

The Harley Street General Practice – Patient Guide

Terms & Conditions in respect of services to be provided for patients

Please forward any comments about this patient guide to Dr Samina Showghi

The Harley Street General Practice and the medical staff therein will provide a full range of medical services as expected of any general medical practitioner. The range of services include consultation, examination, health assessments, child vaccinations, travel related treatments and medical insurance reports.

The practice provides the following medical services, which is not exhaustive:

Prevention, diagnosis and management of: coronary heart disease, gastro-intestinal disease such as ulcers, colitis, bowel cancer and piles; cancer of all areas of the body; gynaecological problems such as difficulties with periods, management of the menopause and HRT; breathing difficulties; also chronic disease management including hypertension, diabetes and asthma. We also carry out health screening including cervical smears and advice regarding breast screening. Executive medical screens are carried out both for individuals and for companies. We carry out general medical diagnosis and management with the provision of private prescriptions as required.

Also:

- Bespoke health check to suit the individual
- General family medicine
- Cervical smears and family planning advice
- Stress management, life/career planning, counselling
- Dietary advice and weight reduction
- Insurance and pre-employment medicals
- HIV testing
- Cardiovascular risk assessment
- Travel and influenza vaccinations
- Treatment of depression
- Blood tests
- Referral to consultants
- Referral for diagnostic tests such as X-rays, ECGs, breathing tests (spirometry)
- Prescriptions
- Ear syringing
- Smoking cessation advice

Hours

The agreement covers working hours from 8.30am to 6.00pm Monday to Friday.

Out of hours

Emergency services are not routinely supplied by The Harley Street General Practice. In the event of a medical emergency, patients should telephone Princess Grace Urgent Care Centre on 020 7908 2144 or, alternatively, call NHS on 111.

Consultations

Consultations last as long as is required from 15 minutes upwards, apart from certain situations such as Health Assessments which generally require an hour.

Health Screening

The practice offers comprehensive screening to all patients, including both adults and children. The health screen includes a full assessment of the individual's physical and mental health with appropriate investigations, referrals and follow-up.

Travel Vaccines

The practice offers a full travel vaccination and advice service.

Practice Policy

The practice deals with the ongoing care of asthma, diabetes, hypertension and other chronic diseases during routine consultations. Separate clinics are not held as these are too inflexible for the patient.

Results of Investigations

Most results are received within 24-48 hours, although some can take up to 4 weeks. The patient will be informed by telephone if results require a change of action or specific treatment. A copy of all test results is sent to the patient with an accompanying letter of explanation and follow-up from the consulting doctor.

Repeat Prescriptions

Patients on regular medication requiring repeat prescriptions may telephone, post, fax or e-mail their request. Please try not to wait until medication has actually run out.

Translation Services

Any patient who requires a translator can request this service and the practice will arrange a translator for their appointment. Please note that it may not be possible to arrange a translator on the same day.

Amount and Method of Payment of Charges

An up-to-date schedule of fees is given below which is reviewed annually.

The fees for X-rays, exercise ECGs etc and individual blood tests will be given to patients before testing. It is a requirement of the practice that no test or procedure will be carried out unless the client has been informed of the charges incurred and has given their informed consent.

Payment

All fees are payable at the time of the consultation before leaving the premises. Companies will be invoiced separately. Payment is expected from companies within 30 days of the date the invoice was released. See standard form of contract for the provision of services.

Practice Fees as of 14th April 2022

Service	Fee
Consultation 15 minutes	£ 130.00
Consultation 30 minutes	£ 260.00
Consultation 45 minutes	£ 390.00
Telephone/Video Consultation 15 minutes	£ 105.00
Telephone/Video Consultation 30 minutes	£ 210.00
Health Assessment Male Over 40	£ 485.00
Health Assessment Male Under 40	£ 435.00
Health Assessment Female Over 40	£ 520.00
Health Assessment Female Under 40	£ 480.00
Exercise ECG	£ 295.00
Mammogram	£ 245.00
Referral Letter	£ 25.00
Repeat Prescription – Called to Pharmacy	£ 20.00
Controlled Drugs Prescription	£ 30.00
Pathology	Prices on Request
Vaccinations	Prices on Request

Please remember that Doctors' Fees also apply to telephone consultations on specific occasions.

If you have any queries regarding the above charges, please speak to the administration staff or alternatively discuss them with the doctor at the beginning of your consultation.

COMPLAINTS

This practice operates a procedure for the investigation of complaints.

Making your complaint to the practice in no way prejudices your right to complain to the Care Quality Commission, should your complaint not be resolved to your satisfaction.

Dr Samina Showghi co-ordinates the complaints procedure on behalf of the practice.

Your complaint should be submitted as soon as possible after the event giving rise to the complaint, within 28 days if possible or at least within 6 months.

Dr Samina Showghi will then ensure that all relevant details are recorded and arrange for the complaint to be investigated.

We aim to report back to you within 28 days. If this is not possible, the reason for the delay will be explained to you and you will be given a revised date for the completion of the investigation.

If, following the practice's explanation, you remain dissatisfied you have the right to complain to:

The Care Quality Commission, St Nicholas Building, St Nicholas Street, Newcastle upon Tyne NE1 1NB
Tel: 03000 616161 Email: enquiries@cqc.org.uk

Please also ask our staff for a copy of the IDF complaints procedure. This is available for complaints which cannot be settled within the practice

To confirm our doctors' GMC registration you can contact the General Medical Council on 020 7915 3630 or e-mail registrationhelp@gmc-uk.org