

Pioneer Wound Healing & Lymphoedema Centres

Terms & Conditions: Please read these Terms & Conditions carefully. They set out the basis upon which you will be provided with “Care” at a Pioneer Wound Healing & Lymphoedema Centre.

How we use your information: You will find a Privacy Notice which outlines in full how Pioneer collects and processes information about you in accordance with the Data Protection Act 2018 and the provisions of UK GDPR, at: <https://pioneer-whlc.co.uk/privacy-notice/>

Specifically, under the Terms & Conditions, it is ‘necessary for contract’ for us to collect and process your information for the purpose of providing “Care.” This includes:

- Creating patient records, clinical documentation including correspondence and treatment plans
- Instructing, with your permission, experts/counsel/third parties

“Care” means care, treatment, diagnosis, services and goods provided by us.

Who are we: Pioneer specialise in the provision of wound healing and lymphoedema services. Using an evidence-based systematic approach to chronic wound healing, Pioneer provides specialised wound care and lymphoedema services to both NHS and private patients.

Pioneer also offers private specialist *MLD services for lymphoedema and lipoedema.
(*Manual Lymphatic Drainage)

At Pioneer we specialise in treating patients suffering with:

- Leg ulcers
- Pressure ulcers (bed sores)
- Wounds from surgery or procedures
- Wounds on the feet, non-Diabetic and Diabetic patients
- Skin/wound infections (Cellulitis)
- Lymphoedema (persistent swelling anywhere on the body)
- Lipoedema (out of proportion body shape with painful limbs)
- Other skin conditions related to the above

What you can expect: Once you have submitted details about your wound or swelling condition, together with images if available, via our website, <https://pioneer-whlc.co.uk/patient-referral/> we may contact you for more details, a video consultation or we may offer you an appointment at the closest Pioneer Wound Healing and Lymphoedema Centre to you.

When you meet your clinician for the first time, he/she will start with a discussion about you and your health.

Your clinician will explain the ‘Consent form, to receive wound care and/or lymphoedema services’ and if appropriate the ‘Clinical photography of wounds Consent Form’

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You will be asked for a great deal of information, not just about the wound (and/or lymphoedema) but about your past health history. Some of the questions may appear irrelevant, but they are extremely important to your clinician. To ensure the Care is appropriate for your condition he/she will need to establish an overall health picture. If your wound appears not to be suitable to be managed and treated by Pioneer in the first instance, with your permission we can refer you to a relevant Specialist.

Examination: If you attend an appointment for an assessment, this may/may not involve:

- An examination of the wound / site of lymphoedema
- Assessment of circulatory system
- Urinalysis, body temperature, wound swab
- Blood tests either at clinic or at your GP surgery

Report of findings: Before any treatment starts, your clinician will tell you, in clear, simple language what is happening with your wound / lymphoedema, what can be done about it and what you should expect when you receive your first treatment. You will be told about any exercises or changes to your lifestyle or diet that may be beneficial, so that you can help yourself. A part of the healing process is up to you, so please follow any instructions and advice carefully and completely.

It would be appropriate, at this point, for your clinician to tell you how long your wound treatment is likely to take, any likelihood of recurrence of your problem, and the possible need for any ongoing supportive care. This is not an unusual situation for patients who have long-term wound care problems.

Treatment: Wound care treatment mainly involves a thorough assessment of the wound followed by a cleaning of the wound. An appropriate dressing will usually be applied to the wound and this will be secured in place. You may require bandages and these need to be applied with expertise by a qualified clinician to allow them to work to remove the excess fluid and swelling.

Your clinician may use a wide variety of treatments to treat your wound; compression bandaging, sharp debridement, and the use of negative pressure. However, prior to commencing any of these treatments, your clinician will talk through all of the treatment options and prices with you. If you have any questions about any of these, just ask.

Other healthcare professionals: Where your care involves a multi-disciplinary team approach, including other health care professional, e.g. Consultants, Specialists, GP then we will communicate with them about your assessment and advice on treatment options. This will usually be in the form of a letter.

Follow up: Where appropriate you will be offered a follow up review appointment or we can provide a Treatment Plan and a set of dressings to enable your local health care professional to care for you.

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Discharge: You may be discharged to the care of other health care professionals, with a Treatment Plan or attend a Pioneer Wound Healing and Lymphoedema Centre for an agreed period of time.

Length of treatment: This will vary depending upon your general health and other factors that affect wound healing. Your clinician will, after your initial assessment, discuss the treatment options and plan with you and will also try to give you an indication of the length of time it may take to heal or improve, if the goal is symptom control.

Number of visits: This will be determined after your initial assessment.

Clinicians: We have a team of highly trained clinicians; you may see more than one clinician during your episode of care. Your care will be overseen by a Tissue Viability Nurse Consultant / Lymphoedema Consultant and an Executive Nurse Director at Multi- Disciplinary Team Meetings where the clinicians meet to discuss individual cases; pooling their knowledge to ensure that you receive the best Care.

Wound appointment prices:

- An initial Assessment - £235
- Follow up appointment - £160

Lymphoedema appointment prices:

- An initial Assessment - £180
- Follow up appointment - £120

Manual Lymphatic Drainage Massage (MLD) appointment prices:

- An initial Assessment - £180
- Follow up appointment (1 hour) - £120
- Follow up appointment (1/2 hour) - £60

We kindly ask for prompt payment; payment is due at the point of confirmed appointment booking. Please note overdue unpaid appointments risk cancellation.

We will invoice for follow up appointment and additional chargeable items following initial assessment appointment. Treatment Plans are issued post payment of invoice.

Cancellation of appointment

Where a patient cancels with less than 24 hours' notice or does not attend a booked appointment, a penalty charge of the full price of the appointment, will be charged.

We ask that you inform us as soon as you know that you will not be able to attend an appointment.

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- I have been signposted to the Privacy Notice
- I understand that Pioneer Wound Healing and Lymphoedema Care Ltd will collect and process my information to provide me with 'Care'
- I agree to the Terms & Conditions detailed above

To be completed by the patient or where the patient is under 16 years of age, the parent, guardian, or responsible person:

Name (in capitals):

Signature:

Date: