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| <p style="text-align: center;">PRIVATE VASECTOMY CANCELLATION POLICY</p> |
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| Author | Leanne Kittel |
| Role | Practice Manager/Director |
| Date / Version | August 2017 / Version 2 |
| Version | FINAL |
| Approved by | TVVS Directors |
| Date | 10/07/2018 |
| Review date | August 2019 |



Thames Valley Vasectomy Services

No-Scalpel Vasectomy - The Safe Keyhole Method

Vasectomy Cancellation Policy

The fee of £450 for a vasectomy with Thames Valley Vasectomy Services includes **the appointment time including the consultation, procedure, and semen sample results, not the procedure alone.**

Patients confirm and secure their appointment time by making a deposit payment of £150 at the time of or shortly after booking the appointment.

Policy

To avoid any of the problems encountered for both service users and staff, by late cancellation or non-attendance, TVVS recommends that you read the following guidelines carefully before confirming your appointment with us and making your down payment.

If a deposit does not arrive in a mutually agreed timescale, your appointment may be given to another patient if possible. If no other patient can be found and a deposit has not been made an invoice will be sent to you.

Please **DO NOT** arrange a one stop clinic appointment if following your contact with the service, **you are in any doubt whatsoever about going ahead with this procedure.** Take your time to consider and book a consultation only appointment instead.

To ensure our service runs smoothly and efficiently good communication with our administration staff is essential. If you change your mind about your request for a vasectomy **it is essential** that you inform us and cancel your appointment **at least 1 week** before your vasectomy (see charges below).

Please note, due to the nature of a surgical list and the individual medical needs of patients, your appointment time sometimes needs to be changed (sometimes last minute) to an earlier or later time. **Please keep +/- 2 hours from the appointment time free.** If you cannot make an altered appointment time you are able to cancel free of charge

Thank you for your understanding in this matter. Our patients are our priority and as such this policy is essential for the provision of high quality care.

Cancellation charges will be as follows:

- No claim for cancellation up to 1 week before the procedure
- £150 for cancellations or changes 1 week to 3 days before the procedure unless a replacement can be found.
- £150 for cancellations or changes less than 3 days before the procedure.

There is a £25 administration charge per reminder letter for payment.

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Checklist for the Review and Approval of Procedural Document

Equality Impact Assessment Tool

| | Title of document being reviewed: | Yes/No | Comments |
|----|-------------------------------------------------------------------------------------------------------------|--------|----------|
| 1. | Does the policy/guidance affect one group less or more favourably than another on the basis of: | | |
| | • Race | No | |
| | • Ethnic origins (including gypsies and travellers) | No | |
| | • Nationality | No | |
| | • Gender | No | |
| | • Culture | No | |
| | • Religion or belief | No | |
| | • Sexual orientation including lesbian, gay and bisexual people | No | |
| | • Age | No | |
| | • Disability – learning disabilities, physical disability, sensory impairment and mental health problems | No | |
| 2. | Is there any evidence that some groups are affected differently | No | |
| 3. | If you have identified potential discrimination, are any exceptions valid, legal and/or justifiable? | N/A | |
| 4. | Is the impact of the policy/guidance likely to be negative? | No | |
| 5. | If so can the impact be avoided? | N/A | |
| 6. | What alternatives are there to achieving the policy/guidance without the impact? | N/A | |
| 7. | Can we reduce the impact by taking different action? | N/A | |

If you have identified a potential discriminatory impact of this procedural document, please refer it to the Head of Corporate Affairs, together with any suggestions as to the action required to avoid/reduce this impact.