

FACTS : a user's guide / FACTS Health Co-ordination Centre.

Contributors

FACTS Health Co-ordination Centre

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F A C T S

A USER'S GUIDE



health co-ordination centre



This leaflet is designed to help you best make use of the services at FACTS.

It tells you how to get an HIV test.

It tells you how to go about making an appointment.

It lets you know what you can expect from us.

It tells you what we would like to expect from you.



Appointments

Medical and Non-Medical

You can make appointments by calling **081 348 9195**, or you can come in and see us. For some therapies there may be a waiting list. Session times can vary depending on the therapy chosen. Please make sure you arrive in good time for your appointment. Late arrival will usually mean your session time will be reduced.

If you have to cancel an appointment, for whatever reason, please let us know as soon as possible. In any case, 48 hours is the minimum time that enables us to



rearrange appointments. Persistent cancellations make rescheduling difficult and may result in a service being withdrawn. Occasionally, we have to rearrange appointments, although this is rare. We will always contact you first - this is why we prefer to have a note of a contact telephone number.

Therapy Programmes

The various therapies on offer all have different programmes. Your own requirements will also dictate the programme you follow. Some therapies will be available on a weekly basis, whilst others may only be available bi-weekly or monthly.

Some therapies are only available as a set course, and it is not usually possible to repeat the course unless the practitioner makes special arrangements.

Waiting List

For most complementary therapies we have to operate a waiting list, in which case we will contact you as soon as a practitioner has available space.

HIV Testing

Phone us to make an appointment for an HIV test. You will need to see one of our counsellors before the test takes place. They will explain



to you what the test is, they will make sure you understand the possible results, and talk through any other concerns you may have. The results take about a week and another appointment will be made for you to come in and have these explained to you. We do not need your name for this service and all records are kept in the strictest confidence. We never disclose HIV details to third parties without your consent.

Confidentiality

Just as the staff and volunteers are bound by very strict rules regarding confidentiality, so we expect users of our services to respect the confidential nature of our work. In practice this may mean that you cannot freely acknowledge people you may meet at the Centre in another setting. It also means that it is important not to talk about other Centre users to your friends.

Regular users of the Centre can ask for a Club Card. This easily identifies you to our reception staff and allows you free access to the building without needing to continually give your name.

Those who have provided funds and support include:

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The King's Fund

Prudential Corporation

Bloomsbury and Islington Health Authority

Haringey Health Authority

London Borough of Haringey

Many individual donors and sponsors

FACTS

the foundation for AIDS counselling
treatment and support



Access

The Centre enjoys full wheelchair access. There is usually someone available to supervise children (we have a small selection of toys). Unfortunately we have very limited parking, but local roads often have spaces nearby. We have a lounge with TV, daily newspapers and magazines and drinks freely available.

Considering Others

The staff and volunteers at FACTS will be considerate towards you and your friends. In return we ask that you consider other Centre users at all times.

Centre users should not attend in an intoxicated condition, whether this condition is induced by alcohol or drugs.

Sexual and racial harassment or other discriminatory behaviour is not acceptable from anyone to any other individual at FACTS.

Complaints

The FACTS Centre, in striving to continually improve its services, therefore wishes to respond properly to any complaints about any aspect of its operations. Complaints from users should be directed to the Centre Co-ordinator who will respond within ten working days.

health co-ordination centre



Other leaflets available:

AN INTRODUCTION TO FACTS

MEDICAL SERVICES

NON-MEDICAL SERVICES

TRAINING & EDUCATION

VOLUNTEERING



For further information please contact:

The Centre Co-ordinator
FACTS Health Co-ordination Centre
23/25 Weston Park
Crouch End, London N8 9SY

Telephone: 081 348 9195
Fax: 081 340 5864

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