

**THE MOST IMPORTANT  
THING WE DO IS PROVIDE  
THE BEST HEALTHCARE  
AND MEDICAL SERVICES  
FOR OUR PATIENTS  
IN A CARING AND TIMELY WAY**

For any further information on your appointment or our services, please call our booking office number on

**0113 249 4655**

or email us on

**email@livingcare.co.uk**

where our friendly and efficient staff will do their very best to assist you



**YOU CAN FIND ALL INDIVIDUAL CLINIC MAPS,  
DIRECTIONS AND BUS ROUTES ON  
[WWW.LIVINGCARE.CO.UK](http://WWW.LIVINGCARE.CO.UK)  
UNDER 'PATIENTS'**



LivingCare is the trading name for Fountain Diagnostic Limited and Leodis Care Limited. Fountain Diagnostic Limited whose registered office is at 96 Marsh Lane, Leeds LS9 8SR and registered number is 05814528. Leodis Care Limited whose registered office is at 5-7 East Park Road Leeds LS9 9JD and registered number is 06442564



**A GUIDE  
FOR  
PATIENTS**

*GIVING YOUR CONSENT*  
**YOUR TREATMENT AT LIVINGCARE.**



## WHAT DOES IT MEAN WHEN YOU GIVE YOUR CONSENT?

LivingCare is committed to ensuring that, as far as is reasonably practicable, we provide services to the public, reflect their individual needs and do not discriminate against individuals or groups.

This information leaflet is designed to help all service users understand the issue of consent within a LivingCare clinic.

## WHAT YOU CAN EXPECT.

Before a doctor, nurse or health professional examines or treats you, they need your consent. Any proposed treatment or investigation will be explained to you in a way that you can understand. We want you to have all the information you need to decide whether you want the treatment or investigation.

We want to involve you in all the decisions about your care and treatment. If you do not want to know about certain aspects of your treatment, please talk to us about this.

For most simple procedures you will only need to say that you agree for us to go ahead. For more complicated procedures, including any which need sedation or an anaesthetic, we will ask you to sign a consent form confirming your agreement. It is your right to have a copy of this form if you wish.

You will usually be asked to sign a consent form when you visit the

## WHEN WE ASK FOR YOUR CONSENT.

When we ask you to agree to any treatment or investigation, you can expect the staff caring for you to explain:

- The type and extent of the treatment being proposed;
- The advantages and disadvantages of the treatment;
- Any alternative treatments that might be available;
- Any significant risks and side-effects;
- Your right to change your mind and withdraw consent at any time.

We might need to take your blood or a small section of tissue, for example of an unexplained lump, as part of your treatment. You should be told in advance if samples are likely to be taken. These samples might also be used for teaching and research, although we will not use them in a way that can identify you unless we have your permission.

We sometimes use images, including x-rays, scans, photographs and videos, for teaching and research. Unless we have your permission, these will not be published or used in a way that can identify you. If you have any concerns about this, please talk to the staff caring for you.

## UNDERSTANDING YOUR OPTIONS.

We encourage you to ask questions at any time. If you don't understand what you are being told, please tell the staff straight away so they can talk you through the proposed treatment or investigation again. It is not unusual for people to need medical treatments explained to them more than once.

It is often a good idea to ask a relative or friend, or your nurse, to be with you when your treatment is being explained. This will help you if you are discussing treatment later.

You might find it helpful to write down any questions you want to ask. It is important that we know about your concerns so that we can answer any questions.

We can arrange for you to speak with someone in the language you need. We can also arrange a signer for you. If you need assistance please contact our administration team and let them know so that we can prepare in advance of your appointment.

## MAKING YOUR DECISION.

Please tell the staff if you want time to think about what is being proposed. Although we may recommend a particular treatment or investigation, you are free to choose another.

We all have different tolerance levels about how much risk or pain we find acceptable. Your values and preferences will be considered at all times. However, we cannot give a treatment to you if:

- It is not available;
- We feel it is not suitable in your case

## WHAT IF I CHANGE MY MIND?

You can change your mind and withdraw consent at any time, even if you have a signed consent form. Make sure you tell your doctor or nurse in charge immediately so this can be recorded in your medical notes and everyone is aware of your decisions.

You do not have to give reason for refusing treatment, but it is helpful to tell the staff about your concerns so they can give you the best advice. If you are unsure about agreeing to a particular treatment, you might consider asking for another opinion from a different doctor, nurse or healthcare professional. If you do, we will do our best to help you.

## WHO CAN GIVE CONSENT?

If you are an adult patient (16 years old and over), only you can give consent to treatment. Your relatives or next of kin cannot do this on your behalf. However, in certain circumstances they might be consulted, for example, if you were unconscious and it was an emergency.

**MISSED PATIENT APPOINTMENTS  
ARE COSTING THE NHS  
A HUGE 7 BILLION POUNDS  
PER YEAR!**

If you are unable to make your appointment - please contact us on **0113 249 4655** or text **07713 198617** and we will happily rearrange or cancel for you.

