



The Dove Clinic for Integrated Medicine

Our Statement of Purpose has been updated April 2016 as follows:

Statement of Purpose

Mission

Your good health, through integrating complementary and conventional medicine, to treat the body as a whole.

Aims:

- The attainment and maintenance of the patient's good health
- The creation of balance between mind, body and spirit
- To ensure a safe, co-operative and knowledgeable working team

Objectives of the Clinic:

- Customer Focused
The service we provide will be determined by the needs of the customer.
- Cost effective
To provide financially viable treatment
- Cohesive, safe team
To ensure the Health and Safety of our patients and staff

There are many conditions that are not successfully addressed by conventional medicine. At the Dove Clinic for Integrated Medicine, we offer what we believe is a more balanced and effective approach to the treatment (or support) of such conditions which range, for instance, from a number of life threatening illnesses and Chronic Fatigue Syndrome to nutritional disorders, allergies and circulatory problems.

This approach means combining a number of proven medical techniques with the healing skills of experienced, medically qualified practitioners. The techniques we use include state-of-the-art medical technology and subtle energy therapies such as homeopathy and acupuncture.

Our goal is the attainment and maintenance of your good health through the creation of balance between mind, body and spirit. Central to this is facilitating the body's immune system in the healing process. We believe complementary solutions, that avoid the possible hazards of drug toxicity and side effects, are the way ahead for human health. Where they cannot yet be the sole solution, our therapies will invariably add to our patients' quality of life in supporting conventional treatments.

Legal Status:

The Dove Clinic for Integrated Medicine is a Limited Company Registered in England, Registration No. 3927313.

Number, relevant qualifications and experience of staff working at the Dove Clinic:

Medical Director: Dr Julian Kenyon MD MB ChB.

A surgeon by training he was also a principle in General Practice. Experience and training in acupuncture in various forms, homeopathy, Chinese herbal medicine, environmental and nutritional medicine and immunotherapy.

Practice Manager: David Webb

Number of Employees: Fifteen. All clinic employees, plus one practitioner with practising privileges.

Medical Director: One, as above

Director: One

Practice Manager: One, as above

Assistant Practice Manager: One

Nurses: Four Registered Nurses; 1 Healthcare Assistant (NVQ level 2)

Dispensers: Three (One dispenser with BTEC NCPS & one dispenser with NVQ Level 2 Pharmacy qualifications)

Secretaries: Two

Receptionists: Two

Bank Staff: One

All staff under-take continual professional development together with mandatory Health and Safety training.

Organisational structure is available upon request.

Registered Provider	Registered Manager	Registered Person
Dr Julian Kenyon MD MB ChB	Mr. David Webb Practice Manager	Dr Julian Kenyon MD MB ChB
Home address available upon request	The Old Brewery High Street Twyford Hampshire SO21 1RG	The Old Brewery High Street Twyford Hampshire SO21 1RG

Treatments and Services provided

An individual approach to your condition:

Integrated medicine implies the careful combination of as many treatment programmes as are necessary to the health of the individual. Hence our programmes are tailored to a patient's needs and further integrated with the work of other healthcare professionals including GPs and hospital consultants. Our treatments are provided by medically qualified doctors with particular skills in complementary medicine.

A healthy immune system is the body's first line of defence against invading organisms and abnormal rogue cells. Hence therapies and medications that support the immune system or trigger an inactive system into action are vital to the way we work with many conditions.

In addition, where our screening at a subtle energy level has revealed a distortion in a patient's energy pattern, our objective will be to rebalance the bodily system using micro-energy techniques such as acupuncture and homeopathy. These treatments are subtle yet powerful in action and generally highly specific. Too often, in our opinion, conventional medicine uses 'a sledge hammer to crack a nut'. Such heavy action can cause an equal reaction that is seen as side-effects and the results of toxicity.

Our individualised approach to each condition may involve one or more of the following treatments:

- Acupuncture
- Homeopathy
- Environmental medicine and advice
- Nutritional medicine and advice
- Herbal medicine
- Immunotherapy for a range of life threatening illnesses
- Intravenous therapies for chronic and life threatening conditions
- Ozone therapy
- A variety of different psychological interventions
- Sonodynamic Photodynamic Therapy
- Mindfulness Therapy
- Low Dose Immunotherapy

How can we help?

We are happy to assess patients in respect of any medical condition and advice on the appropriate integrated medical approach. These are some of the conditions which we may be able to help:

- A number of life threatening illnesses (using immunotherapy and metabolic therapy).
- Chronic cardiac conditions
- Osteo and Rheumatoid Arthritis.
- Back and neck pain.
- Many childhood ailments.
- Allergic conditions such as Asthma and Dermatitis.
- Skin conditions such as Eczema and Psoriasis.
- Headache and migraine.
- Irritable Bowel Syndrome and chronic indigestion.
- Chronic Fatigue Syndrome (ME).
- A variety of neurological problems including Multiple Sclerosis.
- Many chronic gynaecological problems.
- Menstrual and menopausal symptoms.
- Anxiety and depression.

Arrangements for consultations with patients:

- All our consultations with the Medical Practitioner are made via our reception 01962 718000 or email reception@doveclinic.com for Dr Julian Kenyon on an appointment only basis.
- All enquirers to the Clinic receive a Welcome Pack with the details of the Clinic and information about the services we offer, including details of treatment programmes.
- Each consultation with the Doctor takes place individually in a private room. Patients can be accompanied by a relative or friend.
- With sufficient notice arrangements can be made for an interpreter or signer to be present to enable patients with hearing or language difficulties to communicate effectively with clinic staff. Information can also be transcribed into Braille for patients who are blind. Please speak to our reception team for further information
- All children under the age of 18 must be accompanied at all times by a responsible adult.
- All staff are familiar with the Child Protection Procedures in place at the Clinic.
- The staff at our Clinic cannot be left to take care of children at any time during their visit to the Clinic
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- We respect the fact that adolescents may require the privacy of a consultation without their parent being present.
- Waiting areas for relatives and friends are available at our Clinic, with liquid refreshment facilities.
- The Dove Clinic operates as an out-patient Clinic only; there are no in-patient facilities.
- We endeavour at all times to respect the privacy and dignity of all our patients and adherence to, and the provision of Data Protection and Patient Information Policies and Procedures. We ask all our patients to pay at each appointment and for dispensed items ordered between treatments to pay in advance. We accept cash, cheques and payment cards.
- The Old Brewery clinic in Hampshire and the Harley Street Consultation Room are fully accessible with a ramp available for wheelchair users. Harley Street visitors will need to use the lift provided. .
- We welcome feedback from our patients and their relatives and friends and carry out an annual Patient Satisfaction Survey to inform future improvements in the services we offer. A copy of the latest survey is available on request. A Patient Consultation/Treatment feedback survey for Dove Clinic patients who have received treatment or a consultation is available.. This is accessible from the home page of our website.

Client Satisfaction:

We encourage all our patients to take an active part in the development of our services. Therefore, all our patients have access to our effective compliments and complaints procedure. Please feel free to express any observations relating to the Clinic to any members of staff who are specially trained in handling enquiries. You can write, call or email to request a copy of our Complaints Procedure. Our Practice Manager, David Webb, investigates all complaints and processes all compliments.

Patients funded by the NHS, can obtain advice from ICAS (Independent Complaints Advocacy Service) Tel: 020 7210 4850, or by writing to: Head of Complaints and Public Enquiries, Customer Service Centre, Department of Health, Richmond House, 79 Whitehall, London SW1A 2NS

We are registered and regulated by the Government Care Quality Commission. The CQC contact details are as follows:

The Care Quality Commission
National Correspondence
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Tel: 03000 616161
Email: enquiries@cqc.org.uk

Visiting address: Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG.
The Care Quality Commission has our latest inspection report on their website:
<http://www.cqc.org.uk>

We continually audit and review all our Policies, Procedures and Protocols, endeavouring to give the highest quality of treatment and care at all times. Please write to David Webb, Practice Manager.

Opening Times:

Opening times for the Clinic in Hampshire is between 8.30 a.m. and 5.30 p.m (Monday to Thursday) and 8.30 a.m. to 2.30p.m. Friday.
The Harley Street, London Clinic is open on a Tuesday afternoon 1.30 – 5.30 p.m. for consultation only.