



PATIENT GUIDE

Name of establishment or agency	AMC Health Care Ltd t/a Albany Medical Centre
Address and postcode	Ground floor, 24 Bridge Street Newport NP20 4SF
Telephone number	01633 243533
Email address	info@albanyclinic.co.uk
Fax number	
Name Registered Manager/s	John Sutton

Summary of Statement of Purpose

Albany Medical Centres are registered as independent private clinics providing high quality care for Adult patients who are overweight and Obese and who require weight management advice

Our aim is to provide structured individual treatment packages employing appropriate and evaluated interventions.

All patients are treated as individuals with individual needs and requiring individual treatment packages. Our goal is to assist patients in achieving a steady and controlled weight loss along with weight maintenance and to ensure that privacy and dignity are maintained.

We promote a safe and therapeutic environment where staff understand the needs for a patient to be treated as an individual and with respect.

TERMS AND CONDITIONS





Overview of Treatment offered

Most people hate the idea of losing weight. They think it means being hungry and miserable. But it doesn't have to be like that. To lose weight successfully, you will need to eat sensibly, be a bit more active and you may have to change a few habits. Our goal at the Albany slimming clinic is to help you succeed

Our programme starts with a one to one consultation with our Doctor to ensure that you are medically fit to slim. You will need to complete and sign a medical questionnaire outlining your past and present medical history, our Doctor can provide further details on which option of medication is best suited to you. We do not offer treatment for people who only have a small amount of weight to lose or for young people under the age of 18.

Our treatment includes diet sheets and sensible non faddy dietary advice, the Doctor may also prescribe tablet or injection medication which is designed to help you suppress your appetite so that you will not feel hungry whilst dieting. Some of the medication we use is currently unlicensed which means that the medication does not hold a marketing authority for this country, it is manufactured in the UK at premises which are licensed by the Medicines and Health Regulatory Authority to produce unlicensed medication at the request of a Doctor and is supplied to our patients on a named patient basis.

The Medication **will not** help you lose weight without dieting and but it will help you to help you stick to the diet and thus reduce your calorie intake. We also recommend that you take exercise for at least 20 minutes a day to help weight loss which averages at 2 to 3lbs a week and improve your general health and wellbeing. Some of the medication is only used for the initial period to help you follow the diet in the early stages and to help you change your eating habits

Our aim is to help you with your goal to lose weight and just as importantly maintain any weight loss achieved, by following our advice and guidance combined with your will to lose weight you will be able to successfully maintain the goal of long term weight loss. Following your consultation should you decide not to proceed with treatment or should the Doctor feel that our treatment would not be suitable for you there would be no charge.

Should you be at all dissatisfied with the treatment received we operate a comprehensive complaints procedure a copy of which is available at all times in reception or via email to the manager John Sutton john@albanyclinic.co.uk



Scale of Charges

One to One Consultation with Doctor inclusive Dietary advice , support material and Tablet Medication £28.00 per week or £80 for 4 weeks

One to One Consultation with Doctor inclusive Dietary advice , support material and injection Medication from £159.00 for 4 weeks treatment

One to One Consultation with Doctor inclusive Dietary advice, support material and Xenical medication £24.00 per week or £60 for 84 capsules (4 weeks treatment)

Payment can be made by Card or cash , if no treatment taken there is no charge

Once you have achieved your target weight or finished your course of treatment you are welcome to visit the clinic to weighed **free of charge** to help maintain your weight loss , please do not hesitate to call us for any advice you may like to seek concerning your weight loss.

Disabilities

Our aim at the Albany Medical Centre is to provide an equal level of service to all patients regardless of any disability, We understand that for some patients with reduced mobility access to our premises can be difficult, for these patients we can offer home visits should that be required or remote consultations

For patients with impaired vision we can offer information in large print, please telephone before visiting so that we can advise you further.

Chaperone: whilst we do not provide a chaperone service you are welcome to bring a relative or a friend with you to your appointment

Translation service

For patients who wish to have a consultation with the aid of a translator or require documentation in another language please inform reception so that we can book a translator for you

Location: The clinic is locate on the ground floor of 24 Bridge Street Newport , NP20 4SF , 2 minutes' walk from train & Bus station with pay and display car park opposite.

CONTRACT BETWEEN PATIENTS AND SERVICE PROVIDER

All treatments received to be paid at the end of each consultation , if no treatment taken there is no fee to be paid.



COMPLAINTS PROCEDURE

Complaint/ Comment/ Compliment Procedure

The Clinic endeavours to provide a friendly and relaxed atmosphere with high standards of patient care. Comments and complaints can be useful in helping us to do this well as in allowing concerns and complaints to be expressed in a constructive and effective way.

This policy provides a way in which complaints can be dealt with positively and appropriately. The objectives of the complaint procedure are:

- **To provide an easy way to register a compliment, comment or complaint about the clinic, the behaviour of clinic staff, or if it is felt that there has not been an acceptable standard of patient care.**
- **To provide an explanation of what happened, why the incident arose and how it may be avoided in the future, together with an apology if appropriate.**
- **To protect both patients and staff from distressing and confrontational incidents.**
- **To use the information gained to improve the working of the clinic and help with the long term planning of the service.**

PROCEDURES:

1. **A suggestion box will be provided in the reception area** for any comments, suggestions, compliments or complaints that you may wish to make.
2. **We hope that most problems can be sorted out easily and quickly,** often at the time they arise and with the person concerned. However, if the member of staff who received your complaint feels unable to investigate it adequately, or to provide you with the assurance you are looking for, he or she will refer the matter to the Complaints Manager.
3. **The Complaints Manager will record your complaint in our complaints log.** They will also discuss with you how the matter should be taken forward. In all cases you will receive an initial response to your complaint within two working days.



4. **If the complaint is about an administrative or organisational matter**, the Complaints Manager will be responsible for investigating the complaint. If the complaint is about a patient or clinic matter, the matter will be referred to the Managing Director who will arrange for an investigation into the matter and if necessary, appoint an independent doctor to investigate the matter.
5. **Having obtained details of the complaint, the Complaints Manager will interview all members of the practice staff** concerned with a view to obtaining the facts of the situation.
6. **Within 2 working days you should receive an acknowledgment of your complaint . within 20 days you should receive a full and positive response to your complaint, which should offer an explanation and/or apology as appropriate.** We shall also try to identify what we can do to make sure the problem does not happen again. If, for any reason, we are unable to provide a comprehensive response within 20 working days, for example, if a member of staff is on holiday, we will advise you of the reason for the delay.
7. **Sometimes it may be helpful to arrange a meeting between you and the member(s) of staff concerned** if you would like this. In this case, the Complaints Manager may be present in the role of mediator and you will also be invited to bring a friend or relative to the meeting.
8. **Please note that your complaint will be kept confidential to you, the Complaints Manager and the member(s) of staff that it concerns.** No record of your complaint is kept in your medical records. Under no circumstances will your complaint prejudice the standard of service or care provided to you.

If you remain dissatisfied with the way we have dealt with your complaint you could contact the **Healthcare Inspectorate Wales** who can be located at the following address

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Email hiw@gov.wales

Telephone 0300 062 8163



PATIENTS VIEWS

HOW TO MAKE COMMENTS OR SUGGESTIONS IF YOU HAVE NOT COMPLETED A SURVEY

(Complaints: Please see our Client Guide for full details)

If you wish to make a comment or suggestion a copy of our **confidential** client questionnaire is always available at reception. This can be filled in anonymously or, you can add your name. Paper and/or a complaints form and an envelope (stamped & addressed if required) will normally be available at reception

REGISTRATION AUTHORITY

Healthcare Inspectorate Wales
Welsh Government
Rhydycar Business Park
Merthyr Tydfil
CF48 1UZ

Email hiw@gov.wales

Telephone 0300 062 8163



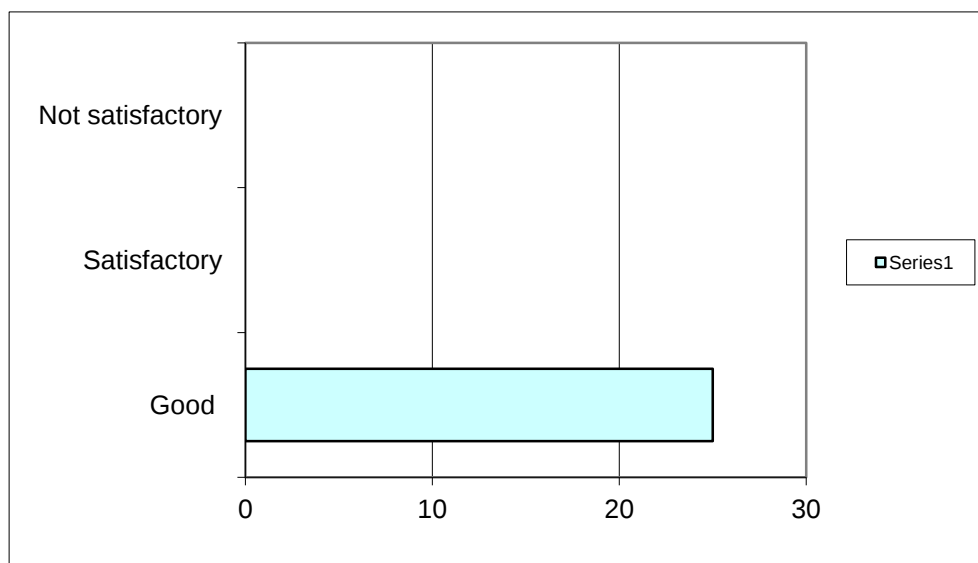
Albany Medical Centre Newport

RESULTS OF OUR 2025 SURVEY

UNLESS OTHERWISE STATED THE RESULTS ARE AS A PERCENTAGE OF THE TOTAL RESPONSES RECEIVED TO THE PARTICULAR QUESTION

The sample was taken over a 10 week period in October 2025 – December 2025 , overall we received 25 completed questionnaires

- 1 The questions on reception were:
 - a) The receptionist's efficiency and advice
 - b) How check in and registration went
 - c) General appearance and comfort of reception

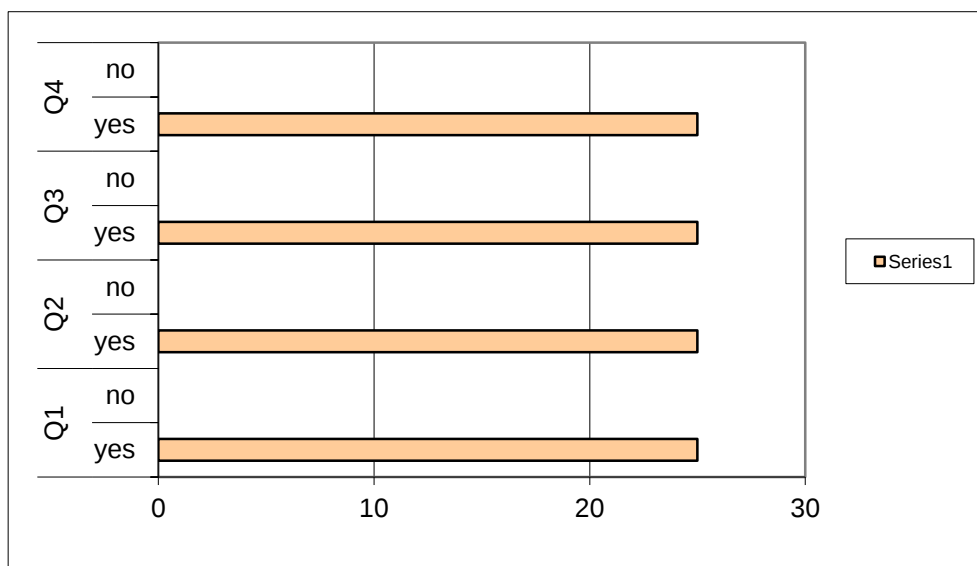


27 out of 27 Patients believe the administrative services are good , Several of our clients also made further comments on how happy they were with the treatment they have received from the receptionists.

2 MEDICAL SERVICES .

27 out of 27 of patients answered positively to the above section , all answering “yes” to the following questions

1. Were you treated with courtesy and respect
2. Was the treatment was explained in a way that could be understood
3. Were any questions or concerns answered
4. Side effects of medication were explained on first visit



DOCTORS SUPPORT, KNOWLEDGE AND OVERALL SATISFACTION.

There were three further questions in this section which related to how our clients felt about the treatment received

Question

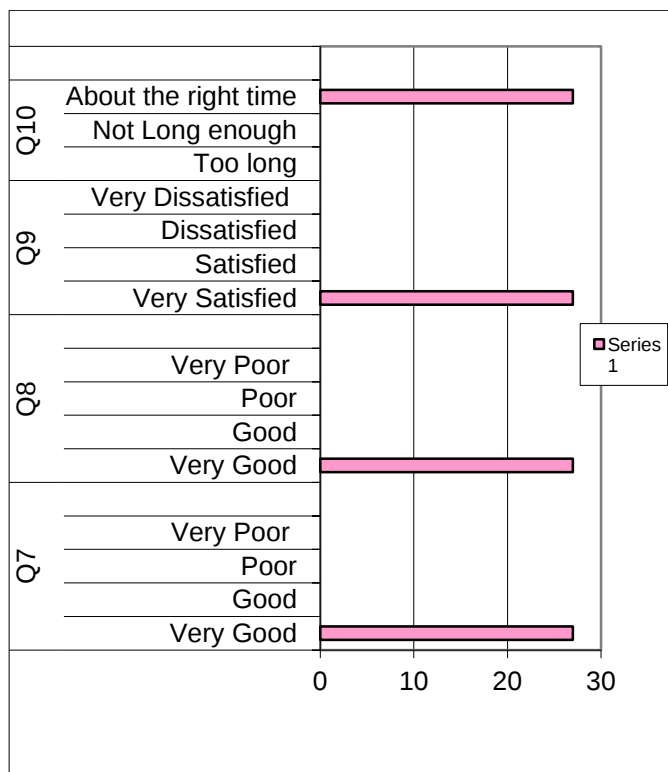
7. level of support and advice received from Doctor,
Choices for answer were : very good, good, poor or very poor
8. Patients feelings about the Doctors level of medical knowledge,
Choices for answer were : very good, good, poor or very poor
9. Overall how satisfied are clients with the treatment
Choices for answer were : , very satisfied , satisfied , dissatisfied, very Dissatisfied
10. Did you feel the consultation with the Doctor was too long, not long enough or about the right length of time

For questions 7 & 8 A choice of Excellent, Very Good, good, Poor and very poor was given for service from Doctor . Areas covered were Treatment and advice, belief

about our Doctors medical knowledge and Overall satisfaction from the Doctor there responses **overwhelmingly at the top end either very good or good with 27 out of 27, no patients indicated that the treatment support and advice was poor or very poor**

Question 9 asked for patients level of satisfaction with treatment provided , **no clients indicated that they were at all dissatisfied or very dissatisfied** with all of them 27 out of 27 indicating positively that they were satisfied or very satisfied.

For question 10 all 27 clients thought that the consultation time was about the right length of time



We also received some positive & pleasing comments from patients such as “I was happy with everything,” and “All visits well informed and looked after” and “Doctor very respectful and knowledgeable ”

We would like to say thank you for the positive comments , they are much appreciated, we received no negative comments.

One patient asked if they return their empty tablet bottles can the prices be reduced, unfortunately due to guidelines we cannot accept the bottles for reuse but could accept empty bottles for general recycling.

We would also like to thank those that took part in our survey. We are always looking at ways to improve our level of service and care to our clients and will be taking on



board all of the comments and feedback we have received from this service to look at ways of improving our service to you.

We will be looking to carry out another survey in the near future and in the meantime we would welcome any suggestions for improvements.

Please find below link to our inspection reports on the Healthcare Inspectorate Wales website

<https://www.hiw.org.uk/albany-medical-centre-newport>



Date Patient Guide written

13/08/2026

Author

J Sutton

PATIENT GUIDE REVIEWS

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Reviewed by	J Sutton
Date HIW notified of changes	

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