

PATIENT GUIDE

Name of Provider	Beechwood Medical Ltd
Registration Number	08695460
Trading Name	Freyja Medical
Address	25 Chester Street LL13 8BG Wrexham
Telephone number	01978 799688
Email	contact@frejamedical.com
Responsible Individual	Dr James Dean, Speciality Doctor in Dermatology, GP
Registered Manager	Dr Keli Thorsteinsson, Speciality Doctor in Dermatology
Statement of Purpose	<p>Beechwood Medical Ltd (Freyja Medical) is a medical clinic owned by two doctors, who are both retired from NHS General Practice and work in NHS and private dermatology as Speciality Doctors. The clinic provides diagnosis and treatment of common dermatology problems, skin surgery, minimally-invasive dermatology and cosmetic treatments as well as private general practice services.</p> <p>Clinical services are provided by Speciality Doctors in Dermatology, GPs with a special interest in Dermatology, registered GPs, nurses, Healthcare Assistants and Aesthetic Practitioners. All services are provided on an outpatient basis with no inpatient beds or treatments involving overnight stay and no acute care.</p> <p>Freyja Medical is absolutely committed to the highest quality of care by fully trained and experienced practitioners. We see it as essential to our commitment to quality care to actively seek feedback from patients and carers.</p> <p>The clinic is currently open 3 days a week during daytime only. There are no inpatient services. In time we aim to stay open 5-6 days a week.</p> <p>Beechwood Medical Ltd (Freyja Medical) takes complaints seriously and responding to the concerns of our patients and carers quickly. A summary of our complaint policy is on display in the reception area, on our website and is routinely highlighted in written material for patients about the clinical services we provide.</p> <p>Beechwood Medical Ltd (Freyja Medical) provides complete confidentiality for our patients.</p>
Terms and Conditions	You can book appointments by telephoning us or booking online. You do not need a referral from your GP to access our service, but we are happy to accept these as well. At Beechwood Medical (Freyja Medical) we offer



	<p>private consultations for general health concerns for persons of all ages with a GP or for any skin-related or cosmetic concern for those over the age of 18 with a Speciality Doctor in Dermatology. Before seeing the doctor you will be asked to fill out a confidential health questionnaire to help us make a comprehensive assessment of your concerns and medical history. At each appointment, you will receive careful assessment to diagnose any problems and offer you treatment and advice. Diagnostic tests may be discussed and any associated cost explained to you up front. Treatments options and their individual cost will be clearly outlined for you to help you make an informed choice best suited to your needs and individual wishes. These may include the sale or prescribing of medication or a medical procedure. Any potential adverse effects will be explained and written information provided for you to take home with you. Cost of consultations, tests and treatment options are on display in the reception area and detailed on our website.</p>
<p>Contract between patients and service provider</p>	<p>We respectfully ask you to settle costs associated with your consultation, diagnostic tests or treatments on the same day or up front. We accept all major credit cards, debit cards, Paypal payments or cash.</p>
<p>Complaints Procedure</p>	<p>We aim to provide the highest standards of care. We accept that there may be instances where you are not happy with some aspect of the advice or treatment we have provided you with. We want to know if this is the case, as this will help us to improve our service and strengthen our protocols and procedures within the clinic. Please ask for our Complaints and Comments Leaflet, which explains our complaints procedure in more detail. You may provide your feedback verbally to any member of staff, or by telephone, email or letter. Our staff are instructed to notify Dr Keli Thorsteinsson or Dr James Dean of any complaints as soon as possible. They will endeavour to respond to your concerns with a face-to-face meeting on the same day, if at all possible. Alternatively, they are happy to arrange an urgent meeting, telephone you or respond via letter or email. Please state your preferences when you contact us with any concerns. Please be aware that we can not respond to a concern you may have about a friend or a relative, without their express consent to do so or you carry power of attorney for health matters for them. In this case, we require proof before making a response.</p>
<p>Summary of Patient Views</p>	<p>As part of providing a quality service, patient satisfaction surveys are carried out regularly by Beechwood Medical Ltd (Freyja Medical) to seek the views and opinions of patients on our service. You may provide us with feedback in any form which suits you, such as an email or letter. A patient feedback form is on display and available in our reception area, as well as on our website. You will receive an email after each appointment inviting you to leave a confidential review of our service. We publish ALL our reviews automatically on the homepage of our website www.freyjamedical.com. These are only edited to remove any potentially offensive material or that which risks breaking confidentiality of any of our patients.</p>

	<p>We are responsible for producing a written report on the results of any satisfaction survey we carry out. This report is available for you to view and a copy is sent to our registration authority, Health Inspectorate Wales. If you would like to read the most recent Patient Satisfaction Survey report, please contact Beechwood Medical Ltd (Freyja Medical) on our normal telephone number or via email. We will endeavour to keep the latest copy available via link on our website.</p>
Registration Authority	<p>Health Inspectorate Wales Welsh Government Rhydycar Business Park Merthyr Tydfil CF48 1UZ. Tel: 0300 062 8163 Email:HIW@gov.wales</p>
Latest Inspection Report	<p>Pending publication on Healthcare Inspectorate Wales Website www.HIW.org.uk/find-service</p>
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