



# ConciergeMedical

## TERMS & CONDITIONS

Our goal at Concierge Medical Practice is to provide our members with the very best personalised private medical care available anywhere in the UK.

### OUR PRACTICE

Concierge Medical Practice Ltd is an independent, private medical practice. We are registered and regulated by the Care Quality Commission and comply with nationally agreed standards of care in England.

### OUR DOCTORS

All of our doctors are fully registered with the General Medical Council, additionally valid licences to practice as GPs, and comply with the principles and values on which Good Practice is founded. They are subject to annual appraisal and adhere to the process of continuing medical education and revalidation as set out by the General Medical Council. All our doctors hold appropriate valid medical malpractice indemnity with approved UK medical defence organisations.

### OUR SERVICES

We will provide registered members of Concierge Medical Practice with private general practice services by telephone, email, or video consultations, and home visits based on clinical need. We will supply urgent courses of medicines and prescriptions where required, liaise closely with other health care workers and services, and provide referrals as necessary.

We provide our core services from 8am until 6pm Monday to Friday. We are open 8am to 4pm Saturday, Sunday and Bank holidays for urgent clinical appointments. At all other times, our Duty Doctor is available to give remote advice on any urgent clinical matter. Members should access our services via their dedicated private client telephone number and email address.

Concierge Medical Practice is NOT an emergency service and, for any condition that is a medical emergency, 999 should ALWAYS be called in the first instance.

We are unable to provide a chaperone service for any examinations, and as such we reserve the right to decline assessments that may be perceived to place our medical staff at risk. We do not therefore offer routine obstetric care or gynaecological examinations as part of our service, although we are happy to advise on further appropriate management.

We require that any registered member under the age of 18 is accompanied by a parent or guardian at the time of our medical assessment.

### YOUR PRIVACY

We fully understand the need for absolute discretion and privacy surrounding the medical care we provide. Concierge Medical Practice is registered with the Information Commissioner's Office (ICO) and adheres to the requirements of the Data Protection Act 1998 and the data protection principles in relation to personal data.

By becoming a member, you agree to the processing of personal data to enable us to carry out work on your behalf. We will not disclose personal data to any third party without your express consent, unless in a medical emergency where it may be deemed in your best interest.

In such cases, we stringently adhere to published General Medical Council guidance on the use of personal data. Under the Data Protection Act 1998, all members have the right to request details of their personal data held by us.

All clinical records are fully encrypted and stored on secure servers conforming to industry standards. Only medical, management and clerical staff employed by Concierge Medical Practice have access to your records and all adhere to a strict privacy policy.

### MEMBERSHIP

Only registered members of Concierge Medical Practice are able to access our full service. Acceptance of membership applications will be dependent on current availability of membership places, and the receipt of signed application forms and confirmation of payment.

We are happy to accept new members who join at times of medical crisis, providing there are membership places available, and also there is a written acceptance that subsequent membership will be instigated.

### FEES & PAYMENT

Full details of our membership tiers and fees structure are available in our fees document contained within your membership application pack, on our website or by request. Our service will commence when we are in possession of the completed membership and direct debit forms.

Included in the monthly fee is unrestricted access to our services, whether telephone consultations, email advice or home visits. Also included are private prescriptions, referral letters, liaison with third parties involved in your medical care, and associated administrative costs.

Additional fees will be incurred for privately conducted laboratory tests, vaccinations and medical examinations for insurance purposes (fees will be charged to the insurance company). All clients will be informed of any additional costs before undertaking these services, and all of our doctors carry a current list of charges for additional items. These fees will be invoiced to members in arrears on a monthly basis.

For specialised services and any individual packages of medical support, our fees will depend on your bespoke requirements. These will be discussed with you at our initial meeting and confirmed in writing. Fees will be based on per item of service, in addition to our monthly membership subscription. You can find more information on our website or by request.

We reserve the right to charge any individual retrospectively for any medical involvement we may have at their request, and who then subsequently decides not to register with the Practice. In this case, an invoice will be raised based on 'fee per item of service', and will include a charge for consultation, travel, referrals, prescriptions and any medication or equipment used.

### CANCELLATION POLICY

Members may cancel their registration with Concierge Medical Practice after a minimum of 3 months membership by informing us in writing. We operate on a one month's notice period which will begin from the day you notify us and final invoices will be prorated.

In the event of continued inappropriate usage of our service by an individual, we reserve the right to immediately cancel membership benefits in order to protect the care provided to all other registered members.

We reserve the right to cancel your membership if we deem that we are not, or are no longer, able to best meet your medical needs.

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AWARDS 2016 WINNER!

General  
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 Royal College of  
General Practitioners