

# THE GREENWICH NATURAL HEALTH CENTRE

## PRACTITIONER TERMS AND CONDITIONS

Effective 1<sup>st</sup> July 2011

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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.
- Monthly statement of account.
- Reception send 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 their session by either an hour before or an 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: 25%

Sunday: 20%

## **MINIMUM RESERVATION FEE**

The Minimum Reservation Fee is £35 per booked session.

## **PAYMENT OF RENT**

Rent is calculated and paid on the following basis:

- 1 booked session per week: Payable on the day.
- 2 booked sessions per week: Payable at end of second session.
- 3 booked sessions per week: Payable at end of third session.
- 4 booked sessions per week: Payable at end of fourth session.
- 5 booked sessions or more 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 the practitioner's Streamline account.

## **ADVERTISING FEE**

Practitioners pay an advertising fee of £10 per month, payable in advance, from their start date into the Advertising Account to cover web site, brochures and other advertising costs.

The Advertising Account is held in a separate bank account and available for practitioner scrutiny.

Advertising copy must be submitted in electronic form for subsequent approval by the Directors, GNHC, prior to publication.

## **BOND**

The first two booked sessions each require a bond of £140 (4 weeks x £35 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

Ad Hoc (non-booked) Practitioner Session Earnings will be calculated at the usual daily rate plus a £5 session administration charge.

## 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.

## 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 closed on bank holidays.

The Minimum Reservation Fee is not due when a booked session falls on a bank holiday.

If a practitioner chooses to work on a bank holiday, and the bank holiday coincides with their usual booked session/s, then normal terms and conditions apply.

If the bank holiday does not coincide with a practitioner's usual booked session/s, then each session will be treated as an Ad Hoc session.

## 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 <sup>st</sup> May:	GNHC new financial year.
	Therapy fee changes take effect.
	Updated Practitioner Terms and Conditions take effect.
July:	Annual Report to Practitioners issued.

August:	GNHC market research on fees, rates and percentages.
September:	Practitioners advised of market rates for fees, rates and percentages.
1 <sup>st</sup> November:	Mid-year therapy fee changes take effect.
February:	Updated Practitioner Terms and Conditions issued.
March	Advertising and Promotions meeting.
1 <sup>st</sup> 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 25% of income (whichever is the greater).

The rental charge to hire a room for a workshop is £50.00 per four hour session or 25% of income (whichever is the greater).

Both charges apply to weekdays or Sundays.

### **CHILDREN IN RECEPTION AREA**

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/practitioners/code>

## **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 50p 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.

The current policy for filing client treatment notes will be reviewed during 2011.

## **FIRST AID CERTIFICATION**

All practitioners are required to hold current First Aid certificates.

First Aid courses can be arranged by GNHC.

## **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.

If a home visit is made during a normal booked session time, the appointment must be entered in the Reception Diary and earnings recorded in the practitioner's Day Book.

Any home visit made outside a practitioner's normal booked session time is excluded entirely from any business arrangement between GNHC and the practitioner, and all liability lies with the practitioner.

## **GRIEVANCE PROCEDURES**

Grievance procedures are in place for:

Complaints from clients (displayed in reception area).

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

## **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.

## **SESSION MOVES**

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

## **SUPPORT FOR NEW PRACTITIONERS**

To help establish their practice, new practitioners pay only 25% of their session earnings for the first three months which will be reviewed at the end of that period.

## **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 Directors, 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 day is Saturday.

## **END OF TERMS AND CONDITIONS**