

Patient Rights for Changing Clinic

You are allowed to transfer over to a different clinic during your time with Project Twenty21, and should be aware of your legal entitlements and how to go about enforcing them.

Your legal rights are as follows:

1. You are always entitled to switch clinics but may continue to be bound by existing financial commitments that you may have signed up to at your original clinic.
2. You are always entitled to ask for, and promptly receive a copy of your clinical notes, except in very exceptional circumstances.

Should you wish to transfer to a new clinic, then you should obtain a copy of your clinical notes from your existing clinic, as this might help avoid a repeat initial consultation at the new clinic and having to pay the associated costs a second time around. However, the new clinic might nevertheless still insist upon a new assessment because of unusual personal clinical circumstances. If so, you may ask them to explain why this may be.

To transfer to a new Project Twenty21 hosting clinic:

- A. You should first find a new clinic by visiting our Project Twenty21 Clinic Directory on our website, then contacting the clinic to check that they will take you on.
- B. If so, you should then both notify your old clinic that you are changing to a new clinic within Project Twenty21 and request a copy of your clinical notes to give to the new clinic.
- C. Alternatively, the new clinic is often willing (but not compelled) to get your clinical notes from your original clinic, and they will do so should you appoint one of their doctors as your new clinical advisor. You will have to provide the new clinic with written consent (this could be a simple email) empowering them to act on this on your behalf.
- D. If you don't get a copy of your existing notes transferred by one means or the other, then you will need to undergo a new initial assessment for cannabis, and you will likely have to pay the relevant fee.
- E. If you find that your original clinic will not give you a copy of your clinical notes without offering you good reason, or you are not satisfied by that reason, then you are entitled to [complain to the CQC](#).
- F. Whichever way you get your patient notes to your new clinic, your new clinic will also ask you for written consent to allow the transfer of your Twenty21 data file to their care, so that you can continue to be part of Twenty21 at the new clinic. This is your data captured through questionnaires submitted every 3 months, and is separate to your patient notes.

www.drugscience.org.uk

twenty21@drugscience.org.uk • prescribers@drugscience.org.uk

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