

## **ROBENS CENTRE FOR OCCUPATIONAL HEALTH AND SAFETY**

1-4 Huxley Road The Surrey Research Park , Guildford, Surrey. GU2 7RE

Tel: 01483 686690.

Website: <http://www.rcohs.com>

### **Client Guide**

#### **1. Summary Statement of Purpose**

The Robens Centre for Occupational Health and Safety is a legal entity of the University of Surrey. The Centre operates to provide occupational health services and travel health advice and vaccinations from its clinic at:

1 and 4 Huxley Road,  
The Surrey Research Park,  
Guildford, Surrey GU2 7RE  
Tel: 01483 686690  
Fax: 01483 686691  
e-mail: [info@rcohs.com](mailto:info@rcohs.com)

The Robens Centre aims to protect the health of people at work and who travel abroad as employees or for leisure. Its objectives are to offer high quality, evidence-based preventative treatments and advice by staff that are suitably trained and experienced to provide a professional and client-centred service.

#### **Director of Robens Centre:**

Patricia Southworth, RGN, DipOH, PGDip H&S, CMIOSH

#### **Clinical Director:**

Mrs Sarah Futcher, Clinical Director : RGN. BSC (Hons)

The full version of our Statement of Purpose can be viewed in the Clinic

#### **2. Terms and Conditions**

Protection against health risks when travelling abroad is very important. In order to avoid misunderstanding about the type and level of protection needed for individual travel arrangements, the Robens does not provide detailed travel health advice on the telephone. Clients are offered an

appointment with a travel health consultant who will draw up a health protection plan commensurate with the client's travel plans. Clients will be asked to sign consent to the vaccinations planned. A copy can be provided on request for personal records or to pass your GP. Vaccinations can be given at the time of the initial consultation, or it may be necessary to make further appointments to complete the course of vaccinations required. There is a charge for the initial consultation which is refundable against any subsequent vaccinations charges. Current charges are advised to clients before any treatment is provided. **Consent to have the vaccinations given is taken as agreement to pay the charges for the service provided.**

Current charges are available on request by telephone, are displayed in the Clinic Reception and are available on our website at [www.rcohs.com](http://www.rcohs.com). Clients are required to pay a deposit against failing to keep an appointment which is non-refundable but which is deducted from the final cost of the services provided. Payment can be made by cash, cheque or credit card. Credit card payments can be taken by telephone. The Robens Centre Vaccination clinic provides travel health services to adults and to children of 9 months of age and above. The written informed consent of the person receiving treatment will be required by clients of 16 years and over. Clients who are below the age of 16, and vulnerable adults, will need to be accompanied by a responsible adult who will be required to give written consent on their behalf.

#### **3. Complaints**

We trust that you will be satisfied with the service we provide but if you have any complaint these should be addressed verbally with the practitioner (for professional matters) or administrator (for organisational matters) who has attended to you. Verbal complaints, whether resolved satisfactorily or not, will be logged and notified to the Clinical Director. If you are still unsatisfied, then complaints should be put in writing to the Clinical Director who will try to resolve any issues to your satisfaction. Your letter will be acknowledged within 48 hours of receipt and a written response will be sent within 10 days working days. If you still wish to take the matter further then please write to the Director of the Robens Centre. It is our endeavour to resolve complaints to the satisfaction of all parties as quickly as possible. Where this is not possible, having followed the above procedure, and with the agreement of both parties, independent arbiters may be brought in to review the complaint. The independent arbiter's decision will be final. If you are concerned that our service has breached the regulations you may also make a complaint to the Care Quality Commission (see section 6)

#### 4. Client Feedback

We always strive to provide the best possible client experience. From time to time we run a client survey to help us to continually improve the service we offer. If you are invited to complete a survey form, we would very much appreciate your feedback. However, if at any time you have any suggestions as to how we could improve our service please complete a comment sheet available in the clinic. The results of the patient survey and summaries of comments and suggestions that have been made are available for inspection in the clinic or a copy can be made available to you on request.

#### 5. Records

Records of the treatment you receive with us are maintained for 10 years. You are entitled under the Data Protection Act 1998 to have access to these records in one of two ways. You can ask to view them in the clinic if you just want to check something in them. You will need to give prior notice that you wish to see your records and make an appointment to come in. There is a charge of £10 for requesting to view your records in this way. Alternatively you may ask for copies of the records we hold on you. This request must be made in writing. These will be provided as soon as possible but no later than 40 days after the request is received. There is a charge of £10 plus photocopying charge of 5p per page plus postage if you would like them sent by post. If you request to either see your records or ask for a copy of them, you will be required to provide proof of identity. If you request them for a third party you will need to obtain the written consent of the person to whom the records relate.

#### 6. The Care Quality Commission

The Care Quality Commission can be contacted at:-  
CQC National Correspondence

Citygate  
Gallowgate  
Newcastle upon Tyne  
NE1 4PA

**Telephone:** 03000 616161

**Email:** [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)

**Web:** <http://www.cqc.org.uk>



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