

Health Management Primary Care Patient Information Guide

GP Services in the City

Health Management offers a full GP service at our City office close to Liverpool Street. If you wish to see a GP during normal working hours (08:30 – 17:30), then please call **01273 976 489** to arrange an appointment. You can also contact our appointments team at pc.team@healthmanltd.com

We are registered with CQC. A copy of the most recent inspection can be obtained by visiting <http://www.cqc.org.uk>

Our clinics run each day by appointment at:

Boston House
2nd Floor
63-64 Boston House
New Broad Street
London EC2M 1JJ

Aims and Objectives

- To provide high quality advice and treatment for our patients through evidence based practice guidelines
- To endeavour to ensure that treatment and care is patient-centred and that within our robust clinical governance framework, we can effectively monitor and demonstrate clinical outcome and care

The Medical Service

Private primary care services are provided by highly qualified clinicians. We are usually able to offer same day and short notice appointments. Individuals or companies wanting flexible and convenient access to healthcare close to their place of work can become corporate or private 'members' or simply access services as needed.

Our clinicians have strong links with London's leading laboratories and private hospitals, and as well as arranging blood tests and some investigations on site, can provide referrals to specialists and hospitals for investigations and tests when appropriate. Private prescriptions are provided, which can be dispensed at any UK pharmacy.

Access to the full range of primary care services is available nine hours per day.

What does the service provide?

- Full GP service for all types of health complaint for adults and children
- Wellness screening assessments - we provide a comprehensive range of health checks. We offer additional discounts on further appropriate tests for individuals such as mammograms, heart scans and colon scans. Please do not hesitate to ask advice on the most appropriate health checks for your needs.
- Stress management
- Sexual health and contraception
- Travel health - a comprehensive travel health service is available for both holiday and business travellers including Individually tailored travel advice and prescriptions for anti-malarial medication and travel vaccinations (including yellow fever)
- All types of referral

Please be aware that our services allow you to request an appointment with a male or female doctor if you wish.

Opening hours

Boston House, New Broad Street is open from 8:30am – 17:30pm, Monday to Friday, excluding Bank Holidays.

Costs for the service?

The standard cost for a 15 minute appointment is £70. If your company has a contract in place for other Health Management services then we will offer a discounted price and we will advise you of this when you book your appointment. For some companies the service is paid by the company. If this is the case then you will have been informed, but we will remind you when you book and you will not be charged, unless you receive tests or treatment outside of your company's agreement. You can book longer appointments and charges increase in 15 minute multiples.

If you are paying for the appointment yourself then we will ask you to pay on the day. Credit card payments are only taken after your appointment is completed. We do also accept cash.

Charges not covered include?

- Private prescription charges. We won't charge you when we issue a prescription, but chemists may charge you more than an NHS prescription, so you should ask the doctor about this if you receive a prescription. Your prescription can be taken to any chemist of your choice.
- Pathology tests or investigations (such as x-rays). Some GP schemes do include certain tests and we will tell you if this is the case. Your insurance may also cover tests if you discuss these with them beforehand and we can advise.
- Specialist fees when referral is appropriate – this may be covered by private insurance if you have this and you should check the cover before arranging any specialist or other types of onward referral e.g. to see a physiotherapist.
- Holiday travel vaccinations are generally not covered by company schemes

Facilities

- Suitable waiting area
- Accessible consulting rooms
- Showering facilities
- Patient toilets
- Wheelchair access and disabled toilet
- Hearing loop system

Data Protection

An individual's right of access to personal data held in the centre and on the computer is governed by Data Protection Legislation (the Data Protection Act 1998 has been replaced by the General Data Protection Regulation on 25 May 2018).

Confidentiality

All consultations are completely confidential. We record all consultations on a secure web-based system. Health Management Primary Care has a confidentiality policy.

Staff Qualifications

- General Practitioners: MBBS (or equivalent), trained in General Practice and usually have MRCP
- Centre Manager: Experienced in practice management
- Receptionists/Administrators: Experienced in medical reception

Out-of-hours Services

We do not provide an out-of-hours service or home visits. If you require medical assistance outside working hours we advise you to telephone your NHS GP or NHS 111. Should you not be registered with an NHS GP or if you have an emergency you should attend your local Accident and Emergency Department. Alternatively you may call DoctorCall (a private GP visiting service within the M25) on 0844 257 0345.

Repeat prescriptions

Repeat prescription request forms are available in person or by email and can be requested by phoning the medical centre on **01273 976 489** . Requests are not taken by telephone. Completed request forms can be emailed to pc.team@healthmanltd.com. Full details of the drug name, strength, dose and frequency must be stated. Please note that prescriptions will only be issued if previously prescribed by a doctor at the centre, and medical review in person may be required.

Chaperone

If you would feel more comfortable with a male or female doctor or would like a chaperone present during some or all of the consultation then please tell us when you are booking and we will arrange this for you.

Cancellation & Non-attendance

Please let us know if you cannot keep your appointment so that we can reallocate it. If you give 4 or more hours' notice for a GP Consultation and 24hrs notice for a Health Assessment we will not charge you for the appointment – otherwise we will charge the full fee for all late cancellations or non-attendances.

Communication with your NHS GP

The doctor will give you a letter containing details of any treatment given for you to pass on to your NHS GP. If you prefer the doctor will communicate this information directly to your NHS GP.

Supervision of Children

All children must be supervised by their parent or guardian at all times whilst on our premises. Our staff take no responsibility for supervising children.

Access to Medical Records

In accordance with Data Protection Legislation, you may apply for access to your own medical records or authorise a third party to do so on your behalf. A fee will be charged for GP reports. Health Management Primary Care is registered as a Data Controller with the Information Commissioner's Office for the activities undertaken. Relevant policies and procedures are reviewed annually or more frequently should the nature of the way we operate require this. Clinical notes are reviewed regularly to ensure all entries are legible and meet the audit standards for record keeping.

Feedback and Complaints

We welcome all comments you have about our Centre and services and regularly survey our patients. Patient questionnaires are available at reception and a summary of the latest set of surveys can be found in the Patient Guide. Results of previous survey summaries are available on request from the Centre Manager.

Health Management Primary Care has a clear complaints procedure in the event of any comment or complaint.

Please address any comments or complaints of a general or administrative nature to the Primary Care Services Manager:

*Abigail Jones
Primary Care Services Manager
Boston House
2nd Floor
63-64 New Broad Street
London, EC2M 1JJ
01273 976083 (Calls cost 2pm/min, plus your phone company's access charge.)
abigail.jones@healthmanltd.com*

Any comments or complaints of a clinical nature should be addressed to the Primary Care Medical Director:

*Dr Alexandra Harkins,
Primary Care Medical Director
Boston House
2nd Floor
63-64 New Broad Street
London, EC2M 1JJ
01273 976083 (Calls cost 2pm/min, plus your phone company's access charge.)
alex.harkins@healthmanltd.com*

The Care Quality Commission is responsible for reviewing formal complaints about the independent healthcare that have not been resolved locally by the organisation. Such complaints can be addressed to:

*Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Phone: 03000 616161
Email: enquiries@cqc.org.uk*

For further information please visit www.healthmanltd.co.uk



01273 976 489



pc.team@healthmanltd.com

Please note that all calls cost 2pm/min, plus your phone company's access charge.

Health Management is ISO 9001 and ISO 27001 accredited and is registered with the Care Quality Commission (<http://www.cqc.org.uk/>) (registration 1-351269042). If you have questions about our services or would like to provide comments or feedback on services you have received then please contact our Clinic Manager abigail.jones@healthmanltd.com