

Application for the Code of Practice, Treatment Abroad
Singelberg Clinic, Belgium

The application to the Code of Practice includes an assessment of the completion of the organisational details and review of the supporting evidence, provided by Dr Oelbrandt, Singelberg Clinic to assure compliance with all sections of the Code of Practice reflected below.

Section	Title	Comment	Outcome
2.1	Details of the applicant	All required applicant details were completed by Dr Oelbrandt, Manager and Surgeon at the Singelberg Clinic.	Met
2.2	Clinical Details	Four Dr's are listed on the Clinic's website; there are details of Dr Oelbrandt's professional medical license, specialism and experience. The remaining Dr;s have varying levels of information about the their specialism, scope of practice and training. Each Dr has his own webpage of information.	Met
2.3	Hospital/clinic accreditation	The details of the application refer to the Singelberg Clinic as well as the work undertaken at the Bornem General hospital. The Assessor was advised that Dr Oelbrandt practices at the General Hospital as do some of the other doctors. The General hospital is licensed through the national licensing system. Dr Oelbrandt assesses patents for their suitability to treated at the Singelberg Clinic or the Bornem General Gopsital which is located near to the Clinic.	Met
2.4	Organisational information	All required contact information is clearly displayed and the Company registration details are found from the web page "aftercare": http://www.singelbergclinic.co.uk/aftercare-2/company-registration-details . The Assessor recommended that it may be helpful to have this information along with the contact information or a section about the clinic, and not specifically aftercare.	Met
2.5	Payment information	The information in the aftercare section of the website has some details about payments such as transferring money and the different ways that can be accepted. Further details are provided in the confirmation email, and a copy of this was provided to the Assessor. This includes deposit information which is clearly written and described.	Met

Andrew Wilby, May 2015

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2.6	Refunds	The refunds information is contained in the cancellation information, in the aftercare section of the webpage. The refund information is contained in the confirmatory email noted above; the travel and hotel booking work as a deposit for the booking arrangements.	
2.7	Testimonials	<p>Testimonials are published on a separate webpage: http://reviews.treatmentabroad.com/cosmetic_clinic/belgium/singelberg_clinic showing current comments from people who used the service.</p> <p>Where possible the Clinic will try to facilitate putting a new patient in contact with someone who has used the services previously should a patient express a wish.</p>	Met
2.8	Communications	Communication is provided in English and the all Doctors speak English having worked in the UK previously. Dr Oelbrandt holds medical registration with the General Medical Council in the UK and has been the key communication contact in reviewing this application, in English.	Met
2.9	Patient Journey	The patient journey is mainly described in the confirmatory email sent to patients following the first consultation and the detailed information pack sent to patients. The information offers details about what to expect next, further consultation options and when to arrive etc.	Met
2.10	Informed consent	<p>Standard consent information is detailed in the information pack sent to patients and also on the website: http://www.singelbergclinic.co.uk/aftercare-2/informed-consent-cosmetic-surgery-belgium</p> <p>Patients see a general consent form first, ahead of the planned treatment and then a specific consent document for them to sign at the time of treatment, with opportunity to ask questions about the procedure. This contains information about risks and complications and other terms that the patient agrees to.</p> <p>Patients can withdraw from treatment at any time. However depending on</p>	Met

		<p>the procedures booked, patients will need to meet the agreed, or part of costs which are referred to on the website and information pack: http://www.singelbergclinic.co.uk/aftercare-2/cancellation-policy-cosmetic-surgery-belgium .</p> <p>The information pack also contains consent information for patients. This takes into account short notice cancellation in respect of having booked surgical teams depending on the procedures that were planned.</p>	
2.11	Contact information	<p>Patients are given mobile contact details of their surgeon and PA – in the info pack - and the clinic and hospital contact details on the website.</p>	Met
2.12	Patient Information	<p>Two post-operative information guides for patients were provided to support this standard which explained, day by day what the patient should do and what to expect. It also contained information on specific concerns to look for and what to do. These were for a male chest reduction and a facelift, including eyes.</p> <p>Information can be given to a patient to give to their own GP/Dr if requested and is noted in the patient’s confirmatory email. The confirmatory email encourages patient to discuss the planned treatments and procedures with their own GP.</p>	
2.13	Contract	<p>The terms of the agreement between the patient and the treating Dr are contained in the consent document which is signed, and also the information pack provides other information that would relate to the agreement.</p> <p>The webpage “aftercare” sets out guarantee information depending on the different circumstances of the procedures.</p> <p>The Code of Practice includes a statement about remedial treatment, in this case in respect to cosmetic procedures. The application provided the following statement: <i>The cost for a further, secondary lift in order to obtain the desired expectations (in case of elastic, loose skin, in case of skin slackness) is</i></p>	Met

550 £ if this is requested within the first 2 years.

Further information is included in the guarantee section of the website and is explained to patients.

The Dr can see a patient in the UK for a check up and consultation but invasive treatments are carried out in Belgium.

2.14	Complaints	The aftercare section of the website has details of how to raise a complaint or concern about either care in the general hospital or the Singelberg Clinic.	Met
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Conclusion Dr Oelbrandt, The Singelberg Clinic, has provided full and satisfactory information, both from the website and the additional supporting information that is sent to patients, to meet all of the standards required by the Code of Practice. The Assessor is pleased to recommend this application to the Treatment Abroad Code of Practice.