

THE GREENWICH NATURAL HEALTH CENTRE

PRACTITIONER TERMS AND CONDITIONS

Effective 28th March 2017

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The Greenwich Natural Health Centre Ltd (referred hereinafter as “GNHC”) is a Limited Liability Company.

Registered at Companies House: Registration number 03320094.

Registered Office: 70, Royal Hill Greenwich, London SE10 8RF.

Director: Pat Truman de Reimers.

WHAT WE DO

GNHC provides treatment rooms and reception services for professional therapists and seeks to promote a supportive network of practitioners and therapies for clients seeking complementary health care.

FACILITIES FOR PRACTITIONERS

- Six therapy rooms comprising:
 - Four rooms with treatment tables for body work.
 - Sharp's bins, blankets, towels, pillow cases and plinth rolls as appropriate.
 - Two rooms for talking therapies.
- Reception cover:
 - Monday-Thursday 08:30-20:00
 - Friday 08:30-18:00
 - Saturday 08:30-15:00
- Personal Practitioner Day Book.
- Personal online appointments diary at www.practicepal.co.uk
- Monthly statement of account.
- Reception sends new patient letters, questionnaires and cancellation fee letters.
- One-to-one practitioner business reviews as required.
- Room rental includes all heating, lighting and energy costs.
- Laundering of plinth covers, blankets, towels and pillow cases.
- Staff rest room.
- Beverages and filtered drinking water.
- Promotional portrait in Reception area.
- Brochures.
- Web site practitioner personal profile.

FACILITIES FOR CLIENTS

- Reception and waiting area.
- Payment by cash, cheque, credit or debit card.
- Toilet and baby change area.
- Stair lift, double-door access and ramps for disabled access.
- Redeemable gift vouchers for therapies.

BUSINESS MODEL

All Practitioners work on a self employed basis, renting treatment room space from GNHC.

The rooms are rented on a per SESSION basis.

SESSIONS

Practitioners make a commitment to book regular weekly sessions (each session comprising of four consecutive working hours) called BOOKED SESSIONS and to pay rent for those sessions.

The working day is divided into 3 sessions:

Morning session	08:30-12:30
Afternoon session	13:00-17:00
Evening session	17:30-21:30

Subject to treatment room availability, practitioners may extend a booked session by either: 1 hour before or 1 hour beyond the official session time but not both.

RENT DUE

Rent due is calculated on the following basis as either:

a) A percentage of PRACTITIONER SESSION EARNINGS

OR

b) The MINIMUM RESERVATION FEE (whichever sum is the greater).

PRACTITIONER SESSION EARNINGS PERCENTAGE

Monday – Saturday:	30%
Sunday:	25%

MINIMUM RESERVATION FEE

The Minimum Reservation Fee is £40 per booked session.

PAYMENT OF RENT

Rent is calculated and payable on the following basis:

1 to 4 BOOKED SESSIONS PER WEEK:

Calculated on a per session basis and payable at the end of the last session.

5 BOOKED SESSIONS PER WEEK:

Earnings are aggregated for the week and rent payable on the last session day of the week.

GNHC reserves the right to deduct any outstanding money due to GNHC from a practitioner's Streamline account.

BOND

The first two booked sessions each require a bond of £160 (4 weeks x £40 Minimum Reservation Fee).

The bond is held in a separate bank account and will be refunded (minus any outstanding money due to GNHC) if you either:

- a) Relinquish a booked session or;
- b) Cease practising at GNHC.

AD HOC SESSIONS

All Ad Hoc appointments (appointments outside a practitioner's usual booked session times) will be charged at £17 per hour or part thereof.

AGGREGATED SESSION EARNINGS

Same day booked session earnings (e.g. a morning session and same day afternoon session) will be aggregated for the purposes of rent calculation. This does not apply to Ad Hoc appointments.

ANNUAL REVIEWS

UK regulating body membership, professional liability insurance and first aid certification for practitioners will be reviewed on an annual basis by the Practice Manager.

Individual practitioner business reviews may be arranged at the request of either the practitioner or GNHC.

BANK HOLIDAYS

The Centre is normally closed on bank holidays.

If a usual booked session coincides with a bank holiday and the practitioner does not work that day then no rent is due.

If a practitioner elects to work on a bank holiday, the usual Minimum Reservation Fee and Practitioner Session Earnings Percentage apply.

BOND BUILDER SCHEME

Practitioners planning to increase their number of sessions (or begin an agreed new therapy) may pay by instalments into the bond account.

BUSINESS CYCLE

1 st May:	GNHC new financial year. Therapy fee changes take effect. Updated Practitioner Terms and Conditions take effect.
August:	GNHC market research on fees, rates and percentages.
September:	Practitioners advised of market rates for fees, rates and percentages.
1 st November:	Mid-year therapy fee changes take effect.

February:	Updated Practitioner Terms and Conditions issued.
1 st April:	GNHC annual budget set.

CANCELLATION FEE LETTERS

Cancellation fee letters are issued by Reception staff on the instruction of practitioners.

CENTRAL SPACE RENTAL

The central space may be rented for workshops.

The rental charge is £100 per four hour session or 30% of income (whichever is the greater).

The rental charge to hire a room for a workshop is £50.00 per four hour session or 30% of income (whichever is the greater).

Both charges apply to weekdays or Sundays.

CHILDREN IN CENTRAL SPACE

Reception staff are required to leave the reception area to attend to other duties in the building.

For health and safety reasons children under the age of 10 cannot be left unattended in the reception area unless accompanied by another adult.

Unaccompanied children are the responsibility of the practitioner and should be taken into the treatment room with their parent or carer.

CODE OF CONDUCT

With regard to their professional relationship with their clients, GNHC expects all practitioners to conform to the code of conduct of the UK regulatory body of which they are a member.

Notwithstanding the aforementioned professional codes of conduct, and with specific regard to their business relationship with GNHC, we expect all practitioners to conform to the British Register of Complementary Practitioners (BRCP) Code of Ethics and Practice.

The BRCP Code of Ethics and Practice may be viewed at:

<http://www.icnm.org.uk>

DAY BOOK

Each Practitioner is provided with a personal Day Book to record their session earnings and it is the responsibility of the practitioner to record accurately all fees received.

The Day Book is the property of GNHC and used to reconcile session earnings and rent due.

DEBIT / CREDIT CARD TRANSACTION CHARGE

GNHC uses the Streamline merchant payment system, operated by the National Westminster Bank plc, see <http://www.streamline.com> for further details.

For each client therapy payment made by debit/credit card, a 60p bank transaction charge is made by GNHC.

No charge is made for debit/credit card transactions for practitioners paying their rent or other money due to GNHC.

FILING

Reception staff create and file new patient registration records.

Greenwich Natural Health Centre will store osteopathic notes for a period of 10 years from the date the client was last seen, after which time the notes will be securely destroyed.

All other client/patient notes are the responsibility of the individual practitioner.

FIRST AID CERTIFICATION

All practitioners are required to hold current First Aid certificates.

First Aid courses can be arranged by GNHC.

GRIEVANCE PROCEDURES

Grievance procedures are in place for:

Complaints from clients (displayed in reception area).

Grievance procedure for practitioners (available from the Practice Manager).

HOME VISITS

Home visits to clients are made solely at the discretion of the practitioner and will not be offered or arranged by Reception staff without specific instruction from the practitioner concerned.

Home visits are excluded entirely from any business arrangement between GNHC and the practitioner, and all liability lies with the practitioner.

INTERNET ACCESS

Free internet access is provided for use by practitioners to use their own laptop, tablet or notepad (not GNHC computers) and subject to reasonable use for data downloads.

LOCUM AGREEMENTS

A practitioner may arrange locum cover in the event of holidays or sickness on the following conditions:

1. Locums must be approved, in advance, and after interview with the Directors, GNHC.
2. A written and signed locum agreement between the GNHC practitioner and locum practitioner must be lodged with GNHC in advance.
3. The locum agrees in writing with GNHC terms and conditions.
4. All financial liability for rent and other money due to GNHC lies with the originating practitioner.
5. GNHC reserves the right to refuse or terminate any locum agreement.

A pro-forma locum agreement is available from the Practice Manager.

Locum agreements are not required between GNHC osteopaths and West Greenwich Osteopaths at 70 Royal Hill, Greenwich.

NOTICE PERIOD

One month's notice in writing.

PLANNED ABSENCE

GNHC requests one month's notice in writing of planned absence by practitioners.

PRACTITIONER RESPONSIBILITIES

Practitioners are responsible for:

- Ensuring their Day Book entries are accurate and complete.
- Checking their session start time on our online booking system at www.practicepal.co.uk
- If unable to check online, phoning Reception to check their session start time.
- Notifying Reception of any change to appointment or session times.
- Managing their appointment and session times effectively.

- Managing the behaviour of children attending any appointment.
- Ensuring GNHC has an up to date contact number of someone you would want us to contact in case of emergency.

PRACTITIONER RESPONSIBILITIES continued

MASSAGE THERAPISTS

A minimum of 2 sets of identifiable, good quality towels to be provided and kept, covered, in a labelled container provided by the therapist.

We will undertake to launder ONE set of towels per week.

Therapists are responsible for anything over and above one set.

SESSION MOVES

A session may be moved from a booked session day to another day within the same working week subject to prior agreement with GNHC and with at least two week's notification.

THERAPIES PRACTISED

Practitioners may only practise those therapies for which they hold:

1. Recognised professional qualifications.
2. Membership of a recognised UK professional regulating body.
3. Professional indemnity insurance.

The following conditions apply to any proposed new therapies:

- i. No additional therapy may be practised without prior consultation with, and the approval of, the Director, GNHC.
- ii. Any proposed change to the therapies practised by a practitioner at GNHC, and subsequent Director approval, must be made in writing.
- iii. Conditions 1, 2 and 3 as detailed above are met.

WORKING WEEK

The first day of the GNHC working week is Sunday and the last working day is Saturday.

END OF TERMS AND CONDITIONS

PRACTITIONER AGREEMENT

I confirm I have read and agree to abide by the Greenwich Natural Health Centre Terms and Conditions.

Signature.....

Please print name.....

Date.....

Please detach this page & return to the Practice Manager for your file.

