

Dr Melanie Simms
Private Practice Terms of Service

1. Making an appointment

How to book

Appointments can be made either by a direct booking here: <https://www.specialist.wales/here-to-help> (if you are a patient) or by referring a patient here: <https://www.specialist.wales/referrals> (if you are a GDP, GMP or other healthcare professional).

Appointment availability

Patients are offered the next available appointments and can choose an available date and time to suit their needs. Appointments are offered on a first come, first served basis.

Exclusions

Dr Simms reserves the right to reject a referral if it is felt not to fall under the scope of Oral Medicine, or if it is felt that a different specialty would be more appropriate. Dr Simms will communicate with you the reasons for any referral rejection and aim to inform you of the specialty that is more appropriate for your problem.

Clinicians should **not** refer suspected cancers to Dr Simms for a private consultation; instead the **NHS 'Urgent Suspected Cancer' Referral Pathway** should be utilised.

Dental pain or tooth problems should **not** be referred to Dr Simms.

Appointments for Children

Dr Simms does accept referrals for patients under 18 years of age.

Private appointments for children must be made by an adult with parental responsibility for the child. The appointment deposit must be paid by an adult who has parental responsibility for the child.

Children under the age of 16 years must be accompanied by an adult with parental responsibility for the child. Children aged 16 and 17 must be deemed Gillick Competent to attend an appointment unaccompanied.

Follow-up/review appointments

Review appointments (if required) are available following an initial consultation. This will be discussed with you at your initial consultation.

2. Nature of appointments

During an initial consultation, Dr Simms will discuss your symptoms and concerns with you, and ask you further questions. Your face, neck and mouth will be examined. Dr Simms will, where possible, discuss the provisional diagnosis and suggest any further investigations that are required. These include oral swabs, blood tests, a biopsy, x-rays, and MRI or other scans. Dr Simms will, where possible, discuss proposed treatment or management options for your condition.

If your problem is complex, you may require an extended consultation appointment, separate to your initial consultation appointment. This is to allow Dr Simms to carry out a more in-depth history and assessment of your problem.

Following your consultation, you will be offered a formal report ('clinic letter'), detailing a summary of your appointment, including the proposed investigations and management. This can be copied to your doctor and/or dentist at your request. If you were referred by a clinician, a clinical letter will be sent to the referring clinician. If you wish for any detail discussed during your consultation not to be disclosed in your treatment plan letter, you must discuss this with Dr Simms during your consultation.

3. Investigations

Any suggested investigations will be discussed with you during your consultation, and subsequently arranged, should you wish to proceed (or carried out on the day if time allows).

Blood tests, oral swabs, biopsies, and some types of x-rays are carried out at South Wales Specialist Oral Surgery and Dental Implant Centre. Ultrasound scan, MRI and CT scans are arranged by Dr Simms and are carried out at dedicated private facilities. All investigations require payment in full at the time of arranging.

4. Cancellations and late fees

Please see the 'Missed Appointment Policy' at <https://www.specialist.wales>. If you attend your appointment after the allocated time of your consultation, you will not be seen and will be charged 50% of your appointment fee.

5. Duty of Care

Dr Simms has a duty of care for patients who are already under her care. This constitutes patients who have had an initial consultation and have been booked for review. Whilst awaiting a consultation, patients remain under the sole care of any referring healthcare professional, up until the point they are seen by Dr Simms. Whilst a patient is under the care of Dr Simms, other healthcare professionals remain responsible for providing their respective areas of care for the patient. Following discharge from Dr Simms, the sole duty of care returns to any referring healthcare professional.