

# Fees and Charges

## Private Charges in General Practice

### FAQs

#### **Why is there a charge for this letter/service?**

The NHS provides certain services which GPs offer and for which they are paid by the NHS. There are many things which patients request from GPs which are not covered by this. All of these things need to be paid for as they require the use of our business resources.

#### **How long will it take?**

We aim to complete all forms within 4 weeks and all letters within 2 weeks of receipt. No documents are released before payment is made.

#### **Why do private services take longer than NHS services?**

We generally prioritise NHS “jobs”. Most doctors are here for around 12+ hours a day doing their NHS work. Private work is done on top of that. We find time for it by staying even longer to do this work.

#### **I only need a quick letter. Why does it cost that much?**

Private services are entirely optional. We actually don't *have* to offer any of them. We do so because we know that patients sometimes find the services valuable and we know that it can be hard to find another private provider. However we have to value our own time and that of our staff – so we set our costs accordingly.

#### **I need a taxi/HGV medical and I don't have any medical conditions. Why does it cost the same for me as for someone with a complex history?**

We charge a standard fee for all taxi and HGV medicals. We are filling in the same legal documents regardless of your medical condition. Sometimes some patients do take longer than others but we take the view that this is the fairest way of doing this. There are other providers of taxi medicals if you would rather go elsewhere.

#### **Why has my life insurance request taken so long?**

Some private requests come from insurance companies. They often offer an unacceptable amount of payment for the amount of work required and negotiation has to take place before we will agree to complete the forms. This can take several weeks before they agree to pay an appropriate amount. This sometimes delays forms being completed. You are welcome to contact your insurance company if you are concerned about the delay.

### **I really need this form urgently. Please can I have it urgently?**

Up to now we have declined to do urgent private work. We will offer this from April 2017 – as there seems to be so much demand for it – but there may be a 25% surcharge for some things we are asked to do urgently, if they take a lot of time and reduce our ability to carry out our NHS work in normal office time.

### **Why can't I have this form? Or that letter? I'm prepared to pay for it.**

There are certain requests that we will not agree to. We will not provide "fit to..." letters for anyone doing any activity. This is because we are not insured to do this, so we become personally liable if someone suffers a problem as a result of the activity.

We will provide letters for airlines etc stating patients' medical conditions/pregnancy stage etc but will not comment on fitness. We will do letters if requested for sporting events but will not comment on fitness, simply providing past medical history and current medical conditions. We would normally recommend – if people need more detail than this – that they contact a travel clinic or a private sports' medicine specialist.

We will also not write letters stating that people are or are not fit to attend court or be part of jury service. The same rules as above apply.

We can fill in forms for Power of Attorney or for capacity issues, but ideally these questions should be addressed to a private psychiatrist or a solicitor. We would need to charge per item, and often more than one form is required, eg one for property and financial affairs and another for health matters, so getting them done by solicitors for a fixed fee may be less expensive for you.

As a practice we have also decided that we will not fill in Gun Ownership forms. We also will not fill in forms for work which would be better dealt with by the occupational health departments for larger employers.

We are unable to countersign passport forms for UK passports as they require too much personal information about the person countersigning. It is free to get a friend who is in a responsible job to do this for you.

If you have any queries about whether we will or will not fill out certain forms/write certain letters please speak to the receptionists who will pass on these queries to the doctor.

### **I asked for this last year and I wasn't charged for it. Why now?**

We are implementing this policy from April 2017. We will not charge you in retrospect but we will charge now and in the future.

### **Why do I have to pay for travel vaccinations?**

Some travel vaccinations are within NHS services and therefore free to you as the patient. Others are not and these will be charged for accordingly.

**I cannot afford to pay what you are asking.**

We are sorry but we do not offer a sliding scale of fees. We charge what these items are worth. As previously stated, none of these things *has* to be done through the GP. If you can find a cheaper service elsewhere you are welcome to use that service.

**Can you just give it to me now and I will bring the money in later?**

Sorry but all payment is required in advance in the form of cash or a cheque. If the receptionist is unclear whether the doctors can complete your request they will ask the doctors and get back to you. You will then have to come back and pay before the letter/form is released.

**My employers want me to get this blood test or this letter. Can I have it on the NHS?**

Blood tests requested by employers should be offered through Occupational Health. Your employer should have access to an Occupational Health scheme. We will not do these blood tests on the NHS. We may be able to give you a form to attend the local private hospitals for these. We do not charge for the forms but the hospital will charge for the blood test. Your employer should pay this charge usually.

We are sometimes asked for letters from employers about a patient's fitness. This is rarely appropriate from a GP and should come via Occupational Health. We will do a letter stating current condition and past medical conditions but we will not comment on fitness to do a particular job.

**I need copies of my notes for my solicitor.**

When a solicitor asks for copies of your notes, as long as we have your consent, we will provide them. *Please note*: solicitors are increasingly asking for copies of your notes rather than for a report. This is because there is a fixed (smaller) charge for copies of your notes. If you are happy for the solicitor to have copies of all your notes we will provide this. However please be aware that this can mean both sides of any dispute getting access to your notes and that *everything* you have ever mentioned to a doctor will be included. Many patients are unaware of this and are then embarrassed or upset when seemingly irrelevant facts are used by lawyers in a dispute. We would normally recommend refusing consent for your notes to be copied and asking the lawyer to request a targeted report instead.

If the notes are requested in full, we will charge the £50 fee advised by the Data Protection Act, which includes postage by recorded delivery to the requesting lawyer.

## Private Charges

From April 1st 2017

<p><b>General “To Whom It May Concern” letters</b></p> <p>Including letters re housing and fitness to fly. For these we only give a list of medical conditions and whether they are under control. We are not qualified to express opinions on fitness</p> <p style="text-align: right;"><b>£30.00</b></p>	<p><b>Request for Medical Records – Data Protection Act</b></p> <p>If the patient makes this request they must bring 2 x forms of ID and sign a surgery consent (kept at reception)</p> <p><b>Computer summary £10.00</b> <b>Full set of records £50.00</b></p>	<p><b>General Forms</b></p> <p>Including private sickness forms for mortgages/loans etc</p> <p style="text-align: right;"><b>£30.00</b></p>
<p><b>Full Medical Examination &amp; Report</b></p> <p>Includes (but not limited to) HGV and Taxi (urine sample required)</p> <p style="text-align: right;"><b>£85.00</b></p>	<p><b>Private Prescription</b></p> <p style="text-align: right;"><b>£22.00</b></p>	<p><b>Power of Attorney</b></p> <p>For financial and property affairs - organised through solicitors (check with your solicitor) For health matters:</p> <p style="text-align: right;"><b>£100.00</b></p>
<p><b>Private Medical Insurance Forms</b></p> <p>For patients with private health cover</p> <p style="text-align: right;"><b>(variable)</b></p>	<p><b>Foster Medicals</b></p> <p>The payment for these is normally the responsibility of the company. However, in some instances the patient may need to pay up front</p> <p style="text-align: right;"><b>(Variable)</b></p>	<p><b>Criminal Injury forms (CICA)</b></p> <p style="text-align: center;"><b>Standard fee</b></p> <p style="text-align: right;"><b>£30.00</b></p>
<p><b>Holiday Cancellation Forms/Letters</b></p> <p style="text-align: right;"><b>£30.00</b></p>	<p><b>Private Tests</b></p> <p style="text-align: center;"><b>(CHARGEABLE BY THE LAB)</b></p>	<p><b>Other Health Questionnaires</b></p> <p>This includes Occupational Health Forms, police application forms and university health forms</p> <p style="text-align: right;"><b>£40.00</b></p>

**Please note that there may be a 25% surcharge for certain items which are requested urgently.**

#### **HOLIDAY VACCINATIONS AND IMMUNISATIONS.**

Not all holiday vaccinations/immunisations are chargeable. We do, however, charge for the vaccinations we may need to order in specifically for you. See below a list of vaccinations that are Included and their charge. Please be aware these are all subject to change.

**Japanese Encephalitis - £130.00** but is subject to change (when ordered)

**Nimerix (ACWY) – current charge £42.00**

**Rabies (course of three required) – current charge £155.00 (includes £10.00 admin per dose)**

**Yellow Fever - £55.00**