

The Agora Gynaecology & Fertility Centre

**The Agora,
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Patient Information and Guide to Services

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Patient Guide (Adolescents)

1 Introduction

Welcome to the Agora Gynaecology & Fertility Centre. We are a new clinic in Brighton and Hove for both private and NHS patients. This guide is for children and young adults and explains what our clinic does and how to go about getting an appointment. If you want information on a particular subject, we do have leaflets available at reception. Information can also be downloaded from our website www.agoraclinic.co.uk.

2 Our Mission

The mission of the Agora Gynaecology and Fertility Centre is to provide, without any delay, expert advice and treatment to all patients with fertility, gynaecological and early pregnancy problems in a caring and supportive, state of the art, environment. Our team of doctors and nurses and reception staff at the Agora want to make sure you have the best possible care. We try to provide clear information so that you can understand what tests or treatment may help you and you will be encouraged to ask questions about anything you don't understand or are unsure about.

3 Facilities

We have taken great care to provide our patients with a unique environment so that you can feel relaxed when you are waiting to be seen by the doctor or nurse. Although we offer a wide range of services, these are all out-patient based so that if you need any surgery we will arrange for you to be seen and treated by one of our consultants at a nearby clinic which does have these facilities.

The Agora is set on the 3rd floor of a modern building with lift access, wheelchair access and disabled toilet facilities within the Centre. We are conveniently situated very close to Hove Railway Station and with easy access by road from the A27. Bus amenities are next to the station and local taxis can be called when required. Off street parking is readily available close to the building.

The reception area is visually stunning, using colour and light and a changing display of art on the walls to enhance the concept of a spa-like environment. The aim is to instil a feeling of relaxation and positive mood in patients waiting for consultation and treatment. The clinic is sensitive to the need for privacy and the seating arrangement is deliberately spacious.

The Agora offers the following facilities for our children and young adults:

- Four Consulting rooms, all equipped with examination couches.
- A dedicated ultrasound room.
- A minor procedure room and recovery bay.
- Male and female W.C. situated on the 3rd Floor outside the clinic
- A unisex patient W.C. situated within the clinic incorporating disabled and baby changing facilities

4 Treatments and services offered

We have a specialised service for children 12 years and over and young adults, who are experiencing menstrual problems (irregularity or pain), need contraception advice or have concerns in relation to puberty. Our specialist Consultant in the care of children and young adults is Dr Carole Gilling-Smith, who is also a mother of three children and has a lot of experience in this area. Please visit our website for more information on her.

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5 Making an appointment

You can be seen as a private patient by asking your General Practitioner or Consultant to refer you. We do accept to children without a referral letter as long as they are accompanied by an adult who can explain the reason why the GP has not been contacted. We do however recommend that our children and young adults obtain a doctor's referral letter as this often provides us with useful background information and may avoid the need to repeat certain investigations.

Once you have an appointment booked, you will be sent a copy of this patient guide (if required), which includes a map, a price list and a registration form to complete before you attend the Agora. We find it very useful if you can bring copies of all previous letters, tests and any previous treatments you have to your first appointment. Your GP will provide you with a summary record of your medical history if you ask him as will any hospital that has treated you in the past.

6 Your First Appointment

When you first arrive at reception, the adult accompanying you and paying for the treatment will be asked to complete the registration form with you, if this has not already been done. They will need to bring some form of identity with them such as a passport or driving license.

Dr Gilling-Smith will call you through to one of our private consulting rooms for your consultation. We encourage children to allow their parents or adult accompanying them to come into the consultation but if you prefer to be seen alone this is perfectly acceptable. You can also ask for a nurse to come in to the consultation if you find that helpful. The doctor will not examine you without your written consent and without a nurse being present.

During the consultation, Dr Gilling-Smith will ask you about your problems and may suggest some tests and possibly a treatment to help you. There will be plenty of time for you to ask questions and you will agree at the end of your meeting how best to treat your problems. If after the consultation you still have concerns, our reception staff or nurses will be happy to help you and if necessary ask the doctor to contact you.

7 Out of Hours Service

You will be provided with a contact telephone numbers for emergency contact out of hours should urgent advice be required.

8 Fees and Methods of Payment

Following the consultation, and before any tests and treatment, the adult accompanying you will be asked for payment. The clinic accepts all methods of payment including cash, cheque, debit or credit card (excluding American Express). Any payment queries can be discussed with our Office Manager.

If you have medical insurance, such as BUPA or PPP, your consultation, tests and treatment will still need to be paid and we will issue a receipt which you can send to your insurers. Our doctors will be happy to complete any relevant claim forms.

9 Dissatisfaction

Our aim is to ensure your visit to the Agora is a satisfactory and positive experience. However, if you are dissatisfied with any part of your visit, you (or an adult on your behalf) can make a complaint either verbally, in writing, or by email to any member of the staff. A copy of our complaints policy is available on request at Reception.

All complaints will be passed on, in writing, to the Registered Manager, who will confirm to you in writing when she receives the complaint (within two working days) and then investigate the complaint in detail. You will be given a full reply, in writing, of the outcome and any action taken as a result of your complaint, within 20 working days from when your complaint is received.

If you are not satisfied with the outcome of your complaint, you can contact the Healthcare Commission or the HFEA:

The Healthcare Commission
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG
Tel: 020 7448 9200

Human Fertilisation and Embryology Authority
21 Bloomsbury Street
London
WC1B 3HF
Tel: 020 7291 8200

Email: www.healthcarecommission.org.uk

Email: admin@hfea.gov.org

10 Comments on this Guide

This Guide is written for the benefit of patients visiting, or making use of, the Agora. The Medical Director, Dr Carole Gilling-Smith, would welcome any comments or suggestions on improving the guide and any of our services. Apart from completing the patient questionnaire, which provides us with constructive comments to improve all aspects of the services we offer, specific comments regarding this Guide should be made either verbally to Dr Gilling-Smith, or in writing to the clinic. The Guide is updated annually.

11 Map & Directions by Road

From London (A23) or areas outside Brighton you can reach Hove via the A27. You will need to take the Hove exit. At the roundabout, take the 3rd exit into the King George VI Avenue (A2038). Take the 2nd left into Nevill Road (A2023). When you reach the Old Shoreham Road you should go straight across the lights into Sackville Road and turn left at Clarendon Road to reach Ellen Street. There will be plenty of pay and display parking on Ellen Street and nearby roads. Blue disabled Badge holders can park for free. There is also a disabled bay at the rear of the Agora entrance.

