



BICP Terms and conditions of use and Consent form

The term”, “BICP”, “us” or “we” refers to the owner of “Bristol Independent Community Paediatrics Ltd”. The term “you” refers to the user of our service.

The use of our service including is subject to the following terms of use:

1. Bookings

1.1 All booking made though BICP are to be paid in advance and confirmation of this payment is required before a booking can be confirmed.

1.2 In a situation that payment is required on the day, this can be arranged through Litfield House. Major credit cards and debit cards are accepted except American Express. Payment in this manner is subject to a 3% administrative fee.

2. Cancellations

1.1 Requests can be made to alter booking time up to 6 weeks prior to the booking without charge.

1.2 If a child is sick on the day of the consultation, we can arrange a re-booking, but a fee will apply to cover the cost of booking/hiring the room (£50/hr)

1.3 BICP reserves the right to cancel the bookings at any time, but will offer either a full refund or rebooking to another date.

3. ADHD/Autism Assessments

1.1 All new patients are required to complete our initial enquiry form before being able to be seen in clinic.

1.2 In addition, we require that the school version of our new enquiry form is completed for new Autism and ADHD patients and an online Connors 4 form is completed for new ADHD referrals.

1.3 Failure to complete these forms will result in us not being able to offer you an appointment, as they are required for our assessment and subsequent approval of the diagnosis under NICE/local NHS guidance.

1.4 Assessments for ADHD and autism include an initial telephone consultation to determine the most suitable treatment. Completing the initial telephone assessment does not commit either party to paying for a full assessment.

1.5 BICP will not refund the cost of a telephone assessment if we feel that it is not possible to proceed with an assessment through our service after the initial consultation.

1.6 BICP cannot guarantee that a diagnosis of autism or ADHD will be given at the end of an assessment and will not offer a refund if this is found to be the case.

1.7 Equally, although we fully expect our service to be recognised by schools and local NHS services, we cannot guarantee this, although we are willing to be contacted by local schools and NHS services regarding our assessments at any time.

4. During Assessments

1.1 Some parts of our assessments may require the patient to be audio/video recorded, in particular during the ADOS assessment. A clinician will inform and seek consent for this to be completed prior to starting the assessment.

1.2 If your child is unable to complete the whole assessment we will do our best to complete the assessment with you, i.e. via telephone or video link, however this may limit the conclusions of the report and we are unable to offer any refund in these circumstances.

5. Privacy policy

1.1 Details of the BICP privacy policy can be found on our website. By confirming that you accept this policy you also agree to the terms of our privacy policy <https://www.bicp.co.uk/privacy-policy>

6. Complaints policy

1.1 BICP is committed to providing a high-quality independent healthcare service to all patients. All clinic staff recognise that there may be occasions when patients may wish to complain about some aspect of the healthcare service which has been offered or received. If you feel you wish to discuss an issue, or indeed make a complaint, we kindly ask that you bring this to the attention of a member of staff as soon as possible. Please see the complaints policy in our website for full details <https://www.bicp.co.uk/complaints-policy>

7. Informing your child's GP

1.1 As a condition of using our service you agree to us informing your child's GP regarding their participation in our service. It may also be necessary for us to involve other medical professionals involved with your child, i.e. hospital specialist services.