

The Agora Gynaecology & Fertility Centre

**The Agora,
Ellen Street,
Brighton & Hove BN3 3LN**



Patient Information and Guide to Services

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1 Introduction

Welcome to the Agora Gynaecology & Fertility Centre. We are a new clinic in Brighton and Hove providing services to both private and NHS patients. This guide aims to provide you with an overview of our clinic and the services we offer. Specific information leaflets on different treatments are available on request and will be provided by your consultant when you come to the clinic for your first appointment. 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, gynaecology and early pregnancy problems in a caring and supportive, state of the art, environment.

Our skilled and dedicated team of doctors, nurses, embryologists and administrative staff at the Agora want to ensure that all our patients receive high quality care, individualised to their needs. The centre offers a wide range of diagnostic services, therapeutic treatments and a comprehensive programme of assisted conception. We are committed to fulfilling the needs of our patients and set out to offer the most advanced treatment technologies available.

From the outset, we strive to provide clear and comprehensive information so that our patients feel they can take part in all decisions about their investigations and treatment.

In the Fertility Clinic, our primary objective is to help couples to achieve a successful live birth. Whatever the outcome, we provide all necessary support and counselling, based on realism, honesty and humanity. We recognise that success rates are one of the most important measures of a clinic's performance but we also take into account, at every stage of treatment, the health and well-being of mother and child and never compromise on safety.

The Agora is a private medical company. We charge fairly and correctly for all the services we provide, delivering value through commitment, professionalism and care.

3 Facilities

We have taken great care with the design of our clinic and provide our patients with a unique and relaxing environment which can offer the highest standard of professional care and accommodate all our patients' needs. Patients who require more complex out-patient or in-patient treatments can be treated by one of our consultants at other local private hospitals with appropriate facilities.

The Agora is set on the 3rd floor of a modern recently refurbished building with lift access, wheelchair access and disabled toilet facilities within the Centre. The location is 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.

Patient Guide

The Agora offers the following facilities:

- Four Consulting rooms, all equipped with examination couches.
- A dedicated ultrasound room.
- A minor procedure room and recovery bay.
- A fully equipped IVF laboratory with a separate cryostorage room.
- A male room in a private area for production of samples.
- 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

Infertility	Early Pregnancy	Gynaecology
Comprehensive investigation of the man and woman, including semen analysis	Early Pregnancy Bleeding	Polycystic Ovary Syndrome
Ovulation Induction	Reassurance scans	Menopause
Intrauterine Insemination (IUI)	Recurrent Miscarriage Investigations	Menstrual disorders
In-Vitro Fertilisation (IVF)	Nuchal Fold Scans	Pelvic Pain (including endometriosis)
Intracytoplasmic sperm injection (ICSI)		Female Health Screening
Assisted Zona Hatching		Contraception and preconceptual advice
Blastocyst Culture		General Gynaecology
Donor Insemination		Sexual Dysfunction
Sperm freezing and sperm retrieval		Adolescent Gynaecology
Satellite Activities: Ovum Donation, Pre-Genetic Screening (Lister Fertility Clinic) Fertility Patients with HIV & Hepatitis (Chelsea & Westminster Hospital)		

5 Making an appointment

PRIVATE PATIENTS

You can be seen as a private patient, either through self-referral or following referral by your General Practitioner or Consultant. We encourage patients to obtain a doctor's referral letter as this often provides us with useful background information and may avoid the need to repeat certain investigations.

We have a number of consultants working at the Agora, each with specialist skills. More information on these consultants can be obtained by visiting our website www.agoraclinic.co.uk. Our reception staff can also assist you in finding the right consultant for your particular problem.

The following Consultants are specifically part of the Agora fertility team and their details can be found on our website:

- Dr Carole Gilling-Smith
- Mr Richard Howell
- Mr Sam Abdalla

Once you have booked an appointment you will be sent a patient history booklet and registration form to complete before your first consultation along with a price list. We encourage our patients to bring copies of all previous correspondence, investigations and details of any gynaecological or fertility treatment they have had previously, as this can avoid the need to repeat investigations and will be of benefit in planning further treatment. Medical Centres should, on request, provide patients with a full copy of their medical records for this purpose.

NHS PATIENTS

If you have been referred to have fertility treatment at the Agora as an NHS patient, we will send you an appointment letter through the post asking you to attend with your partner for consultation in order to set up treatment once your funding is confirmed. You will be asked to complete a 'Patient History Booklet' and registration form before your first consultation. If you have had any relevant investigations and treatment in the private sector please bring copies of these to your first appointment unless your consultant has already forwarded these on to us. A copy of your NHS fertility record will automatically be sent to us by your referring consultant.

6 Your First Appointment

When you first arrive at reception you will be asked to complete the registration form, if you have not already done so, and provide us with a proof of identity such as a passport or driving licence. If you are being seen in the fertility clinic, you will be asked to hand in your completed patient history booklet, or complete it prior to seeing the consultant, if you have not already done so. You will then be asked to wait in our reception area until your appointment. We recommend you arrive 15 minutes before the start of your first consultation to ensure we have time to check all this documentation is complete.

Your consultant will call you through to one of our private consulting rooms for your consultation. We encourage couples attending for fertility to attend the first visit together. If you prefer to come with a friend or relative they can accompany you. You can also request a chaperone to be present at any time.

During the consultation, your Consultant will use your patient history booklet to complete your past medical history and then advise you on the investigation and treatment options best suited to your case. There will be plenty of time for you to ask questions and at the end of consultation a management plan will be agreed. 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

All our patients will be provided with contact telephone numbers for emergency contact out of hours should urgent advice be required.

8 Fees and Methods of Payment

At the time of making your appointment, our reception staff will be happy to advise you on the costs for consultations, investigations and appointments and a price list is included in the information pack sent to you prior to your first consultation.

Following the consultation, and prior to all investigations and treatment, 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, we still ask you to pay for your consultation, investigations and treatment and we will issue you with a receipt which you can send to your insurers. Our doctors will be happy to complete any relevant claim forms. We do need to emphasise, however, that not all insurance policies cover fertility investigations and most do not cover fertility treatment.

9 Dissatisfaction

Our aim is to ensure your visit to The Agora Centre is a satisfactory and positive experience. However, if you are dissatisfied with any part of your visit, you 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, on receipt of the complaint, acknowledge it in writing within two working days and then investigate the complaint as exhaustively as possible. You will be given you a full reply, in writing, of the outcome, and, any action taken as a result of your complaint, within 20 working days from receipt of your complaint.

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

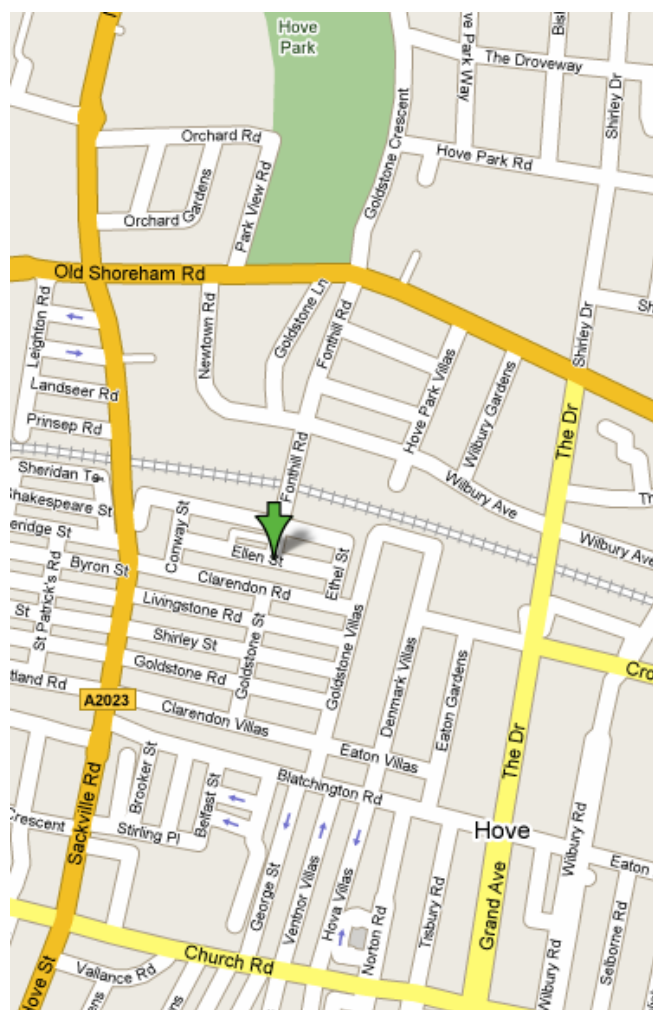
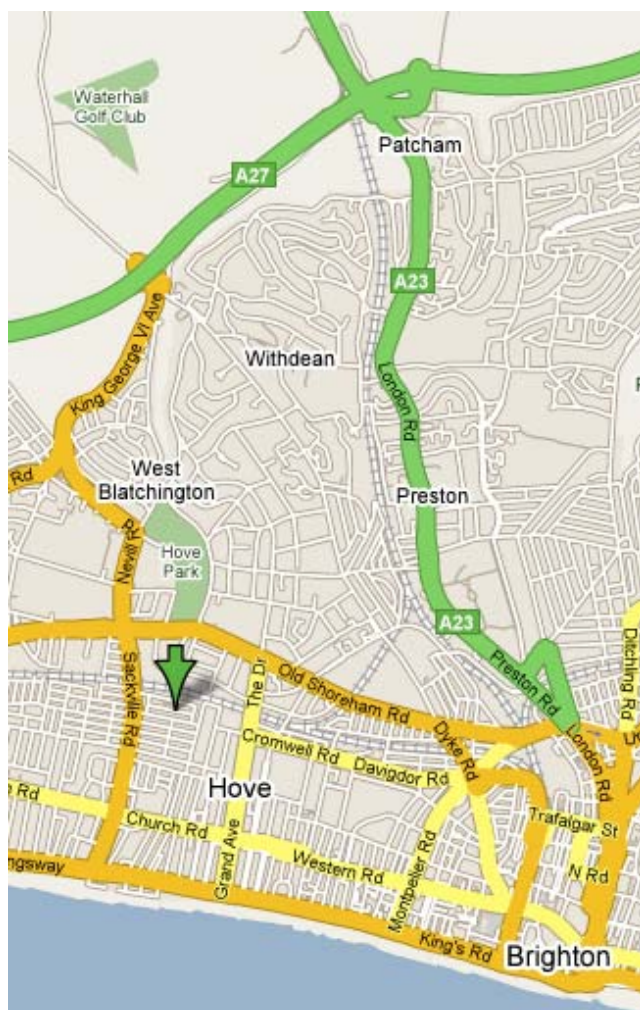
Human Fertilisation and Embryology Authority
21 Bloomsbury Street
London
WC1B 3HF
Tel: 020 7291 8200

Email: www.healthcarecommission.org.uk

Email: admin@hfea.gov.org

10 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.



11 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.