

Patient Terms and Conditions

Pixie & Sera are committed to providing a high quality private medical service to all our patients.

To enable us to maintain our quality standards and be open and transparent with you, we have terms and conditions which apply to all patients.

Please read these and sign where indicated on page 2 so we can start your treatment.



Terms and Conditions for All Patients.

1. Pixie and Sera are a partnership private healthcare service (t/a Pixie and Sera) that charges fees for all its services.
2. Patients will be advised of the requirement for them to pay for treatment, consultations and incurred costs at Pixie and Sera.
3. When having a consultation with a medical doctor full payment of doctor's fees must be made. Consultation may be denied if full payment has not been made.
4. Additional investigations, or treatments will result in additional charges, and these will be communicated to you before the treatment of investigations are carried out.
5. The cost of the extra investigations is not obligatory, but should you decide not to pursue an investigation suggested by our doctor, you consent to free both Pixie and Sera and the Doctor of any liability.
6. Any prescriptions provided are on a private fee-paying basis. Neither Pixie and Sera nor the Doctors hold responsibility for the dispensing or cost of any medication.

7. You understand that any prescription provided to you is for your personal use. In the event of a lost prescription, a duplicate may be re-issued by the Doctor, at an additional cost. You acknowledge that the Doctor retains the right to decline to issue a copy of the prescription if it is deemed unsuitable.
8. You are aware that your NHS GP is obligated to carry out any recommendations provided by our doctors.
9. Neither Pixie and Sera nor the Doctors engaged via our Services assume responsibility for any inaccuracies in medication prescriptions resulting from incorrect information provided by you.
10. If you encounter any issues with the services we offer, kindly get in touch with us as soon as reasonably possible. Feel free to request a leaflet explaining our complaints procedure from any practice staff member.
11. The Doctors overseeing your care operate as independent practitioners. Therefore, Pixie and Sera will not be held responsible for any actions or oversights of a doctor. The Doctor will be accountable for the care they provide to you.
12. We have the authority to impose a cancellation fee if you decide to cancel your appointment with Pixie and Sera within 24 hours of the scheduled appointment. In such a case, the cancellation fee will be calculated to the cost of the service or care you are supposed to receive whichever is greater and any other reasonable expenses incurred by Pixie and Sera.
13. We will not disclose your information to any third party unless you provide consent. The exceptions to this rule are situations where a patient is deemed a threat to themselves or others, or when mandated by a court order.
14. Patients have the entitlement to access their health records in accordance with the provisions of the Data Protection Act 2018.
15. Our staff are entitled to a workplace which is free from violent, threatening, or abusive conduct. Under no circumstances will any form of violent, threatening, or abusive behaviour be accepted.
16. We have the right to decline access to our service if you show violent, threatening, or abusive behaviour, we have also right to refuse our service if you are unwilling to make payments or require emergency or specialised treatment beyond our capacity to provide.

Full Name

Signature

Date