

Patient Information Guide: Private Patients

Stafford Skincare

Who provides the service?

Stafford Skincare is a private Dermatology Service provided by Dr. Anne Ward, a Consultant Dermatologist since 1996.

What does the service offer?

The Dermatology Service provides consultation, advice, diagnostics and treatment. If you need further tests, you will be given an appointment that is convenient for you. Tests may include blood tests, swab tests, biopsies, and Allergy Testing.

The service is fully accessible to people with sensory and learning disabilities and for patients for whom English is not a first language.

How do I get an appointment?

Referrals can be made either through your GP, or directly with Dr. Anne Ward.

It is often best to speak to your GP first, as they can then provide a referral letter detailing all your previous treatments and any relevant past medical history.

When we receive a referral from your GP, we will send a letter, to your home address, confirming your appointment date, time and location. You will be advised of any preparations that you need to make prior to your appointment.

If you require a prescription following your appointment, your GP will be informed and you will be able to collect this about 14 days after your appointment. If you require an interpreter, then please indicate this at the time of your booking.

How soon will I be seen?

Your appointment will be booked as soon as possible after the review of your referral and in most cases within two weeks.

How do I cancel or change my appointment?

If you cannot make your appointment, or have any queries, please contact us on the telephone number provided on the back of this leaflet. Please help us to treat more patients by notifying us as soon as possible if you are unable to attend a booked appointment.

Where do I go for my appointment?

The service is held at clinics in Cannock, Lichfield, Stafford and Sutton Coldfield. Full clinic location and opening hours details are available on the website: www.stafford-skincare.co.uk

If you want to have someone with you during your appointment then you can request a chaperone. This could be a trained member of our staff or a person of

your choosing who is over 18 years' old. The clinician will consider whether or not it is appropriate for a relative or friend to act as a chaperone and may ask for a member of staff to also be present. Please let us know before your appointment if you would like a chaperone to be present.

What happens during my appointment?

At your first appointment you will be seen by Dr. Anne Ward, Consultant Dermatologist. If tests are necessary, these may be carried out during your appointment. Some tests which require more time, such as a biopsy, may require a further appointment. Once the results of these tests are received, we will contact you to arrange a follow up appointment if required.

How long will my appointment last?

First appointments will usually take 30 minutes and follow up appointments will take 15 minutes. Minor surgery appointments will last 20 – 40 minutes depending on the procedure.

How do I know the clinician is qualified to see me?

Dr. Anne Ward is registered with the General Medical Council (GMC number: 3190085) and is on the Specialist Register for Dermatology. Each member of staff has to provide evidence of their registration, training and criminal record status prior to being able to work with patients.

Will information regarding my treatment be recorded and sent to my GP?

Information regarding patients is recorded on a clinical system and is confidential. We will inform your GP, in writing, of your results and send a written report unless you ask us not to.

You have the right to request access to your medical record. To apply for access please write to the address provided on the back of this leaflet.

Notice to patients

All care that we provide is confidential. Although you have the right to receive healthcare, we ask that you treat our team with respect to ensure that you and all other patients are treated safely and quickly. Please ask at reception for a copy of our "Patient Rights and Responsibilities" leaflet.

Patient feedback

We welcome your comments. You will be given a patient survey after you have been seen by a clinician. It is useful to hear your views on the service and your comments help us to keep making it better.

If you are not happy with the service you have received, please let us know by writing to us, over the phone or in person.

How to make a complaint / How to contact us

If you wish to complain about the service you have received then please write to:

Dr. Anne Ward
Stafford Skincare Ltd
Borrowcop Lane
Lichfield WS14 9DG

Telephone: 01543 251807
Website: www.stafford-skincare.co.uk
Email: info@stafford-skincare.co.uk

We believe this will give us the best chance of putting right what has gone wrong.

Stafford Skincare follows the Independent Sector Complaints Adjudication Service Code of Practice for Handling Patients' Complaints. Please ask at reception for a copy of our "Guide to making a Complaint" leaflet.