

## **Terms and Conditions – Minor Surgical Skin Service (The Yorkshire Skin Clinic by Nimbuscare)**

Please read these Terms and Conditions ("Terms"; "Conditions"; "Terms of Use"; "Terms and Conditions") carefully before using Nimbuscare's Minor Surgical Skin Service (the "Service") operated by Nimbuscare Ltd.

Your access to, and use of the Service is conditioned on your acceptance of, and compliance with these terms. These terms apply to all patients who access or use the service. By accessing or using the service you agree to be bound by these terms. If you disagree with any part of the "terms" then you may not access the "service".

### **1. About Us**

This service is operated and provided by Nimbuscare Ltd. We are registered in England under company number 09604277. Our registered address is 2 Oak Rise, York, England, YO24 4LJ.

Our contact number is 01904 943690.

We are registered with and regulated by the Care Quality Commission (CQC), the independent healthcare regulator in England, with provider ID 1-9449788661. All our clinicians comply with the requirements of their professional bodies; the standards set by applicable healthcare regulators and the General Medical Council guidelines.

### **2. Description of Service**

#### ***Who can access this service?***

Patients of 8 years and upwards may use this service – any patients wishing to access the service under the age of 16 will be considered on a case-by-case basis.

#### ***Who provides the service?***

You will be under the care of highly qualified Healthcare Professionals who each have additional qualifications and training in minor skin surgery training and dermatology. Their extensive experience and dedication enable them to offer patient trusted, quality advice and care.

#### ***What to expect?***

Following confirmation of your appointment you may be asked a series of questions in order to provide the doctor with information ahead of your surgery. These will be questions relevant to your condition and will include questions relating to your medical history. Alternatively, the team may send you a questionnaire via a safe link to your mobile phone or post a questionnaire if preferred. We may also ask you to send in a photograph of your concern, don't worry if you are unable to do this, the doctor will examine you during your consultation.

A consultation will take place at your appointment ahead of any surgery, this allows you to ask questions and make an informed decision prior to consenting to any treatment. Unless you prefer to take time to consider your options, both the consultation and surgery will be carried out on the same day. A healthcare support worker will be in the clinical room alongside the registered Healthcare Professional and support you during the procedure. In most cases the Healthcare Professional will suggest that histology is required (a laboratory examination of removed tissue). All specimens are sent to York Hospital and reported electronically back to the service. You will be contacted within 21 days to be advised of the result; if abnormal this will also be sent to your GP. Histology is included in all procedure fees noted with the exclusion of warts, verrucae and small skin tags. Where your Healthcare Professional feels that histology would be beneficial this will be discussed with you beforehand and you will be advised of any additional costs. The time taken for your appointment will be approximately 30 minutes.

### ***Aftercare***

Aftercare information will be discussed with you during the consultation prior to the procedure being undertaken and will be provided to you verbally and as a leaflet following your procedure. You might have some stitches in place; in this event you will be advised to return to Acomb Garth approximately 10 days after surgery, no additional payment will be required.

### **3. Appointment Booking and Cancellation**

A **non-refundable** consultation fee of £95 will be taken at the time of booking. If a procedure is undertaken this fee will be deducted from the total cost with the balance to be paid immediately following your appointment. If, following a review of your pre-operative questionnaire, your healthcare professional believes that surgery is not appropriate, and you would like to cancel your consultation your fee will be reimbursed. If following consultation your healthcare professional advises against surgery, the consultation fee **will not** be refunded. Yorkshire Skin Clinic by Nimbuscare is not an aesthetics clinic and sometimes operations will be deemed not suitable.

The procedures and associated costs are outlined below and are guidance only. Your Healthcare Professional will provide you with a total cost prior to any procedure being undertaken and will highlight any potential follow-up care and additional costs which may be incurred:

## GUIDE PRICE LIST

Treatment	Quantity	Procedure Fee
Cryotherapy (Freezing Technique) Warts, verrucae and skin lesions such as small seborrheic keratoses and small skin tags	Single / Multiple	<b>£200</b> Follow up treatment (if required): £100
Skin Tag Removal with anaesthetic and cautery or shave technique	1 Skin Tag	<b>£150 (exc histology)</b> Additional Skin Tag: £50 per tag <b>£375 (inc histology)</b>
Lesion Removal e.g. mole with shave excision or curette	1 lesion	<b>£375</b> Additional lesion: £187.50
Lesion Removal e.g. mole with formal excision and stitches	1 lesion	<b>£425</b> Additional lesion: £212.50
Cysts, Lipomas and Fibromas Removal with a formal excision	1 Cyst, Lipoma or Fibroma	<b>£425</b> Additional £212.50

Please book your appointment via the Nimbuscare website, alternatively you can call the Acomb Garth Community Care Centre on 01904 943 690.

For all appointments a minimum of 48 hours' notice is required if you are no longer able to attend. We will only reimburse the consultation fee where the Healthcare Professional does not consider surgery is the right option and in exceptional circumstances.

**Please note – Nimbuscare is a cashless business therefore payment is via card.**

In the unlikely event that Nimbuscare needs to cancel your appointment, for e.g. in the event of staff sickness, we will liaise with you to arrange a mutually convenient alternative time. If you are unhappy with this, you will be fully reimbursed.

#### 4. Informed Consent and Risks

You will be fully informed of your procedure during your consultation, you will also sign a consent form on admission, this will be recorded within the clinical system for this service which your GP will have sight of.

## **5. Client Responsibilities**

You must adhere to the Terms and Conditions when using our services, ensuring honesty and compliance. You must provide truthful answers to all questions to the best of your ability, as your treatment will be based on this information.

If you embark on medication, (e.g. post operative pain relief) you must not share your medication with anyone else.

You must always read all product packaging and labels carefully before use, including checking the date on the box to make sure it hasn't expired.

Please make sure that only you have access to your medications and refrain from consuming any medication not prescribed or if uncertain of its authenticity or if damaged upon receipt. Upon receiving prescribed medication, it's your responsibility to verify its accuracy and condition. If unsure, kindly reach out to the pharmacy where you purchased and collected the medication.

You are responsible for adhering to prescriptions, lifestyle adjustments, and any post operative advice that may influence your outcome.

## **6. Provider's Responsibilities**

We adhere to strict safety and hygiene protocols to ensure your well-being. Our healthcare professionals are highly trained and experienced in providing the services advertised and we prioritise patient safety and comfort throughout the entire process. This service is performed by qualified healthcare practitioners.

## **7. Privacy and Data Protection:**

Please access our Privacy Notice to understand how we may handle, store, and protect your data. Please note that in booking this appointment, you are giving consent for Nimbuscare to record and share information on your clinical shared care record. This will be viewable by your GP. We will only contact your GP to advise them of an abnormal histology result. By accessing any Nimbuscare service, including our private services, you are consenting for Nimbuscare to contact you to offer appointments within our NHS services.

## **8. Liability and Disclaimer**

Your use of the Service is at your sole risk. The Service is provided on an "AS IS" and "AS AVAILABLE" basis. The Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement or course of performance.



## **9. Intellectual Property**

The service and its original content, features and functionality are and will remain the exclusive property of Nimbuscare Ltd.

## **10. Termination or Modification**

Nimbuscare reserves the right to terminate or suspend access to our Service immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms. All provisions of the Terms which by their nature should survive termination shall survive termination, including, without limitation, ownership provisions, warranty disclaimers, indemnity and limitations of liability.

## **11. Governing Law**

These Terms shall be governed and construed in accordance with the laws of United Kingdom without regard to its conflict of law provisions. Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service and supersede and replace any prior agreements we might have between us regarding the Service.

## **12. Changes**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will try to provide at least 30 days' notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion. By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

## **13. Your Payment Security**

We may take payments over the phone, but your card details are never stored or written down. They're entered directly into our secure payment system, and we only receive confirmation of payment — never your full card information. We may also take payments in person via an approved payment card terminal and online via an approved method.

To meet Financial Conduct Authority (FCA) requirements, we do not record calls during the part where you provide your card details. Your information is always treated confidentially and will

only be shared if required by law. Our payment provider is fully PCI DSS compliant, ensuring your card data is processed securely and disputes are handled properly. All phone payments are taken in a private, secure setting to protect your details at every step.

## **Frequently Asked Questions**

### **I have seen other clinics / had treatments at other clinics why should I come to you?**

The Yorkshire Skin Clinic by Nimbuscare prides itself in offering the highest quality treatments carried out by registered Healthcare Professionals. We are registered with the Care Quality Commission.

However skilled the clinician, every procedure has its risks. If something does go wrong, then as qualified Healthcare Professionals we can deal with it safely and effectively.

### **What sort of treatments and procedures do you use?**

Our treatments are likely to use one of the procedures detailed below. At your consultation the Healthcare Professional will advise you of the most appropriate procedure for your treatment:

#### *Cryotherapy*

This is also known as freezing therapy and uses liquid nitrogen to destroy abnormal areas of skin such as warts.

#### *Cautery*

This procedure uses heat to “cauterise” and remove skin tags. It is also used to seal blood vessels and stop bleeding in other minor procedures.

#### *Curettage*

This procedure involves the removal of skin tissue using a curette which is an instrument like a small sharp spoon.

#### *Shave Excision*

Some skin lesions which are raised up from the surface of the skin can be successfully treated by “shaving” off using a surgical blade. This is usually followed by cautery and does not require any stitches.

#### *Formal Excision*

Some moles are best removed by cutting with a scalpel and then using stitches to close the wound.

**Will I need an anaesthetic?**

This will depend on the procedure you are having, and the doctor will be able to advise you. It is common for local anaesthetic to be used for cautery, curettage and excisions. Local anaesthetics stop the nerves in a part of your body sending signals to your brain.

You won't be able to feel any pain after having a local anaesthetic, although you may still feel some pressure or movement. It normally only takes a few minutes to lose feeling in the area where a local anaesthetic is given, this is normally as an injection. Full sensation should return when the medicine has worn off a few hours later.

**Will I be able to drive home after my procedure?**

Whilst the anaesthetic will not affect your ability to drive some people may prefer not to drive after a procedure.

**Will the procedure leave a scar?**

Any treatment that involves cutting will leave a scar which will generally fade with time to leave a white mark. Some other treatments such as cryotherapy may also leave a permanent scar. The GP will advise you further about the risks of scarring at the time of your consultation as this will vary according to skin type and the site of the operation on the body.

**Will there be bruising or bleeding afterwards?**

Depending on the procedure you are having there may be some bleeding or bruising afterwards.

**I have had stitches – who will remove them?**

If you have had a procedure that involves stitches (that are not dissolvable) you will be advised to return to Acomb Garth Community Care Centre to have these removed, this is normally after 10 days. Nimbuscare will help with booking this appointment upon your departure.

**If I have concerns following a procedure what should I do?**

Bruising and bleeding are not unusual symptoms after a minor surgical skin procedure and you will be given written advice about this. Infection may sometimes occur in a wound and require treatment. Please contact the clinic if you are concerned and a member of the team will be able to advise the best course of action.

**Please get in touch if you require this document in large print or an alternative language.**