Lenus Global
Live Better

PATIENT GUIDE

Welcome to Lenus Global

Integrative, Consultant-led mindcare — designed around you.

CQC-registered	Consultant-led	Integrative care

ABOUT US

A warm welcome

Thank you for choosing Lenus Global. This guide explains how our service works and what to expect, so you feel informed and at ease before you meet your consultant.

Lenus Global is a CQC-registered, consultant-led mental health and wellbeing service. We believe mental health care should be accessible, compassionate and truly transformative. Our approach is integrative and evidence-based, in line with NICE guidelines — we treat the mind and body as one ecosystem, combining established psychiatric expertise with wider tools such as targeted investigations (including genetic and gut microbiome testing), alongside lifestyle, nutritional and environmental support where appropriate, always tailored to you.

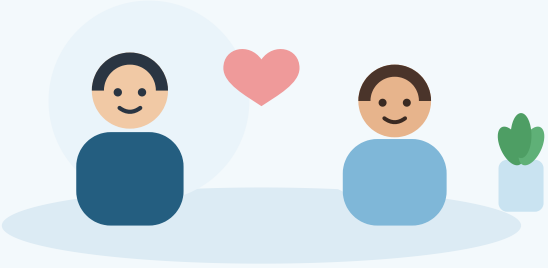
We are solution- and strength-focused, and we place great value on privacy and discretion. Every patient is treated as an individual: you bring your goals and your history, while our clinicians provide the expertise, assessment and guidance to help you move forward.

Our values

Trust, integrity, kindness and compassion guide everything we do. You will always understand the reason for any recommendation we make, and you are encouraged to ask questions at every stage.

Led by experience

Lenus Global was founded and is led by Consultant Psychiatrist Dr Niraj Singh. Our clinicians are GMC-registered and include members of the Royal College of Psychiatrists and the Independent Doctors Federation. You can verify any doctor's registration via the General Medical Council.



Care built on conversation, trust and time.

WHAT WE OFFER

Our services

We offer a broad range of consultant-led assessments and treatments. Your clinician will only ever recommend what is clinically appropriate for you.

Assessment & diagnosis

- ADHD assessments
- Autism assessments
- Mental capacity assessments

Treatment & support

- ADHD and autism
- Anxiety, depression, OCD and PTSD
- Insomnia and dementia
- Tourette's and menopause-related mental health

Advanced & integrative therapies

- Medicinal cannabis
- Ketamine therapy
- Nootropics programme
- Low-dose naltrexone (where appropriate)

Wellbeing & performance

- Healthspan and longevity
- Resilience and peak-performance training

Not sure what you need?

That's completely normal. Your first consultation is where we listen, understand your goals and agree the right pathway together — you don't need to have it all worked out beforehand.

Please note

Lenus Global is not an emergency service — see “In a crisis” on page 12 if you need urgent help.

HOW OUR SERVICE WORKS

Your patient journey

From your first message to the day of your appointment, here is what happens and when. We use a secure clinical system called TM3 to manage bookings, forms and reminders, so nothing is missed.

1 First contact

- You reach out by phone, website or email
- We send a welcome email with everything you need to know
- You agree a preferred day and time, and we register you in TM3

You may feel: anticipation

2 Booking your appointment

- TM3 sends your registration and consent forms to your mobile
- You complete and sign the forms and make payment
- Your booking is confirmed once your forms are signed and payment is received
- If anything is still outstanding, our team will follow up to help you complete it

You may feel: engaged / reassured

3 Before your appointment

- TM3 sends a reminder email two days before, with preparation advice
- Our team is on hand for any questions

You may feel: a little nervous — that's normal

4 Your appointment

- Your Zoom link is sent on the morning of your appointment, usually between 9 and 10am
- We let you know of any delays
- You attend your consultation
- Your report and any prescription follow, then a feedback survey a few days later

You may feel: satisfaction

YOUR CONSULTATION

Your video appointment

Your consultation usually takes place by secure video call and lasts around an hour, so you can attend from wherever you feel most comfortable. Face-to-face appointments are available on request.

- Joining the call. Your appointment is held on Zoom. We send your Zoom link on the morning of your appointment, usually between 9 and 10am — simply tap it at your appointment time to join.
- If there's a delay. Clinics occasionally run over. If your doctor is running behind, we'll let you know — please keep an eye on your phone and email around your appointment time.
- During your appointment. Your consultant will discuss your goals, history and any relevant testing, explain the options, and answer your questions. We believe in plain language — if anything is unclear, please say so.
- Afterwards. You'll receive a written report and any prescription. Three days later we'll send a short feedback survey — your views help us keep improving.

A few tips for a smooth call

Find a quiet, private space with a stable internet connection. Have your medication list and any questions written down. Occasionally more than one consultation is needed to agree the right plan — that's a normal part of good care.

You're an equal partner

You are encouraged to speak freely and ask anything. You may request a chaperone for any appointment, and you can bring a family member or supporter if it helps you feel comfortable.



Meet your consultant by secure video — from the comfort of home.

GETTING READY

Before you meet us

1 Complete your forms

- After booking, TM3 sends your registration and consent forms to your mobile.
- Your booking is confirmed once these are completed and signed and payment has been received.
- Please complete them promptly so your consultant can prepare properly for your appointment.

2 Share your medical history (Summary of Care)

- We ask you to provide your medical history — your Summary of Care — which you can request from your GP.
- Please include current and past conditions, medications, allergies, and relevant family and social history.
- This is essential for safe, appropriate recommendations. If your health or medication changes before your appointment, let us know.

3 Have these to hand on the day

- A list of your current medicines and supplements.
- Any recent test results or reports you'd like to discuss.
- Your questions — no question is too small.

Consent, explained simply

Consent can be verbal, informed or written, depending on the treatment. Your clinician will always explain which is needed and why. Consent is specific to each treatment and can be reviewed or withdrawn at any time — your understanding always comes first.

SIMPLE & TRANSPARENT

Fees, booking & cancellations

Paying for your appointment

Appointments are paid in advance, and payment must be received at least 48 hours before your appointment. Your booking is confirmed once your forms are signed and payment received. We accept payment by secure payment link and PayPal (including PayPal Pay in 3); we do not accept American Express or Klarna. Fees vary by clinician and service — a full price list is available on request.

Follow-up appointment fees — Dr Niraj Singh

30-minute follow-up: £250 · 15-minute follow-up: £175. Fees for other clinicians and services vary — please ask for the full price list. The number and frequency of follow-ups depend on your individual clinical needs and are agreed with your clinician. The cost of any medication is arranged separately with your pharmacy.

Cancellations & changes

We understand that plans change. We ask for at least 48 hours' notice to cancel or reschedule an appointment. With less than 48 hours' notice, the full appointment fee is normally payable (or retained, if already paid).

Running late

If you arrive late, whether your appointment can go ahead, needs to be shortened, or should be rebooked will be decided by your clinician on the day, taking into account the type and length of your appointment. We don't set a fixed cut-off, as some appointments are only 15 minutes long.

Refunds

Fees cover your clinician's time, expertise and professional judgement, so fees for appointments already provided are non-refundable. Your statutory rights are unaffected. If you have concerns after an appointment, please contact us so we can help.

Using private health insurance



If you are covered by private health insurance, please contact your insurance provider before booking to find out whether you can claim for your appointment with us.

WORKING TOGETHER

Your GP & your care team

Keeping your GP informed

Good care works best when everyone looking after you is kept in the loop. As standard, we write to your GP to keep them informed about your care.

- You can opt out. If you'd prefer we didn't contact your GP, just let us know — we'll record your preference on your consent form or during your assessment.
- For some assessments, particularly where safeguarding applies, GP contact may be necessary. Your clinician will always explain if this is the case.

How treatment decisions are made

For certain treatments — including medicinal cannabis — your case is reviewed by a Multidisciplinary Team (MDT): several clinicians who consider your assessment together to agree the safest, most effective plan. This shared decision-making is a hallmark of responsible, high-quality care.

What the MDT reviews

- Your referral summary and assessment findings.
- Your goals and whether you meet the eligibility criteria.
- The outcome — accepted, declined, or a request for more information — is shared with you.

Your follow-up appointments

Your first follow-up usually takes place one month after your treatment begins. If you're doing well and your treatment is stable, follow-ups then move to around every three months. If your medication or treatment plan needs adjusting, monthly follow-ups may be needed. The right frequency always depends on your individual assessment and clinical needs.

Your ongoing care

Throughout your time with us, your appointments, progress notes and care plan are kept up to date, and you'll receive a clear summary if and when your care with us comes to an end.

IF PRESCRIBED

Medicinal cannabis

If your consultant and the MDT agree that medicinal cannabis is right for you, here's what to expect and how to use it safely.

Before you start — a treatment form

For medicinal cannabis and ketamine therapy, you'll complete a separate treatment form, sent to your mobile via TM3 (just like your registration form). Your prescription is issued only once this form has been completed and signed.

Getting your medication

- A prescription is not the medication itself. Your prescription is sent to a partnered pharmacy, who will then contact you to supply and deliver your medication.
- The pharmacy will send you a payment link — the cost of the medication is separate from your Lenus Global fees.
- Please make sure someone is available to sign for the delivery.

For how repeat prescriptions, prescription fees and follow-ups work, see Prescriptions & fees on the next page.

Using your medication safely

Where flower is prescribed, it must be vaporised, never smoked — smoking your medication is not legal and is harmful. Always carry your medication in its original, labelled container together with a copy of your prescription.

Driving & the law

Never drive if your medication makes you feel impaired. Provided you are not impaired and are taking your medicine as prescribed, the “medical defence” under the Road Traffic Act applies. Keep your prescription with you, and never refuse a police swab or blood test.

Laws on travelling abroad with cannabis medicines vary by country. If you're planning to travel, speak to our team in advance so we can advise and provide supporting documentation where possible.

GOOD TO KNOW

Prescriptions & fees

So there are no surprises, here's how prescriptions work and what they can cost.

Repeat prescriptions

- Repeat prescriptions are not issued automatically.
- Please email the clinic to request a repeat 5–7 working days before you are due to run out of medication.
- Some medicines, including controlled drugs, must be prescribed monthly where applicable, so you may need a new prescription each month.

Prescription fees — what to expect

Where a prescription is issued as part of a consultation or follow-up, the prescription fee is included in your consultation cost. Where your consultations are more than a month apart but you still need a monthly prescription, a £50 fee applies for a standard (non-emergency) prescription. An urgent, same-day prescription is £150, with same-day courier charges payable separately.

A prescription is not the medication

A prescription and the medication are two separate things. Your prescription is sent to the pharmacy, who then supply and deliver your medication — and the medication cost is paid to the pharmacy, separately from your Lenus Global fees.

YOUR CARE, YOUR RIGHTS

Rights, responsibilities & your data

Your rights

Every patient has the right to be treated with dignity, respect and privacy; to clear information about their care; to give or withhold consent; to access their medical information; to request a chaperone; to confidentiality; and to make a complaint if unhappy.

Your responsibilities

We ask that you provide accurate information, attend appointments as scheduled, follow the advice and aftercare agreed with your clinician, and tell us if your health or medication changes. We also ask that staff and other patients are always treated with respect.

Your privacy & confidentiality

We comply with UK GDPR and the Data Protection Act 2018. Your information is kept confidential and secure, and is only accessed when needed for your care, to meet a legal requirement, or — with your consent — to coordinate with other professionals such as your GP. Our full privacy policy is available on request.

Feedback & complaints

Most concerns can be resolved quickly by speaking to our team. If you'd like to make a formal complaint, you can do so in writing by email to info@lenusglobal.com. We'll acknowledge written complaints promptly and aim to resolve them fully as quickly as we can. We welcome praise too — your feedback helps us raise our standards.

If something ever doesn't go as expected, we will be open and honest with you about what happened and what we're doing about it.

Treating each other with respect

Our team is here to help you, and we want every interaction to feel safe and supportive — for patients and staff alike. We operate a zero-tolerance policy towards abusive, threatening or discriminatory behaviour, whether in person or by video, phone, email or message. Anyone behaving this way may have their appointment ended and their care with us withdrawn. Thank you for helping us keep Lenus Global a caring environment for everyone.

IMPORTANT

In a crisis

Lenus Global is not an emergency or crisis service, and we're unable to provide urgent, out-of-hours support. If you or someone else is in danger, or you need help now, please use one of the services below — they are available 24/7 and are there to help.

Where to get urgent help

Life-threatening emergency, or immediate danger	Call 999
Urgent medical help that isn't life-threatening	Call NHS 111
Mental health crisis — NHS urgent line	Call 111, option 2
Samaritans — anytime, about anything	Call 116 123
Shout — free 24/7 text support	Text SHOUT to 85258

You can also

Go to your nearest A&E, or contact your GP, who can arrange urgent support. If you're worried about someone else, these same services can advise you on how best to help them.

This is a sensitive subject. If you're struggling, please reach out — support is available and you deserve it. When your appointment comes around, you're always welcome to talk to your consultant about how you've been feeling.



Whatever you're going through, support is always within reach.

GOOD TO KNOW

Booking, payment & cancellation terms

A short summary of the terms that apply to your appointments. The full Terms & Conditions are provided as part of the booking process.

1. Paying for your appointment. Appointments are paid in advance, and payment must be received no later than 48 hours before your appointment. Your booking is confirmed once your forms are completed and signed and payment has been received. Unpaid bookings may be released, cancelled or rescheduled.
2. Cancelling or rescheduling. Please give at least 48 hours' notice. With less than 48 hours' notice, the full fee is normally payable, or retained if already paid.
3. Missed appointments. If you don't attend and haven't given notice, this is a non-attendance and the full fee is normally payable, as your clinician's time was reserved for you.
4. Exceptional circumstances. For genuine emergencies, serious illness or a safeguarding concern, we may waive or reduce a charge at our discretion, considered case by case.
5. Running late. If you join late, your clinician will decide whether the appointment can proceed, be shortened or be rearranged. The fee may remain payable.
6. Prescriptions & fees. Repeat prescriptions are not automatic — please email us 5–7 working days before you run out. Controlled drugs are prescribed monthly where applicable. A prescription issued as part of a consultation/follow-up is included in that fee; otherwise a standard prescription is £50, or £150 for an urgent same-day prescription (courier charged separately). Pharmacy medication costs are separate.
7. Refunds. Fees for services already provided are non-refundable, and your statutory rights are unaffected. If we cancel and can't offer a suitable alternative, we'll arrange any refund or credit.
8. Private health insurance. If you're covered by private health insurance, please contact your insurer before booking to confirm whether you can claim for your appointment. Any claim is arranged between you and your insurer.
9. Outstanding balances. You're responsible for paying fees on time. We may contact you about payment, and may ask that balances are settled before confirming further non-urgent appointments.
10. Urgent & safeguarding matters. Payment never delays our response to an urgent clinical or safeguarding concern. We are not an emergency service — see “In a crisis”.
11. Your information. Please keep your details accurate and up to date so confirmations, forms, payment requests and reminders reach you.
12. Changes to these terms. We may update these terms from time to time; the terms that apply to your booking are made available as part of the booking process.

“Mental health care should be accessible, compassionate and truly transformative.”

— Our promise to every patient

Lenus Global Live Better

Beyond excellence in integrative mindcare

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Contact us

Have a question? We're here to help.

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A UK-wide online service

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