

# Patient's Guide and Information

**Cromlyn House Ltd**  
**Trading as Hillsborough Private Clinic**  
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**Co Down**  
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## About Us

*“Hillsborough Private Clinic is a patient centred independent healthcare provider, delivering high quality healthcare in Northern Ireland. In the pursuit of excellence, we are committed to providing the highest quality service which is responsive to the needs of patients.”*

We are delighted to welcome you to Hillsborough Private Clinic, where your health and well-being are our top priorities. This patient guide aims to provide you with essential information about our clinic and our commitment to delivering exceptional healthcare services.

We pride ourselves in our excellent reputation. Our highly qualified, professional and dedicated staff ensure that all our patients and service users receive the best possible treatment and service ensuring privacy, dignity and respect are maintained at all times.

Modern consulting rooms, experienced nursing and administration staff, onsite ocular imaging and minor ops suite provide a state-of-the-art establishment which is pleasant and welcoming for patient consultations. The design of the clinic along with our professional and caring team ensure that patients feel they are respected and their privacy and dignity is not compromised.

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## Statement of Purpose

At Hillsborough Private Clinic, our mission is to provide personalised, compassionate, and high-quality healthcare to all our patients. We strive to create a safe and welcoming environment where you can receive the care you need with dignity and respect. The team of dedicated healthcare professionals is committed to upholding the highest standards of professionalism, ethics, and patient-centred care.

This patient guide will be reviewed regularly by the Directors of Hillsborough Private Clinic to ensure our standards are maintained.

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## Our Services

We offer a comprehensive range of medical services to address your healthcare needs. Our team consists of experienced doctors, nurses and support staff who are dedicated to providing you with the best possible care. Whether you require general medical consultations, specialised treatments, a day procedure in or theatre or preventive care, we are here to support you every step of the way.

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## **Appointment Booking**

To schedule an appointment at Hillsborough Private Clinic, you can contact our reception team via phone or email. We strive to offer flexible appointment times to accommodate your schedule. Our clinic is housed in a beautiful Georgian building, stretching over 3 floors. Access may be difficult and therefore please contact the clinic and talk to a staff member to determine if this is the most suitable facility for you or your family member.

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## **Compliance with Regulatory Standards**

Hillsborough Private Clinic is committed to complying with all regulatory standards set forth by the Regulation and Quality Improvement Authority (RQIA). We undergo regular inspections and audits to ensure that our clinic meets and exceeds these standards. Our commitment to compliance is driven by our dedication to patient safety and the delivery of high-quality care.

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## **Aims and Objectives**

Hillsborough Private Clinic aims to provide the highest levels of care and service to all our patients and service users. We aim to achieve this by:

- Providing high quality patient treatment and management;
  - Consistently meet or exceed our customer's expectations;
  - Ensuring timely delivery of services to meet our customer requirements;
  - Ensuring that patients are treated with dignity and respect;
  - Continually improve our processes, and systems;
  - Providing training, support and resources to all our employees to ensure they realise their full potential;
  - Meet any statutory and regulatory requirements that apply to our services, processes and activities.
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## **Opinions Count**

We are always keen to receive any comments about the quality of our service and we encourage all service users to complete a patient satisfaction survey. In line with our policy, comments will be reviewed regularly and considered as appropriate.

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## **Arrangements for Dealing with Complaints**

Whilst Hillsborough Private Clinic aims to provide patients with a first class service at all times and in all circumstances, it is recognised that there may be rare occasions where the service provided falls short of our own very high standards.

We are extremely keen that individuals make us aware of such instances at the first available opportunity, so that we can investigate the incident and put the situation right as quickly as possible. Individuals are asked in the event of any complaint to speak or write to the Practice Manager. A copy of our Complaints Procedure can be requested at any time. We will acknowledge complaints within 2 working days and will respond in writing within 20 working days. If there are any delays in the process the complainant will be informed.

When a complaint is investigated we will aim to:

- Find out exactly what happened and what went wrong;
- Make it possible for the complainant to discuss the problem with those concerned;
- Make sure the complainant receives an apology where appropriate;
- Identify learning from the complaint to ensure the problem does not happen again.

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## **Patient Feedback and Complaints**

We value your feedback and encourage you to share your experiences with us. Your feedback helps us improve our services and ensure that we meet your expectations. If you have concerns or complaints, please do not hesitate to contact our patient liaison officer, who will address your concerns promptly and professionally.

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## **Arrangements for Respecting the Privacy, Dignity and Equality of Patients**

The privacy and dignity of patients is respected at all times. All consultations/ treatments are carried out by qualified personnel in privacy within the Clinic. Patients will be offered to be accompanied by a chaperone if undergoing an examination, particularly an intimate examination. Or, if they prefer they may be accompanied by a relative or friend. Records of all consultations and treatments are kept in the patient's notes. The Clinic has a policy of patient confidentiality and all information and records are kept securely.

All patients can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

All staff receive training in relation to patient privacy, dignity and respect.

We understand the importance of patient privacy and confidentiality. All patient information and medical records are securely stored and handled in compliance with relevant data protection laws. We have implemented robust information management systems to safeguard your personal information and ensure its confidentiality.

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## **Concerns about Treatment or Care**

No treatment or procedure will be undertaken without a full explanation given of all that is involved, including any risks involved or alternatives. If at any time an individual has concerns, questions or requires further information regarding their treatment or care, they should not hesitate to ask.

If requested, we will provide patient information in alternative formats.

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## **Disability Compliance**

Our theatre and consultation rooms are based on the first floor and lower ground, so they are suitable for the majority of service users. We have a stair lift to assist. Please let us know if there are any disabilities. Disabled parking is available at the front of our building.

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## **Methods of Payment**

There are a number of ways to pay for treatment.

### **Insured Patients**

Hillsborough Private Clinic is registered with all the main healthcare insurers. It is important, however, that individuals contact their insurance company before commencing with any consultation or treatment. A pre-authorisation reference for any proposed treatment must be obtained. Insurance companies will advise if there is an excess in the individual's policy, which the individual will be responsible for paying.

Consultants are self-employed practitioners and will raise and forward their invoices separately.

Any queries regarding clinic invoices are dealt with by the Accounts Department within Hillsborough Private Clinic. Individual Consultants or their secretaries will deal with any queries regarding their invoices.

### **Self Paying**

On request, Hillsborough Private Clinic will be able to provide an approximate cost for any treatment or procedure. The charges invoiced by the clinic are in addition to the Consultant's fees - they will be able to provide advice regarding this.

Any queries regarding clinic invoices are dealt with by the Accounts Department within Hillsborough Private Clinic. Consultants or their secretaries will deal with any queries regarding their invoices.

### **Fixed Price Surgery**

Fixed price surgery is a payment option designed for those patients who wish to self-fund their procedure, which guarantees the cost of treatment. Fixed price surgery packages are offered for a number of surgical procedures. The fee includes the clinic charges and those of the Consultant Surgeon, which are paid directly to them by the Clinic.

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## **Data Protection**

Hillsborough Private Clinic controls and is responsible for processing personal data in relation to an individual's treatment. Personal data will be processed in accordance with Hillsborough Private Clinic's Patient Privacy Statement, which is available at reception or on our website [www.orthodermclinic.com/our-clinic](http://www.orthodermclinic.com/our-clinic).

We will collect and retain personal data for the provision of medical treatment and diagnosis and any billing associated with this (if applicable).

Under the UK General Data Protection Regulation (UK GDPR) 2018, individuals have many rights with regards to the processing of their personal data, including withdrawing their consent. To exercise their rights, individuals should contact our Data Protection Officer.

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## **Smoking Policy**

The clinic and surrounding grounds are no smoking areas.

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## **Opening Hours**

Normal opening hours are Monday to Thursday 8.45am to 9.00pm, Friday 8.45am to 5.00pm.

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## **Regulation and Quality Improvement Authority (RQIA)**

### **Contact details:**

RQIA  
James House  
2-4 Cromac Avenue  
Belfast  
BT7 2JA  
Tel: 028 9536 1111  
Email: [info@rqia.org.uk](mailto:info@rqia.org.uk)

Our most recent RQIA inspection report can be found at [rqia.org.uk/inspections](http://rqia.org.uk/inspections)

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We hope that this patient guide provides you with a comprehensive overview of our clinic and our commitment to your well-being. If you have any further questions or require additional information, please do not hesitate to reach out to our reception team.

**Thank you for choosing Hillsborough Private Clinic as your healthcare provider. We look forward to serving you and providing you with the highest standard of care.**

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