

PATIENT GUIDE

Name of establishment or agency	The Freedom Clinic, part of S Kenneally Medical Ltd
Address and postcode	49 Woodruff Way Thornhill Cardiff CF14 9FP
Telephone number	07717 414546
Email address	sue@drsuekenneally.com
Fax number	
Name Registered Manager/s	Dr Sue Kenneally

Summary of Statement of Purpose

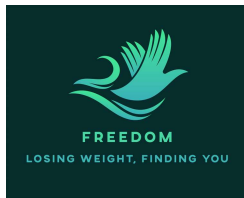
AIMS – the ‘Why’ of what we do

The Freedom Clinic supports people who are living with overweight and/or obesity who want to lose weight to do so in a safe and healthy way under the guidance of expertly qualified doctors and allied health care professionals.

OBJECTIVES – What we do

The Freedom Clinic offers supports people who need or want to lose weight to do so by providing

1. Expert advice regarding lifestyle and weight, including diet, physical activity, stress, avoidance of risky substances associated with weight gain, sleep and support networks
2. Weight loss medication, prescribed in accordance with MHRA licensing.
3. Referral on to suitably qualified colleagues as appropriate, for dietetic, counselling or psychological therapy advice, or weight loss surgery.



THE TEAM

The Registered Manager and doctor who consults with all patients is Dr Sue Kenneally.

Dr Kenneally is an internationally recognised expert in obesity management. She has degrees in both medicine and nutrition, and she is a published author, speaker and teacher on the subject of weight management.

She is the medical lead for two NHS specialist weight management services in South Wales, serving a combined population of approximately 1 million people.

She has extensive experience of caring for people living with obesity in both the NHS and in private clinics and works with a number of national organisations in an advisory capacity, helping them to ensure that they are delivering the best, evidence-based service.

SERVICES

The Freedom Clinic will provide weight loss services to adults (age 18 plus) of any age.

The treatment will include lifestyle advice and prescribing of medications that are safe and effective for the purpose of weight loss. No specialist equipment will be required because the treatment will be in the form of a prescription for medication that the patient will administer themselves, or with the help of a friend or family member.

FEEDBACK

We will invite feedback by having a 'contact us' link on the clinic web page, and also sending out patient surveys from time to time.

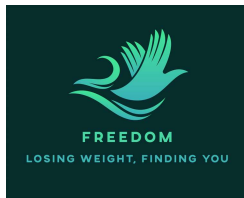
OPENING HOURS

Monday to Saturday 8am – 8pm

Appointments for consultation with Dr Kenneally will be available in online clinics at various times within those hours; bespoke appointments outside of normal clinic times and within general opening hours are available on request.

COMPLAINTS

If you have concerns or a complaint then you can email or call us using the



details on the clinic website. We will acknowledge receipt of your concern within two working days after the date of receipt, investigate your concern thoroughly, ask you if you have any particular needs that must be met as part of your concern, and either resolve the concern by verbal discussion or respond in writing, usually within 30 working days.

For further help you can contact Health Inspectorate Wales or the Ombudsman.

PRIVACY AND DIGNITY

The Freedom Clinic is committed to respecting the privacy and dignity of all patients in our service, in line with the Equality Act 2010.

TERMS AND CONDITIONS

Information to include terms and conditions of the service/s to be provided, including amounts and methods of payment for all aspects of treatment

The Freedom Clinic offers weight loss consultations and medication, most commonly Wegovy, Mounjaro and Mysimba.

Medication will be paid for monthly in advance, online via the clinic website.

Costs are as follows:

Wegovy (per 4 dose pen lasting 1 month):

0.25mg - £170

0.5mg - £170

1mg - £170



1.7mg - £235

2.4mg - £295

Mounjaro (per 4 dose pen lasting 1 month):

2.5mg and 5mg - £190

7.5mg and 10mg - £200

12.5mg and 15mg - £235

Mysimba (1 month supply):

112 tablets - £115

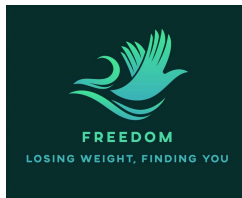
CONTRACT BETWEEN PATIENTS AND SERVICE PROVIDER

Information to include the terms of the contract between the patient and the service provider.

CONTRACT – HOW SERVICES WILL BE PROVIDED

BOOKING CONSULTATIONS

Consultations will be booked online via the Freedom Clinic website, or by telephone call to the Freedom Clinic number. Payment for the consultation will be taken at the time of booking. If a patient decides not to proceed with treatment, then a partial refund to cover the cost of the treatment will be given.



At the time of booking a first appointment, patients will be sent a questionnaire via email. This will request sufficient information to set up a patient account in the Freedom Clinic, and to also ensure that the patient is eligible for the treatment(s) they would like according to UK licensing for the prescribing of medications prior to their first appointment.

CONSULTATIONS

Consultations will be via video, using a secure HIW approved video consultation. Video consultations are preferred for ease of communication, and also to visually confirm patient identification. Initial consultations need to be via video or some other form of visual communication, e.g. WhatsApp call, to confirm identification; subsequent consultations can be via telephone if need be.

Consultations will be 30 minutes duration for an initial consultation, and 20 minutes for each follow up appointment.

It will be possible to book appointments up to 12 hours in advance.

If an appointment is cancelled, then a full refund will be given if the cancellation is more than 24 hours in advance. If the cancellation is less than 24 hours in advance, then no refund will be given.

PRESCRIPTIONS

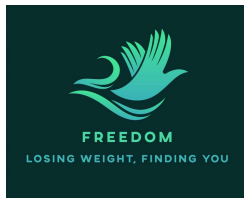
Prescriptions will be sent to our pharmacy online, and medications will be delivered to the patient's home address or other address as agreed with them, in 2-4 working days.

MEDICATION REVIEWS

Medication reviews will be monthly, initially. Patients will receive a medication review questionnaire 1-2 weeks before their current prescription is due to run out, and a further prescription can be issued if all is well. If either the patient or the prescriber wishes to have a verbal or video consultation prior to proceeding with the next prescription, then an interim follow up appointment can be made. Patients will be reviewed by telephone or video consultation every three months. Once treatment is more established then medication reviews can be less frequent.

CONFIDENTIALITY

All matters relating to patient care will remain entirely confidential.



COMPLAINTS PROCEDURE

HOW TO COMPLAIN

If you are not happy with our service for any reason, then we welcome feedback, either positive or negative. We are keen to understand ways in which we can improve our service.

You would usually have 12 months from the time of the event of concern in which to raise a complaint, but we would far rather hear from you and have a chance to correct things ourselves at any time, regardless of how long it has been since your time with us.

Complaints can be put in writing to sue@drsuekenneally.com

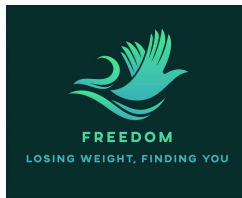
Alternatively, you can discuss your concerns by calling the Medical Director on 07717 414546

WHO TO COMPLAIN TO

Please address complaints to the Medical Director using email or telephone as above.

HOW WE DEAL WITH A COMPLAINT

For the benefit of all concerned, we make it a high priority to resolve all complaints as quickly as possible. We will confirm that we have received your complaint within 2 working days. At the same time, we will ask you if you have any particular needs that we should be aware of in dealing with your concern.



Your complaint will be passed to the Medical Director who will make every reasonable effort to contact you to discuss your concern either by telephone, video link or in person if you wish and it's practically possible. It may be that we can resolve it at this point.

If necessary, we will investigate your concern and as part of the investigation, decide with you whether we need to get specialist advice (such as a clinical opinion) or other independent help with sorting out your concern. You will be involved with this as necessary.

We will let you know what we have found and what we are going to do about it.

In most cases, we will reply in writing within 30 working days of the date we first received your concern (weekends and Bank Holidays not included). If we are unable to reply to you within that timescale, we will give you the reasons why and let you know when you can expect a reply.

OTHER SOURCES OF HELP

If we are unable to resolve the situation and you wish to seek additional support from a third party, then you could contact Health Inspectorate Wales or the Ombudsman.

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
0300 062 8163
hiw@gov.wales

The Ombudsman
Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed
CF35 5LJ
[0300 790 0203](tel:03007900203)
ask@ombudsman.wales



SUMMARY OF PATIENTS VIEWS

Once available.

REGISTRATION AUTHORITY

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ
0300 062 8163
hiw@gov.wales



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Date Patient Guide written	17 th April 2024
Author	Dr S Kenneally

PATIENT GUIDE REVIEWS

Date Patient Guide reviewed	
Reviewed by	
Date HIW notified of changes	

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