



PATIENT GUIDE

Name of establishment or agency	Siarad Medical Services Ltd operating as Darcy Healthcare, located at Llandarcy Academy of Sport
Address and postcode	Llandarcy Park Neath SA10 6JD
Telephone number	0330 818 9300
Email address	info@darcyhealthcare.co.uk
Fax number	
Name Registered Manager/s	Dr Balan Palaniappan

Summary of Statement of Purpose

Our aim is to provide a high quality and safe service for our patients. Our aim is to deliver the right test, at the right time, carried out by the right person. All scans will be undertaken by appropriately qualified staff holding the right skills and competencies necessary for providing accurate, rapid diagnosis and where required the correct image guided treatment. We believe our dedication to provide a high-quality service will lead to high levels of patient satisfaction.

The Responsible Individual and the Registered Manager are both medically trained doctors and radiologists with a wealth of clinical and management experience both in the NHS and private sector.

We provide a general and specialist ultrasound service including all aspects of musculoskeletal ultrasound and image guided treatment for a variety of musculoskeletal conditions. All scanning will be carried out using a high quality, state of the art ultrasound scanner.

We also provide a consultation service with medical practitioners – urologists, gynaecologists, and general practitioners. Following consultation and clinical assessment, if a specialist ultrasound or MRI scan is deemed necessary, the scans could be undertaken in the adjacent Darcy Healthcare scanning facility.

Our friendly and dedicated staff will help you through every step of your journey with us.



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

1. OUR SERVICES:

- 1.1. We will supply the Services to you as set out in the Appointment Letter which will also confirm appointment dates.
- 1.2. We will make every effort to provide the Services on the date we have stated in your Appointment Letter. However, we cannot always promise this, and we reserve the right to cancel or change the date of your appointment for any reason by providing you with reasonable notice, with the intention of rearranging your appointment date. There may be delays or cancellations for any reason, such as an event outside our reasonable control, operational or technical reasons. Where possible we will rebook your appointment for another date that suits you.

2. Self Pay Scan/Treatment Price and Payment:

This section only applies if you are paying for your scan/treatment yourself

- 2.1. You will be charged for your scan/treatment in accordance with our Price List.
- 2.2. You must pay in full on arrival prior to the scan/treatment is carried out. We may refuse to carry out the scan/treatment if not paid in full or if payment is not completed.
- 2.3. You may pay by credit/debit card at the Facility.
- 2.4. Unless we have said otherwise in our Appointment Letter, the self pay price includes:
 - 2.4.1. Ultrasound scan/treatment with a Consultant Radiologist
 - 2.4.2. Explanation of scan findings and next steps
 - 2.4.3. Formal radiologist report to the referrer
 - 2.4.4. Electronic image transfer to another facility where required and upon written/electronic request
- 2.5. The price does not include any other costs including personal costs incurred.
- 2.6. Self pay scan/treatment price list –
 - 2.6.1. Ultrasound Musculoskeletal (US MSK) – single part - £200
US Two part MSK - £300
US Abdomen - £200
US Pelvis - £200
US Abdomen and Pelvis - £300
US Pelvis incl transvaginal - £300



US Urinary tract - £200
US Testes - £200
US Groin - £200
US Testes and groin - £250
US Head and Neck - £200

Guided injections

US guided steroid and local anaesthetic injection (MSK) - £275
US guided injection (MSK) complex or 2 sites - £350
(please speak to us for details)
US guided injection - Ostenil - £355
US guided injection - Cingal (includes a steroid) - £450
US guided injection - Durolane - £485
US guided injection - Sinovial - £375
Hydro dilution shoulder - £350
Achilles high volume - £350
Prolotherapy injection - £300
Platelet-rich plasma (PRP) injection - £375

MRI Scans

1 Area MRI scan	270	Gynaecological	- £380
2 Area MRI scan	- £270	Arthrogram	- £570
3 Area MRI scan	- £270	Prostate	- £475
4 Area MRI scan	- £270	Cardiac	- £680
Plus contrast	- £95	Whole Body	- £1,450



3. Private medical insurance scan/treatment

- 3.1. You agree to cover the cost of your treatment.
- 3.2. Whilst you will remain responsible for the payment of your treatment, where you have Private Medical Insurance:
 - 3.2.1. We will, where possible, process the insurance claim for your scan/treatment with your insurer, provided you have given us and your insurer all the information we both need. Providing your policy number and pre-authorisation code confirmation is mandatory. If this information is incomplete or inaccurate, we may not be able to process your claim and you will need to pay for your scan/treatment, as set out in 3.2.3;
 - 3.2.2. Where we process your insurance claim and your insurer pays us directly, the rate agreed between us, and your insurer will apply to your treatment;
 - 3.2.3. In circumstances where an excess or shortfall occurs owing to the cost of your scan/treatment (including if your insurer fails to settle our invoices), we will invoice you as soon as reasonably practicable. Payment will be required within 30 days of the invoice date; and
 - 3.2.4. If you do not think that we have invoiced you correctly you will need to contact the Facility to query this within 14 days of the date of invoicing.
- 3.3. It is your responsibility to confirm with your insurer in advance that your scan/treatment is covered by your insurance policy, and we will not obtain any such confirmation on your behalf.



CONTRACT BETWEEN PATIENTS AND SERVICE PROVIDER

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

1. OUR CONTRACT WITH YOU

1.1 These are the Terms on which we supply private patient Services to you on a Self Pay Scan/Treatment or Private Medical Insurance basis.

1.2 Please read these Terms carefully before you sign the Private Patient Terms and Conditions Form. These Terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

1.3 These Terms and conditions, together with the Appointment Letter, and the Private Patient Terms and Conditions Form constitute the contract for services between you and us. By signing the Private Patient Terms and Conditions Form, you agree to the Terms of the contract. The main operator of the Services at the Facility is Siarad Medical Services Limited operating as Darcy Healthcare.

1.4 When we use the words “we”, “our” or “us” in these Terms we mean Siarad Medical Services Limited, operating as Darcy Healthcare and when we use the term “you” or “your” in these Terms we mean the person who will receive the care and Services as set out in the Appointment Letter.

2. YOUR RIGHTS TO CANCEL AND APPLICABLE REFUND

Self Pay Patients

This section only applies if you are paying for your treatment yourself.

2.1. If you need to cancel a scan/treatment appointment you can do so without charge provided we have at least 24 hours' notice. If you cancel your appointment less than 24 hours before the date and do not re-book another appointment within a mutually amicable period you will be charged the current Self Pay Scan/Treatment Price for that Service according to our Price List. You can rearrange your appointment twice without any charges being incurred.

2.2. If you do not attend your scan/treatment appointment and fail to notify us, you will be charged for the appointment slot.

Private Medical Insurance patients

This section applies if you are paying with your Private Medical Insurance

2.3 If you need to cancel a scan/treatment appointment, you can do so without charge provided we have at least 24 hours' notice. If you cancel your appointment less than 24 hours before the date and do not re-book another appointment within a mutually amicable period, you will be



charged the current Self Pay Treatment Price for that Service according to our Price List. You can rearrange your appointment twice without any charges being incurred.

2.4 If you do not attend your scan/treatment appointment and fail to us, you will be charged for the appointment slot.

3. OUR RIGHTS TO CANCEL AND APPLICABLE REFUND

3.1. We may have to cancel your scan/treatment appointment for any reason, including, for example, due to unavailability of key personnel or key equipment without which we cannot provide your scan or treatment or because of an event outside our reasonable control.

3.2. If we cancel your scan/treatment appointment for any reason you will be offered another appointment. If you decide not to rebook, we will refund any payment you have already made for that appointment within 30 days of you telling us of your decision.

3.3. We may cancel any appointment date at any time if you do not pay us when you are supposed to.

COMPLAINTS PROCEDURE

Please include a summary of your complaints procedure. Also referring to the fact that HIW can be contacted once they have been through your complaints procedure and if they are unhappy with the way in which their complaint was dealt with (include HIW contact details).

Making a complaint

We strive to provide a high-quality safe service for our patients; however, we recognise that there are times when our service may not meet your expectations. When this happens, we would like to hear from you. Your experience and comments will help us improve our service and enable us to put things right.

We take complaints seriously and will deal with your complaint professionally. We will investigate all complaints promptly and thoroughly with openness and honesty. We also regularly review all feedback to continuously improve your experience with us.

Our complaints process

How to complain

Complaints can be made up to 6 months after the event which is the cause for the complaint.

Complaints can be received in any format, through any of the following methods:



DARCY HEALTHCARE



- in writing (email or letter)
- by telephone
- in person

Our contact details:

Siarad Medical Services Ltd operating as Darcy Healthcare, located at
Llandarcy Academy of Sport
Llandarcy Park
Neath
SA10 6JD

Email – info@darcyhealthcare.co.uk

Telephone - 0330 818 9300

Your letter should include a summary of your concerns and both where and when the events took place.

When a relative or friend wishes to raise a concern or complaint on your behalf, we will require written consent from you before we can discuss information related to your care, in order to ensure your confidentiality is protected.

We will share your concerns with relevant staff to help us investigate the matter thoroughly. Please do let us know if you do not wish for us to contact the relevant staff, however this may limit our investigation on your behalf.

When we receive your complaint

Upon receipt, you will receive a written acknowledgement within three working days.

We will reply in full promptly, usually within 20 working days of receiving the complaint. If the investigation is still ongoing and we are not able to provide you with a full response within 20 working days, we will send regular progress updates.

The procedure for investigating your complaint will be as follows:

Stage 1 – Your complaint will be investigated by the Registered Manager and Clinical Director of Siarad Medical Services

Stage 2 – An internal review of the complaint will be carried out by the Medical Director of Siarad Medical Services



DARCY HEALTHCARE



Stage 3 – We will write to you in full following stages 1 & 2. If you remain dissatisfied with our findings, we offer an independent external mediation service as detailed below.

Independent External Mediation Service

In line with good practice for independent healthcare providers, Siarad Medical Services Ltd is a subscriber to the Centre for Effective Dispute Resolution (CEDR), an independent charity which can provide dispute resolution services for unresolved complaints between customers and businesses. If you remain dissatisfied with the findings of Siarad Medical Services following internal investigation of your complaint, CEDR can provide you with access to the services of a professional mediator at no charge to you.

You can view the details of what CEDR can provide, and when to they can do this, by visiting their website:

<https://www.cedr.com/consumer/healthcare/privatehealthcaremediation/>



CEDR's contact details are:
Centre for Effective Dispute Resolution
100 St Paul's Churchyard
London, EC4M 8BU
Tel: 0207 520 3800

Email: applications@cedr.com

You may also wish to share your concern with the Healthcare Inspectorate Wales (HIW). They are responsible for checking that anyone who provides health services in Wales meets required standards of quality and safety. Although they cannot investigate individual complaints, they will check if the service is meeting the regulations and standards set as a requirement of registration with them.

HIW contact details:

Healthcare Inspectorate Wales Welsh Government
Rhydyar BusinessPark
Merthyr Tydfil
CF48 1UZ

Phone: 0300 062 8163 Fax: 0300 062 8387 Email: hiw@gov.wales Website:
www.hiw.org.uk



DARCY HEALTHCARE



SUMMARY OF PATIENTS VIEWS

Once available.

REGISTRATION AUTHORITY

HIW contact details (address, telephone number and email address)

Most recent HIW inspection report (once available) and information how a copy can be obtained.

HIW contact details:

Healthcare Inspectorate Wales Welsh Government
Rhydycar BusinessPark
Merthyr Tydfil
CF48 1UZ

Phone: 0300 062 8163 Fax: 0300 062 8387 Email: hiw@gov.wales Website:
www.hiw.org.uk



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PATIENT GUIDE REVIEWS

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