



women**first**
HEALTHCARE

| Document | Version | Date | Approved by | Changes |
|--------------------------|---------|--------------|--------------------|------------------|
| Terms of Service Summary | 1.0 | January 2025 | Board of Directors | Initial Document |

Alternative Format

If you require a copy in an accessible format, a language other than English or would like someone to explain it to you, please us contact in writing:

Women First Healthcare LLP, 3 Beaufort Road, Edinburgh, EH9 1AG

Web contact form: www.womenfirsthealthcare.co.uk

Email: enquiries@womenfirsthealthcare.co.uk

Terms of Service

Women First Healthcare LLP, Scotland provide **online** professional healthcare services, our company registration number: SO308035.

Our team aims to provide compassionate, professional care for women's health and wellbeing which is accessible, supportive, and tailored to your individual needs.

The following terms of services (**summary**) outlines the professional framework within which we operate. Our full Terms of Service will be provided at the time of booking, and you will be required to review and accept them before finalising your appointment.

All our clinicians are registered with the regulatory body specific to their profession and must comply with a range of standards of conduct, performance, and ethics in order to maintain their practising registration. Please see the below links for more details:

- Health & Care Professions Council (<https://www.hcpc-uk.org>)
- General Medical Council (<https://www.gmc-uk.org>)
- Nursing and Midwifery Council (<https://www.nmc.org.uk>)

We care about your wellbeing, but our service does not provide emergency or urgent support services for physical or mental health concerns. Our services are not a substitute for acute medical care or crisis intervention.

If you are experiencing a medical emergency or mental health crisis or need immediate assistance, please:

- **Call emergency services (999) immediately.**
- **Visit your nearest A&E department.**
- **Call your General Practitioner (GP)**
- **NHS 24 – Call 111 (available 24/7)**

To ensure you can access safe and appropriate care

Mental Health Service Exclusions:

- Acute mental health crisis or high-risk situations
- Active psychosis, severe personality disorders, or complex psychiatric conditions
- Individuals currently receiving treatment from NHS secondary mental health services
- Suicidal ideation, self-harm risk, or risk to others requiring immediate intervention

Professional Conflict of Interest

Our team of clinicians and clinical associates are self-employed professionals who also engage in various roles within the NHS and the broader healthcare sector, therefore, to maintain our commitment to ethical practices, we reserve the right to decline a referral where there is a clear conflict of interest. We do this to ensure that you receive unbiased care that meets your needs.

Please note our referral restrictions:

- Clinicians employed by NHS or other healthcare organisations are unable to accept referrals from colleagues, patients, or service users from their primary workplace
- Assessment of potential conflicts will be reviewed during initial consultation booking
- If deemed appropriate and dependent upon service required, alternative practitioners within our service may be available where conflicts exist

Fees

The prices of the services are specified on our Site and confirmed on the checkout page. We may change our prices at any time, but this will not affect the prices for confirmed orders. We will notify you of any price changes via email or through a notification on our Site.

The fees for treatment and therapy sessions vary depending on your needs. For a detailed breakdown of fees, please visit our website [Fees page](#) or contact enquiries@womenfirsthealthcare.co.uk for more detailed information.

Cancellation and refunds

Cancellations must be made at least 48 hours in advance to avoid a fee. For more details, including cancellation for weight loss injections please refer to our [Cancellation and Refund Policy](#).

Communicating with your GP

For certain services, including Psychiatry, GP consultations, Nursing, and ADHD assessments, we will be required to update your own GP about your assessment, treatment and prescribing, additionally, we may require information from your GP related to prescribing or your health. We reserve the right to decline treatment prescribing in cases where we are unable to obtain the necessary information. Women First Healthcare will always share decisions related to prescription medications, with your GP.

Once engaged with our service clients are expected to follow the medical advice and treatment plans provided by our healthcare professionals, this is for your safety and wellbeing. We strongly encourage clients to keep their GP up to date of any engagement with any of our services for continuity of care.

Client obligations

Information about your health and personal details must be truthful and up to date, we ask that you update us of any change which could affect your care and treatment. This is to ensure that we can provide you with safe and effective care.

We ask that you arrive on time for your scheduled appointments and notify us in advance if you need to cancel or reschedule the appointment.

By using our services, you acknowledge that you are required to agree to our Privacy Notice and Terms of Service, and you recognise and accept any other applicable policies.

We ask that to maintain confidentiality, you will not disclose any personal information about anyone that you encounter during your care or treatment with us.

You agree that you will not access our healthcare services for fraudulent or illegal purposes.

We ask that you communicate any concerns that you may have promptly.

Women First Healthcare operate a [zero-tolerance policy](#).

Confidentiality and consent

We comply with all relevant data protection legislation (including the Data Protection Act 2018 DPA) and the UK General Data Protection Regulation (GDPR). Women First Healthcare is DPA and GDPR compliant. Please see our [Privacy Policy](#) for more information about how we protect your data.

Dispute resolution

Whilst our aim is to provide an excellent standard of care, we do understand that a situation may arise where you may wish to raise concerns about your contact with our service. [Please find our Complaints Policy here](#). If you need to share feedback or raise an issue or concern, then please know that we are committed to listening and addressing your experience promptly and respectfully. Please let us know more at enquiries@womenfirsthealthcare.co.uk