
WELSH STATUTORY INSTRUMENTS

2011 No. 734

The Independent Health Care (Wales) Regulations 2011

PART 1

General

Patients' guide

7.—(1) The registered person must produce a written guide to the establishment or agency (in these Regulations referred to as “the patients' guide”) which must include—

- (a) a summary of the statement of purpose;
- (b) the terms and conditions in respect of services to be provided for patients, including as to the amount and method of payment of charges by patients for all aspects of their treatment;
- (c) a standard form of contract for the provision of services and facilities by the registered provider to patients;
- (d) a summary of the complaints procedure established under regulation 24;
- (e) where available, a summary of the views of patients and others obtained in accordance with regulation 19(2)(e);
- (f) the address and telephone number of the appropriate office of the registration authority; and
- (g) the most recent inspection report prepared by the registration authority or information as to how a copy of that report may be obtained.

(2) The registered person must provide a copy of the first patients' guide to the appropriate office of the registration authority, and must ensure that a copy of the current version of the patient's guide is provided to every patient and any person acting on behalf of a patient.