

BAPAM PATIENT & SERVICE USER CONTRACT

BAPAM's Professional Standards

At BAPAM, we are committed to providing high standards of advice and care. Our clinic services are regulated by the Care Quality Commission (CQC), and our staff and clinicians are skilled professionals committed to providing performers with expert health advice. This includes providing you with clear information about your health condition and options for managing it, enabling you to access treatments that are safe and effective and appropriate to your needs.

Our *Clinical Governance* policy ensures that all health professionals working in our clinics have appropriate qualifications, up-to-date professional registration and insurance, and undertake regular training and appraisal. We have similar requirements for registered practitioners on our Directory. Our staff and clinicians are also required to undergo Enhanced DBS checks every 3 years.

Protecting your privacy

Protecting your privacy is a very serious matter for us. The personal details you provide when you register are entered onto a secure electronic database which can only be accessed by authorised BAPAM staff. We use this information to develop reports on our charitable activities, including summary descriptions of all performers who contact us for help. The reports are compiled by authorised BAPAM staff and we do not identify individuals in any of our publications.

We sometimes share your registration information, with your consent, to co-ordinate your support and care with practitioners registered on our Directory or affiliated with BAPAM.

If you attend one of our Free Assessment clinics, your information will include a detailed *Healthcare Record* (or *Medical Record*) arising from your consultation (details below).

All personnel working in BAPAM's office and free assessment clinics are bound by a *Code of Confidentiality* and we only share your personal information with your consent. Breaches are a disciplinary offence, and may also be reported to professional and regulatory bodies, including the Information Commissioner.

See our ***Information Governance, Data Protection & Confidentiality Policies*** for more detail about how we protect your personal information.

Marketing

We like to send everyone who registers with us an occasional online Newsletter about BAPAM's activities - including events, fundraising appeals, and research initiatives. Please let us know if you do not want to receive this information. You can also remove your email address from our mailing list by clicking the 'Unsubscribe' link in the newsletter.

We do not conduct marketing by post, telephone or SMS. We never pass personal details to third parties for independent marketing or commercial purposes.

Healthcare Records

If you attend a free assessment at a BAPAM Clinic, the clinician will produce notes and reports which are added to your registration information to form a BAPAM healthcare record.

We regularly review our patient records to monitor healthcare standards. Such audits are only conducted by authorised BAPAM staff and clinicians, and take place on BAPAM premises where records are held. The CQC is also entitled to inspect our patient records in accordance with strict legal procedures.

All registration and medical information is held, transported, stored and destroyed in accordance with Data Protection legislation. Further information is provided in our **Data Protection** and **Access to Medical Records** policies. Please contact Clinics staff if you require a copy of your medical records.

Reports and Referrals

Following your free assessment, the BAPAM clinician often produces a summary report of their findings and advice, including recommendations for tests or treatment. They may refer you to another clinician for free assessment at BAPAM, or to an NHS professional, or a private practitioner, including one registered on the BAPAM Directory. Our BAPAM clinicians do not usually provide ongoing medical care or refer directly into the NHS, but they can write to your GP to facilitate the process.

The clinician or a member of the BAPAM Clinics Team will always check that you are happy for any relevant information in your BAPAM healthcare record to be shared, and will ensure it is sent securely.

If you opt to see the clinician who conducted your free BAPAM assessment for followup treatment, this becomes an independent arrangement (even if you see them on BAPAM clinic premises). They should provide you with a care plan and details of their fees and terms in advance - as should any healthcare professional.

The BAPAM Clinics Team are available to help with onward referral and support after your free assessment.

Recordings and Images

Some of our clinicians are involved in training and education in performing arts medicine and find it useful to use photographs or videos of performer patients for teaching purposes. Clinicians making these requests *must* explain how they intend to use your images, obtain your consent in writing, and provide you with a copy of the signed agreement. You are entitled to decline such requests.

Chaperones

You are welcome to bring a family member or friend into your clinical consultation. In London, BAPAM is also able to provide an appropriate member of staff as a chaperone in consultations provided prior notice has been given.

Performers visiting a practitioner outside a BAPAM clinic should check with them about any arrangements they have in place.

Observers

We are involved in Performing Arts Medicine education and training, and occasionally enable healthcare practitioners (including students) access to clinical consultations as observers. These observations are co-ordinated by the Clinics Manager and are conducted according to strict professional and ethical guidelines. We always ask for your consent in advance, and you are under no obligation to allow an observer into the consultation.

Consent

If you do not consent to any of the procedures or practices outlined above, please contact BAPAM clinics staff. Your refusal will not affect your access to care through BAPAM.

Complaints, Comments, Feedback and Follow-up

We are constantly working to monitor and improve our services. We would be grateful if you could provide anonymised feedback after your first clinic visit and in a 6 month follow-up survey (all feedback surveys are accessible online – staff will provide details).

We also welcome any comments, compliments or criticisms. Formal complaints should be directed to the Chief Executive. Further information is also available in our ***Complaints Policy***.

Missed appointments

BAPAM is a charity and provides information and assessment services free of charge. Our free assessment clinic services are in high demand and we have a waiting list, so please give us at least 24 hours notice if you are unable to attend your appointment. Repeated cancellations or late attendance may result in you being refused an appointment.

Research

We are often involved in research relevant to performer healthcare, either through audit and evaluation of our clinic records, or by publicising projects requiring volunteers. In all cases, we conduct all such activity according to our ***Data Protection*** and ***Research*** Policies. We do not share or pass on any personal information without your consent.

Behaviour

We expect all visitors to our clinic, including patients, to behave professionally and in a manner appropriate for a healthcare and work environment. Please respect fellow patients' privacy. Abusive and threatening behaviour will not be tolerated. BAPAM staff reserve the right to refuse patients access to care from BAPAM.

Donations

BAPAM is a medical charity and our clinicians are either volunteers or work for us at reduced rates. We do not receive any state funding and we rely on grants and donations to continue our work. We would be grateful if you could support us. Details for making a donation are available on the website or from BAPAM staff.

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Version 2.0 = November 2016 (D Charnock)

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