



# Patient Guide

# Welcome to Health & Her

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At Health & Her our mission is to improve the lives of millions of women around the world living with the life-changing symptoms of menopause.

Menopause is the natural transition in every woman's life when her periods cease and her hormone balance changes. With over 30 recognised symptoms, we understand that every menopause experience is different, complex, and unique to you, which is why we want to empower you to take control of the changes that are happening on every level.

We speak with women struggling with life-impacting menopause symptoms every day, many of whom can't access the specialist medical care they desperately need. At the Health & Her Clinic, we're passionate about making this care accessible and affordable by offering access to specialist menopause GPs at the touch of a button, with guidance and support at every step of the way.



## What we do

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At the Health & Her clinic we offer secure, face-to-face video consultations with menopause specialist GPs via our website.

### At the Health & Her Clinic, you get:

- Doctors on demand, with online appointments available from anywhere in the UK.
- Expert menopause guidance that can be shared with your local GP.
- Timely advice & support to all of the questions on your mind.
- Private and confidential consultations via a secure online platform.

## How it works

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Book an appointment with a menopause specialist GP at a time and place that suits you. You can make an appointment in 3 simple steps:



### Create an account

Visit the Health & Her Website or Download our App.



### Book an appointment

Pick a day and time that suits you.



### See a doctor online

Speak to one of our menopause specialist GPs.

**You're in safe hands** - Our Doctors are GMC registered, specialise in menopause, and are members of the British Menopause Society.



Consultation appointments last 35 minutes and cost £135. We accept payment via the following secure methods: all major credit and debit cards, Paypal, Google Pay and Apple Pay.

Help is at hand throughout the process via phone, email and instant chat. You may also find support in our [Frequently Asked Questions](#).

Our Service is provided in accordance with medical practices and standards that are applicable in the United Kingdom. You must not access our Service if medical practices and standards applicable in the United Kingdom are not accepted or are illegal in your country. We are unable to offer diagnostic tests, prescribing, emergency services, or care for acute medical conditions. Please note clients must be 18 or over to access our service.

## Your appointment

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After signing into your Clinic account and selecting the button to begin your appointment, you'll enter a virtual waiting room where you will be asked to confirm your personal details. Then, when your doctor is ready, your appointment will begin. For more information on how to attend your video consultation, please refer to our [Video Consultation Guide](#).

After your consultation, your notes will be available for review within your secure account. If you have read and agreed to the consent policy provided to you prior to your appointment, your notes will be available to download and share with your General Practitioner.

## Privacy and confidentiality

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We take security very seriously, and it is our policy to take all reasonable and appropriate measures to protect any personal data we may collect while operating our service.

We promise to uphold the Caldicott principles which ensure your information is protected and only used when it is appropriate to do so, as set out in our Privacy Policy.

Placing our clients at the heart of what we do has been a fundamental aspect of how we do business - we assure you that your consultation will be completely confidential and private, and carried out with the utmost discretion.



## Preparing for your consultation

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We recommend that you log into your account and click the button to begin your consultation 15 minutes ahead of your appointment time. If you're using a mobile phone or tablet outside of your home, try to go somewhere quiet where you feel comfortable discussing your health. Remember, this appointment is about giving you the advice and support you require, so we don't want you disturbed.

Not sure where to start when it comes to discussing menopause with your doctor? Don't worry, we've spoken to [Dr Shilpa McQuillan](#) who shares her practical advice for making the most of your appointment:

- **There's no need to feel embarrassed**

Try to remember that menopause is really common, and your doctor will have seen it and heard it before. Be honest, tell your story, and most importantly explain how it's affecting you. This will help your doctor tailor information and choices to suit you.

- **See your conversations as a journey together**

Your doctor really wants to help, but may feel limited by the amount of information to discuss during your appointment. It's important you don't feel rushed, so think of your menopause as a journey and be prepared to arrange more than one appointment so that you feel all of your questions and concerns are addressed.

- **Prepare and research**

Making a list of questions or points you want to discuss will ensure your GP understands your agenda from the start and will cover the things most important to you. In addition, consider having some vital information ready to help your GP tailor advice that is safe and suitable for you.

This may include:

- A symptom diary with timeline notes for changes to your mood, sleep patterns and/or periods.

**Tip** - During your appointment keep a pair of headphones to hand just in case there's any interference.

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- A record of any relevant medical problems you or your close family members may have, such as history of breast or ovarian cancer, heart disease, or clots in the legs or lungs, as well as any previous operations you may have had on your womb, ovaries or cervix.

## Cancelling your appointment

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We understand that circumstances can change, so if you cancel your appointment at least 24 hours before the date of your consultation you will be entitled to a full refund. If, however, you cancel your appointment within 24 hours of the date and time of your consultation, you will not be entitled to a refund of our Fee. For more information, please refer to our [Terms and Conditions](#) and [Privacy Policy](#).

## Giving your feedback

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We continually strive to deliver the highest quality of service by putting you at the heart of everything we do.

We want to listen to the people we care for, so we encourage you to review your experience of our service after every consultation. Your feedback will help us understand your needs; what works, what doesn't, and what could be improved so we can make refinements to better support women just like you in the future.



## Making a complaint

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We try to ensure that you are pleased with the experience of our service at all times, and take complaints, concerns, and issues very seriously.

If you would like to log a complaint, we pledge that it will be properly investigated in an unbiased, non-judgmental, transparent, timely and appropriate manner.

### When we look into a complaint, we aim to:

- Make it possible for the complainant to discuss the problem with those concerned
- Find out what went wrong
- Issue an apology where appropriate
- Identify what we can do to ensure the problem does not arise again

Our complaints procedure is designed to make sure that we settle complaints as quickly and efficiently as possible, while keeping you regularly informed, as far as reasonably practicable, as to the progress of the investigation. Our aim is to acknowledge complaints within 3 working days, resolve them within 5 days, and respond within 10 working days. Complaints can be made by email or telephone using the contact details as outlined in the 'Getting in touch' section of this guide.

If you are dissatisfied with the outcome of any investigations, then a complaint can be referred to the team at:

Healthcare Inspectorate  
WalesWelsh Government  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

**Telephone:** 0300 062 8163 **Email:** [hiw@gov.wales](mailto:hiw@gov.wales)



## Getting in touch

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You may contact us via the following methods:

**Write to us at:**

Health & Her Ltd  
Unit D  
Pendyris St  
Cardiff  
CF11 6BH

**Telephone:** 0333 305 5903 and select option 3.

**Email:** [clinic@healthandher.com](mailto:clinic@healthandher.com)