



## **Terms & Conditions**

These Terms and Conditions are part of a binding agreement between us and you. Before you agree, please read through everything carefully.

### **1. Our responsibilities**

In accordance with these terms, we will:

1. Offer an appointment within a reasonable period of time;
2. Endeavour to offer an appointment at a time convenient for you;
3. Act in your reasonable interests;
4. Carry out any examinations we consider beneficial;
5. Provide our honest advice about your condition and existing care;
6. Provide our advice in a clear and succinct manner;

**\*\*Please note that our services are NOT to be implemented in place of your current NHS or private healthcare package, we are an independent advisory service ONLY.**

### **2. Your responsibilities**

In accordance with these terms, we require you to:

1. Not ask us to work in an improper or unreasonable way. The clinician reserves the right to terminate the consultation at any time should they feel compromised and the full cost of the consultation will be charged
2. Take an active cooperative role in your consultations, goal setting and therapy sessions
3. Be honest about your medical history and report any changes to your physical well-being or mental health during your treatment period

### **3. Consent to share information and storage of Records:**

1. You consent for your personal information and consultations to be shared with all appropriate Parkinson's Professionals specialists. Additional consent to other services will be requested on a need basis.
2. We will keep a secure personal electronic record for a period of 10 years and destroy all paper records. After this date, we will similarly confidentially destroy all electronic records.

### **4. Cancellation Charges**

We reserve the right to charge if you cancel a scheduled appointment. For your reference, details of our cancellation charges are below:

1. If you cancel within 72 hours of the appointment date we reserve the right to charge 40% of the agreed cost.
2. If you cancel within 24 hours of the appointment date, or less, we reserve the right to charge 70% of the agreed cost;
3. If you fail to attend your scheduled appointment, we reserve the right to charge 100% of the agreed appointment cost
4. If you cancel part way through your scheduled consultation, we reserve the right to charge 100% of the agreed appointment cost

We also reserve the right to refuse service to anyone who is deemed inappropriate for our care.

### **5. After Your Appointment**

On completion of our assessments, we will write to you using the email address you provide with our findings and, if necessary, recommendations (reports are optional following Physiotherapy and Occupational Therapy services). A copy of this report can be forwarded to your GP upon request. You may wish to add [office@parkinsonspro.co.uk](mailto:office@parkinsonspro.co.uk) to your safe senders list in your email settings to ensure any communication is not flagged as spam.

### **6. Safeguarding**

As healthcare professionals we are duty bound to report any potential safeguarding concerns to the appropriate authority.

If we believe you or others are at risk of safeguarding concerns, we will escalate the same to the appropriate authority accordingly.

## 7. Our Charges

Our service aims to connect you with independent professionals who can offer you one-to-one appointments in your own home or meeting place of your choice. These professionals act independently of each other and are individually insured by their respective professional governing bodies.

These services are charged at the following rates:

Dr Fouad Siddiqui: <i>Consultant Physician (Report included)</i>	£199 per 40 minute appointment
<i>Parkinson's Specialist Nurse</i>	£65 per hour
Joanna Eastough: <i>Parkinson's Specialist Physiotherapist</i>	£70 per hour
Charles Delve: <i>Occupational Therapist</i>	£70 per hour
Additional Reports: <i>(required following Nurse initial consultations; optional following Physiotherapy and Occupational Therapy consultations)</i>	£30
Paper copies of reports:	£5 including delivery
Travel surcharge:	First 5 miles inclusive. 60p per mile thereafter. Travel time costs at 50% of hourly rate. Travel costs subject to our discretion.

You will be invoiced via email for the relevant costs following your appointment (payable within 15 days). Any requested or required reports will only be released upon receipt of full payment.

Late payment fees:	Invoices not paid within the 15-day term as outlined above will incur a £25 administration charge. This fee will be charged for every 15-day period the payment is delayed at the discretion of the company.
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## 8. Ending This Agreement

Although, we hope you would not want to do so, you have a right to cancel this agreement. Provided you inform us of this cancellation in excess of 72 hours before your scheduled appointment date, you will not incur any charges.

**Please note that by agreeing to these terms you are consenting to the above.**

## 9. Ways to agree

- The easiest way to agree to these terms and conditions is to complete our contact form on our website at [www.parkinsonspro.co.uk](http://www.parkinsonspro.co.uk). The form can be found at the bottom of any page of the site.
- Alternatively, please sign below with a digital signature and return a digital copy of this form to [office@parkinsonspro.co.uk](mailto:office@parkinsonspro.co.uk).
- If you are unable to provide a digital signature, please confirm your acceptance of these terms and conditions by sending an email to [office@parkinsonspro.co.uk](mailto:office@parkinsonspro.co.uk) with the statement **"I ...(name).....confirm that I agree to the Parkinson's Professionals terms and conditions v2022-2: 30/06/2022"**
- If this form is printed, please sign the declaration below to indicate your agreement and return to: **Parkinson's Professionals Ltd., 1 Field Close, Stoke Heath, Bromsgrove, B60 3RB.**

<b>Name (PRINTED):</b>	
<b>Signed:</b>	
<b>Date:</b>	