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Name of establishment	Resilience Health
Address and postcode	Suite 2D, Building 1 Eastern Business Park St. Mellons Cardiff CF3 5EA
Telephone number	0779556696
Email address	Resilienceheall@gmail.com
Fax number	n/a
Name Registered Manager/s	Dr Rini Chatterjee

## SUMMARY OF STATEMENT OF PURPOSE

Resilience Health provides personalised, preventative, lifestyle medicine advice in an effort to prevent chronic health conditions and increase longevity. The goal of Resilience Health is to prevent, mitigate or reverse illness using evidence led information about sleep, nutrition and movement whilst utilising appropriate precision diagnostics.

There are many conditions that are not successfully addressed by traditional allopathic medicine or prescribing. These illnesses may be improved by addressing lifestyle choices while minimising the use of medication. Sleep, nutrition and movement are the fundamental starting points for a Resilience Health prescription.

Resilience Health also aims to improve clients' general wellbeing and personal reflection about the way they feel. Other measures such as waist circumferences and where appropriate - metabolic markers (liver function, glucose levels, triglyceride to HDL ratio, advanced testing of lipids, insulin, ) may also be used to observe the change in one's well being. Resilience Health, takes a personalised approach to working with clients.

We aim to be your partner in health and wellness and engage with you as required over the years to ensure long term, sustainable health with a goal of increased longevity but also improved healthspan.



## TERMS AND CONDITIONS

### **Consultations**

Fees for services are tailored to the level of support required and will be discussed and agreed in advance of engagement.

This consultation with Dr Chatterjee may be undertaken in your own home if you reside in the South Wales area or via secure televideo means (e.g skype, duo, Whatsapp).

It is a comprehensive first meeting in which we can understand your health history, review any existing baseline blood tests, go over measurements made by other sources as well as addressing your needs and expectations. We will explore your health goals and advise you on nutrition and lifestyle changes.

Home visit

Email questions and concerns

These will be addressed free of charge unless they require a substantial amount of further work - at this point a breakdown of the work done can be supplied along with the cost for this.

Laboratory Work

Each person is unique, hence requiring unique testing. Testing costs will depend on which tests are ordered and are paid directly to the lab. These will only be requested if absolutely necessary or after ascertaining clinical appropriateness following discussion with the client.

## Cancellation Policy

If you cancel your appointment with more than 48 hours notice or re-book with 48 hours notice, you will not incur any charges.

If you cancel your appointment with less than 48 hours notice there will be a 50% charge.

## CONTRACT BETWEEN PATIENTS AND SERVICE PROVIDER

We aim to be a long-term partner in your health.

You will be able to contact us via email or a messaging service, which is encrypted (e.g WhatsApp).

We hold your medical records in order to offer you lifestyle medicine services. We will endeavour to keep records as up-to-date as possible. Your medical record is held on a two way verified, password protected computer. We use a GDPR compliant clinical system called Freddie Med which clients have access to.

The computerised records allow us to keep a chronological record of your health and perform other tasks such as ensuring we offer appointments for health reviews at the appropriate time.

## Data protection and the handling of data

Resilience Health complies with data protection and access to medical records legislation. We may share your sensitive information with third parties to support your on-going healthcare and Identifiable information about you will be shared with others in the following circumstances:

- To request other healthcare and related practitioners to provide further treatment for you with your consent.
- To inform your General Practitioner or other Health Specialist of treatment we have provided to you or of test results while in our care with your consent.
- When we have a duty to others e.g. in child protection cases, or concerns about the safety of others or you causing harm to yourself.
- To Care Quality commission staff upon inspection for them to assess safety and quality of our services.

All members of staff are bound by the same rules of confidentiality.

Clients are expected to be respectful to all staff. Those who are verbally or physically abusive or who make derogatory statements that are of a discriminatory nature to staff or other clients should be aware that they will be challenged about their behaviour and any incidents deemed applicable, in accordance with the equality act 2010 will be dealt with as the law suggests.

## COMPLAINTS PROCEDURE

Giving feedback communicating concerns and complaints:

At Resilience Health we are committed to providing the very best possible patient experience. Your feedback is a really important way of helping us to achieve this. All clients will be supplied with appropriate communication information.

Although staff who look after you will do all they can to make sure that you are treated sensitively and promptly, it is acknowledged that things may occasionally go wrong. We take the view that when there has been a cause for complaint, it is important to acknowledge this, to put things right quickly wherever possible and to ensure we learn and improve from the feedback received. We will therefore investigate your concerns with those who are directly concerned with the provision of your care, and respond as quickly as possible.

This information tells you what to do if, for any reason, you wish to make a complaint about your care or treatment.

In the first instance if you are unhappy with any aspect of your care, however small, please speak to us and we will endeavour to put things right straightaway.

If you wish to express your concern or complaint in writing, please contact:

Dr Rini Chatterjee

[resilienceheal@gmail.com](mailto:resilienceheal@gmail.com)

Please note that complaints should normally be made as soon as possible and within six months of the date of the issue that has arisen. The time limit may sometimes be extended (so long as it is still possible to investigate the complaint). An extension may be possible, such as in situations where it would have been

difficult for you to have complained sooner, however, if a complaint is made outside of these timeframes it may not be able to be investigated due to the length of time since the incident occurred.

Your written concern will be acknowledged in writing within three working days by receipt and an investigation will begin into your complaint. If you submit a complaint via email we will treat your complaint in the same way as we would a written complaint.

All complaints are taken seriously and are handled openly and honestly in a bid to be fair to all concerned and to conclude matters to the satisfaction of all parties as soon as possible.

You will receive our written response within 20 working days. If our investigations should take longer, we will keep you informed. We always try to learn from a complaint and, if appropriate, will adjust our working practices to avoid similar complaints arising.

If you are not satisfied with our response. We will arrange an appointment for you to discuss with those involved in your care in an attempt to reach a satisfactory conclusion.

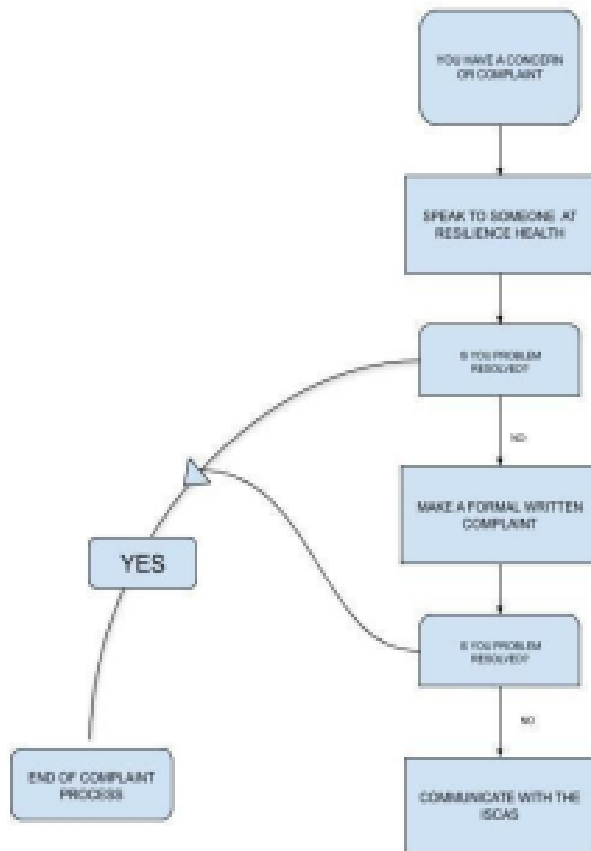
It is always our intention to resolve matters amicably but, if you are still not satisfied, then you may write to the ISCAS (Independent Complaints Adjudication Service):

ISCAS  
70 Fleet Street  
London  
EC4Y 1EU  
020 7536 6091  
[info@iscas.org.uk](mailto:info@iscas.org.uk)

You can also contact Health Inspectorate Wales

HIW  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Email :HIW@gov.wales  
Tel : 0300 0628163

Flow diagram of complaints procedure at Resilience Health



REGISTRATION AUTHORITY

The most recent HIW inspection report is <to insert when available>

To view an inspection report of Resilience Health you can contact: <https://hiw.org.uk/>

Or contact:

HIW  
Welsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ  
Email :HIW@gov.wales  
Tel : 0300 0628163

Date Patient Guide reviewed	April 2026
Reviewed by	Dr R Chatterjee
Next planned review date	June 2028

Last HIW Inspection June 2024

<https://www.hiw.org.uk/system/files/2024-06/20240626ResilienceHealthcareEN.pdf>