



## **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 is subject to the following terms of use:

### **1. Bookings**

1.1 All bookings made through BICP are to be paid in advance, and confirmation of this payment is required before a booking can be confirmed. If after 2 weeks of issuing an invoice for an appointment there has not been payment, we may offer the appointment date to another family. We will notify you if this is the case.

1.2 Requests can be made to alter booking time up to 1 week prior to the booking without charge.

1.3 If cancelled within a week of the appointment, we can arrange a re-booking, but a fee will apply to cover the cost of booking/hiring the room (£100 first hour and £50 for each additional hour). This includes situations where a child is unwell or not able to attend the appointment on the day for any reason.

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

### **2. Assessments**

2.1 All new patients are required to complete our initial enquiry form before being seen in the clinic.

2.2 In addition, we require that the school version of our new enquiry form is completed for new Autism and educational psychology assessments, and an online Connors 4 form is completed for ADHD assessments. By agreeing to an assessment with BICP you agree to give us permission to contact school on your behalf regarding an assessment with BICP.

2.3 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.

2.4 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.

2.5 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.

### **3. During Assessments**

3.1 During consultations, including the initial telephone consultation, we may ask your permission to make a video/audio recording of the consultation to assist with production of the report. If you would rather this not happen, you can request that you not be recorded. This will not affect your care or treatment in any way. Alternatively, at any time, you can request that the recording be deleted and this will not affect your care or treatment in any way.

3.2 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 verbal consent for this to be completed prior to starting the assessment. Again, if you do not want your child to be recorded, this will not affect your care or treatment in any way.

3.3 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.

### **4. Privacy policy**

4.1 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>

### **5. Complaints policy**

5.1 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 on our website for full details <https://www.bicp.co.uk/complaints-policy>

### **6. Informing your child's GP**

6.1 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.