

# PATIENT GUIDE



## INTRODUCTION

Welcome to the British Association for Performing Arts Medicine. We are a unique organisation, providing medical help, advice and support to performing artists with a performance-related health problem.

We are committed to delivering and maintaining the very highest standards of healthcare. We keep our services under continual review to ensure that the care and help we provide are of the highest level.

This commitment includes creating a professional but friendly and relaxed environment, making sure patients are fully informed about how we work, the services we provide, and the implications of any advice we give or treatment referral that we make.

We assist all full and part time professional performers (including instrumentalists, singers, dancers, actors, variety artists etc), and those engaged in intensive professional study (at music, dance or stage school, or in further or higher education). However, we regret we are unable to see any patients under the age of twelve.

*'Are You Suffering For Your Art?'*, our Patients Guide, which is contained in this folder, and available from our leaflet holders at reception, provides all the essential information you need about the service you can expect from BAPAM.

Within this folder we also provide the following extra material:

- Our Mission Statement, Aims and Objectives, and Core Principles (see enclosed Statement of Purpose)
- Out of Hours arrangements
- Guest Observers/Students
- Chaperones
- Feedback, Satisfaction Surveys and Complaints (see enclosed Feedback Form and Complaints Leaflet)
- Data Protection (see enclosed Access to Medical Records Policy)
- Research Policy

Finally, we post all key policies on our website. Go to [www.bapam.org.uk](http://www.bapam.org.uk) and follow the links 'About BAPAM' and then 'Clinical Governance'.

## ADDITIONAL INFORMATION

**OUT OF HOURS CONTACT:** BAPAM is open 9-5, Monday to Friday. We do not provide an emergency service. Patients are advised to contact their GP or the emergency department of the nearest hospital in cases of acute need for medical care. Alternatively the NHS Direct helpline is 0845 4647

**GUEST OBSERVERS/STUDENTS:** Occasionally other health professionals and students visit our clinic for the purpose of observing our clinicians in a teaching/learning capacity. We are grateful if you are willing to have an observer present during a consultation, but we always seek your consent, and there is no problem at all if you refuse.

**CHAPERONES:** If you need to have a physical examination, we provide privacy and, if needed, a dressing gown. If you would like to have a family member, friend or member of the office staff present as a chaperone, that is perfectly acceptable.

**FEEDBACK, SATISFACTION SURVEYS AND COMPLAINTS:** We would be very pleased if you would complete a feedback form (see enclosed) when you come to a clinic. We collate the information provided by all our patients into quarterly and annual satisfaction surveys which are posted on our website at the start of each year. In addition, if you are unhappy with any aspect of our service, do use our complaints procedure (see enclosed leaflet). We treat complaints as a way of identifying areas which we can improve – it helps us and other patients if you tell us about problems.

**DATA PROTECTION:** In accordance with data protection legislation, all patients have the right to access their own health records upon specific request. Please consult our Access to Medical Records Policy (enclosed), which explains the procedure for obtaining your records.

**RESEARCH:** BAPAM has adopted a detailed Research Policy which is posted on its Website. This policy sets out strict quality assurance standards and provisions for patients' protection and is overseen by its Service Evaluation and Research Advisory Group (SERAG). Patients may occasionally be asked if they wish to participate in a research study. There is absolutely no obligation to participate, and patients will only be included with their express consent.