

# Medical Disclaimer

LAST REVIEWED	8 April 2026
APPLIES TO	All PHC services, content, communications and digital platforms
REGISTERED	Care Quality Commission (CQC)

**IMPORTANT:** If you are experiencing a medical emergency, call 999 immediately or attend your nearest Accident & Emergency department. Do not rely on any PHC content in an emergency situation.

This Medical Disclaimer applies to all content published on our website at [www.phcclinics.com](http://www.phcclinics.com), all written and verbal communications from PHC and its practitioners, and all Services we provide. It should be read alongside our Terms and Conditions and Privacy Notice.

## 1. Nature of Our Services

### 1.1 Functional Medicine & Wellness

PHC operates as a functional medicine and personalised wellness clinic. Our approach is holistic, focusing on identifying and addressing root causes of health challenges through evidence-informed, integrative methods. Our Services are delivered by qualified practitioners, including registered doctors and appropriately credentialed professionals. We are registered with the Care Quality Commission (CQC).

### 1.2 Not a Substitute for NHS or Emergency Care

Our Services are designed to complement — not replace — your relationship with your NHS GP or other primary care providers. Our Services are not a substitute for:

- Advice, diagnosis or treatment from your NHS GP or NHS healthcare professionals
- Emergency medical care — in any emergency, always contact 999 or attend your nearest A&E;
- Mental health crisis services — contact the Samaritans on 116 123 or attend A&E; in a crisis
- Specialist or secondary care services referred by your NHS GP

We will always seek to refer you to appropriate NHS or specialist services where clinically necessary. We strongly encourage you to maintain regular contact with your NHS GP throughout your time with PHC.

### 1.3 General Content & Information

Any general health, nutritional, wellness or lifestyle information published on our Website or in our communications is provided for informational purposes only. It does not constitute clinical advice and is not a substitute for professional medical advice, diagnosis, or treatment.

## **2. No Clinical Relationship via Website**

The information on our Website does not create a doctor-patient or practitioner-patient relationship. A clinical relationship with PHC is established only upon completion of our pre-appointment Discovery Call, completion of our pre-appointment questionnaire, and our formal acceptance of you as a client. Until those steps are complete, you should not rely on any PHC content as personalised clinical advice.

## **3. Individual Variation & No Guaranteed Outcomes**

We do not guarantee any specific health outcomes, improvements or results from our Services. Individual responses can vary significantly depending on your medical history, adherence to your programme, genetic and lifestyle factors, concurrent medications, and the presence of undisclosed or undiagnosed health conditions. It is essential that you provide us with complete and accurate information about your health.

## **4. Supplements & Prescription Medication**

### *4.1 Dietary Supplements*

- Dietary supplements are not medicines and are not intended to diagnose, treat, cure or prevent any disease
- Supplements may interact with prescription medications — disclose all current medications and supplements to your PHC practitioner before commencing anything new
- We do not accept responsibility for supplements purchased independently, whether or not recommended by PHC

### *4.2 Prescription Medication*

- Any prescription medication provided as part of our Services will be prescribed by a qualified registered doctor following a clinical assessment
- Prescription medication is for your individual use only and must not be shared
- Inform your NHS GP of any medication prescribed to you by PHC
- If you experience adverse effects from any PHC-prescribed medication, contact us immediately and seek urgent medical attention if appropriate

## **5. Diagnostic Tests & Results**

Where we advise diagnostic testing, we interpret results within a functional medicine framework, which may apply functional reference ranges informed by research into optimal health. Test results should not be used for self-diagnosis or self-treatment. Where results indicate a potential serious condition, we will refer you to your NHS GP or an appropriate specialist without delay.

## 6. Mental Health

PHC is not a mental health clinic and does not provide psychiatric or psychological treatment. If you are experiencing significant mental health challenges, speak to your NHS GP in the first instance.

In a mental health crisis, please contact:

- Samaritans: 116 123 (free, 24/7)
- NHS 111: dial 111
- Emergency services: 999
- Crisis text line: text SHOUT to 85258

## 7. Limitation of Liability

To the fullest extent permitted by applicable law, PHC accepts no liability for loss or damage arising from: reliance on general health information published on the Website; delay in seeking professional medical advice as a result of PHC content; actions taken outside of a confirmed clinical relationship; or individual variation in outcomes from our Services.

Nothing in this Medical Disclaimer limits liability for death or personal injury caused by our negligence, or any other liability that cannot be excluded by law. This Medical Disclaimer is governed by the laws of England and Wales.

## 8. Contact Us & Regulatory Bodies

COMPANY	PHC Clinics Ltd
ADDRESS	1 Redhouse Way, Swindon, SN25 2AY
EMAIL	Concierge@phcclinics.com
WEBSITE	www.phcclinics.com
CQC	www.cqc.org.uk · Tel: 03000 616161

---