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<b>Document name:</b>	Complete Ophthalmic Services CIC: Service User Consent Policy	
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<b>Approved by:</b>		

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## **Complete Ophthalmic Services CIC: ServiceUser Consent Policy**

Complete Ophthalmic Services CIC ("the Company") has been established to specifically act as the lead for a network of local optical practices ("subcontractors") dedicated to delivering excellent eyecare in the local community.

The Company defines service user consent as a person ("service user") giving their permission before receiving any type of medical treatment. For the purpose of this policy, consent is considered to be given by service users to the staff of the Company's subcontractors.

### **Clinical consent**

The Company requires its subcontractors to ensure that their staff obtain consent from service users for any procedure undertaken including:

- Assessment
- Examination
- Treatment
- Referral (as necessary).

Service users can provide consent:

- Verbally
- Non-verbally or;
- In writing.

Consent must be given:

- Voluntarily
- In an informed manner and;
- By a person with the mental capacity to do so.

The Company's policy whereby a service user does not possess the mental capacity (the ability to understand and use information) to make a decision about their treatment is that subcontractor staff can give treatment if they believe it is in the service user's best interests.

The Company requires its subcontractors to ensure consent is sought from children under sixteen, in addition to that of the child's parent or person with parental responsibility, when the child is deemed sufficiently competent to do so (Gillick competence). Where this is not possible the consent of the child's parent or person with parental responsibility should be sought.

The Company considers that patients using the service have the right to determine what is happening to them throughout their treatment period and must be kept adequately informed throughout by subcontractors' staff. The Company's policy is that clinicians have a moral and legal duty to give service users a basic overview of their condition, the likely outcome of their condition and their treatment options.

### **Information consent**

The Company's policy is that its subcontractors must have a data handling policy according to the Data Protection Act 1998 and Freedom of Information Act 2000 freely available, stating that patients will need to provide the practice with their consent if the patient wishes the subcontractor to pass their information to another optometrist.

The Company will display a notice on its website stating that it adheres to the guidelines of the College of Optometrists and the Data Protection Act 1998 and will not pass service user's personal information to a third party without their consent unless there is a clear public interest duty to do so.

The Company requires its subcontractor practices to ensure appropriate consent is obtained when required for all contacts with patient confidential information. It must be in the service user's clear interest or they must give explicit consent for record cards to be shown, copied or given to other parties.

Please see the Company's Information Governance and Data Management Policy for more information on the data that it holds about service users.

This service user consent policy will be reviewed annually with commencement date April 2014.