

BAPAM PATIENT SERVICES CONTRACT

Support and Care

At BAPAM, we are committed to providing high standards of care. Our services are regulated by the Care Quality Commission (CQC), and our staff and clinicians are skilled professionals committed to providing performers with expert health advice. This includes providing you with clear information about your health condition and options for managing it, enabling you to access treatments that are safe and effective, and protecting your personal information.

Clinical Governance

Our *Clinical Governance* policy ensures that all health professionals working in our clinics have appropriate qualifications, up-to-date professional registration and insurance, and undertake regular training and appraisal. We have similar requirements for practitioners listed on our Directory. Our staff and clinicians are also required to undergo Enhanced DBS checks every 3 years.

Data Protection and Confidentiality

Protecting your privacy is a very serious matter for us. All staff, clinicians and visitors to BAPAM are bound by a Code of Confidentiality. Breaches are a disciplinary offence, and may also be reported to regulatory bodies and the Information Commissioner. See our ***Information Governance, Data Protection & Confidentiality Policies*** for more detail.

Patient Details

The personal details you provide when you register with us by telephone are entered onto a secure database which can only be accessed by authorised BAPAM clinics staff. We use information on the database to develop reports on our activities. The reports are compiled by authorised BAPAM staff and we do not identify individual patients in any of our publications. We never pass personal details to third parties for commercial or marketing purposes.

Medical Records

During your assessment at BAPAM, the clinician will make notes and keep any health information you provide in your BAPAM medical record. If the clinician recommends referral to another healthcare professional, he/she will check that you are happy for the personal and medical information in your BAPAM record to be shared with others involved in your care (usually your GP or a practitioner listed on the BAPAM Directory).

We regularly review our patient records to monitor healthcare standards. Such audits are only conducted by authorised BAPAM staff and clinicians and take place on BAPAM clinic premises. The CQC is also entitled to inspect our patient records in accordance with strict legal procedures.

All personal and medical information is held, transported and stored in accordance with Data Protection legislation. Further information is provided in our ***Data Protection*** and ***Access to Medical Records*** policies. Please contact Clinics staff if you would like a copy of your medical records.

Recordings and Images

Some of our clinicians are involved in training and education in performing arts medicine and find it useful to use photographs or videos of performer patients for teaching purposes. Clinicians making these requests must explain how they intend to use your images, obtain your consent in writing, and provide you with a copy of the signed agreement. You are entitled to decline such requests.

Chaperones

Patients are welcome to bring a family member or friend to their clinic consultation. BAPAM is also able to provide an appropriate member of staff as a chaperone in consultations provided prior notice has been given.

Consent

If you do not consent to any of the procedures or practices outlined above, please contact BAPAM clinics staff. Your refusal will not affect your ability to receive care at BAPAM.

Clinicians in training sometimes observe a clinical consultation. You will always be asked for your consent to having an observer, and if you would prefer not to have your consultation observed, this will not impact on your care in any way. Further information is available in our ***Clinical Observation Policy***

Complaints, Comments, Feedback and Follow-up

We are constantly working to monitor and improve our services. We would be grateful if you could provide anonymised feedback after your first clinic visit and in a 6 month follow-up survey (all feedback surveys are accessible online – staff will provide details).

We also welcome any comments, compliments or criticisms. Formal complaints should be directed to the Chief Executive. Further information is also available in our ***Complaints Policy***.

Missed appointments

BAPAM is a charity and provides information and assessment services free of charge. Our clinic services are in high demand and we have a waiting list, so please give us at least 24 hours notice if you are unable to attend your appointment. Repeated cancellations or late attendance may result in you being refused an appointment.

Referrals

Following your assessment, the clinician may suggest referral for tests and treatment. This may include referral to NHS or private practitioners, another practitioner at BAPAM (including the assessing clinician themselves), or one listed on the BAPAM Directory. In all cases, the clinician should ensure that you have been provided with objective information about your care options, including the likelihood of charges and fees. The clinician must also check that you are happy for your clinical information to be shared with another practitioner.

Research

We are often involved in research relevant to performer healthcare, either through audit and evaluation of our clinic records, or by publicising projects requiring volunteers. In all cases, we

conduct all such activity according to our **Data Protection** and **Research** Policies. We do not share or pass on any personal information without your consent.

Behaviour

We expect all visitors to our clinic, including patients, to behave professionally and in a manner appropriate for a healthcare and work environment. Please respect fellow patients' privacy. Abusive and threatening behaviour will not be tolerated. BAPAM staff reserve the right to refuse patients access to care from BAPAM.

Donations

BAPAM is a medical charity and many of our clinicians are volunteers or work for us at reduced rates. We do not receive any state funding and the continuation of our services depends on grants from funding organisations and individual donations. We would be grateful if you could support us through a donation. Details are available on the website <http://www.bapam.org.uk/donation.html> or from BAPAM staff.

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