



PATIENTS' GUIDE for INDEPENDENT HEALTHCARE SETTINGS

Name of establishment or agency	Amatsu Clinic
Address and postcode	The Workhouse Quarter Hatherleigh Place Abergavenny Monmouthshire Wales NP7 7RL
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Details of the contract between the patient and the service provider.

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A summary of the complaints procedure for the service.

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A summary of reviews from patients when available

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A link to the most recent HIW inspection report (once available) and information on how a copy can be obtained.

Section 7 - Date

The date on which the Patient Guide was reviewed and the reasons for the review.



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SECTION 1 - SUMMARY OF STATEMENT OF PURPOSE

The primary aim of Amatsu Clinic is to provide specialised Women's Health Services, Intravenous Ozone Therapy, Ozone Injection Therapy and IV Nutrition Therapy to patients in Wales, focusing on enhancing their overall health and well-being. Our objectives are to:

- Deliver high-quality, evidence-based Women's Health Services for Menopause, Intravenous Ozone Therapy, Ozone Injection Therapy and IV Nutrition Therapy treatments tailored to individual patient needs.
- Educate women on peri and post-menopause management.
- Improve patients' vitality, immune function, and recovery from various health conditions through safe and effective therapies.
- Educate patients on the benefits and proper application of Ozone Intravenous Therapy, Ozone Injection Therapy and IV Nutrition Therapy to empower them in their health journey.
- Maintain the highest standards of patient safety, clinical governance, and compliance with all relevant regulations, including those set by Healthcare Inspectorate Wales (HIW).

We measure our success through patient satisfaction surveys, health outcome tracking, and consistent adherence to clinical best practices.

SECTION 2 - TERMS AND CONDITIONS

Terms and Conditions of Service

The following terms and conditions apply to all services provided by Amatsu Clinic. These are intended to give patients clear information about how services are delivered, how payments are handled, and what patients can expect from the clinic.

Eligibility for Treatment

All patients must:

- Be aged 18 or over (unless otherwise specified and appropriate consent arrangements are in place)
- Complete a full medical history and consent process prior to treatment
- Undergo an appropriate clinical assessment to determine suitability for treatment



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Amatsu Clinic reserves the right to decline or defer treatment where it is not clinically appropriate or safe to proceed.

Clinical Assessment and Consent

All treatments are provided following:

- A clinical assessment by an appropriately qualified healthcare professional
- A clear explanation of the proposed treatment, benefits, risks, alternatives, and aftercare
- Written informed consent obtained prior to treatment

Patients may withdraw consent at any time.

Charges and Payment

A full price list is provided in this Patient Guide and is available at reception and on request.

- All prices are inclusive of consultation and treatment unless stated otherwise
- Payment is required at the point of treatment
- Payment methods accepted include card, cash, or bank transfer

Cancellations and Missed Appointments

Patients are asked to provide reasonable notice if they need to cancel or rearrange an appointment. Failure to attend without notice may result in charges being applied.

Treatment Outcomes

While Amatsu Clinic aims to deliver high-quality, evidence-based care, individual responses to treatment may vary. No guarantees can be made regarding treatment outcomes.

Confidentiality and Data Protection

All patient information is handled in accordance with UK data protection legislation. Information will only be shared where necessary for care delivery or where legally required.

Complaints

Patients have the right to raise concerns or make a complaint about any aspect of the service. A summary of the complaints procedure is set out in Section 4 of this Patient Guide.

Price List



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Women's Health Initial Consultation	£180
Women's Health Follow-Up	£120
Amatsu, Acupuncture & Ozone 1 st Consultation up to 30 min	£55
Amatsu, Acupuncture & Ozone 1 st Consultation	
Assessment & Treatment up to 60 min	£95
Amatsu & Acupuncture up to 60 min	£75
Ozone / Prolozone Injection	£195
Ozone Injection any additional (same session)	£60
Major Auto Hemo Therapy 3-pass	£195
Major Auto Hemo Therapy 5-pass	£245
Major Auto Hemo Therapy 10-pass	£295
Ozone Insufflation up to 30 min	£95
Ozone Insufflation up to 60 min	£145
Limb Bagging up to 30 min	£95

Payment can be made by card, cash or bank transfer. Payment is taken at the point of treatment delivery.

SECTION 3 - CONTRACT BETWEEN PATIENTS AND SERVICE PROVIDER

Standard Contract for Services

Between:

Amatsu Clinic, The Workhouse Quarter, Hatherleigh Place, Abergavenny, Monmouthshire, NP7 7RL
("the Service Provider")

And:

The patient receiving services ("the Patient")

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1. Purpose of the Contract

This contract sets out the terms under which Amatsu Clinic provides regulated healthcare services to patients. It applies to all consultations, assessments, and treatments provided by the clinic.

2. Nature of Services

Amatsu Clinic provides independent healthcare services including (but not limited to):

- Women's Health Services
- Menopause consultations
- Intravenous Ozone Therapy
- Ozone Injection Therapy
- IV Nutrition Therapy

All services are provided in accordance with:

- The Independent Health Care (Wales) Regulations 2011
- Professional standards and clinical guidance
- Healthcare Inspectorate Wales (HIW) requirements

3. Clinical Decision-Making

All clinical decisions are made by appropriately qualified healthcare professionals based on:

- The patient's medical history
- Clinical assessment
- Best available evidence and professional judgment

The Service Provider reserves the right to refuse or discontinue treatment where it is not clinically appropriate.

4. Consent

The Patient confirms that:

- They have received sufficient information about the proposed treatment
- They understand the risks, benefits, and alternatives
- They have had the opportunity to ask questions
- They provide informed consent voluntarily

Consent may be withdrawn at any time prior to or during treatment.

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5. Fees and Payment

The Patient agrees to:

- Pay fees as set out in the current price list
- Make payment at the point of treatment unless otherwise agreed

Fees are non-refundable once treatment has been delivered.

6. Cancellations and Non-Attendance

The Patient agrees to provide reasonable notice if unable to attend an appointment. The Service Provider may apply charges for missed appointments or late cancellations.

7. Patient Responsibilities

The Patient agrees to:

- Provide accurate and complete medical information
- Follow clinical advice and aftercare instructions
- Inform the clinic of any changes to their health status

8. Confidentiality

All personal and clinical information will be kept confidential and processed in accordance with applicable data protection legislation.

9. Complaints

If the patient is dissatisfied with any aspect of the service, they have the right to make a complaint in line with the clinic's complaints procedure. This includes escalation to Healthcare Inspectorate Wales if appropriate.

10. Limitation of Liability

Nothing in this contract limits liability for death or personal injury caused by negligence. Otherwise, the Service Provider's liability is limited to what is permitted by law.

11. Governing Law

This contract is governed by the laws of Wales and England, and any disputes shall be subject to the jurisdiction of the courts of England and Wales.

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SECTION 4 - COMPLAINTS PROCEDURE

Amatsu Clinic is committed to providing a high-quality service. However, if you are dissatisfied with any aspect of our service, we encourage you to let us know. Your feedback is valuable and helps us improve. This policy outlines our complaints procedure, adhering to the requirements of Regulation 24 of the Independent Health Care (Wales) 2011 Regulations.

At Amatsu Clinic, we are committed to providing the highest quality of care. We understand that occasionally, you may have concerns or be dissatisfied with the service you receive. We welcome your feedback, including complaints, as it helps us to improve our services. This policy outlines how you can lodge a complaint, how we will handle it, and what timescales you can expect for a response.

1. How to Lodge a Complaint

We encourage you to raise any concerns you have as soon as possible. This allows us to address them promptly and effectively.

You can make a complaint in the following ways:

- **Verbally:** You can speak directly to any member of our staff, who will document your complaint and escalate it appropriately.
- **In Writing:** You can send a letter or email detailing your complaint to:
Address:

Stephan Grabner,
Amatsu Clinic,
The Workhouse Quarter
Hatherleigh Place
Abergavenny
Monmouthshire
Wales
NP7 7RL

Email: stephan@amatsuclinic.co.uk

In Person: You can request to speak with Stephan Grabner, Registered Manager during clinic opening hours.

When making a complaint, please provide as much detail as possible, including:

- Your full name and contact details.
- The date(s) and time(s) of the events relating to your complaint.

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- A clear description of what happened and what you are concerned about.
- The names of any staff members involved (if known).
- What outcome you are seeking from your complaint.

2. Who to Complain To:

Initially, all complaints should be directed to:

- Stephan Grabner, Registered Nurse and Registered Manager using the above details.

They are responsible for overseeing the complaints process and ensuring your complaint is handled fairly and thoroughly.

3. How We Will Deal with a Complaint:

Upon receiving your complaint, we will follow these steps:

- **Acknowledgement:** We will acknowledge receipt of your complaint in writing (by letter or email, depending on how you lodged it) within 2 working days of receiving it. This acknowledgement will confirm that your complaint has been received and provide you with an estimated timeframe for a full response.
- **Investigation:** Your complaint will be thoroughly investigated by Stephan Grabner, or another appropriate senior member of staff not directly involved in the matters giving rise to your complaint. This investigation may involve:
 - Reviewing relevant records.
 - Speaking with staff members involved.
 - Gathering any other necessary information.
- **Response:** We aim to provide you with a full written response to your complaint within 10 working days of the acknowledgement. This response will:
 - Clearly set out the findings of our investigation.
 - Explain whether your complaint is upheld, partially upheld, or not upheld, and the reasons for this decision.
 - Detail any actions taken or planned as a result of your complaint (e.g., changes to procedures, staff training).
 - Offer an apology where appropriate.
 - Inform you of your right to escalate the complaint if you remain dissatisfied.
- **Extended Timeframes:** If, for any reason, we anticipate that we will not be able to provide a full response within 10 working days, we will write to you to explain the delay and provide a new estimated timeframe. We will aim to complete the investigation and provide a full response within a maximum of 20 working days.

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4. Other Sources of Help if You Are Not Happy with How We Have Dealt with Your Complaint:

We hope to resolve your complaint to your satisfaction. However, if you remain unhappy with our response or the way your complaint has been handled, you have the right to escalate your complaint to an independent body.

You can contact:

- Healthcare Inspectorate Wales (HIW)
 - HIW is the independent inspectorate and regulator of healthcare in Wales. They will not usually investigate individual complaints unless there are concerns about the overall standard of care or the clinic's compliance with regulations. However, they may be able to offer advice or guidance.
 - Address: Healthcare Inspectorate Wales, Welsh Government, Rhydycar Business Park, Merthyr Tydfil, CF48 1UZ
 - Telephone: 0300 062 8163
 - Email: hiw@gov.wales
 - Website: www.hiw.org.uk
- Public Services Ombudsman for Wales (PSOW)
 - The PSOW is an independent body that investigates complaints about public services in Wales, including privately funded healthcare providers that are subject to specific regulations, such as the Independent Health Care (Wales) Regulations 2011. They can investigate whether we have properly followed our complaints procedure and acted fairly.
 - Address: Public Services Ombudsman for Wales, 1 Ffordd yr Hen Gae, Pen-y-fan, Oakdale, Blackwood, NP12 0SN
 - Telephone: 0300 790 0203
 - Email: ask@ombudsman.wales
 - Website: www.ombudsman.wales

Confidentiality:

All complaints will be treated with the strictest confidence. Information relating to your complaint will only be shared with those individuals who need to be involved in the investigation and resolution process.

Learning and Improvement:

We view all complaints as an opportunity to learn and improve our services. We will regularly review feedback and complaints to identify trends and implement necessary changes to enhance the quality of care we provide.

SECTION 5 - SUMMARY OF PATIENT VIEWS

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Independently Verified Reviews collected by FRESHA:
 Over 1180 reviews to date
[Reviews can be viewed and read here.](#)



4.9 (1,180)

Filter by



SECTION 6 - REGISTRATION AUTHORITY

Healthcare Inspectorate Wales

Reviews you can trust

All our ratings are from genuine customers, following verified visits



SECTION 7 - PATIENT GUIDE REVIEWS

Date Patient Guide reviewed	
Category of changes made	<input type="checkbox"/> Change of staff details <input type="checkbox"/> Change of Registered person(s) <input type="checkbox"/> Change of treatments <input type="checkbox"/> Change of setting/organisation details
Reviewed by	
Date HIW notified of changes	

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Category of changes made	<input type="checkbox"/> Change of staff details <input type="checkbox"/> Change of Registered person(s) <input type="checkbox"/> Change of treatments <input type="checkbox"/> Change of setting/organisation details
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