

Terms & Conditions

1. Our Responsibilities

ICS Health and Wellbeing are responsible for:

- All documents (reports etc) in relation to services provided
- Reporting any significant changes in your health to your GP
- Investigating any reported incidents or complaints, and providing you with feedback and satisfactory outcomes

ICS Health and Wellbeing are not responsible for:

- Diagnosing conditions or developing care pathways
- Prescribing medicines
- Buying or providing equipment or supplies

2. Your Responsibilities

You are responsible for:

- Making choices about your health, after we have given you the necessary information
- Completing and signing the blood taking consent form

3. Records

We will ensure that we keep records of the services you receive. We are required to keep these records and they remain our property

4. Your Information

We will keep records about you, your health and the service we provide you with. These records will include:

- Your name, address and contact details
- Information about you that we have received from your GP
- Records of the service we have provided and the outcomes

Throughout the service, we will send information about your progress to your GP practice to update their records

We send information about your progress to the commissioner of the NHS Diabetes Prevention Programme (NHS England) for payment and quality assurance purposes. This information will include your NHS Number and date of birth

If you have agreed to be contacted by a support organisation to ask for your opinions about the service (for evaluation purposes), we will also provide your name, address and telephone number(s)

You have a right under the Data Protection Act 1998 to find out what information we hold about you. This is known as 'the right of subject access'. If you would like to make a subject access request or have any queries, please write to us at the address below:

ICS Health & Wellbeing
Suite 5, Premier House
Newhold, Garforth
Leeds, LS25 2LD

5. Liability

This clause sets out our internal financial liability to you including any liability for the acts and omissions of our employees, agents, consultants and sub-contractors in respect of

- Any breach of this Agreement
- Your use of the service

And representation statement or tortious act or omission (including negligence) arising under or connection with this Agreement

Nothing in this Agreement limits or excludes our liability (a) for death or personal injury resulting from negligence or (b) for any damages or liability incurred as a result of fraud or fraudulent misrepresentation

6. Termination

You can cancel the service at any time (and for any reason) by calling our central admin hub on 0800 043 9806

7. Unforeseen Circumstances

Neither we nor you will be liable for any delays or failure to provide/receive services due to reasons that are out of our control

8. General

If anything in this Agreement is found by a court or other competent authority to be invalid or unenforceable, it won't affect the validity of the remainder of this Agreement

These Terms and Conditions supersede all previous agreements and arrangements you may have made with us

This agreement cannot be changed unless it is in writing and signed by a Director of ICS Health & Wellbeing

You acknowledge that you have not been induced to enter into this agreement by any representation or promise that the agreement does not expressly contain

We operate within the English Law

HEALTHIER YOU

NHS DIABETES PREVENTION PROGRAMME



Service provided by
**Independent
Clinical Services**
Health & Wellbeing

Terms & Conditions

The Agreement is made on the day of between

(1) ICS Health and Wellbeing

(2) (Name)

Of address.....('you')

This Agreement (which includes the Service User Guide – available upon request) sets out the terms under which we will provide services.

We will provide the following services in accordance with the Agreement:

1. Assessment and reviews of how your health and wellbeing needs could be met
2. Relevant blood tests (where appropriate), including consent
3. A type 2 diabetes prevention behavioural intervention

You agree to:

1. Keep us updated of all relevant matters affecting your medical condition, and health and wellbeing
2. Commit to the Healthier You programme, including attending sessions and completing additional activities as suggested

I give permission to be contacted in the future for research and evaluation purposes

Yes/No

Consent

Please tick as appropriate: I agree I do not agree to ICS Health & Wellbeing obtaining blood samples from me by a finger prick test and performing a Haemoglobin Ac1 (HbA1c) test on these samples. These samples will be taken at the initial assessment and then to monitor your progress at 6 and 9 months.

Disclaimer: Advice will be provided by an ICS Health & Wellbeing representative and is based on your test results and the information given by you at the time of testing. This advice and/or information does not replace that from a qualified and trained medical or healthcare professional. In an event of any high results for HbA1c, we will perform a confirmatory venous blood test. A single test on its own cannot be considered diagnostic. Other clinical and biochemical factors must be included in the diagnosis.

Signed by ICS Health and Wellbeing:

Print Name:

Signed by the Service User:

Print Name:

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