



Terms and Conditions

Welcome to Manchester Menopause Hive

The aim in producing this document is to help us work together in a way that is fair to all clients and our staff and provides safe, effective care.

The terms and conditions detailed below form a legal agreement between you and Manchester Menopause Hive. Please read through them carefully and we would also suggest keeping a copy to refer to after your appointment.

If anything is unclear, then please contact us on info@manchestermenopausehive.co.uk to discuss further.

By booking an appointment with Manchester Menopause Hive, you hereby agree to the following terms and conditions

Overall Terms and Conditions

We are a private menopause clinic and charge fees for our services. The full list of these is available on the website www.manchestermenopausehive.co.uk

Fees for the consultation will be taken at the end of the appointment. This may also include other services required (such as for blood tests). These will be taken via secure online payment.

If you cancel your appointment with 48 hours' notice you will not be charged. After this time, we reserve the right to charge a 50% cancellation fee as we may not be able to fill the appointment.

Manchester Menopause Hive reserves the right to cancel an appointment if an unforeseen circumstance arises.

Manchester Menopause Hive is not able or legally covered to provide emergency or out-of-hours care. If you require this then we ask you to please follow the appropriate pathways such as contacting your GP, attending A&E or ringing NHS 111 or 999.

Consultation data

We do not have access to your NHS records or any records from other private menopause clinics that you may have been seen by. We believe that your healthcare is a shared responsibility and as such advise that you fill the pre consultation questionnaire out as fully as possible or share pertinent information about your current and past medical health during the consultation.

We would also encourage the sharing of information about your consultations with us with your GP as this provides optimum continuity of care. Consent will be obtained at booking regarding this, and we will ask you to share consultation letters with your GP at each stage.



Manchester Menopause Hive is neither responsible nor liable for the services provided by third party private services that we send prescriptions to or request investigations from. Each of these has their own terms, conditions and policies to comply with. In the event that an issue arises with the service that they provide they will need to be contacted directly.

Photographic ID will need to be shown during the first consultation. Please make sure that you have this to hand. It can include Passport, Driving license or e.g., NHS pass. HRT regimes can take a little while to settle in and we will book a review appointment approximately 3 months after your first consultation. If you have questions about your regime in between appointments, there is the option of booking a short, charged telephone call. These will be for up to 15 minutes and will cost £60. We do not find it effective to consult via email and only straightforward advice in regard to a prescription regime will be dealt with in this way. If you have more complex questions, then we reserve the right to ask you to book a further half-hour appointment.

Prescribing terms and conditions

You will receive a full summary letter after your consultation and if you have decided to proceed with HRT and this is deemed the most appropriate, evidence based treatment for you a regime will be detailed. We can issue a private prescription for medication which will then be posted to your home address. We are a private clinic and therefore your NHS GP does not have any legal obligation to prescribe but they may consider this.

If your prescription is issued on the day of a consultation, you will not be charged a dispensing fee. If you require prescriptions in between consultations, please email to info@manchestermenopausehive.co.uk with 'Prescription' in the subject box. You will need to clearly state the medication requested and the amount required e.g., Oestrogel 2 bottles and Utrogestan 2 x boxes of 28 capsules. If you request a medication that has not been issued before or you have not kept your review appointments, had blood test monitoring when suggested then the request will be declined.

A dispensing fee of £30 will be applied if medications are ordered in between appointments. This is to cover the costs of the dispenser taking time to look through your medical records and confirm that the medication is safe and the correct one for you.

Investigation terms and conditions

Investigation costs are not covered in the consultation fee. Blood tests will be recommended if it looks as though you may benefit from the addition of testosterone. It can also be useful to check oestradiol levels at times to see whether you are absorbing a particular preparation.

We use a private phlebotomy service called 'Nationwide Pathology'. Blood tests must be paid for before you

be able to book them. The results will come through to the doctor who ordered them, and they will be discussed at your review appointment.



We may also suggest other investigations such as ultrasound scanning or DEXA bone density scans.

If you arrange suggested investigations via other providers, you will need to send them to us electronically. We will only be responsible for advising on investigations that we have recommended and will not comment on others that may be on the same form. If it is a few months before your next booked review, we reserve the right to ask you to book a charged telephone call to discuss results.

Letters will not be generated after short telephone calls unless requested, in which case there will be a £30 charge for clinician and administrative time.

Costs may change in future, and we reserve the right to do so without giving prior notice.

Working with you

We aim to empower you to truly thrive during your menopause. If we do not feel that our clinic is the right 'fit' for your needs, we will inform you of this and reserve the right not to book an appointment. We will not tolerate aggression and if this occurs, we will terminate the contract between client and clinic.