Offered.

Regional Nerves Block Injection

- Nerve blocks: regional nerve blocks including Epidural injection,
- Most of the Peripheral nerve blocks
- Joint injections including Facet joint, Knee joint, Shoulder joint injection
- Trigger point injection
- Epidural injections/block
- Caudal injection/block
- Intra-venous sympathetic nerve block for CRPS

Wound Care Treatment to control/manage pain

Medical and pharmaceutical treatment of pain management

Dr ITO Clinic provides medicines; such as painkillers, muscle relaxants to control/manage pain;

Some treatments are required a more advanced X-ray image and/or Hospital treatment. In such conditions, Dr Ito will make a referral to the relevant Hospitals;

- The London Clinic,
- The Cromwell Hospital,
- The London Bridge Hospital.
- The Harley Street Clinic

Depending upon the type of treatment, the patient might be required to have bed rest after the treatment for their safety. For example, please allow at least one hour after Epidural Injection. Dr Ito will inform the patient the estimated time they need to rest each time, but it might vary depending upon their condition. Dr Ito welcomes the enquiries and questions from patients before visiting.

2 Treatments NOT offered

Dr ITO Clinic does not have facilities for emergency medicine, so patients with suspected fatal condition, or who are acutely unwell should attend their nearest A&E department. Patients requiring inpatient or day case care will have their admission arranged to their chosen hospital or clinic as appropriate.

3 Children and Teenagers

Dr Ito does not treat or see person under 18 years old (children and teenagers).

4 Pregnant women

Pregnant women are strongly advised to avoid "Pain management Treatment".

That is because any kind of pain treatment and medication can more or less affect a mother's and an unborn baby's health conditions. Pain management techniques can cause serious low blood pressure to mother, or medicines used in pain management can easily pass the placenta, causing some adverse effects on the baby in the womb.

5 Charges

Dr ITO Clinic will make all efforts to negotiate with all insurance companies, hospitals and other providers in order to offer single point invoicing. This will usually mean that a patient attending the clinic will receive an itemised invoice from the clinic for all aspects of health care arranged via the clinic irrespective of where it has taken place. Dr Ito intends this will provide you with a simpler method of settling accounts.

Dr ITO Clinic can accept Cash, Cheque or Card payment with Visa, MasterCard, Maestro and other major credit cards. The account cheques are made payable to Dr Ito Clinic.

Dr. ITO Clinic – Acute Hospital Consultation Fee (1st January 2012)

Item			Fee	Fee (Out of Hours)
Pain Management Specialist	First Consultation	Up to 30 minutes	£200.00	£300.00
		Thereafter (every 30 minutes)	£75.00	£150.00
	Follow up consultation	Up to 30 minutes	£200.00	£300.00
		Thereafter (every 30 minutes)	£60.00	£150.00
Consultant Physician	First Consultation	Up to 30 minutes	£120.00	£150.00
		Thereafter (every 30 minutes)	£45.00	£75.00
	Follow up consultation	Up to 30 minutes	£120.00	£150.00
		Thereafter (every 30 minutes)	£30.00	£75.00

Item	Fee
Prescription	£20.00
Medical Certificate	From £30

(c) Standard Form of Contract for the Provision of Services and Facilities

Dr ITO Clinic
First Floor Rear Annexe
17 Harley Street, London W1G 9QH
Tel: 020 7637 5560 Fax: 020 7637 5375

Terms and Conditions

Patient:

Address:.....

Dr Ito Clinic agrees to provide:

- Consultation
- Procedure or investigation as discussed between Dr Ito and the Patient
- Information for the Patient relating to the procedure including pre- and post- procedure care
- Follow up Consultation as required on an individual basis

The Patient agrees to:

- Provide valid and informed consent to the procedure following discussion with Dr Ito and explanation about the procedure
- Follow all instructions provided by Dr Ito for pre- and post-procedure care
- Provide payment for the Consultation and/or procedure at the completion of the procedure or as agreed between the Patient and Dr Ito Clinic

Comments:

.....
.....
.....

I agree to the above Terms and Conditions of Treatment

Signed.....Date:.....

(d) The Complaints Procedure

This Complaints Procedure sets out the way in which Dr ITO Clinic manages its practice with the aim of;

- Takes the patients opinions and feelings very seriously.
- Continuously striving to improve the service he provides for his patients.
- Understands that in order to achieve this, the feedback from his patients is essential.
- Keen to listen to any dissatisfaction the patients may have experienced when the patients' expectations have not been met at Dr ITO Clinic. Dr Ito can then make the necessary changes to ensure Dr ITO Clinics' services and its care are improved

(1) The Complaints Procedure for Dr ITO Clinic

The Complaints Procedure for Dr ITO Clinic is drawn up according to Regulation 23 of the Private and Voluntary Health Care (England) Regulations 2001.

A copy of The Complaints Procedure for Dr ITO Clinic is available to all patients, potential patients or their representatives, families on request or it can be downloaded from Dr ITO Clinics' website. <http://www.dritoclinic.co.uk>

(2) Handling the Complaints

A patient/ any person acting on behalf of a patient and any person considering whether to become a patient have right to make complaint. And Dr Ito ensures that any complaint made Complaints about services and facilities provided at Dr ITO Clinic are fully investigated by him.

There is a written policy and procedures for all aspects of service, care and treatment including the stages and timescale for the process. Please refer to Dr ITO Clinics' Statement of Purpose.

Internal appeal

- In the first instance please bring the patients' dissatisfaction immediately to the attention of Dr Ito directly responsible for the patients' care. It is easier to resolve issues at the time they occur.
- Dr Ito is committed to providing high quality care and services and is constantly seeking ways to improve that quality. The Patients' comments, suggestions or complaints are always welcome and Dr Ito takes pride in responding to them quickly, effectively and honestly
- Dr Ito will make all his efforts to solve the problem with discussing with the patient or/and patient's family members or friends.
- If matters still remain unresolved or the patient wishes to put his/her concerns down in writing, then please address your correspondence to Dr Ito.
- The patient receives a written acknowledgment within 2 working days of receipt of the complaint and a full response within 20 working days.
- Where the investigation is still in progress, a letter explaining the reason for the delay will be sent within 5 working days of a conclusion being made.
- The procedure includes a written confirmation of the stages and action taken.

(3)Complaints Access

- Appropriate information about how to make a complaint is available to the patients, their family members or their representatives and any person who is considering whether to become a patient on request.
- A copy of Dr Ito Clinics' Complaints Procedure is freely available at Dr ITO Clinic or it can be downloaded from Dr Ito Clinics' website, which outlines the complaint and appeal procedure.
- When requested, the patients, their family or representative and anyone who is considering whether to become a patient are supported in the use of the procedures.
- Dr Ito Clinics assures that a complaint will not affect at all the way in which the patient is treated at Dr Ito Clinic.

- Dr Ito express clearly that he strongly believes “a complaint is an indication that something is wrong” and Dr Ito put his very best efforts to deal with the matter professionally and properly.

(4) Further Avenues of Complaints - External Appeal

- Requests for further independent assessment of any complaint can be made to the Independent Doctors Forum, who will appoint an independent medical assessor.

The Independent Doctors Forum

27 Nesta Road, Woodford Green, Essex IG8 9RG

Email: Fiona@TheIDF.org

Telephone: 020 8505 6995

www.independentdoctorsforum.net,

- Should the patients remain dissatisfied, they will be given information to allow further avenues of complaint as follows;

Clinical matters;

The General Medical Council Fitness to Practise Directorate,

St James's Buildings, 79 Oxford Street, Manchester M1 6FQ

Email: practise@gmc-uk.org

Helpline telephone: 0845 357 0022/0207 7448 9200

All other matters;

- **Care Quality Commission**
- Address: Finsbury Tower, 103-105 Bunhill Row London EC1Y 8TG
- Email: enquiries@cqc.org.uk
- Telephone: 03000 61 61 61

- The Patients Association
- Address: PO Box 935 ,Harrow, Middlesex, HA1 3YJ
- Email: helpline@patients-association.com
- Telephone: 020 8423 9111
- Fax: 020 8423 9119

(5) Maintaining Records of Complaints

- Details of any complaint are recorded in Dr ITO Clinic together with investigations made and the outcome and action taken in consequence.
- A procedure is in place to enable issues raised in complaint to be learned from in order to improve Dr Ito Clinics' service:

(6) Annual Audit Report of Complaints with Care Quality Commission

Details of complaints made concerning Dr Ito Clinic are supplied to The Commission for Healthcare Audit and Inspection annually together with details of actions taken in consequence

(e) The results of consultation - Review of Quality of Treatment and Other Services

- The annual review of quality of medical consulting, treatment and quality of other service are undertaken by Dr Ito as the results of consultation for the year.
- The annual reports are available to the public on request or it can be downloaded from Dr ITO Clinic website. <http://www.dritoclinic.com/downloads/hccreports.pdf>
- A summary of the annual report will be put into the Dr ITO Clinics' Patients Guide when undertaken.

(f) Useful Telephone Numbers, Address, Email address

- Dr Takashi Ito, Individual and responsible manager, Registered Manager.
Tel: 020-7637-5560
Fax: 020-7637-5375
E mail : t.ito@dritoclinic.co.uk
info@dritoclinic.co.uk
- **Care Quality Commission:** the independent healthcare regulator
Finsbury Tower, 103-105 Bunhill Row London EC1Y 8TG.
Online Form: <http://www.cqc.org.uk/contact-us>
Helpline telephone: 03000 616161
- **The General Medical Council** Fitness to Practise Directorate,
St James's Buildings, 79 Oxford Street, Manchester M1 6FQ
Email: practise@gmc-uk.org
Helpline telephone: 0845 357 0022
- **The Independent Doctors Forum**
27 Nesta Road, Woodford Green, Essex IG8 9RG
Email: Fiona@TheIDF.org
Telephone: 020 8505 6995
www.independentdoctorsforum.net

(g) How to obtain Inspection Reports

A copy of The Healthcare Commission Inspection Report is available to the public on request or it can be downloaded from Dr ITO Clinic website. <http://www.dritoclinic.co.uk>

Or the Care Quality Commission will make an annual public statement or publish an inspection report if one was carried out in that year.