Posted on December 27, 2024

Terms & Conditions

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At The Fiona Project we want to make access to ADHD and Mental Health treatment easier and more effective for everyone.

When you use our services, you commission the services of our members and associates, all of whom are clinically trained in ADHD assessment and treatment and are listed on the specialist register at British Association of Counselling and Psychotherapy (BACP) and the Nursing and Midwifery Council (NMC) which is the medical regulatory authorities based in the UK.

By using The Fiona Project, including this website (https://thefionaproject) any digital applications, software (including but not limited to video consultations, access to your online medical record and electronic communications system) you accept these terms and conditions in full, along with all other policies and procedures that may be published by The Fiona Project on the Platform or otherwise communicated to you by The Fiona Project (the “Terms & Conditions”).

There are some limitations on our obligations which are set out in these terms and conditions. The most important of these are:

- We provide remote mental health advice, consultations, and information services. Some instances are not suitable for such treatment, so if you have any doubts, be sure to check by reading up on our website before you book an appointment.
- In order to provide our services, we will need personal information from you. – We will store that information securely and we will not share it with anyone unless you authorise us to do so or if we have a legal obligation to do (e.g. serious concerns of significant risk to you or others).
- We provide a secondary care service, and we emphasise linking back to your local primary care services, both for your safety, and for our peace of mind (in

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most cases, this is to your General Practitioner or a medical facility local to where you are based.
- We work to assess diagnose, report and treat to titration patients who do not have access to treatment and have impactful ADHD symptoms. We aim to transfer patients to their local providers, through the process of titration and this typically takes 12 – 16 weeks.
- We are based in Wales and subject to Welsh law so, though you may be somewhere else, your interaction with us is considered to be taking place in Wales or the UK. However, though we can see people from outside the UK in some circumstances, we can't take responsibility for any laws outside the UK regarding access to our services.
- These terms and conditions may have to be changed or amended from time to time. Please make sure that you have checked the terms and conditions when you start your treatment with us. These terms and conditions were last updated on: 25th September 2025.

The Fiona Project enables individuals in Wales/United Kingdom ("Patient/s") to connect in real time, via streaming video and email messaging direct to our qualified staff in order to gain qualified and professional medical advice and be provided with related services including referrals. If agreed with a Clinician, Patients may also purchase private prescriptions for certain medication(s) (collectively the "Services" or a "Service").

Although The Fiona Project Staff are qualified to provide NHS Services, consultations are only offered to privately paying patients via our website.

The Fiona Project is a limited company and is a limited liability company registered in England and Wales, Company number 15113593 Registered office and address for correspondence:

The Fiona Project
49 Station Road, Polegate, East Sussex, BN26 6EA.

Email: info@thefionaproject.org

You expressly understand, accept and agree that when providing the Services the Clinicians are independent medical professionals that are individually responsible

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for the medical advice they offer to you during your appointment with The Fiona Project.

By using The Fiona Project you accept that the provision of Services by The Fiona Project, we will automatically share your medical information with your NHS GP unless you opt out of this part of the Service. You will be presented with your options regarding medical record sharing before you start your first consultation on The Fiona Project Booking Form and the choice to share your medical records is entirely yours.

You understand that by booking an appointment an electronic medical record ("EMR") will automatically be created on The Fiona Project Platform.

Services provided by The Fiona Project.

Your engagement fees include

pre-assessment screening, clinical assessment, MDT, report writing and typically 3 to 4 months of prescriptions and reviews, and onward referral for Shared-Care, to your general practitioner. You will then be charged an annual fee for ongoing shared-care support.

Services include:

1. ADHD assessment and diagnosis.
2. Counselling for ADHD and Mental Health.
3. Cognitive Behavioural Therapy for ADHD.
4. Cognitive Behavioural Therapy for Anxiety.
5. Medical Treatment and Titration for ADHD.

The services are primarily provided in English. The Fiona Project does not make any representation or give any warranties regarding Clinician training, qualifications or skill, although regulatory requirements and UK law ensure appropriate checks are carried out to ensure certain aspects of the Clinician validity, such as their registration with the GMC/NMC/BACP and their right to practise in the UK.

What we need from you

You must ensure that:

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- any information you provide is accurate and in comprehensible English.
- if you have any concerns about the suitability of the services, we provide for you or any information on the website, you seek further medical advice from your GP or another medical professional.
- you follow any instructions you are given by our clinicians, including attendance of monthly reviews, to access monthly prescriptions in the treatment of your ADHD Symptoms.
- you follow any instructions regarding the use of any medicines or other health care products we recommend or prescribe.
- you report any adverse or unexpected effects of treatments, that we have recommended to you via the patient portal email diary.
- you keep any medicines prescribed out of the reach of children and in a secure environment.
- you inform us if any information that you have given to us becomes incomplete or false.
- you do not under any circumstances amend, alter or tamper with the contents of any documents created on the patient system or issued to you.

How our Services are regulated

Accessing our services from outside the UK and Republic of Ireland

We provide the Services to adults, Our services are provided from online facilities in accordance with our registration.

We are in the process of registration with Healthcare Inspectorate Wales (HIW) is the **independent inspectorate and regulator of all health care in Wales.** In the instance that you are using our services from outside Wales or the UK, you should check that the use of our services is legally permitted in the country or region in which you are residing. Our services are provided according to the laws and regulations and we cannot take any responsibility for any differences between the laws in Wales and the UK and any other rules about healthcare services anywhere other than Wales and the UK.

Using our Services for Adults

Adults using our services are deemed adult from age (16) and must follow certain guidelines.

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Adolescent services are offered to children over the age of 16. They are conducted in the presence of a chaperone at the patients request. Follow up appointments are then arranged with or without parents or guardians/chaperones.

Accessing our Services

In order to access the Services, you represent and warrant that you are at least eighteen (18) years of age and possess the legal right, capacity and ability, on your own behalf to accept and agree to these Terms and Conditions.

Our services are only available remotely using the internet, data networks and devices which can access the internet and operate via the FIONA PROJECT Platform. We make the FIONA PROJECT Platform available for access using infrastructure but are not responsible for the infrastructure ourselves. If you wish to use the services, you should ensure you have an internet-enabled device and a sufficient internet connection available.

All clinical appointments take place via a video meeting via the FIONA PROJECT Platform.

At any time, you may be notified that information is available for your review that is considered private and possibly time-sensitive, so you should consider ease of access when determining which email address, you use for your notifications and use of the patient system.

Required Operating Systems and Browsers:

- Windows 7, 8, 10: Google Chrome (latest release version), Firefox (latest release version)
- Mac® OS X 10.8.5 and newer: Google Chrome (latest release version)
- Android™ 5 and newer
- Windows 10: Microsoft Edge (latest release version)
- iOS: iPhone, iPad, iPod Touch with a front facing camera and iOS 10 and newer

To access The Fiona Project Website/Portal you are required to have an active internet connection with 2mbps of available bandwidth for downloads; for the best quality connection we recommend a minimum of 3mbps available bandwidth.

You acknowledge that The Fiona Project does not guarantee a connection can be

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made or maintained at any time. Technical or security threats or issues affecting the infrastructure may require us to suspend our services and postpone consultations in order to ensure they are secure and/or operating optimally. We will minimise these suspensions but are not responsible to refund charges or compensate you if they occur, unless they exceed 30 days in length, in which event you may cancel your agreement to take a consultation with us and receive a full refund. The Fiona Project may deny or refuse you access to The Fiona Project Platform; suspend, change or update the platform; prevent certain clinicians from using the platform; and/or otherwise alter the platform it offers to customers from time to time, at its sole discretion, without notice, but at all times subject to The Fiona Project's legal obligations, which it takes very seriously, such as regarding the secure maintenance of any health care records.

The Fiona Project reserves the right to refuse access to the platform to anyone, at its sole discretion from time to time, whether the user has previously successfully registered, visited or used any services.

Our services are accessed remotely using the internet, data networks and devices which can access the internet and operate via our website. We make our website available for access using infrastructure but are not responsible for the infrastructure ourselves. If you wish to use the services, you should ensure you have an internet-enabled device and a sufficient internet connection available.

Technical or security threats or issues affecting the infrastructure may require us to suspend our services and postpone consultations in order to ensure they are secure and/or operating optimally. We will minimise these suspensions but are not responsible to refund charges or compensate you if they occur, unless they exceed 30 days in length, in which event you may cancel your agreement to take a consultation with us and receive a full refund.

Anti-virus software and anti-malware devices are in use on the website, but we cannot guarantee that the website will be free from viruses or malicious software so please ensure anti-virus and anti-malware software are in operation on any device with which you use to access our website

You must not attempt to gain unauthorised access to the services or Website.

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NHS Right to Choose

If you choose to access our services via the NHS Right to Choose, we will do our utmost to assist with this but cannot guarantee your application will be successful. You accept that this is a process that you are responsible for accessing via your GP

Prescribing medicines

Clinicians will not prescribe medicines unless it is, in their professional opinion, in the best interests of their patient (and they may not be able to prescribe some medicines on the basis of an online consultation, depending on the condition and your location).

You understand and accept there is no guarantee whatsoever that you will be issued or provided with a prescription for any medication and acknowledge that the issuing of any prescription is at the sole discretion of the Clinician, subject to the limitations applied by The Fiona Project policies from time to time.

In most cases, we will seek your agreement to provide medication recommendations to your local primary care service, rather than prescribing to you ourselves. This will normally save you money, as well as allowing you access to local primary care support, if required. However, some patients need to be considered stable and optimised before they can be accepted by their General Practitioner as part of a shared care agreement.

You accept that if we provide you with prescriptions, they will be private prescriptions unless otherwise stated during your consultation. We do not charge for a private prescription; however, you will incur the cost of the medicine(s) prescribed. You acknowledge this price is set independently by the pharmacy and not by The Fiona Project. For safety, The Patient is obliged to get the prescribed medicine from a particular pharmacy, unless by prior arrangement. These arrangements are open to change and patients will be kept informed of all changes as they arise.

Any prescription that you receive via The Fiona Project is only valid for use at legal UK pharmacies. You understand and agree that any prescriptions you acquire from us are solely for your personal use. Furthermore, you agree carefully to read all information provided to you and to follow the instructions provided, on the prescription(s) itself (the label applied by the pharmacy) or otherwise, prior to

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taking any of the prescribed medicines. You also hereby agree to contact your clinician or another doctor or a pharmacist if you have any questions or do not fully understand the reasons you have been prescribed any medication or the instructions related to the medication.

The Fiona Project and its clinicians are not responsible for any legal prescriptions provided to you that legal UK Pharmacies refuse to dispense. You accept that it remains an individual pharmacist's right to refuse to fulfil any prescription and/or dispense medications when presented with a legal prescription. None of this affects your legal rights.

Should you choose to collect your own prescribed medication and have the prescription sent to your address, we shall make reasonable effort to send a prescription acceptable to a recognised pharmacy close to your address.

Should you choose to have us send a prescription directly to a pharmacy, we will use reasonable efforts to deliver the prescription to a legal pharmacy of your choice, but we are not connected with and have no control over or responsibility for any individual pharmacy, their policies in relation to acceptance or otherwise of prescriptions, opening hours, cost or availability of medicines prescribed.

The dispensing chemists are independent of our organisation, and, to the extent permitted by law, we disclaim responsibility for their acts and omissions.

We will be unable to offer a private prescription to any patient who has not given consent to share information with their GP. This includes your consent for The Fiona Project to obtain a copy of your health summary.

Delivery of prescriptions

If you lose a prescription, a copy may be issued, subject to the prescribing clinician agreeing to re-issue the document. There is no guarantee that a clinician will agree to re-issue any document. In the event that the clinician re-issues your lost prescription, you will be charged in accordance with the current cost for a copy (£12). You accept that it is entirely your responsibility to ensure that the contact details you provide are accurate and up to date.

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Delivery by email

The cost of delivering your prescription, letter or sick note, once only, by email is included in the relevant administration fee.

You understand and agree that documents sent by email are deemed to have been sent to you once the system marks the email containing the document as “sent”, including time and date stamping that prescription for Fiona Project records. Such records shall be accepted by you, without question, as proof that we have sent the document and fulfilled our obligation to provide the same.

You accept that Fiona Project is not responsible for the spam, junk or mail receipt prevention tactics of your email service provider/host, which may for whatever reason outside of The Fiona Project’s control, filter emails from us away from your inbox. In such instances you understand and accept that you must take such access issues up with your email provider and not The Fiona Project. If you do not contact us and inform us of an issue, we will deem documents by email to have been received by you within twenty-four (24) hours of us marking them as sent.

Delivery by first class post

The cost of delivering your document to a UK mainland address, once only, by Royal Mail first class post is included in the relevant administration fee you pay, as shown in our fees from time to time.

We send your documents as letters using Royal Mail first class post (or equivalent) and we cannot and do not guarantee a delivery time. If you have not received your document within seven (7) working days of it being shown as sent in your account you should contact us.

If you do not contact us and inform us of an issue, we will deem documents sent by first class post to have been received by you within forty-eight (48) hours of us marking them as sent.

Consultations

Subject to availability, you can choose to book an appointment in advance. After you have requested an appointment, you will be sent written confirmation of the appointment in the form of an email; if you do not receive such confirmation within

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24 hours of requesting your appointment (or, if sooner, within 4 hours of the start of your intended appointment) please contact us at appointments@fionaproject.org to check we have received your booking request.

The Fiona Project will advise you by email as soon as possible if it has to amend, change or cancel any consultation that you have booked.

You may be asked to show photo ID during a video consultation to enable our clinical staff to confirm your identity before prescribing certain medication. ID we are able to accept:

- Current signed passport
- Residence permit issued by the Home Office
- EU or Swiss national identity photo-card
- Valid UK photo-card
- Driving licence
- Valid armed or police force's photographic identity card
- Photographic disabled blue badge
- Citizen card
- Valid student ID with photograph

Late arrival to appointment, cancellation of appointment and missed appointment

If you have booked a session in advance via the platform, you may arrive and enter the consultation that you have booked up until fifteen (10) minutes after the scheduled start time of that session. For example, if you have a 1 hour session booked at 3pm, you may arrive and start the consultation as late as 3.10pm, but no later.

If you choose to cancel your appointment giving 7 or more days notice, we will provide a full refund. If you request to cancel your appointment between 2 and 7 working days before the appointment, a 50% fee (of the invoice total) will be payable. If you request to cancel an appointment within 2 working days of appointment, the full invoice amount will be payable.

You may cancel any booking you have made via the platform or by contacting us via email or telephone. If your cancellation is successful, you will receive an email from The Fiona Project to that effect; if you do not receive the cancellation email

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then you must either try again or email Us. You accept that The Fiona Project is not responsible and will accept no liability for any costs, expenses or losses arising from your failure to properly cancel any consultation on the platform. You accept that failure to cancel an appointment may lead to you being charged a cancellation fee (see below) and/or the full fee for the appointment that you failed to cancel, subject to The Fiona Projects sole discretion.

We may terminate our agreement with you:

If for reasons outside our control, we are unable to provide the services as detailed in these terms

- If any fees or charges are not paid when due, and you still do not make payment within fourteen (14) days of us reminding you that payment is due on time
- You do not, within a reasonable time of us asking for it, provide us with information that is necessary for us to provide the services, for example valid contact details
- If you breach (as determined by The Fiona Project) any of these Terms and Conditions.

You must compensate us if you breach these Terms and Conditions. If this happens, we may deduct from any refund due to you, or charge you, reasonable compensation for the net costs we will incur as a result of your breach. The Fiona Project will advise you of any termination via the contact email you have provided us with.

Missed appointments occur when either you or a Clinician is not present in the video-consultation by the start time (as published by The Fiona Project on the platform) of an appointment confirmed by The Fiona Project (save that you may be up to nine (10) minutes late, as explained above)(Missed Appointment). In these instances, you understand and agree that the following rules apply:

1. If an appointment is cancelled with more than 7 days' notice we will provide a full refund. If an appointment is cancelled between 2 and 7 working days before the appointment, a 50% fee (of the invoice total) will be payable. If an appointment is cancelled within 2 working days of appointment, the full invoice amount will be payable.
2. If a missed appointment occurs because a clinician did not attend your

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appointment in time then we will refund the full charge.

Refunds and Disruptions

If your consultation is determined by The Fiona Project (at its sole discretion) to have been disrupted, which terms and conditions shall include but not be limited to The Fiona Projects suspension of the platform at the time of the appointment, a clinician ending an appointment at your request because you know them (disrupted consultation), The Fiona Project will refund the appointment.

If you think you are due a refund you must contact us as soon as possible providing details of the consultation and a full description in writing of the issue or concern, you are raising.

We do not provide refunds where The Fiona Project is not at fault, such as in the following circumstances (which is not an exhaustive list but an indication only):

1. If you are unable to have a private prescription, legitimately and correctly provided via the platform, fulfilled and/or the associated medication dispensed at a pharmacy of your choice for whatever reason.
2. If your consultation is disrupted because of your actions, as determined by us exclusively. Where and when appropriate we will provide a refund and at our sole discretion.
3. If you have missed a booked appointment, as determined by us exclusively. In this instance you will be charged the cancellation fee as described above.
4. If a Clinician fails to attend your appointment, as determined by us exclusively, we will provide a refund.
5. If you do not receive a prescription, referral letter or sick note as a result of a consultation via the FIONA PROJECT Platform.
6. If it took longer than the published waiting time on the platform for your consultation to start.
7. If you did not use all available minutes in any appointment that you have started.

Circumstances beyond our control

Neither The Fiona Project, nor its officers, employees or agents, shall be responsible if the supply of the services is delayed or prevented by circumstances outside its control. If this happens, we will contact you as soon as possible to let you know and

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we will take steps to minimise the effect of the delay or failure. If there is a risk of substantial delay, you may contact us to cancel your account and/or cancel any booked services and receive a refund for any services you have paid for but not received.

Other limitations to our services

We cannot guarantee the availability of any of our clinicians at any particular time. If at all possible, we will arrange a consultation with a clinician as soon as possible but we cannot guarantee a consultation at a particular time.

You accept that each clinician, at its sole discretion, creates prescriptions, letters etc. based on their own professional judgement and legal obligations and that the content of such items is individual, based on information you provide us with. You must not tamper with the content of any such items. You acknowledge that there is no guarantee or warranty by The Fiona Project that such items will contain the content you desire(d), hope(d) for, expect(ed), were informed of, understood or believed they would contain.

Clinicians may provide different clinical opinions on the same condition or set of symptoms. Provided that these opinions are reasonably held, the fact that two clinicians give differing opinions on the same condition should not indicate a defective service.

We do not tolerate abuse or offensive behaviour towards clinicians.

Our use of your personal information

How we use your information

We only use your personal information as detailed in our Privacy Policy. please read this statement as it includes important information which applies to you.

Any personal information that you give to us will be processed strictly in accordance with the Data Protection Act 1998 (as may be amended or superseded) and all other relevant privacy legislation.

The terms and conditions of our Privacy Policy form part of these terms of use and we both agree to comply with its terms and conditions.

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Recordings of consultations

Audio recordings for follow ups only are saved for quality, safeguarding and training purposes. All patients have the right to refuse recording and should request this at the beginning of every consultation if they do not agree to the recording.

Occasionally, if a consultation is paused or gets terminated early, or due to a breakdown in the file transmission, the audio recording may not save or can become corrupted. In these cases, it will not be possible for the patient to retrieve the recording or indeed for The Fiona Project to download the recording for any purpose. We cannot guarantee retrieval of every recording.

Price and payment

If for any reason you are unable to authorise payment for the Services in advance, you acknowledge that neither The Fiona Project nor the clinician shall be obliged to provide such services.

Any and all fees and charges incurred by a patient via The Fiona Project booking platform are the sole responsibility of the individual whose details are held under the account and must be pre-authorised prior to your receiving the Services and settled immediately after the services have been provided. Consultations may be curtailed or services suspended if at any time there are outstanding payments.

Please familiarise yourself with our fees. We make an in-full fee request for all of our adult consultation services. This pays for up to an hour and a half with a consultant and a resultant report to you and/or your primary medical health provider (GP).

Initial appointments can be made via the website only.

After your initial appointment, you will need follow up appointments. You will always be required to have a follow up appointment if the clinician has prescribed medication for you, these are not charged or limited. Your package of care is for 12 months at a time. Follow ups are as needed, to achieve a best treatment outcome.

The clinician will then agree the follow up appointment time and date with you at the end of your consultation.

Follow up appointments do not cost any money and take up to 30 minutes, via

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telephone, any treatment changes are recorded in your Electronic Medical Record (EMR) and this is forwarded to you and your General Practitioner once titration and stability or your course of treatment has ended.

All initial appointments must be made via our website and follow up appointments are made online or by prior review arrangements. Appointments made via other communication channels such as telephone, SMS, Facebook or What's App are not to be viewed as confirmed or valid unless followed up by the patient using our online portal.

If you miss your follow up appointment medications will not be prescribed for that month. It is vitally important that you contact us after missing an appointment to avoid any disruption in medication ordering and supply.

The payment for any consultation is always payable prior to the appointment. If we do not receive payment before the time of the appointment, with funds cleared into our bank, the appointment will be cancelled or postponed.

Complaints and Disputes

You can always give us feedback on our services by contacting us at

c[omplaints@fionaproject.org](mailto:complaints@fionaproject.org)

Please tell us about any complaints you might have as soon as possible so we are able to resolve it promptly on complaints@fionaproject.org

If you have a complaint, we may ask you for certain details about you and your complaint in order to address it. Please provide these as soon as possible so that we can handle your complaint quickly.

Our clinicians are registered healthcare professionals and will deal with any complaints appropriately as per our complaints policy available on request.

We will investigate any complaint and keep you updated on the results of the investigation.

We shall also discuss the investigation with you. If we are in the wrong, we shall apologise to you.

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If the subject of your complaint is to do with the professional standards or behaviour of one of our clinicians and we are unable to satisfy you that we have dealt with it appropriately, you can report your concerns or make a complaint to the registered authority of BACP/NMC. REMOVE THIS

If any disagreement between you and us arises in connection with these terms and conditions, we will attempt to resolve it by discussing it with you.

Notices and Disclaimers

Medical Disclaimers: The Fiona Project makes no representation or warranty as to the content of any treatment response from any clinician, clinician's are retained but not employed by The Fiona Project and any views expressed or advice provided by clinicians are not necessarily endorsed by The Fiona Project. You and your clinician are solely responsible for all information provided and/or advice given via the platform and the services.

Always seek the advice of a doctor or other qualified healthcare provider regarding any medical concerns – and before starting, stopping or modifying any treatment or medication.

The Fiona Project does not guarantee that a video/chat/picture message consultation is the best course of accessing advice or indeed the appropriate course of treatment for your healthcare concern or medical issue. You agree to contact your mental health provider, or your GP immediately should your condition change or your symptoms worsen (if you are not registered with a UK doctor you agree to contact your local walk-in centre or hospital for advice). If you require urgent care, you should contact your nearest emergency services centre immediately. Further advice for accessing support in an emergency or when The Fiona Project is closed can be found via calling 111.

Content Disclaimers: No information whatsoever or howsoever found on this website or the The Fiona Project Platform, (other than advice provided by a clinician in a consultation) should be relied on as medical advice, professional or otherwise. Nothing contained on the platform should be construed, directly or indirectly, as the practice of medicine by The Fiona Project, which only arranges the service of connecting you to a clinician.

The Fiona Project makes no warranties or representations as to the accuracy of

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articles and other material published on this website or the platform and assumes no responsibility for any consequences relating directly or indirectly to any action or inaction you take based upon such material.

General Disclaimers: We do not guarantee that The Fiona Project Platform will be secure or free from bugs or viruses.

You are responsible for configuring your information technology and computer programmes in order to access the services. You should use your own virus protection software.

You are also responsible for ensuring that all persons who access the services through your internet connection are aware of and comply with these Terms and Conditions.

The Fiona Project makes no representations or warranties about the satisfaction of government regulations requiring disclosure of information on prescription drug products; or any treatment, action or application or preparation of medication based on information offered or provided through The Fiona Project platform or its services.

The Fiona Project does not endorse the promotions, products or services of any third parties, nor does it warrant or validate the accuracy of any third party advertisements, promotions, communications or other materials. The Fiona Project does not assume any responsibility or liability for the accuracy of information contained on any third party websites.

Service Reliability and Warranties

The Fiona Project makes no warranty that the platform or the services will meet your requirements or that the services will be uninterrupted, 100% secure or error-free, or that defects, if any, will be corrected. The Fiona Project is not responsible for transmission errors or any corruption or compromise of data carried over local or interchange telecommunication carriers.

The Fiona Project will take all reasonable precautions to protect against failure of its equipment and software and will perform regular back-ups of all data stored. You acknowledge and agree that in the event restoration of data from backup is necessary, it may take several days to complete such restoration of data and

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resume operation of the FIONA PROJECT Platform and/or the Services, in which circumstances any booked sessions may require re-arranging.

Branding and creative material

The basis on which you use our services and our platform

We own copyright and other intellectual property rights on the Platform/Website, for our services and their content..

You are permitted to use our website, medical record and consultation system in order to receive our services. You can store it on your device and print copies of it for your personal use. You may communicate material containing The Fiona Projects intellectual property to your GP or another medical practitioner. You are not permitted to copy, distribute or make any business use of our property You must not remove or obscure any notices regarding or made by The Fiona Project.

The Fiona Project mark, logo and combined mark and logo are our trademarks of the Company or its affiliates in the United Kingdom. Other graphics, logos, page headers, button icons, scripts, and service names are trademarks of other businesses or our affiliates or Partners.

Nobody else has any rights under these Terms and Conditions. This contract is between you and us. No other person shall have any rights to enforce any of its terms.

Other terms

Other provisions explaining how we may exercise our rights under these terms

We may transfer our rights and obligations under these terms to another organisation, but we will always notify you in writing if this happens, and this will not affect your rights under these terms.

Our services are personalised and so you may only transfer your rights or obligations to another person if we agree to it.

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Applicable law:

These Terms and Conditions are governed by English Law, and you can bring legal proceedings in respect of the platform or the services in the English courts. If you live in Scotland, you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts. Severability – If a court finds part of these Terms and Conditions illegal for any reason, the rest will continue in force. Each of the clauses operates separately; if any court or relevant authority decides that any clause is unlawful, the remaining clauses will remain in full force and effect.

Waiver – Even if we delay in enforcing any of these Terms and Conditions, we can still enforce them later. If we do not insist immediately that you do anything you are required to do under these Terms and Conditions, or if we delay in taking steps against you in respect of your breaching these Terms and Conditions, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not invoice you but we continue to provide the Services, we can still require you to make the payment at a later date.

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