



Ryminster
Healthcare



Summerfield
Healthcare

Please read all terms & conditions before use of this website or services.

Your agreement with us

TERMS AND CONDITIONS

1. "We" are Ryminster Healthcare Limited trading as Summerfield Healthcare, a company registered in England and Wales under company number 07844746 and with our registered office at Building 1, Charlesworth Court, Knights Way, Shrewsbury, SY1 3AB.
2. "You" are the customer who has accessed our services through our websites or called our telephone number and has placed an order for our service(s).
3. These terms and conditions along with our Privacy Policy (together, the "Terms") apply throughout our website and during any telephone call or written correspondence between you and us. If there is any conflict between these Terms and any terms or conditions found elsewhere on our website, or in any written or verbal communication between you and us, these Terms shall prevail.

The terms & conditions set out below, constitutes an agreement between you and us in relation to your use of the Ryminster Healthcare Limited website and services.

1. Ryminster Healthcare Limited is NOT to be used in an emergency situation
If you believe that you or the person you are assisting is in an urgent or emergency situation you should immediately dial 999 or seek alternative emergency medical services.
You should call 999 in a critical or life-threatening situation, such as if someone has:
 - difficulty breathing
 - severe bleeding and it can't be stopped
 - severe chest pain
 - loss of consciousness
 - acute confused states and fits which aren't stopping
 - or if you believe someone is having a heart attack or stroke.
2. All medical advice and treatment given at Ryminster Healthcare Limited is in the interest of the patient, please do not assume that advice or treatment that is recommended by our clinicians is the only option available.
3. Patients must give an honest response to requests for information relating to their medical history and current presentation when requested. Ryminster Healthcare Limited will accept no accountability if you withhold vital information or are dishonest.
4. Children under the age of 16 must be accompanied by a parent or guardian.
5. Ryminster Healthcare Limited reserves the right to refuse to administer a treatment.



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6. You understand and accept there is no guarantee whatsoever that you will be issued or provided with a prescription for any medication and acknowledge that the issuing of any prescription is at the sole discretion of the consulting Practitioner
7. Prescriptions will only be issued by Practitioners under circumstances that are appropriate, legal, responsible and as the result of discussion and mutual agreement between you and the Practitioner.
8. You accept that it remains an individual Pharmacist's right to refuse to fulfil any prescription and/or dispense medications when presented with a legal prescription.
9. The cost of medication prescribed by a doctor at the Ryminster Healthcare Limited must be met by the patient.
10. The cost of any further recommended treatments, investigations or tests will always be discussed with the patient before initiation.
11. You will be charged the current fee for any letters, including but not limited to referral letters, except those (if requested) informing your NHS GP of your consultant.
12. You accept without question that each Practitioner, at their sole discretion, creates prescriptions, letters and sick notes on their own professional judgement and legal obligations and that the content of such items is individual, based on information you provide to the Practitioner. You must not tamper with the content of any such items. You acknowledge that there is no guarantee or warranty that such items will contain the content you desire(d), hope(d) for, expect(ed), were informed of, understood or believed they would contain.
13. If you lose a prescription, letter or sick note a copy may be issued, subject to the prescribing Practitioner agreeing to re-issue the document. There is no guarantee that a Practitioner will agree to re-issue any document. In the event that the Practitioner re-issues your lost prescription, letter or sick note you will be charged in accordance with the current cost for a replacement.
14. You will be charged the current price for a Sick Note; if a sick note is required you must discuss this during the consultation.
15. If a service or appointment is cancelled 24 hours prior to the appointment, then the patient is entitled to a full refund. Subject to any specific service terms and conditions to which you have agreed.
16. Any cancellations within 24 hours of the appointment time are not refundable.
17. If you fail to attend or are late for your appointment then the cost is non refundable.
18. It is not possible to rearrange your appointment if you fail to attend.
19. Any request for a refund following a consultation or service provided by Ryminster Healthcare Limited after it has been carried will be dealt with under our complaints policy. Please put your complaint in writing to paul@summerfieldhealthcare.co.uk.
20. Ryminster Healthcare Limited are not responsible for the accuracy of information given by administrative staff via email or telephone outside of a formal consultations, this is for guidance purposes only.
21. Ryminster Healthcare Limited does not guarantee that all information on our website is free from error. We update our website on a regular basis and change the contents. However material on our website may be out of date at any given time. Ryminster Healthcare Limited is under no obligation to update such material.



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22. Ryminster Healthcare Limited does not guarantee this website or server is virus or bug free. We cannot accept responsibility for any loss, disruption or damage to your data or computer which may occur whilst using material derived from this website.
23. If you have any queries regarding the terms & conditions please email paul@summerfieldhealthcare.co.uk

Registered office address

Charlesworth Court Knights Way, Battlefield Enterprise Park, Shrewsbury, England, SY1 3AB.

Registration with Care Quality Commission – Provider ID: 1-6092101802