

Terms and conditions for the private medical practice of Mr Nadeem Ali, Consultant Ophthalmologist, known as the London Squint Clinic

(Updated 25 August 2025)

About us and how to contact us

1. Mr Nadeem Ali (“Mr Ali”) is a Consultant Ophthalmologist specialising in strabismus (henceforth referred to as “squint”), double vision and neuro-ophthalmology. Mr Ali is registered with the General Medical Council of the United Kingdom (GMC Registered name: Mohmammad Nadeem Ali; Registration Number: 4675178).
2. Mr Ali performs holds practising privileges as a Consultant Ophthalmologist to perform squint surgery on adults and children at two locations (henceforth referred to as “the Hospital(s)”) :Spire St Anthony’s Hospital, 801 London Rd, Worcester Park, Sutton SM3 9DW and Spire Gatwick Park Hospital (Povey Cross Rd, Hookwood, Horley RH6 0BB). Spire is the designated body for his medical revalidation.
3. “London Squint Clinic” is the brand name of and website for his private practice (www.londonsquintclinic.com) and is also trading name of Allergy Medical Services Limited.
4. Allergy Medical Services Limited is the Limited Company of which Mr Ali is a Director, which receives the payments for services under the trading name London Squint Clinic. Its company registration number is 11585162 and the registered address is 31 Queen Anne Street, London. W1G 9HX, United Kingdom.
5. “We/us” refers to Mr Ali and his clinical and administrative team.
6. Our contact details are on our website (www.londonsquintclinic.com). The preferred way to contact us is by email (info@londonsquintclinic.com).
7. You may also contact us by telephone on 020 7183 8339, or by post at our registered address above.

Supply of Service

8. These Terms and Conditions apply to the supply of services by Mr Ali, his team, affiliates, and Allergy Medical Services Limited trading as The London Squint Clinic. In

the event of any inconsistency between these Terms and Conditions and the contents of other literature provided by The London Squint Clinic to the Patient, these Terms and Conditions shall prevail.

9. These Terms and Conditions do not apply to the supply of services by the Hospitals.

Appointments

Face to face clinic appointments

10. We offer initial, face to face, clinic appointments only for the purpose of assessment of eye motility problems and for consideration of suitability of squint surgery. You will be examined by a qualified orthoptist and will see Mr Ali to discuss treatment options.
11. We do not provide a comprehensive eye assessment which should be sought from an optician or general ophthalmologist. We do not offer glasses testing which should be sought from an optician. We do not take responsibility for diagnosing or managing eye conditions other than squint and double vision at our face to face clinic appointments.

Video appointments

12. We offer initial video appointments for consideration on suitability of squint surgery or double vision surgery only. You will be examined online by Mr Ali as a basis to discuss treatment options. Online examination is sufficient for the majority of patients seeking squint surgery. In the event that it is not, you will be offered to attend a face to face orthoptic assessment for additional cost, and then a Discussion of Results video appointment at no extra cost.
13. A video appointment can not substitute for a comprehensive eye assessment which should be sought from an optician or general ophthalmologist. We do not take responsibility for diagnosing or managing eye conditions other than squint or double vision on video appointments.
14. We use the Doxy.me platform for our video appointments. Doxy.me is a secure HIPAA and GDPR compliant platform approved for telemedicine worldwide. The company providing the platform guarantees that all data is encrypted, your sessions are anonymous to the platform, and no information is ever stored by them. Its GDPR policy can be found here: <https://doxy.me/en/eu-policy/>.
15. At times, video appointments may be affected by internet connection or hardware issues out of our control. We will offer you a video call by phone or a new appointment on a different date at no additional cost.

16. Video appointments are routinely recorded as part of the clinical record. We store the video and audio footage contained in these recordings securely in accordance with GDPR and in confidence.
17. We may request your permission to use the recordings of your post-op video appointments to generate a video testimonial of your experiences of surgery. We will not share, distribute, publish or post online any video testimonial created in this way, without first seeking your permission. If you agree to us using a video testimonial made in this way, we may further ask you to sign a media release form to confirm your agreement to us using video and audio recordings for you for educational, publicity, marketing and campaign purposes.

Cancelling of / rescheduling of / late or non-attendance at appointments

18. If you need to cancel a video or a face-to-face appointment, please let us know as soon as possible by emailing us on info@londonsquintclinic.com. You will receive a refund of the amount you have paid less a cancellation fee which applies as follows:

Cancellation fees:

Cancellations with more than 7 days notice = 25% of the amount paid (ie 75% refund)

Cancellations with 48 hours to 7 days notice = 50% of the amount paid (ie 50% refund)

Cancellations with less than 48 hours notice = 100% of the amount paid (ie no refund).

19. There are no refunds for initial orthoptic phone appointments.
20. If you need to reschedule your appointment to a later date, your payment will be held and carried forward to your next appointment. Rescheduling is only allowed once. If you cancel the rescheduled appointment at any time, there is no refund and no further appointments will be offered, except at our discretion.
21. For non-attendance on the day of the appointment, there is no refund. If you wish to rebook another appointment, you will need to pay in full again for the new appointment.
22. Please attend on time for your appointment. If you are running late, please phone the number given on your appointment reminder email. Patients arriving more than 30 minutes late will not be able to be seen and no refund will be given. If you wish to rebook another appointment, you will need to pay in full again for the new appointment, except at our discretion.
23. If we need to cancel your appointment for any reason, you will be offered alternative dates to reschedule. No compensation will be provided for transport costs, accommodation costs, loss of earnings etc by Mr Ali or Allergy Medical Services Limited.

Suitability for surgery

24. At an initial appointment, your suitability for squint surgery, including alternative options, will be discussed. Around one in four new patients are not offered surgery as they are considered unsuitable for surgery. This is usually because the risks of surgery outweigh the benefits: with regard to the squint itself; or to the eye or surrounding tissues; or to the general health of the patient. Sometimes squint surgery is not offered if the patient has unrealistic expectations of what can be achieved. Agreement for surgery is always a joint decision between the patient and the surgeon. A surgeon can not be compelled to do surgery if they feel it is not in the patient's best interests. If you are refused surgery it is because we genuinely believe it is not the right thing to do. If you disagree and still want surgery, then you are recommended to seek an opinion from another ophthalmologist. Appointment fees are not refunded if surgery is not offered.

Investigations

25. If we recommend further investigations (e.g. an MRI in some cases of double vision), the cost of these will be borne by you if you choose to have them done privately. The hospital or clinic conducting the investigation will bill you directly, We take responsibility for acting on the results of any investigations we request, provided the results reach us. It is the responsibility of the hospital/clinic which conducted the investigation to send the results to us. It is your responsibility to chase up results which do not reach us. For investigations requested by other health professionals, the responsibility lies with the requesting professional, not with us.

Surgery

Surgeon

26. All surgery by the London Squint Clinic is carried out by Mr Ali, working with the anaesthetist of his choice and the operation theatre team provided by the hospitals.

Anaesthesia

27. Squint surgery can be done under general anaesthesia, or local anaesthesia with sedation (LAS). The default for squint surgery is general anaesthetic. If there are medical contraindications to general anaesthesia, you may be offered surgery under LAS. You may also express your preference for LAS at your initial appointment. The details of anaesthesia will be confirmed with you before your operation.

28. The Consultant Anaesthetist will meet you and discuss your anaesthetic with you on the morning of your surgery. If there are particular concerns, he/she may call you by phone in advance to discuss.

29. It is the responsibility of the Consultant Anaesthetist to evaluate your suitability for general anaesthetic or sedation and to discuss the risks of anaesthesia to you.
30. General anaesthetics are normally very safe and well tolerated in our patients.. Unpredictable reactions occur in around 1 in 20,000 cases and death in around 1 in 100,000. Information about the risks of general anaesthetic can be found here: https://www.rcoa.ac.uk/sites/default/files/documents/2021-12/Risk-infographics_2019web.pdf. You should read these before the date of surgery and if you have any queries or concerns, you should raise these with the anaesthetist prior to your surgery.

Risks of surgery

31. Squint surgery is generally very safe and has a high success rate. However, all surgery entails some risks and sometimes patients do not get the results they hoped for. It is important you understand this and agree to this before you decide to go ahead with surgery. The risks of squint surgery as they apply to you will be explained to you beforehand so you can make an informed decision about whether to proceed. You will have the opportunity to ask questions and discuss.
32. The general risks of squint surgery are also explained below. If you have any questions about the risks, please ask at your appointment.

Under and overcorrection

33. As the results of squint surgery are not completely predictable, your original direction of squint may still be present (undercorrection) or the squint direction may go the other way (overcorrection). Occasionally a different type of squint may occur. Overcorrection and undercorrection may occur very soon after surgery or later (months or years). These problems may require another operation.

Double vision

34. You may experience double vision after surgery, as your brain adjusts to the new position of your eyes. This is common and often settles in days or weeks but may take months to improve. In order to achieve a good effect when the eyes look straight ahead, some patients experience persistent or new double vision when they look to the side. Rarely, double vision whilst looking straight ahead can be permanent, in which case further treatment (such as further surgery) might be needed. If you already experience double vision, you might experience a different type of double vision after surgery. Botulinum toxin injections are sometimes recommended before surgery to assess your risk of this.

Allergy/stitches

35. Some patients may have a mild allergic reaction to the medication they have been prescribed after surgery. This results in itching/irritation and some redness and puffiness of the eyelids. It usually settles very quickly when you have finished your course of eye drops. Rarely, some patients may develop an infection or abscess around the stitches. This is more likely to occur if you go swimming within the first four weeks after surgery. A cyst can develop over the site of the stitches but this normally settles with drops until the stitches absorb. Occasionally further surgery will be needed to remove it several months after the initial surgery. Rarely some patients develop a severe inflammatory reaction to sutures which requires additional treatment.

Redness

36. The redness in the eye usually takes two to three months to settle down. Occasionally it can take up to twelve months and sometimes the eye does not completely return to its normal colour. This is seen particularly with repeated operations.

Scarring

37. Most of the scarring of the conjunctiva (the skin of the eye) is not very noticeable after three months following surgery but there is usually some visible, permanent scarring that will remain, especially with repeat operations. This can appear as a greyish area on the white of the eye or a fleshy, pink or white area.

Change in eyelid shape or eye appearance

38. It is very common for the eyelids to be swollen in the first two months after squint surgery. Normally the lids return to normal by three months but in some patients there may be a permanent change in the eyelid position. This is usually very mild. Sometimes it could be the upper lid which is left a bit droopy or the lower lid, depending on which muscle was operated on. If it is more than very mild, it may require further eyelid surgery. Sometimes the operated eye can look more sunken, closed or smaller after surgery, especially with multiple repeat operations.

Rise in eye pressure

39. Rarely, the pressure in the eye (the intraocular pressure) can go up as a result of a reaction to the post-op steroid eye drops. This may cause eye pain, headaches, blurring of vision and halos around lights. This normally settles on stopping the drops and taking drops or tablets to lower the eye pressure. In some people however, it may cause some permanent damage to the sight if untreated. You must report any of these symptoms (eye pain, headaches, blurring of vision and halos around lights) to us immediately.

Lost or slipped muscle

40. Rarely, one of the eye muscles may slip back from its new position during the operation or shortly afterwards. This can occur if you rub your eye or catch your eye on something. You must not rub your eyes for 6 weeks after surgery. If a slip occurs, the eye is less able to move around and, if this is severe, further surgery may be required. Sometimes it is not possible to correct this. The risk of slipped muscle requiring further surgery is about 1 in 1,000.

Needle penetration

41. If the stitches are too deep or the white of the eye is thin, a small hole in the eye may occur, which may require antibiotic treatment and possibly some laser treatment to seal the puncture site. Depending on the location of the hole, your sight may be affected. The risk of the needle passing too deeply is very low (about 0.1-1% risk). Please note that this risk is higher if you have a thin sclera (the dense connective tissue of the eyeball that forms the 'white' of the eye), for example if you have had previous squint surgery or are very short sighted.

Anterior segment ischaemia (poor blood supply)

42. Rarely, the blood circulation to the front of the eye can be reduced following surgery, producing a permanently dilated pupil and blurred vision. This usually only occurs in patients who have had multiple surgeries or have systemic risk factors. The risk is about 1 in 13,000 cases.

Pupil dilation

43. Very rarely, after an operation for a squint you may notice that the pupil is slightly larger or a slightly different shape on the operated side. This may settle in a few months but occasionally can be permanent, causing some mild blur and sensitivity to bright lights in that eye.

Infection

44. Infection is a risk with any operation and, although very rare in squint surgery, if very severe can result in loss of the eye or vision.

Loss of vision

45. Although very rare, loss of vision in the eye being operated has been reported following squint surgery. Risk of serious damage to the eye or vision is approximately 1 in 4,000.

Repeat surgery and additional treatments

46. In cases of significant overcorrection or undercorrection which does not resolve by 3 months post-op, or significant double vision which does not resolve by 6 months post-op, repeat surgery may be advised. Under our pricing package as of 18 August 2025, the costs of this will be borne by London Squint Clinic. (For pricing packages prior to 18 August 2025, patients had to bear the cost themselves.)
47. The decision on whether a significant under or overcorrection has occurred, or whether double vision is significant, and whether further surgery is therefore warranted is to be made solely by Mr Ali, based on his clinical expertise and the accepted ranges of normal outcomes accepted in squint surgery.
48. In cases where undercorrections, overcorrections, double vision or other symptoms or adverse outcomes appear after 3 months from the initial surgery, which may require additional treatment including surgery, the costs are not covered by us and you will need to pay for a new operation. If additional surgery is required for improving the position of the eyelid(s), either for issues that existed before squint surgery or for issues that arose following squint surgery, you will need to see an oculoplastic surgeon and you will need to pay for that surgery separately.
49. If additional surgery is required for improving the scarring on the surface of your eye, this will incur further cost by you.
50. If double vision doesn't settle, and further surgery is not advisable or has been unsuccessful, then an occlusive contact lens may be recommended. You will need to see a contact lens specialist for this and this will incur further cost to you.

Refunds for surgery

51. No refunds are offered in case of dissatisfaction, complications, unsuccessful outcomes, or need for further surgery or treatments. We will not be liable for costs of remedial surgery by other surgeons or providers.

Payments

Self pay vs insured patients

52. We deal with all patients on a self-pay basis only. We do not deal with insurance companies and will not respond to their communications, directly or indirectly, through patients. If you have insurance and wish to seek them to cover the cost for you, that is something you need to do yourself. We will provide standard clinic letters and invoices as evidence, should you need to show this to your insurer. The provision of additional documentation to you at the request of an insurer will be charged for.

Pricing

53. Our prices are fixed and correct at the time of quoting. No discounts are available. Our pricing reflects the level of specialisation, expertise and service that you will receive in your treatment.

Payment procedures

54. Payments for face to face clinic appointments and for video appointments are made at the time of booking via the London Squint Clinic website and are handled by the payment portal Square. Square will email you a receipt of your transaction.

55. Payments for surgery are made up of three separate components:

- a. the London Squint Clinic fee - payable to Allergy Medical Services Limited, by bank transfer.
- b. the hospital fee - payable to the Hospital
- c. the anaesthetist fee - payable to the anaesthetist or to their payment collection company or to the Hospital if it is collecting the fee on their behalf

56. We are not responsible for collection of or issues relating to the hospital or anaesthetist fees and queries regarding these must be addressed to the relevant parties.

57. We do not offer finance or payment plans.

Validity of quotes

58. Quotes for surgery are given with the surgeon fee, the Hospital fee and the anaesthetist fee clearly separated. The surgeon fee and anaesthetist fee quotes are valid for 90 days from the time of quoting. The quotes for the Hospital fee is based on their current agreed fee and is liable to change at times, normally once annually. There may be occasions when the hospital fee has increased from the time of quoting to the date of surgery, in which case the increased fee will apply. Mr Ali or Allergy Medical Services Limited are not responsible for making up any shortfall due to Hospital fee increases, which remains the responsibility of the patient.

Additional / unexpected costs

59. There may be additional fees that you need to pay to the Hospital if investigations or tests are recommended on the basis of the pre-assessment, or if there are any unexpected treatments or hospital stays in relation to surgery.

Timing of payment for the London Squint Clinic fee

60. Payment of the London Squint Clinic fee can be made any time after you have confirmed your date for surgery. The final deadline for payment of the surgeon fee is 14 days before the date of your operation. Payments need to be cleared in full in the account of Allergy Medical Services Limited by this time. Please note international bank transfers can take several days to clear so please make these at least three weeks before surgery.
61. If payment is not made in full by the deadline, your operation may be cancelled and the date offered to another patient. Further dates for surgery will not be offered to patients who failed to pay by the deadline, except at our discretion.

Rescheduling of / cancellation of / non-attendance at operations

62. We recognise that due to unforeseen circumstances such as illness it may be necessary to cancel or reschedule your surgery. If this is necessary, please advise us of your intention to postpone/cancel your surgery by e-mail as soon as possible.
63. Once you have confirmed a date for surgery, if you need to reschedule your surgery date, a rescheduling fee will apply as follows:
- a. Reschedule with more than 28 days notice = no fee
 - b. Reschedule with 14 - 28 days notice = £375 fee
 - b. Reschedule with less than 14 days notice = £975
64. Rescheduling of surgery is permitted only once.
65. If you wish to cancel your surgery date and not reschedule, and you have paid your London Squint Clinic fee, a cancellation fee will apply as follows:
- a. Cancellation with more than 14 days' notice = 25% of London Squint Clinic fee
 - b. Cancellation within 8-14 days' notice = 50% of London Squint Clinic fee
 - c. Cancellation within 1-7 days' notice = 75% of London Squint Clinic fee
 - d. Cancellation on the day of procedure = 100% of cost of procedure
66. If you do not attend on the day of surgery for whatever reason, a non-attendance fee of 100% of the surgeon fee will apply. Late attendance on the day of surgery such that it is not possible to perform your surgery is classed as non-attendance and the full non-attendance fee will apply.
67. If we need to cancel your surgery for any reason relating to our surgeon (e.g. illness), your operation will be rescheduled. Mr Ali and Allergy Medical Services Limited will not be liable for any costs you incur due to cancellation.

68. If your surgery is cancelled for any reason relating to the hospital or anaesthetist, your operation will be rescheduled. Mr Ali and Allergy Medical Services Limited will not be liable for any costs you incur due to cancellation. Applications for compensation by the hospital will need to be made directly to them.

Complaints

69. Please email us if you have any concerns or complaints about our service and we will do our utmost to rectify the situation.

70. A formal and independent complaints process is provided by Spire. This can be used for any complaints relating to the service provided by the Hospital or Mr Ali. You can find out about this here:

<https://www.spirehealthcare.com/patient-information/complaints-and-feedback/>

Data Protection Policy (GDPR) / Confidentiality

71. We take your privacy very seriously and in accordance with the Data Protection Act 2018, promise that all details of your personal profile (name, address, date of birth, email, phone number etc) and any medical information will remain private on a secure server.

72. Your data may be shared in the following circumstances:

- a. Sharing of information within our team and clinical affiliates, including orthoptists and admin staff.
- b. Sharing of information to the hospital to enable the hospital to accept you as a patient for your procedure. The hospital may require us to send your contact details, date of birth, height and weight measurements, GP details and occasionally other information that you have provided on your essential details form. These details are used for admission only. You may be contacted by the hospital directly for pre-assessment or for payment purposes.
- c. Sharing of information with the anaesthetist for clinical reasons and for collection of the anaesthetist fee. You may be contacted directly by the anaesthetist or his/her payment collection company.
- d. Sharing of information for clinical documentation purposes with your GP, optometrist (optician) and any referring healthcare professional. If you do not wish for any of these to be informed please let us know.

73. We are not permitted by confidentiality guidelines to discuss your case with your relatives or your contacts unless you have given us permission in writing. This can be done by sending us an email clearly stating that you give us permission to discuss your case and naming the person/persons (including their contact details) who you are happy for us to discuss your case with.

74. You may request access to your clinic appointment notes under GDPR, Subject Access Request, by emailing us your request. For operation records, you will need to direct the request to the hospital as operation notes are held with them.

75. During pre-operative, admission, discharge and post-operative stages, photographs and/or videos may be taken for clinical documentation reasons. These are held in secure cloud-storage with 2-step identification protection. We will only use photographs/videos for educational, publicity, marketing or campaign purposes with your consent.

Jurisdiction

76. These Terms and Conditions shall be governed by English Law and the parties consent to the exclusive jurisdiction of the English Courts.

I have read, understood, and agree to abide by the Terms and Conditions above.

Signed..... Date.....

Name.....