



At ESPS, your health, comfort, and dignity are at the heart of everything we do. Here are your rights clearly outlined:

✅ 1. Right to High-Quality Care

- 🩺 Receive safe, effective, compassionate, and high-quality medical care.
- ⭐ Treatment by highly-qualified specialists using the latest evidence-based practices.

👏 2. Right to Dignity, Respect, and Privacy

- 🤝 Respectful, sensitive, and professional treatment at all times.
- 🚪 Full privacy during consultations, examinations, and treatments.
- 👤 Option to have a chaperone present, especially during intimate examinations.

📖 3. Right to Clear Information

- 💬 Receive clear, understandable explanations about your condition, treatments, alternatives, risks, and benefits.
- ❓ Feel encouraged to ask questions at any point in your care.

✍️ 4. Right to Consent & Autonomy

- 📄 Explicit consent is always obtained and documented.
- 🔄 Right to withdraw consent anytime without impacting your ongoing care.

🔒 5. Right to Confidentiality & Data Protection

- 🛡️ Secure handling and storage of your personal and medical information in line with GDPR.
- 📁 Rights to access, rectify, erase, restrict processing, transfer, or withdraw consent regarding your personal data.

📄 6. Right to Transparent Financial Information

- 💰 Clear disclosure of all consultation fees (see PHIN profiles below)
- 📄 Separate billing for additional services (blood tests, imaging) communicated clearly in advance.
- 🏠 Guidance provided for patients using private medical insurance.

🎯 7. Right to Choice

- 🔍 Right to choose your clinician and clinic based on transparent quality information:
- [Dr. Kal Parmar](#) (Sports & Exercise Medicine)
- [Dr. Arti Mahto](#) (Rheumatology)

8. Right to Safeguarding

- 🛡️ Protection from neglect, abuse, harm, discrimination, or exploitation.
- 📞 Clearly established channels to report any safeguarding concerns immediately.

9. Right to Voice Concerns & Complaints

- 📬 Transparent, accessible complaints process:
- Acknowledgement within 2 working days.
- Thorough investigation within 28 working days.
- 🆘 Access to independent external authorities (e.g., CQC, GMC) if concerns are unresolved.

10. Right to Accessibility

- 🏠 Fully accessible facilities including ramps, lifts, and dedicated accessible entrances.
- 🌐 Interpreter and mobility assistance available upon prior request.

11. Right to Advance Directives

- 📝 Option to provide advance directives or designate healthcare representatives.

12. Right to Non-Discrimination

- 🧑 Fair treatment regardless of age, race, gender, sexual orientation, disability, marital status, pregnancy, religion, or any other characteristic.

13. Right to Clinician Qualifications & Transparency

- 📖 Access transparent qualifications and performance measures via PHIN profiles:
- 🧑 [Dr. Kal Parmar – PHIN](#)
- 🧑 [Dr. Arti Mahto – PHIN](#)

14. Right to Effective Communication

- 📅 Clear appointment confirmation including directions, accessibility information, and necessary preparation instructions communicated proactively.

Contact & Further Information:

- 📞 **Telephone:** 0208 129 4672
- ✉️ **Email:** admin@esps.london
- 🏢 **Clinic Address:** Elite Sports Professional Services, Eight Club Moorgate, 1
Dysart Street, London EC2A 2BX
- 🌐 **Website:** esps.london

✨ **At ESPS, your rights, dignity, and satisfaction are our top priorities. We are dedicated to ensuring your experience is positive, respectful, and aligned with the highest standards of patient care.**

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