Pioneer Private Care Wound Healing & Lymphoedema Centres

Terms & Conditions: Please read these Terms & Conditions carefully. They set out the basis upon which you will be provided with "Care" at a Pioneer Wound Healing & Lymphoedema Centre.

How we use your information: You will find a Privacy Notice which outlines in full how Pioneer collects and processes information about you in accordance with the Data Protection Act 2018 and the provisions of UK GDPR, at: https://www.pioneerprivatecare.co.uk/.

Specifically, under the Terms & Conditions, it is 'necessary for contract' for us to collect and process your information for the purpose of providing "Care." This includes:

Creating patient records, clinical documentation including correspondence and treatment plans
Instructing, with your permission, experts / counsel / third parties

Claiming payment from your private health insurance provider

*"**Care**" means care, treatment, diagnosis, services and goods provided by us.*

Who are we: Using an evidence-based systematic approach Pioneer specialise in the provision of wound healing, lymphoedema and Lipoedema services.

At Pioneer we specialise in treating patients suffering with:

Leg ulcers
Pressure ulcers (bed sores)
Wounds from surgery or procedures
Wounds on the feet, non-Diabetic and Diabetic patients
Skin / wound infections (Cellulitis)
Lymphoedema (persistent swelling anywhere on the body)
Lipoedema (out of proportion body shape with painful limbs)
Other skin conditions related to the above

What you can expect: Once you have submitted details about your condition, together with images via one of our websites, we may contact you for more details, or we may offer you an appointment at the Pioneer Wound Healing and Lymphoedema Centre most convenient to your preferred location.

When you meet your clinician for the first time, they will start with a discussion about you and your health.

Your clinician will explain the completion of the Consent form, in order to receive care

and treatments at Pioneer.

You will be asked for a great deal of information, not just about your present condition but about your past health history also. Some of the questions may appear irrelevant, but they are extremely important to your clinician's assessment of your condition. To ensure the care is appropriate for your condition they will need to establish an overall health picture. If your condition appears not to be suitable to be managed and treated by Pioneer in the first instance, with your permission we can refer you to a relevant specialist.

Examination: If you attend an appointment for an assessment, this may / may not involve:

An examination of the wound / site of swelling
Assessment of circulatory system
Observations (blood pressure, heart rate and body temperature) wound swab
Blood tests either at clinic or at your GP surgery

Report of findings: Before any treatment starts, your clinician will tell you, in clear, simple language, what is happening with your condition, what can be done about it and what you should expect when you receive your first treatment. You will be advised about any exercises or changes to your lifestyle or diet that may be beneficial to your progress, so that you can help yourself, so please follow any instructions and advice carefully and completely.

Treatment:
Foot, lymphoedema/lipoedema care starts with a full assessment and measurements of the affected areas. Wound care treatment mainly involves a thorough assessment of the wound followed by a cleaning of the wound. An appropriate dressing will usually be applied to the wound and this will be secured in place. You may require bandages and these need to be applied with expertise by a qualified clinician to allow them to work to remove the excess fluid and swelling.

Your clinician may use a wide variety of treatments to treat your wound condition, such as, compression bandaging, sharp debridement, and the use of negative pressure wound therapy. However, prior to commencing any of these treatments, your clinician will talk through all the treatment options. If you have any questions about any of these, just ask.

Other healthcare professionals: Where you care involves a multi-disciplinary team approach, including other health care professional, e.g. Consultants, Specialists, GP then we will communicate with them about your assessment and advice on treatment options. This will usually be in the form of a letter.

Follow up: Where appropriate you will be offered a follow-up review appointment, or we can provide a Treatment Plan and a set of dressings (if wounds present) to enable your local health care professional to continue your care

Discharge: You may be discharged to the care of other health care professionals, with a Treatment Plan or attend a Pioneer Wound Healing and Lymphoedema Centre for an

agreed period of time.

Length of treatment: This will vary depending upon your general health and other factors that affect your condition. Your clinician will, after your initial assessment, discuss the treatment options and agree a plan with you.

Number of visits: This will be determined during your initial assessment and will be at the choice of the patient.

Clinicians: We have a team of highly trained clinicians; you may see more than one clinician during your episode of care. Your care will be overseen by a Tissue Viability Nurse Consultant / Lymphoedema Consultant and an Nurse Director at Multi-Disciplinary Team Meetings where the clinicians meet to discuss individual cases; pooling their knowledge to ensure that you receive the best Care.

Our Costs:

Pay as you go: some patients prefer a pay as you go option for Pioneer care. This allows patients the flexibility to either visit Pioneer once only and to take away a written treatment plan to give to their local care provider, or patients can choose to book follow up appointments as they wish, to check in with their progress at regular intervals that suit them.

During a 1st full assessment appointment patients can expect a full assessment of their condition. This includes an in-depth review of medical history, medications, previous test results, impact of the condition on their quality of life and any treatments already tried by the patient. Using specialist diagnostic equipment, Pioneer will carry out further tests / scans / body measurements (blood tests if needed). Patients will be provided with a diagnosis, a treatment plan and advice/education on the best way forward for them and their condition. The appointment includes all dressings / bandages during the appointment and a spare dressing change set to take away.

Compression therapy i.e. stockings / garments are **not included** in the Pay As You Go option but can be purchased separately if required (at cost).

Pioneer Care Packages:

A package of care includes the full assessment detailed above and a series of subsequent appointments that, in our experience, would be adequate to heal or optimise your goals. Goals vary between people, some aiming to get their condition under control or achieving healing whereas others want to reduce pain or achieve an improvement in mobility or quality of life. The treatment plan and your goals are reviewed at each appointment and changed / updated as the condition responds to the treatments delivered.
Some examples of care packages are below.

Leg ulcer healing package – What's included?

The aim of a leg ulcer package is to achieve healing or as close to this as possible. At

Pioneer Private Care Wound Healing & Lymphoedema Centres

Pioneer we achieve an average healing rate for leg ulcers of 90% within 3 months at our clinics.

A leg ulcer care package allows Pioneer to:

Get to know the patient, their goals and aspirations for healing and to provide psychological support and encouragement when needed
Implement the best treatments from day 1 and observe over time the impact of this on the patients' leg ulcer healing
Regularly assess pain and recommend how this can be improved
To regularly remove devitalised tissue that prevents healing
Monitor and treat wound bacteria levels
Use advanced treatments / therapies that might not be available for patients elsewhere such as chemical treatment of bacteria, laser therapy etc
Provide ongoing education on the condition and hints and tips that can help
All the tests and scans, dressings / bandages and all advanced therapies are included.
An online appointment with a Pioneer Dietitian is also included (optional).

Compression therapy i.e. stockings/garments to last the patient for 6 months after the package ends are **included** in the packages. Although rare, if required garments must be made to measure, then an additional charge will apply.

There are two types of Pioneer packages available for leg ulcer care:

Non-complex: This package is most suited to patients who have one ulcer on one leg. This package includes up to 10 appointments within 3 months.

Complex: This package is most suited to patients who have multiple ulcers on one or both legs. This package includes up to 20 appointments within 3 months.

			Cost
Wounds	Pay As You Go	1st Full assessment (please allow for up to 2 hours at clinic)	£300
		Follow up appointment	£200
	Care Packages	Non-Complex Leg Ulcer Healing Care Package	£1750
		Complex Leg Ulcer Healing Care Package	£3,500
		Other wound types i.e. surgical wounds, pilonidal sinus, pressure ulcers	Bespoke packages can be discussed

Pioneer Private Care Wound Healing & Lymphoedema Centres

Lymphoedema optimisation packages – What's included?

The aim of a lymphoedema package is to achieve optimisation as quickly as possible. Optimisation is where the fluid in the tissue is removed as much as possible and the patient's condition is stabilised.

A lymphoedema care package allows Pioneer to:

Get to know you and your goals and aspirations for optimisation and to provide emotional support and encouragement when needed
Regularly assess pain and recommend how this can be improved
Regularly assess the movement and mobility of the affected areas and recommend how this can be improved
Use advanced treatments such as Kinesiology taping and / or therapies that might not be available for patients elsewhere such as Manual Lymphatic Drainage (MLD).
Take the time to teach you how to drain their own lymph vessels at home (Self-Lymphatic Drainage (SLD).
Provide ongoing education on the condition and hints and tips that can help manage it better
All the tests and scans, dressings / bandages and all advanced therapies are included.
An online appointment with a Pioneer Dietitian is also included (optional).

Compression therapy i.e. stockings / garments to last the patient for 6 months after the package ends are **included** in the packages. Although rare, if required garments must be made to measure, then an additional charge will apply.

There are two types of packages available for Lymphoedema care:

Moderate: This package is most suited to those who have a moderate limb size and with one limb affected. This package includes up to 5 appointments spread across 1-2 weeks based on your availability to attend clinic.

Intensive: This package is most suited to those with a significant limb size or have multiple limbs affected, or where you'd seek to be optimised in a rapid timeframe. It's also suitable for those who do not live close to a pioneer clinic who would stay in a nearby hotel for 4 nights to receive this intensive treatment plan Monday - Friday.

This package is intensive so high motivation and commitment is required. It includes up to 10 appointments in one week (two per day). The morning appointment treatments, followed by a light exercise session in the clinic using Pioneer gym equipment (likely to be a treadmill / cross-trainer) and then afternoon appointment for the next treatment.

Pioneer Private Care Wound Healing & Lymphoedema Centres

Lymphoedema	**Pay As You Go**	**Cost**	
		1st Full assessment (please allow for up to 2 hours at clinic)	£300
		Follow up appointment	£140
		Manual Lymphatic Drainage (medical massage) 30 mins	£60
		Manual Lymphatic Drainage (medical massage) 60 min	£120
	Care Packages	*MLD package of 5, 30 min sessions	£240 (discounted)
		*MLD package of 5, 60 min sessions	£480 (discounted)
		Moderate Lymphoedema optimisation Care Package	£1250
		Intensive Lymphoedema optimisation Care Package	£2750

Bespoke packages can be arranged if you have a different type of wound or have both a wound and Lymphoedema at the same time.

Lipoedema

Pay as You Go option is the most cost-effective option.

Lipoedema	**Pay As You Go**	**Cost**	
		Full assessment (please allow for up to 2 hours at clinic)	£300
		Follow up appointment	£140
		Manual lymphatic drainage, see *MLD Package above	

Dietitian

We know that adequate and tailored nutrition can significantly impact the rate of wound healing and how Lymphoedema and Lipoedema can be managed and optimised. Pioneer has a Dietitian team who can help, and support patients buy building a dietary plan based on their individual condition and circumstances.

Dietitian consultation, for patients with wounds, lymphoedema or lipoedema	Pay As You Go	Online video consultation (60 minutes)	**Cost**
			£175

We kindly ask for prompt payment; payment is due at the point of confirmed appointment booking. This can be made via your patient portal or via the telephone (03300 222111).

Please note that overdue unpaid appointments risk cancellation.

Cancellation of appointment – All services

We ask that you inform us as soon as you know that you will not be able to attend an appointment.

If you cancel your appointment with less than twenty-four hours' notice or fail to attend a scheduled appointment, a penalty fee equivalent to the full cost of the appointment will be applied. Should you have purchased a care package and fail to attend an appointment without providing **24-hour notice,** one appointment will be deducted from your package.

If you experience exceptional circumstances (i.e. major illness) after purchasing a full package of care, this will be carefully reviewed and discussed with our specialist team.

We understand that unexpected challenges can arise, and our priority is to ensure you receive the support that's right for you. Our team will assess your situation on a case-by-case basis to determine the most appropriate course of action, always aiming to provide compassionate, flexible, and patient-centered care.