



# **TERMS AND CONDITIONS**

## **Name of Company**

Southdowns Private Healthcare Ltd

## **Business Address**

97 Havant Road Emsworth Hants PO108EX

## **Clinics**

97 Havant Road Emsworth Hants PO10 7LF

The Boxgrove, The Old Granary, The Street, Boxgrove, Chichester PO18 0ES

## **Care Quality Commission Registration**

RT1 508853549

## **Statement of Purpose**

Providing a caring and professional GP service and making time for your health

## **Opening Hours**

Southdowns Private Healthcare offers daily clinics Monday – Friday. Members will benefit from an enhanced booking service with same day appointments whenever possible.

## **Registration**

Patients do not necessarily need to register with the practice but we do ask those joining our monthly payment plans to do so.

## **Payment Terms**

We accept cash, debit or credit cards, cheque (with a bank card) and BACS. Monthly payment plan fees will be collected via direct debit. We will send you the online link to set this up once we have received your registration application.

## **Membership**

Membership is annual based on monthly subscription. Patients may apply for membership at their initial appointment. Membership will commence immediately. Southdowns Private Healthcare reserve the right to review an individual's membership package at any time. There is no joining fee.

## **Membership Inclusions**

The number of consultations included in the package option chosen refers to clinic and phone consultations.

The annual health checks are appropriate for adults only.

Flu vaccines can be offered at Flu Clinic only. Members will be notified of clinic dates.

Southdowns Private Healthcare reserve the right to change membership packages as they deem necessary.

### **Insurance Companies**

Southdowns Private Healthcare does not deal directly with insurance companies. All invoices should be paid directly to us and then claimed from the insurer by the patient.

### **Cancellation Policy**

If you need to cancel or change an appointment there is no charge providing we receive 24 hours' notice for the cancellation of any appointment. There is a £50 charge for missed appointments or late cancellations.

### **Telephone Advice**

Telephone advice from the doctor is offered to member patients registered with the practice or following an appointment. Telephone consultations are available via the usual appointment booking system.

### **Communication and Confidentiality**

Patients should inform the doctor or practice manager of any preference as to the manner of communications.

### **Regulation**

We are **Care Quality Commission** registered and are required to adhere to the principles and values upon which good practice is defined by the General Medical Council (GMC)

All staff are peer appraised regularly and maintain knowledge development through the relevant bodies. All GPs are GMC validated and required to meet that body's professional values as defined within *Good Medical Practice*.

### **Patient Privacy**

It is necessary for us to retain personal data to offer the best service. We may, at certain times, need to liaise with your GP, hospital consultant or other healthcare agencies to provide you with the best healthcare possible. We will, however, only share your personal information with third parties with your knowledge and agreement.

We abide by the General Medical Council, guidelines on confidentiality and with the Data Protection Act 1988. In addition, we are registered with the Information Commissioners Office to hold and manage personal data along with the Care Quality Commission which regulates all healthcare in England.

By agreeing to these terms, you are consenting to the processing of said data to allow us to

carry out work on your behalf. You are entitled to request details of your personal data held by us.

### **Surgeries**

Southdowns Private Healthcare does not provide for A&E emergencies.

Prescriptions cannot be provided without an initial consultation. Repeat prescriptions can be requested via email or telephone. All such requests will be reviewed by a GP.

We cannot provide NHS prescriptions

We operate a zero-abuse policy.

We reserve the right to cancel a clinic at short notice but will only do so in extreme circumstances.

All consultations are liable for settlement at time of appointment, unless otherwise agreed or within membership terms.

The Company holds no responsibility should an insurer fail to settle insured patients costs accrued.

### **Complaints Procedure**

Your complaint will be acknowledged within two working days of receiving it. This may well be a phone call from the Medical Director to you (or your advocate) to make sure we fully understand your complaint. We aim to make a full response to you within the next ten days. During that time the Centre will undertake an investigation to find out what has happened and whether there is any action that can be taken to put things right. If at the end of that time, we are still conducting our investigations we will notify you of the position and keep you fully informed until our investigations have been concluded.

We will:

- Ensure you receive an apology
- Investigate what happened and what went wrong
- Make it possible for you to discuss the problem with those concerned
- Keep you informed of our progress
- Identify what we can do to make sure that problem does not happen again

We hope that through our practice complaints procedure we can resolve your problem satisfactorily. We believe that this will give us the best chance to put the matter right with you and the opportunity to improve our services for all our patients. However, if you feel that your complaint is not being dealt with in a satisfactory manner you may contact: Independent Healthcare Advisory Service on 020 7379 8598

### **Liability**

The Company cannot accept liability for any damage or loss to Members' or their guests' personal property brought onto Clinic premises.