

## **Patient Information Leaflet**

**Thank you for choosing Psymlicity Healthcare.**

**Patient care and satisfaction is of utmost importance to us. In order that we may provide the best care and service as possible to you, please take a few moments to read the following information regarding the treatment we provide at Psymlicity Healthcare.**

**If you have any queries regarding your appointment or your care at Psymlicity, please do not hesitate to ask us.**

### **Patient Service Guide 2022**

**Psymlicity Healthcare is a mental health service with clinics in Central and North London. We also offer an online based service so that we can provide a reliable, warm and caring environment for you, wherever you may be. Our team is dedicated to improving the mental health of our patients, providing excellent service, support and individual care when needed.**

#### **OUR AIMS**

- To provide top class mental healthcare services to our clients and maintaining the highest standards of wellbeing and clinical care.
- To meet the needs of our patients through comprehensive evidence-based treatments and interventions.
- To invest in our staff and practitioners allowing us to recruit highly qualified, dedicated professionals who are focussed on support and understanding patient focused care.

## OUR OBJECTIVES

- To provide a service to our patients that is safe, effective, efficient and valued by them.
- To listen to our patients and ensure that they are the focus of our service.
- To work as a team to meet the needs of our patients and to support each other to maintain the highest standards of care.

## DISABILITY STATEMENT

**Psymlicity Healthcare is able to provide access to consultation rooms for patients with wheelchair mobility needs. We are able to provide written information in larger type for individuals with visual difficulties. We have T loops for patients with hearing difficulties**

## CONSULTATIONS AND CONFIDENTIALITY

**Consultations are conducted in private consulting rooms and all information given during consultations remains confidential and stored securely. All video consultations take place on a secure video platform, for example Skype or Zoom or Whereby.**

## PATIENT SATISFACTION SURVEY

**Psymlicity Healthcare conducts ongoing surveys of our patients to help inform and improve our internal and patient services. Customer Satisfaction surveys will be sent out periodically asking for your feedback. If you don't want to participate in any of these surveys, please inform our administration office.**

## ACCESS TO HEALTH RECORDS

**All patients have the right to access their records in accordance with the Access to Health Records Act. Requests can be submitted in writing to the Practice Manager who will be able to explain the process.**

## COMMENTS, SUGGESTIONS AND COMPLAINTS

**Should you have any comments, suggestions or complaints, please raise these initially with your consultant or practitioner or any other member of the Customer Care Team.**

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**If you are unhappy with our service and wish to make a complaint, please read the Complaint Procedure (see Appendix 1). You may also make suggestions to help improve this brochure. Please send comments to [customercare@psymlicity.com](mailto:customercare@psymlicity.com).**

## **PATIENT REGISTRATION FORM**

All patients are requested to complete and sign a registration form prior to their first appointment. This will be provided with your first appointment confirmation.

## **PRESCRIPTIONS POLICY**

**Our consultant psychiatrists can provide private prescriptions only. They can write a letter to your GP requesting that they prescribe you a specified medication, but we cannot guarantee your GP will prescribe the exact medication. For further details on your prescription options please see the relevant section below.**

## **YOUR TREATMENT PLAN**

**All patients of Psymlicity Healthcare receive a personal Treatment Plan agreed together with the consultant psychiatrist, which you will receive within 2 weeks of your appointment. We aim to complete an after care call with you following your initial assessment to help support you with any ongoing care and alternative therapies based on recommendations from your consultant.**

## **WHAT IS A TREATMENT PLAN?**

**A Treatment Plan (sometimes called a Care Plan) is a written summary of the discussion you have had with your consultant psychiatrist. It will include information about your diagnosis and the treatment options suggested to you. Any risk factors identified by your consultant will be noted on it. It will also provide information regarding medication that you have been prescribed or that has been recommended to you and any other type of treatment that you are being referred for.**

## **INFORMATION TO GPs**

**With your written permission your consultant will also write a letter to your general practitioner giving a detailed account, diagnosis and conclusions of your discussion. It is important that you let us know in advance if you would prefer that correspondence is not sent to your GP. Please see the Patient Information**

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which includes a Consent Form where you can let us know about your preferences. You can also inform us verbally at any time if you decide that you do not want your GP to be contacted. Please be aware that if you are using private health insurance, your insurer may request information about your diagnosis and treatment. We also require your permission to send anything out to your insurer.

#### ASSESSMENT REPORT AND TREATMENT PLAN

We aim to send you a copy within 3 weeks of your initial assessment appointment. If you do not have an email address, the plan will be posted to you. If you have any questions about your treatment plan, please contact our admin staff. Amendments can be made which we ask that you notify us of within two weeks of receiving the assessment report.

#### TRANSLATION AND OTHER DOCUMENT FORMATS

Copies of this document translated into other languages can be made and are available on request. Large print and audio versions of this document can also be made available on request.

#### DATA PROTECTION AND PRIVACY

Psymlicity Healthcare is committed to protecting and respecting your privacy. Psymlicity Healthcare fully complies with the data protection law in force in the UK and with all medical confidentiality guidelines including those published by the General Medical Council.

Our Privacy Policy details what data we collect from you, how it is stored, used and processed by us. A copy of our Privacy Policy is available on request and on our website [www.psymlicity.com](http://www.psymlicity.com)

#### PRESCRIPTION INFORMATION

In order to ensure that private prescriptions reach you safely and on time, we can now offer the following options for obtaining your medication.

##### 1. APPOINTMENT PRESCRIPTIONS

Its important to note that Psymlicity charge for the issuing of a prescription which we will post and deliver to the pharmacy of your choice. The Pharmacy will then apply their

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own change for the medication which will vary by brand and by Pharmacy. You will need to expect this additional fee when approaching your Pharmacy for collection. Psymlicity are also not responsible for the stocking of medication so please always check with your preferred pharmacy if they have the medication in stock before choosing and collecting and always request a prescription from Psymlicity with enough time so that you do not run out. Psymlicity can facilitate changes to your pharmacy of choice.

**Non controlled Drugs: Private prescriptions can be written out during your outpatient consultation and given to you by your consultant to take to your preferred pharmacy to be filled. The pharmacy will tell you how much their charge is for your prescription and you pay the pharmacy for your medication. There is no charge for your consultant providing the prescription when you are at the appointment.**

**Controlled Drugs: Please be aware that if prescriptions for Controlled Drugs\* are required these require a different prescription form (FP10) If your consultant believes you will benefit from such a drug, he will inform you at your appointment and give you one to take to the pharmacy of your choice.**

**For repeat prescriptions for controlled drugs, you will be required to complete a prescription request form on our website from the Patient area and select the prescription you wish to be dispensed by option 2 or 3 below. For repeat prescriptions requested a charge of £50 is payable to Psymlicity Healthcare. Please be aware that six-monthly follow-up appointments are necessary in order to ensure continued repeat prescriptions at the consultant's discretion.**

**Please note that the cost of private prescriptions is higher than NHS prescriptions.**

## **2. PHARMACIERGE/ZEN PHARMACY**

**Psymlicity Healthcare can fax your prescription to Pharmaciege (formerly Independent Dispensary) or Zen Pharmacy who will then contact you by telephone, tell you how much your medication will cost, take payment by card over the phone and then deliver your medication to your chosen delivery address. These services offer a secure and confidential service and can deliver to London post codes on the same day and the rest of the UK within 24-48 hours.**

**We ask patients to bear in mind that Controlled Drugs require additional time to be dispensed as the pharmacies must receive the original prescription before contacting you. The process then mirrors that of other medication.**

**For more information you can visit their websites:**

**[www.pharmacierge.com](http://www.pharmacierge.com)**

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<https://www.zenhealthcare.co.uk/>

### 3. PRESCRIPTIONS BY POST

**Alternatively, we will arrange to post your prescription to your local pharmacy. Please note, we cannot send prescriptions to home addresses.**

**For methods 2 and 3 may we politely request that you give as much notice as possible for repeat prescriptions. We can then ensure that your medication reaches you before your tablets run out.**

### 4. NHS PRESCRIPTIONS

**Upon request by a patient to provide a shared care agreement with your GP for continued care under the NHS, your consultant can write a letter to your GP requesting that the GP prescribes a specified medication for you following your appointment with the consultant. This method often works well but we cannot guarantee that your GP will be able to prescribe the exact medication suggested by the consultant as GPs control their own NHS budgets and have their own policies regarding prescription of medication. Please always enquire with your GP before requesting a shared care agreement.**

### PRESCRIPTIONS FOR CONTROLLED DRUGS

**Some prescription medicines used in the treatment of certain mental health conditions contain drugs that are controlled under legislation. To comply with current guidelines only one months' supply of any controlled drug will be prescribed at a time. Your consultant will make it clear to you if they are prescribing a controlled drug and the associated risks involved. Controlled drugs prescriptions are always posted via recorded delivery.**

### OUT OF HOURS HELP

Psymlicity is an outpatient service that operates between the hours of 8am to 10pm Monday to Friday and 10am-4pm on Saturdays and Sundays. Information on emergency help and other organisations that can provide support are provided below.

[Information on acute/emergency help](#)

If you're currently going through a crisis related to your mental health, you may need immediate professional assessment to identify the best course of action to stop things getting worse.

## How can I get help?

If there's an acute life-threatening mental health emergency, call 999 or visit A&E.

If you need urgent help but the situation is not life-threatening, please call NHS 111 by dialling 111.

If you have already got the contact details of a crisis service from your mental health care provider, please get in touch with them.

You can also contact your GP for an emergency appointment, they should offer you the first available appointment with the doctor.

Our phone lines are open from 8:30am to 8pm every weekday, and between 10am and 4pm over the weekend. Please call us during these hours if you need any advice.

## Charities

### Mind

Mind is a charity that can offer details of how and where to get help. Their phone lines are open from 9am to 6pm Monday to Friday (except for bank holidays). They are also contactable via email at [info@mind.org.uk](mailto:info@mind.org.uk), via text on 86463 and also on an online chat on their website <https://www.mind.org.uk/>. Mind also provide an A-Z directory of services you can contact at <https://www.mind.org.uk/information-support/a-z-mental-health/>.

### The Samaritans

The Samaritans operate a free 24/7 confidential telephone service which you can contact them on by calling 116 123. You can also contact them via email at [jo@samaritans.org](mailto:jo@samaritans.org).

## Children

If you are a child and are needing urgent assistance, please contact ChildLine. Their phone lines are open 24/7 and you can call them for free on 0800 1111. You can also contact an adviser using an online chat at <https://www.childline.org.uk/get-support/>.

## Specialist Services

### ADHD

For information and support on ADHD, you can contact UK ADHD at [addup@addup.co.uk](mailto:addup@addup.co.uk) or on their website which is: <https://www.ukadhd.com/>. They provide support groups for those struggling with symptoms of ADHD.

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If you are a parent with a child who has ADHD, you can find support with Young Minds at: <https://youngminds.org.uk/find-help/for-parents/parents-guide-to-support-a-z/parents-guide-to-support-adhd/>.

AADD UK is a website for and by adults with ADHD which includes articles, research and help and support: <https://aadduk.org/>.

## **OCD**

If you need advice on OCD, there are a few services you can contact:

- 1) OCD Action can be contacted on 0845 390 6232 or can be reached on their website at [ocdaction.org.uk](http://ocdaction.org.uk). They can provide information on support for people affected by OCD and hoarding, including online forums and local support groups.
- 2) OCD-UK are a charity run by and for people with OCD. Their contact number is 0845 120 3778 or on their website at [ocduk.org](http://ocduk.org).
- 3) Triumph Over Phobia (TOP UK) can be reached at [topuk.org](http://topuk.org). They provide self-help therapy groups and support for those with OCD, phobias and related anxiety disorders.

## **Bipolar Disorder**

If you need further information on Bipolar Disorder, you can contact Bipolar UK on 0333 323 3880 or on their website at [bipolaruk.org](http://bipolaruk.org). They can offer support for people with bipolar disorder (including hypomania) and their families and friends. They also have an supportive online community.

## **Schizophrenia**

For assistance on symptoms of schizophrenia, you can contact the National Paranoia Network on 0114 271 8210, [enquiries@nationalparanoianetwork.org](mailto:enquiries@nationalparanoianetwork.org) or you can visit their website: [nationalparanoianetwork.org](http://nationalparanoianetwork.org) or alternatively the Hearing Voices Network on 0114 271 8210 or on their website at [hearing-voices.org](http://hearing-voices.org). They can provide you with information about strategies to cope with hearing voices and with information on local support groups.

## **Alcohol dependency**

For help and support with alcohol dependency visit Alcoholics Anonymous at <https://www.alcoholics-anonymous.org.uk/> where they have information as well as an online chat service. You can also call them for free at 0800 9177 650 or email them on [help@aamail.org](mailto:help@aamail.org).

## **Drug dependency**

If you require help with drug dependency, you can visit <https://www.talktofrank.com/> or call them on 0300 1236600 or Narcotics Anonymous at <https://ukna.org/> or call them on 0300 999 1212. Their helpline is open from 10am to midnight.

### Additional services

For any additional information on any issues you are having with mental health, you can visit [rcpsych.ac.uk](http://rcpsych.ac.uk) who provide a range of useful information for mental health professionals and the public.

### Information on medication

If you require any information on the medication you are being prescribed by your doctor then you can find help on the websites below:

<https://www.nhs.uk/medicines/>

<https://www.mind.org.uk/information-support/drugs-and-treatments/antipsychotics/>

<https://www.choiceandmedication.org/>

If you still need assistance then please either email over your question to [admin@psymlicity.com](mailto:admin@psymlicity.com) or give the admin team a call on 0207 118 0407. The team will pass on your question to your doctor and will get back to you as soon as possible.

## COMPLAINTS PROCEDURE

If you have a complaint or concern about the service you have received from the doctors or any of the personnel working within Psymlicity, please let us know. Any comments, suggestions or complaints, should be raised initially with your doctor or another member of staff.

### DEFINITION OF A COMPLAINT

The expression of dissatisfaction by an individual or a group is considered to be a complaint. This can be made either verbally or in writing. Any form of dissatisfaction concerning treatment provided by us (Psymlicity Healthcare) can be investigated through the Complaints Procedure.

### AIMS OF OUR COMPLAINTS PROCEDURE

- To protect both the service user and provider during the process of enquiry.
- To provide an open and transparent format with which to address concerns raised by members of the public (or a legal representative thereof) who has sought or receive a service provided by Psymlicity Healthcare
- To ensure that all complaints are dealt with comprehensively, objectively and impartially.
- To ensure that all complaints are dealt with in confidence (except where others could be put at risk as a result of matters arising from the complaint)
- To offer the right to appeal if a complainant is not satisfied with our response.

### WHO CAN MAKE A COMPLAINT

A member of the public (or a legal representative thereof) who has sought or received a service provided by Psymlicity Healthcare

### HOW TO MAKE A COMPLAINT

This procedure sets out the Psymlicity Healthcare's approach to the handling of complaints and is intended as an internal guide made readily available to all staff.

#### Step 1

If you have a complaint call us: 0207 118 0407 or fax us on 0207 118 0406. Our lines are open: 7 days per week. Alternatively email us at [admin@psymlicity.com](mailto:admin@psymlicity.com). You can also write to us at Psymlicity Healthcare, 999 Finchley Road, London, NW11 7HB.

You will reach one of our admin team who will aim to resolve any reported problems quickly.

### COMPLAINING ON BEHALF OF SOMEONE ELSE

We keep strictly to the rules of medical confidentiality. If you are not the patient but are complaining on their behalf, you must have their permission to do so. An authority signed by the person

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concerned will be needed unless they are incapable (because of illness or infirmity) of providing this. A Third-Party Consent Form is provided against the Customer Complaints form also attached.

We will try to resolve the complaint informally by speaking to the individual(s) concerned or their line manager and liaising with you. You can ask for the name and position of the individual and their line manager should you need to do so.

## Step 2

If you are not satisfied with the outcome of your informal complaint you should put your complaint in writing by completing our customer complaints and consent form which we will send to you to complete and submit back to us. Formal Complaints will be managed by;

Dr Monica Quadir  
Complaints Manager  
Psymlicity Healthcare  
999 Finchley Road  
London  
NW11 7HB

By completing this form, it will enable us to establish what happened more easily. If you're not able to do this right away, then your complaint can still be submitted within 12 months of the incident that caused the problem; or within 12 months of discovering that you have a problem.

If your complaint is about the Complaints manager names above, then you should address your complaint to:

Dr Jeremy Beider  
CEO  
Psymlicity Healthcare  
999 Finchley Road  
London  
NW11 7HB

## Step 3

We will respond to your complaint in writing within seven working days from the date of receipt of your letter to confirm acknowledgement of your complaint. The acknowledgement will include:

- Name, address and telephone number of the person investigating your complaint.
- The date the investigation will start.
- What level of investigation and time frame they need to investigate the complaint fully.
- What immediate action is being taken and what are the next steps

## Step 4

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A full response to your complaint will be sent to you within 21 working days from the date of receipt of your written complaint\*. The complaints manager will need time to look through your complaint. Investigate the circumstances; provide an opportunity for you to discuss the problem with those concerned; and take steps to make sure any problem does not arise again.

The letter will be from the person(s) named in the initial acknowledgement letter to you.

The response will contain:

- A summary of the investigation outlining findings
- The decision as to whether your complaint has been upheld or not.
- Reasons for this decision.
- Any redress which can be offered if appropriate, i.e. a verbal or written apology, or other appropriate measures.
- A summary of any action to be taken as a result of the complaint.
- If the investigation time needs to be extended, a letter will be sent to you outlining the rationale for this and the proposed date by which a response will be given. This will take into account the nature of the complaint and the availability of information required to further the investigation.

\*This may vary depending on the complexity of the matter. Up to 6 months is allowed for very complex cases.

## Step 5

If, after receiving our written response to your complaint, you are still dissatisfied then you should appeal by letter, fax, or email **within 7 working days** of receiving it to the Medical Director.

An appeal will go before a panel comprising three members of the Psymlicity Clinical Governance team who have been previously uninvolved with the complaint. The panel will then read all relevant documentation, speak to individuals involved and make a final decision. The final decision will be put in writing to you within **21 working days** of receiving your appeal and will contain:

- A summary of the final decision.
- The rationale behind the decision.
- Any redress which can be offered if appropriate, ie, a verbal or written apology, a refund or reduction in fees or other appropriate measures.
- A summary of any action to be taken as a result of the complaint.

## TAKING IT FURTHER

If you are at all dissatisfied with the response you have received after following the 5 steps outlined above you can contact the Care Quality Commission:

Telephone: 03000 616161

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Email: [enquiries@ccq.org.uk](mailto:enquiries@ccq.org.uk)

Address:  
Care Quality Commission National Correspondence,  
Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA