

Membership Pack



A centre for neurological wellbeing & physical recovery

Our aim is to offer a diverse range of specialised therapies, including Hyperbaric Oxygen Therapy (HBOT) and Neuro-physiotherapy, all delivered by a dedicated team of experts.

The Brightwell is a partnership of the following organisations that support people with neurological conditions:

The West of England MS Therapy Centre Limited -
Charity No. 801155

The Bristol Therapy Centre Ltd -
Company No 08193674

The Brightwell Neurological Support Centre -
Charity No. 1109459

Contact Us

The Brightwell
Bradbury House, Wheatfield Drive
Bradley Stoke, Bristol, BS32 9DB

hello@thebrightwell.org.uk
01454201686
www.thebrightwell.org.uk



Scan for more
information

PART 1: New Member Details

The purpose of this pack is to ensure we have all your details and necessary information regarding your health. This will help us to establish which therapies at the Centre could be the most beneficial for you and what, if any, assistance you may require when you are here.

Please complete this form digitally or in block capitals in black ink.

We use your data and health information so that we can provide you with the most appropriate and suitable therapy. Our legal basis for processing your personal and your health information is covered by Legitimate Interest: Article 6(1)(f) and special category (sensitive/health data) Article 9(2)(d) of the General Data Protection Regulation 2018.

Your data will be kept secure in accordance with our Privacy Policy (PP36).

STRICTLY PRIVATE & CONFIDENTIAL

NHS number:		Date of Birth:	
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Title: Mr. / Mrs. / Miss / Ms. / Dr. / Other

First name:		Surname:	
Address:			
		Postcode:	
Mobile number:		Landline number:	
Email address:			
Ethnicity:		We ask this as some of the trusts we receive funding from require this information.	
Emergency contact (name and number):		Name of next of kin:	
GP name:		GP phone number:	
GP Surgery:			
Consultant name:		Consultant number:	
Care agency (if applicable):		Care agency number:	
How did you hear about the Brightwell?			
Are you currently in employment?	Y/N	Working time:	Full-time/ Part-time/ Reduced hours

PART 2: Brief Medical History

Please complete all details that apply.

Primary Medical Condition:			
Date of Diagnosis:			
Please list any Allergies:			
Additional conditions			
Epilepsy	Y/N	Circulatory issues i.e. DVT	Y/N
Diabetes/Hyperglycemia	Y/N	Serious illness/operations	Y/N
Heart conditions	Y/N	Upper respiratory conditions	Y/N
Covid-19	Y/N	Ear/Sinus issues	Y/N
History of cancer	Y/N	Any sudden weight changes?	Y/N
Have you been advised not to fly?	Y/N	Do you take immunosuppressant medication i.e. high dose steroids or Disease Modifying Therapies	Y/N
Are you a Smoker (past or present?)	Y/N		
Are you currently taking part in any clinical or hospital trials or studies?	Y/N		
If yes, please give details:			
Please list any major illnesses/operations or conditions:			
Do you have Multiple Sclerosis (MS)? Y/N			
If yes, what type do you have? Please select whichever applies:			
Relapsing/remitting (RR)		Primary progressive	
Secondary progressive		Benign RR	
Static			

PART 3: Your Brightwell Membership

What does it mean to be a member of The Brightwell?

- The Brightwell is based on the principle of self-help; we exist to provide the therapies and support that you, the Members, decide are important and needed.
- The charity is run by a management team, supported by the trustees for the benefit of the Members and others who can benefit from its services.
- The Centre is not a part of and receives no support from the NHS. We currently receive under 1% of our funding from other statutory sources.
- As a member, you agree to support the Centre's team and volunteers to help us raise approximately £350,000 per year to provide the services and support we all value.
- In the event of The Brightwell being wound up, as a member, you agree to pay a sum not exceeding £1 towards any outstanding debts, in accordance with our company regulations.

Consultation with Members/Centre Users

The following arrangements exist for consultation with members/users about the operation of the Centre:

- We welcome suggestions and ideas – **The Brightwell is your Centre**. Please send an email with your thoughts and ideas to hello@thebrightwell.org.uk or let Reception know and they will put you in contact with the relevant team member.
- The Centre's trustees (the officers of the Charity and members of the Board of Trustees) are elected annually from the membership by the members at the Annual General Meeting. A number of the trustees are people with a neurological condition or are the partner/carer of a person who attends the Centre, so they are in frequent contact with the wider membership. To promote impartiality some of our trustees do not have a neurological condition and their expertise lies in other areas e.g. financial management.
- Surveys are taken from time to time to consult with members and obtain feedback. The returned surveys are anonymous. A summary of the comments is given to the Chair of Trustees and is reported on at the AGM.
- Members have the right to access any of their own personal records held at the Centre in accordance with the Data Protection Act.
- Should anyone have the misfortune to collapse while on the premises, staff trained in first aid will assist them until medical assistance arrives. If this does not comply with your wishes, please inform the CEO in writing.

PART 4: Membership Contributions

Your annual subscription gives you access to all the therapies, services and support available at the Centre and, even though we try to keep membership subscription costs down, we cannot guarantee that they will stay at the same rate in future. Alternatively, you could become a Lifelong member of The Brightwell – you'll receive our newsletters throughout the year and have peace of mind knowing that you don't have to give membership renewal a second thought.

Membership options	Contribution amount	Please indicate your preferred membership option by marking the relevant box below:
Annual Membership	£35	
Lifelong Membership	£350	
Other amount	£	

How would you prefer to pay for your Membership?

Cash		If you'd like to set up a regular donation , please ask us for a Standing Order Form . If you use online banking this can be set up as a recurring payment. Our banking details are also on that form, please use your surname as the reference.
Debit/Credit card		

By signing below, you agree to adhere to the policies, procedures and conditions set out in this information pack:

Signature:	
Print name:	
Date:	

If you're currently a UK taxpayer, we can claim Gift Aid on your donations to the Centre; unfortunately, this does not include contributions towards therapies. Gift Aid is a valuable fundraising option for the Centre as for every £1 donated, the government will donate an additional 25p.

Please ask us for a [Gift Aid Form](#) if you would like to help.

PART 5: Therapy Contributions

All the sessions for those Brightwell Members living with neurological conditions are subsidised by the charity through our fundraising efforts and supporter donations. However, as a charity, we do ask for a contribution towards each session, the details of which are below.

It is the Charity's policy to never deny someone support due to financial reasons and we welcome the opportunity to confidentially discuss any issues with anyone struggling to contribute towards their therapy sessions.

Recommended Contributions for Neuro-based Therapies	
Annual Brightwell Membership	£35
Initial Assessment for all neurotherapies (per session)	£30
Oxygen treatment	
Initial Block Sessions 15/20 sessions (weekly contribution)	£45
Individual Session	£15
THERA bike exercise while breathing isobaric oxygen per session	£20
Isobaric oxygen (under normal atmospheric pressure) per session	£10
Physiotherapy per 30-minute session (in person or via Zoom)	
Lead Physiotherapist	£30
Physiotherapy Team member	£25
Physiotherapy assistant	£20
Exercise Groups & Gym	
Group exercise class at the Centre per person	£8
Group physio session per person	£13
Zoom session	£5
Neuro-Yoga/Pilates per session	£8
Neuro-Yoga/Pilates 10 sessions paid for in advance	£50
FES Clinic	
Initial consultation/assessment including pads & electrodes	£78
Follow-up/Annual sessions if required per session	£60
Non-subsidised therapies for non-neurological conditions (via Bristol Therapy Centre Ltd)	
Annual Registration to BTC	£50
Oxygen per session	£40

Other Contributions

The primary costs for the services and clinics shown in the table below are mostly covered directly by the provider. The Centre covers admin support and provision of facilities, which amounts to costs in the region of £350,000 every year.

Anyone who donates to our general 'Treatment Fund' is helping to continue the provision of these services.

Monthly Clinics
<p>Bladder and Bowel Confidence Clinic With Continence Nurse 30- or 60-minute appointments available one day per month.</p>
<p>Benefits Advice Service and Advocacy provided by CAB and the MS Society Advisor: Caroline Langdon (CAB) 60-minute appointments available to those living with MS one day per month.</p>

The therapies and services shown below are also available to Brightwell Members at a reduced rate. Payment for these must be made directly to the therapist in line with their procedures.

Other Services	
Acupuncture Therapist: Sam May Times: Fridays Initial assessment session: £45 40-minute session: £30	Sports Massage, Aromatherapy & Reflexology Therapist: Claire Day Times: Monday to Thursday 60-minute session: £40.00
Counselling Counsellor: Sasha Leigh Times: Thursdays 50-minute session: £40 On-line sessions on other days: £40	Volunteer Drivers We have a volunteer driver who can bring people to the Centre if transport is required. Clients must be able to transfer with minimal assistance. Costs based on distance provided by the driver.
Foot Health Therapist: Therese Staniland 30-minute session min: £25	Please enquire at Reception for all therapies available & to book or call us on 01454 201686.

PART 6: Policies – Privacy Statement

At The Brightwell we are committed to protecting and respecting your privacy. A full copy of data privacy policy is also available on our website.

Why do we need your personal & sensitive health information?

We use your data and health information so that we can provide you with the most appropriate and suitable therapy. Our legal basis for processing your personal and your health information is covered by Legitimate Interest: Article 6(1)(f) and special category (sensitive/health data) Article 9(2)(d) of the General Data Protection Regulation 2018.

Who has access to your information?

The information you provide is processed by Centre staff members only, securely stored and retained on the Centre's electronic database and therapy booking system. This database cannot be accessed remotely.

How will your information be used?

Your information will be used only for the following purposes:

- assessing and reviewing your individual needs and suitability for therapy;
- to monitor the effectiveness of any therapy and/or any treatment plan;
- evaluating the outcomes of service activities and/or therapy interventions;
- for personal identification on our therapy booking system which enables you to book appointments at the Centre;
- administration purposes, to keep you updated with schedule changes and/or service developments.

Your consent is required for specific aspects of what we do.

Please read & initial the following statements if you agree to provide your consent:

Initial below to consent:	
Health & Safety: Where and if necessary, I consent to being transferred by a patient transfer hoist or other recognised procedure, which may include being asked to use a wheelchair, as may be required on an emergency basis. I confirm that I am aware that the Centre's policies require that I provide for physical, or any other assistance, I may require under normal circumstances.	
General Practitioner/Consultant Notification: I consent for my GP and/or Consultant to be notified that I have approached the Centre for therapy requesting confirmation of my diagnosis/condition/medications and a brief medical history that will be kept on my file at the Brightwell.	
Electronic communication: I consent for my details to be added to the Centre's digital mailing list. Please note: this is our preferred method of communication and has been a vital tool in helping us stay connected with members; you will also receive newsletters plus details and information on special events and fundraising activities.	
Photography: I consent for my picture/video to be taken and used for the Centre's service reporting purposes and/or in the marketing of services.	
Benefits of Therapies: I fully understand that the benefits of therapies will also depend on my lifestyle choices, on-going medication & general health. I understand that if I've not given the correct details/have failed to provide all relevant and appropriate information the effects of therapy could be nullified or lessened.	

PART 6: Policies – Cancellation Policy

1. Cancellation or 'No-Show' for therapies, clinics, and appointments

We do understand that sometimes you might not be able to attend your appointment at The Brightwell. We know that emergencies, illness, and un-foreseen events happen and that they can happen to anyone. However, each late cancellation and 'no-show' denies another member the opportunity to access the services of the Centre.

Sadly, these missed opportunities come at a cost to the Centre and, as a charity, the loss of revenue can cause further knock-on effects for our members.

If you need to cancel an appointment, please provide at least two working days' notice (48 hours).

- To cancel, or rearrange, you must call the Centre on 01454 201 686 or email hello@thebrightwell.org.uk during the hours of 9am to 4:30pm, Monday to Friday.
- Cancellations made using any other email or via our social media channels, will be treated as 'no-shows' as these communication methods are unmonitored.
- If an appointment is not cancelled with at least two working days' notice we will, unfortunately, require the full suggested contribution of the therapy you missed.
- In the event of an actual emergency, when prior notice was not possible, we will consider the granting of an exception.

2. Late show policy

You can help us to continue providing the best support we can to every member by arriving at the Centre at least 15 minutes before your session/appointment is scheduled.

If you are unable to make your appointment on time, the following applies:

- If it is safe to do so, please call and let us know, **do not call if you are driving.**
- Unfortunately, it will not be possible to delay an oxygen therapy session booked for inside the chamber. However, we may be able to provide isobaric oxygen outside the chamber so do check when you call.
- We reserve the right to cancel future appointments and request a donation for missed sessions where members are continually or excessively late as this inevitably causes significant complications for our therapists and other Members waiting for an appointment.

3. Repeated Cancellations or 'No-Shows'

Where there is evidence of repeated, short notice cancellations or 'no-shows' we reserve the right to cancel, change or refuse any bookings for therapies, sessions, or clinics. We appreciate that sometimes this is due to matters beyond your own control, and, in those cases, we are more than happy to discuss the situation and how best to rectify it. **Please sign below to confirm you have read and understood this policy:**

Signed:	
Full name (BLOCK CAPITALS):	
Date:	

PART 6: Policies – Complaints Process

Written policies are in place to ensure that the privacy and dignity of members is maintained. Private rooms are available for confidential meetings. The Centre's objective is to resolve any issues promptly and justly, while ensuring that the complaint is thoroughly investigated by a responsible person prior to its resolution.

Any member, member's carer or personal representative that has a complaint about any aspect of the Centre's operations, or staff, should in the first instance refer the complaint informally to a senior member of staff who will try to resolve the problem immediately. If the complaint cannot be resolved, this will be passed on to the CEO, Doro Pasantes. To contact Doro confidentially you can email: doro.pasantes@thebrightwell.org.uk or call direct on 01454 628 722.

If this is not possible, the complaint will be referred to a member of the Management Committee (trustees) who will:

- Within 3 working days of receipt of the complaint acknowledge it in writing.
- Advise the Chair of Trustees of the complaint.
- Consult with the Chair of Trustees as to the manner in which the complaint should be investigated and resolved. The Management Committee member or the Chair of Trustees, as appropriate, will conduct any necessary investigation and provide the complainant with a full response in writing within 20 working days of receipt of the complaint. If the investigation is still in progress at that time, the complainant will be given a letter explaining the reason for the delay, and a full response in writing will be given within 5 days of a conclusion being reached.

If the complainant is dissatisfied with the proposed resolution of the complaint, they may refer the matter in writing to the Management Committee. It will be considered at its next scheduled meeting – or at the discretion of the Chair of Trustees, at an Extraordinary Meeting called for the purpose of considering the complaint. Such a meeting will include the right to make a personal representation by:

a) the complainant and b) the person/s in respect of the complaint.

The resolution by majority vote of the complaint by a properly convened and quorate meeting of the Trustees will be communicated in writing to the complainant within 5 days of the meeting having taken place.

A reference copy of the complaints procedure is kept by the CEO and is available on request. Where requested, the complainant and/or family members will be given support by a mutually acceptable Centre member in using this procedure.