

# Patient Guide

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## Introduction

Dr Ito Clinic recognises its duty of care to the patients;

- Involvement and information
- Personalised care and treatment
- Safety and safeguarding

This Patient Guide sets out the way in which Dr Ito Clinic manages its practice with the aim of patients centred, ensuring safety and quality of services. The Patient Guide is drawn up according to;

- the Health and Social Care Act 2008(Regulated Activities) Regulations 2014
- the Care Quality Commission (Registration) Regulations 2009

This guide informs the individual how Dr Ito Clinic implements the policies, procedures and protocols in place to ensure the safety and efficacy of the services on offer.

This information is reviewed at least once a year; the review details are recorded and monitored. (This document's review details are recorded at the bottom of each page)



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## Dr Ito's Belief for Treating Patients Suffering from "PAIN"

At Dr ITO Clinic, its aim is to provide patients suffering from any kinds of "PAIN" a high standard of "Pain Management Care" with Consulting, Nerve Blocks, Medications and Surgical Treatments.

Dr Ito believes that taking necessary and sufficient time to listen to patients' complaints is of crucial importance, by which very important information can be revealed and, at the same time, patients can feel relieved. Furthermore, Dr Ito is assigned the important task of not only treating or alleviating "Pain", but also detecting hidden diseases which cause the "Pain", sometimes with cooperation from doctors specialized in other fields such as Surgery, Gynaecology or Internal Medicine. This is the reason why "PAIN" is referred to as the second vital sign nowadays.

Dr Ito is fully aware that all patients with "Pain" are / have been living uncomfortable lives both Physically and Mentally. Hence, all the more, all patients must be treated with respect kindness and care whilst in the clinic. Dr Ito will act in a professional manner and will maintain patients' confidentiality at all times.



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## (a) The Summary of the statement of purpose

### **Aims & Objectives**

The main aim of Dr Ito's practice is to relieve and manage pain and in doing so he takes a holistic approach to ensuring his diagnosis includes assessment of underlying factors from other disease processes.

Dr Ito at Dr Ito Clinic recognises his obligations under the Health and Social Care Act 2008(Regulated Activities) Regulations 2014, the Care Quality Commission (Registration) Regulations 2009 to have in place appropriate safeguards and quality assurance arrangements for clients in his care. In keeping with the aims of the Act, he recognises the fundamental principles that guide the policies and the procedures in place and upon which the day-to-day operation of Dr Ito Clinic will depend.

### **Relevant Qualifications & Experience of Registered Provider & Responsible Individual**

Dr Ito, qualified as a doctor in Japan, is also registered as a doctor with the General Medical Council (GMC) in the UK and is also a consultant anaesthetist on the specialist register and that Dr Ito is the sole practitioner in the clinic being the registered provider and the manager of the clinic. Dr Ito has experience in the speciality of pain management both in the UK and Japan.

### **Treatment & Service Provided**

- Dr Ito provides private medical services for patients for the management and relief of pain. This includes assessment and diagnosis as well as treatment plans. Some diagnostics tests such as X-Ray are carried out in other nearby facilities. Patients are seen in a private consulting room and treatments are carried out in a separate treatment room to ensure the patients privacy and dignity are maintained in comfortable surroundings.
- Dr Ito Clinic can assure 100% not to discriminate against race, colour, religion, disability or sexuality.
- Dr Ito Clinic does NOT treat or see children and adolescents. Patients are advised not to bring their children to the clinic.
- Dr Ito is committed to providing equality of services to all people including disabled and less able people.
- Dr Ito provides Home Visits for the patients who have difficulties coming to the clinic.

### **Patient consultation**

The patient's views are sought and used to inform Dr Ito Clinic's provision of treatment and care/service. Consultation between Dr Ito and the patients is undertaken in two primary ways;

1. Direct feedback and 2. Annual Survey



## Complaints

Dr Ito has a positive outlook to managing complaints and maintaining effective communication with people raising complaints or concerns. Dr Ito will manage any complaint professionally and ensure all matters are investigated. Please see ***“Dr Ito Clinic Complaint Policy & Procedure”*** for further details.

## Respect for Privacy & Dignity of Patients

Dr Ito Clinic places the rights of its patients at the forefront of its philosophy of care.

We seek to advance these rights in all aspects of the environment and the services we provide and to encourage the patients to exercise their rights in full. We recognise that the patients who undergo procedures and treatments have the right to privacy. We therefore strive to maintain privacy for the patients.

For further information, a copy of The Statement of Purpose of Dr ITO Clinic is available to all patients, potential patients or their representatives on request or it can be downloaded from our website.

<http://www.dritoclinic.co.uk/styled-2/>

(Dr Ito Clinic website “Download” section)



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## (b) The Terms and Conditions in respect of services

### 1. Treatments and services Dr ITO Clinic provides

Dr Ito will give the patients a full explanation on account of the treatment you need, 'Why you need it', and 'advantages and disadvantages include any side effects'.

Treatments on offer at Dr Ito Clinic are as follows;

<b>Treatments Provided</b>
<b>Investigations</b> Blood and Urine and Pathology services (by The London Clinic Pathology Dep.) Ultrasound, ECG (In-house) X-ray, Echocardiogram, CT scans, MRI and MRA (MR Angiography) test can be scheduled at Princess Grace Hospital, 30 Devonshire Street, 108 Harley Street or London Imaging Centre, 11-12 Wimpole Street
<b>Pain Management Consultations</b> Lower back pain Limb pain and/ or a sense of numbness such as Sciatic Neuralgia Frozen shoulder and shoulder pain Neck pain and/or arm pain/numbness A complex regional pain syndrome (CRPS) such as so-called Phantom Pain Herpes Zoster and painful peripheral vascular disease Any kinds of neuralgia Fractures, Dislocations and Sprains Alleviating pain from skin problems such as Skin/ Subcutaneous infections
<b>Treatment Offered</b> <u>Regional Nerve Block Injection</u> Nerve blocks: regional nerve blocks including Epidural block Most of the Peripheral nerve blocks Joint injections including Facet joint, Knee joint and Shoulder joint block Trigger point block Epidural injections/block Caudal injection/block Intra-venous sympathetic nerve block for CRPS <u>Wound Care Treatment to control/manage pain</u> <b>Medical and pharmaceutical treatment of pain management</b> Dr ITO Clinic provides medicines; such as painkillers, muscle relaxants to control/manage pain

Some treatments require advanced X-ray facility. In such conditions, Dr Ito will make a referral to the relevant Hospitals;

- The Princess Grace Hospital



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- The London Clinic
- 108 Harley Street
- London Imaging Centre

Depending on the type of the treatment, the patient might need bed rest after the treatment for their safety. For example, please allow at least one hour after Epidural Injection. Dr Ito will inform the patient the estimated time they need to rest each time, but it might vary depending upon their condition. Dr Ito welcomes the enquiries and questions from patients before visiting.

## 2. Treatments NOT offered

Dr ITO Clinic does not have facilities for emergency medicine. Patients with suspected fatal condition, or who are acutely unwell are advised to attend their nearest A&E department. Patients requiring inpatient or day case care will have their admission arranged to their chosen hospital or clinic as appropriate.

## 3. Children and Teenagers

Dr Ito does not treat or see person under 18 years old (children and teenagers).

## 4. Pregnant women

Pregnant women are strongly advised to avoid Pain Management Treatment.

That is because any kind of pain treatment and medication can more or less affect the condition of the mothers and the unborn babies. Pain management techniques could cause serious low blood pressure to the mother, or medicines used in pain management can easily pass the placenta, causing some adverse effects on the baby in the womb.

## 5. Charges

Dr ITO Clinic will make all efforts to negotiate with all insurance companies, hospitals and other providers in order to offer single point invoicing. This will usually mean that a patient attending the clinic will receive an itemised invoice from the clinic for all aspects of health care arranged via the clinic irrespective of where it has taken place. Dr Ito intends this will provide you with a simpler method of settling accounts.

Dr ITO Clinic can accept Cash, Cheque or Debit/Credit Card payment (Visa, MasterCard, Maestro, Discover, Diners Club International, and JCB) and bank transfer. The account cheques are made payable to Dr Ito Clinic.



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# Dr Ito Clinic

## Dr ITO Clinic – Standard Service Fee (from 1<sup>st</sup> January 2016)

		Up to 30 minutes	Thereafter
Consultation	Pain Management Specialist	£200	£75 / 30minutes
	Out of Practice Hours	£300	£150 / 30minutes
	Consultant Physician	£120	£45 / 30minutes
	Out of Practice Hours	£200	£75 / 30 minutes

Pain Management Treatment / Operation		
	Lumbar Epidural Block	From £900
	Thoracic Epidural Block	From £1,100
	Cervical Epidural Block	From £1,300
	Caudal Epidural Block	From £700
	Sacroiliac Joint Block	From £300
	Stellate Ganglion Block with Monitoring	From £500
	Shoulder bursa Block	From £300
	Cervical Facet Joint Blocks (up to 3 Joints)	From £600
	Lumbar Facet Joint Blocks (up to 3 Joints)	From £400
	US Guided selective Spinal Root Block	From £1000
	Trigger Points Block (up to 6 points)	From £300
	Accessory Nerve Block	From £500
	Deep Cervical Nerve Block	From £500
	Sciatic Nerve Block	From £500
	Shoulder Joint Pumping + Joint Distension (US Guided)	From £900
	Joint Block	From £200
	Ultrasound for treatment	From £100
	Post Treatment Management & Monitoring	£50 / 30 minutes

Day Surgery		
	Wound care	From £200
	Incision and drainage	From £200
	Minor operations; subcutaneous tumour removal etc.	From £300

Examination/Test		
	Pre/Post Treatment Physical & Neurological Examination	From £50
	Ultrasound	From £200
	Blood Test	From £60

Others		
	Prescription/Dispensing	From £20
	Medical Report	From £40

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## **(c) The Complaints Resolution Procedure**

This Complaints Procedure sets out the way in which Dr ITO Clinic manages its practice with the aim of;

- Takes the patients opinions and feelings very seriously.
- Continuously striving to improve the service he provides for his patients.
- Understands that in order to achieve this, the feedback from his patients is essential.
- Keen to listen to any dissatisfaction the patients may have experienced when the patients' expectations have not been met at Dr ITO Clinic. Dr Ito can then make the necessary changes to ensure Dr ITO Clinics' services and its care are improved

Dr Ito aims to provide an excellent level of service to his patients, however there may be occasions when the patients feel he did not meet their expectations. In such cases, Dr Ito always tries his very best to resolve the situation to the patient's satisfaction.

Our "**Complaint Policy and Procedure**" is available online on our website and at our clinic.

## **(d) The results of consultation - Review of Quality of Treatment and Other Services**

- The annual review of quality of medical consulting, treatment and quality of other service are undertaken by Dr Ito as the results of consultation for the year.

## **(e) How to obtain Inspection Reports**

The latest report of The Care Quality Commission Inspection is available online to the public.

<http://www.cqc.org.uk/directory/1-110069536>



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## Useful Telephone Numbers, Address, Email address

- **Dr Takashi Ito, Individual and responsible manager, Registered Manager**  
Address: 96 Harley Street, London W1G 7HY United Kingdom  
Tel: +44 (0)20 7637 5560  
Fax: +44 (0)20 7935 9141  
E-mail: [t.ito@dritoclinic.co.uk](mailto:t.ito@dritoclinic.co.uk)  
[info@dritoclinic.co.uk](mailto:info@dritoclinic.co.uk)
- **Care Quality Commission: the independent healthcare regulator**  
CQC National Customer Service Centre  
Citygate Gallowgate Newcastle upon Tyne NE1 4PA  
Online Form: <http://www.cqc.org.uk/contact-us>  
Helpline telephone: 03000 616161
- **The General Medical Council Fitness to Practise Directorate**  
Fitness to Practise, General Medical Council, 3 Hardman Street, Manchester M3 3AW  
Helpline telephone: 0161 923 6602
- **The Independent Doctors Federation**  
3rd Floor 218 Strand London WC2R 1AT  
Email: [info@idf.uk.net](mailto:info@idf.uk.net)  
Telephone: 020 3696 4080  
<http://www.idf.uk.net>



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