



ConciergeMedical

Our mission: "To provide our members with the *best private medical care* available in the UK."

Modern medicine,  
traditional values

Accessible

Personal

Responsive

Discreet

Flexible

Bespoke

Independent

Assured

## Concierge Medical – the private GP service for you, your family and your business

Our philosophy is a simple one; to provide the best possible healthcare to our members.

We recognise that good medicine is always based around a strong mutual relationship with your doctor, as well as convenience, ease of access and referrals to expert consultants and specialists when you choose, by starting with these principle we've built a practice that brings traditional values into present day medicine, making it so much easier for you to access quality healthcare on your own terms.

Get to know your own personal doctor and the wider team at Concierge Medical - we're at hand to help out if there's anything you need, such as a doctor's consultation, a specialist referral, or you're simply struggling to get the answers you need and want a second opinion, we have the time to help.

Trust, professionalism and discretion are, of course expected but what you might not expect is how much we want to make your whole experience of General Practice truly exceptional.



“Thank you so much for being so *responsive to my needs*. Your service is *brilliant – friendly and professional*, and I’m proud to be one of your clients.”

MRS IBSON, CHIPPING NORTON



## Healthcare that fits around you



We've all experienced the frustrations of accessing medical services. Waiting weeks for appointments, difficulty getting through to the surgery, never being able to see the same doctor throughout an illness, lost prescriptions, results and delayed referrals, and the impersonal nature of call centres and out-of-hours services.

There are undoubtedly many more symptoms of health services under pressure. More worryingly, is the impact these small mistakes and delays can have on the speed of your diagnosis and treatment, and ultimately your health. By listening to these concerns from patients, and experiencing them ourselves as doctors, we've developed a way of working that always puts you, the patient, first.

Whilst many providers are turning to technology to stem the flow of demand and make things more 'efficient', we have adopted a more traditional approach, ensuring you will always have personal contact with your own private physicians. Yes, we use the latest technologies, but only to enhance the experience of our clients, and to ultimately improve their health – not as a substitute for high quality, personal medical care.

Accessible





"The best thing I ever did was to join Concierge Medical. *The kindest doctors who drop everything to come to your rescue — I can thoroughly recommend them.*"

LADY BATHURST, CIRENCESTER

## Concierge Medical – a better way

Concierge Medical was founded in 2013 with a passionate belief that high quality, modern healthcare can be delivered in a way that both understands and meets the needs of patients, and answers many of your concerns over healthcare provision.

'Concierge Medicine' is a concept that focuses on continuity of care, knowing and trusting your doctor, and ease of access to services. It also removes the potential conflict that exists with many practicing private clinicians, of charging for everything they do.

We work completely differently, offering unlimited access to your doctor's time, all for a small monthly fee. By strictly limiting our practice membership, you will always be guaranteed a quality level of service.

We're a completely independent private GP service and proud to be offering our services exclusively to our registered members. Our focus is solely on your ongoing health and well-being, and the overall experience along the way.

This means that finding the best solutions for you is our priority. Not being tied to certain providers or insurers, means we can always act with your best interests at heart. Whilst we follow best practices, we realise that health decisions can be personal and we'll always respect your wishes.

We're the very first, and still the only true 'Concierge' practice to exist in the UK, ensuring personal medicine is provided without restriction or time constraints.

Since our inception, we have continued to evolve and develop our services to become a national award-winning private practice, winning the prestigious LaingBuisson Award and a host of business and customer service accolades.

# Personal

## That good, old-fashioned doctor-patient relationship

At the heart of what we provide is high quality, personal General Practice delivered to your home in a flexible, caring, professional and discreet manner.

We've restored the traditional 'doctor's house call' to the forefront of family medicine, rekindling that often lost relationship between doctor and patient, and the benefits that relationship affords.

We fully appreciate that continuity in healthcare is so very important, and we know that it is critical in achieving better overall outcomes.

You'll enjoy having your own dedicated 'named' doctor who will take overall responsibility for your medical care, providing that much needed continuity through any illness. And of course, there's a dedicated nursing and support team at hand to always ensure that your referrals, prescriptions and any other issues are resolved promptly and effectively.

Our doctors choose to care for significantly fewer patients than traditional General Practitioners, enabling them to spend that extra time understanding you and your medical needs.

They've all made a commitment to our values, enabling them to work and practice medicine in a truly rewarding way – focusing their efforts on knowing their patients and working tirelessly to achieve the very best care and outcomes possible.



"Our experience with Concierge Medical has been *exceptional*. Doctors who have time to *genuinely care*. We are *hugely impressed* and cannot *recommend them highly enough*."

MR A LINLEY, WARWICKSHIRE

## Making your life that much easier

We want your whole experience of healthcare to be as seamless and as stress free as possible. From the moment you contact us, through to referrals and treatments, we will aim to support you; doing our very best to alleviate any unnecessary hurdles along the way.

Our members enjoy extreme flexibility with appointments – often it's simply a matter of us fitting in around your busy work or life schedules – which we're more than happy to do. A visit at home when you get back from the school run can save you no end of time and frustration. Simply feel free to ask your doctor for a time that suits you – we'll do our best to help.

Enjoy the convenience of our house calls – consultations in the comfort and privacy of your own home or office. And of course, you will always have the peace of

mind of a chat on the phone or an email conversation if you prefer. It's not just our doctors who can help you, our nursing, physiotherapy and psychological services are all available, for you too .

Benefit from a team dedicated to helping you - our support staff will happily aid you in arranging prescriptions, answering queries, and managing any onward referrals and appointments with specialists and hospitals. In addition to your doctor, our referral, pharmacy and nursing teams can easily be contacted and always willing to help.





## Being responsive to your needs

Our aim is always to provide our clients with the medical services they need, delivered in a timely and efficient way. Urgent problems are always addressed on the very same day, and our 'out-of-hours' service is exclusively available to our clients 365 days of the year.

You'll enjoy access to a private dedicated telephone number for 24/7 urgent medical advice through the night, at weekends and during bank holidays. Our clinical team will be there to assist you in whatever way possible.

Additionally, our laboratory services mean most results are returned within 24 hours and prescriptions can easily be arranged within hours, either available to collect at your local pharmacy or delivered to your door by post or courier.

If there are more complex issues you may want assessed, or maybe you want to discuss specific treatment options in more detail, then we're happy to set aside the time. Some problems can't be dealt with in minutes, and shouldn't be rushed – it's why we don't put any arbitrary limits on our consultation times.

# Responsive





## Taking ownership of your health concerns

### Access to a network of the best local and national consultants

Navigating healthcare services can be a complex and convoluted journey. Often, the stress associated with illness is enough, without the worry of waiting for appointments, trying to arrange suitable tests and opinions, or simply knowing who to turn to for help and advice. We're here to help relieve that stress and worry, and find the best solutions available.

To do this, we've been changing the way our clients access further specialist opinion and treatments.

By forging professional links with individuals and providers who share our ethos of clinical excellence, together with great customer service, we're continually improving that overall experience.

We'll always advocate the best personal treatment that you require, to find the best options that are available either locally or nationally. So whether it's a Harley Street specialist, or an urgent appointment at your local hospital, we'll take ownership of your health concerns and help you through the journey.



*"Excellent customer service and medical care, together with wonderfully friendly and professional staff. Have recommended Concierge Medical to my friends and family."*

L. STAINSBY, ETTINGTON



Discreet

## Keeping you safe

To ensure the best standards for our clients, Concierge Medical is registered with the Care Quality Commission (CQC), the body that regulates all health and social care in England. We're very proud to be the only private practice in England to receive a flawless inspection report which can be read on the CQC website.

It is also one of our main priorities that all your personal data is kept safe and secure, and is never shared with anyone else unless you give your explicit consent. We do, of course, comply with all current data protection regulation, but we go further to ensure that all your medical records are securely stored and managed, and access is strictly limited to members of the clinical team at Concierge Medical.

Our team of experienced GPs are all registered with the General Medical Council (GMC) and have fully comprehensive medical indemnity cover with UK based organisations. Concierge Medical is also registered with the GMC as a body that accepts responsibility for the ongoing learning, training, and appraisal of our doctors, ensuring the highest quality practice is maintained by ourselves at all times.





Safe  
Caring  
Well-led  
Effective  
Responsive

THE 5 KEY AREAS OF ASSESSMENT FOR  
CARE QUALITY COMMISSION EVALUATION

## Awards



LaingBuisson National  
Award Winner -  
Best Primary  
Care Provider



FSB Worldpay  
Regional Winner -  
High Growth Business  
of the Year



Rural Business  
Awards Winner -  
Professional Services  
company of the year



What Clinic Award  
Winner for  
customer Service



Richardson Brothers  
Young Venture  
Award winner



Pitchfest Investor  
Award Winner



"... feedback from patients was  
*consistently positive* ..."

"... doctors treated patients with  
*kindness, respect and compassion* ..."

"... *friendly, professional and courteous* ..."

CARE QUALITY COMMISSION (CQC)  
REPORT 2018



# Flexible

## Everything you need to take control of your health

### Home Visits

At the heart of how we deliver our medical care, and with good reason. Not only does it maintain continuity and that personal touch. It saves you time and the inconvenience of travelling and sitting in crowded waiting rooms.

### Vaccine and Travel health

We stock many vaccines, including ones that are restricted from other sources such as Bexsero (Meningitis B), Zostavax (Shingles) and Gardasil (HPV) we also offer a travel vaccination service and anti-malarial medication service, all conveniently arranged for you.

### Tests and investigations

We can discreetly arrange for any test to be conducted at a convenient time for you, from routine blood tests to complex investigations, with results often within a day or two. Cutting edge diagnostics and screening tests enable you to take a preventative and proactive approach to your wellbeing.

### Referrals

Whether you need a local consultant or a Harley Street specialist, our complete independence ensures we'll always find the best solutions. Our ever expanding network of consultants means prompt access and an assured, very personal service.

### Appointments to suit you

We're flexible about how you contact us - whether it's by phone, email, message or secure video link. It also means you can stay in touch when travelling the world on holiday or business.

### Second opinions

When you feel that your concerns are not being heard, or you simply can't afford to wait, then our experienced GPs will happily take ownership of your health issues, ensuring complete continuity and advocacy throughout your diagnosis and treatment.

“Quite simply the *kindest, most attentive* and *responsive* doctors ever!

It’s *very comforting* to have Concierge Medical on your side!” A. WHITTAKER, CIRENCESTER

### Prescriptions

Repeat or acute prescriptions can easily be arranged for delivery or to be collected at your local pharmacy. If we’re seeing you at home, we carry a full array of urgently needed drugs dispensed free to our members.

### Remote service

If you reside outside of our catchment area, we also provide a remote members package. Remote members have access to all of our usual services other than home visiting. Occasionally there may be a need for an “in-person” consultation, such as a vaccination, these can be specially arranged in one of our consulting rooms.

### Out-of-hours service

Advice for urgent problems is always at hand every day of the year including over the weekends and bank holidays.

### Private nursing services

Available at your home for dressing changes, wound care, childhood vaccines and help with managing any chronic diseases you may have.

### Private physiotherapy

At home, or even the office, our partner physiotherapists can visit for a full assessment and prepare an ongoing treatment plan for you.

### Counselling and psychotherapy

From complex mental health issues, to psychotherapy, CBT and counselling. We can arrange discreet appointments with some of the best local therapists.

### Private Health Insurance

We have negotiated with HMCA Members to offer discounted rates for private medical insurance cover exclusively for Concierge Medical Practice Members and their families.

**And for more complex problems, help is always at hand. Your membership can be personalised and enhanced for:**

### Palliative care

At difficult times, we are available to oversee any medical support that you, or a family member may require. We can be available around the clock if necessary, working with existing teams and palliative care consultants to offer medical assistance and support at times of crisis.

### Hospital discharge

Aiding the transition home after periods of illness can sometimes be daunting for you or your family. We manage the medical complications, deal with any medication or pain issues, liaise with other agencies, and can assist in arrangement of extra support at home.

### Bespoke elderly care

In the event of frailty our GP and nursing services can be tailored to you. Our experienced doctors are able to assess your specific needs and seek the right treatment and support for you. Prioritizing your individual well-being, with attentive care we aim to enhance your quality of life within the security and comfort of your home



Bespoke

## Why not join our satisfied patients?

We have many happy clients who appreciate what we do for them and how it has totally transformed their whole experience of family medicine. We're proud that more than two thirds of our new clients are referred from existing members, so why not experience Concierge Medical for yourselves?

### Exclusive private membership

Our services are only offered to our registered members. We have a range of membership options available for individuals, families and businesses.

Registration is a straightforward process, and can begin by contacting us by phone, or through our website. If you'd prefer to talk with one of our doctors on the phone or in person, this can easily be arranged – simply give our team a call.

### Individual and family membership

Enjoy complete peace of mind for you and your family, 24 hours a day, every day of the year. Your membership is fully inclusive of doctor's consultations, advice, private prescriptions, referrals and any medications we might supply to you, and most importantly, we don't charge for our time.

### Bespoke arrangements

We can offer extremely personalised packages of medical care. Our doctors are always happy to discuss individual situations with you, offer their advice and support, and plan any bespoke medical requirement you may have. We can also liaise with medical and nursing teams to make your situation that much easier.

### International membership

For expatriates we can offer specific types of medical provision to look after your needs. Unlike UK based policies, most overseas health insurers will cover our medical services. If you're a foreign national residing in the UK and you possess international health insurance, then please contact our team to discuss the options available to you.

### Business and corporate arrangements

There may be a very specific medical need that your business has – from on-site clinics and testing, annual vaccination programmes, 24/7 advice or a responsive doctors visiting service. Our independence and flexible ways of working means we can offer solutions that other providers simply cannot manage.

And why not consider the options for your key members of staff? The truth is, many would benefit far more from flexible, prompt, efficient access to primary care than traditional private health insurance schemes. Key staff members, and their families, can benefit from excellent healthcare provision as part of our corporate schemes.



“We’ve recently joined Concierge Medical and have been *very impressed with the service*, our (named!) doctor goes out of her way to be proactive with our care, is realistic about what’s important, and has given us *outstanding, flexible service*.”

J. JOHNSON, SHIPSTON-ON-STOUR

### **Estate Membership**

We understand the time, dedication and demands of running an estate. Our unique annual Estate Membership enables your personnel and visitors to benefit from Concierge Medical’s clinical care and support. Your estate operation is never compromised with your team covered for urgent medical attention and preventative healthcare.

### **Remote Membership**

As the UK’s first private medical concierge service, you may struggle to find a similar service elsewhere in the UK. Membership is often sought after from outside of our catchment area in the quest for access to a responsive and trusted GP service. By becoming a remote member you can access all of our usual services via virtual consultations, 24/7 access to our doctors to support your clinical needs and our support team are on hand to help you with prescriptions and referrals.



## Frequently asked questions

### Will I see the same doctor?

We realise that continuity of care is so important to our clients, and for the delivery of safe, effective medicine. There is also good evidence that seeing the same doctor provides better health outcomes and reduces your likelihood of being admitted to hospital. When you register with us you will have a 'named doctor' who will take overall responsibility for your medical care, and will always be your point of contact.

Of course there will be occasional times when they are unavailable, or you may wish to see a different doctor for a particular issue, or maybe one of our nurses – then, the rest of our Concierge Medical team will always have knowledge of your health history and have access to your medical records. Our doctors work as part of a larger team, including our excellent support staff, ensuring all your requirements are addressed in a timely and efficient way.

### How long will I have to wait for an appointment?

We always aim to manage any illness promptly and effectively, with minimal delay in investigations and treatment. This avoids any potential deterioration that may occur over the weekend, holiday periods, or from having to wait weeks to see your doctor or specialist. Any urgent requests for attention are always met on the same day, usually within hours.

For routine requests and consultations, we find that flexibility is especially important to you – your doctor will fit around your busy work and home schedules, so you can be seen at times that suit you.

### What's included in my membership?

Your monthly subscription includes unlimited access to our services every day of the year, including weekends and bank holidays. This may be for any routine or urgent consultations that you may require, direct contact with your doctor by phone or email, and access to our 24-hour medical advice line. Additionally, any referrals and prescriptions are a benefit of your membership – we don't make any charges for our time, and so all your contact with your doctor is solely based on your clinical need.

### Can you refer me to any specialist?

Many of our clients want us to find the best consultant to help with their particular problem. On other occasions it may be important to have access to specialists as a matter of urgency, or you may want to see a London based expert in their field. We can make all these private arrangements on your behalf, and we'll often have privileged access to many of these services. Alternatively, it may be more appropriate, or you may prefer to receive NHS care – we're equally happy to make these referrals for you.

### Can I still obtain NHS services and prescriptions?

Most definitely. The NHS Constitution is clear in that if you are entitled to NHS medical care, then you can choose to share this with a private health provider such as ourselves. Some of our members do not have NHS GPs, although if you do, you simply retain your registration at your existing practice. You will always continue to have access to other NHS services such as specialists, hospital care, and nursing services.



### Does my private health insurance cover your service?

Most UK health insurers do not cover GP services directly, although certain policies will provide for some elements of our care, such as annual health screens – it's always worth checking with your provider. Any further tests or onward referrals to specialists managed through us will be covered by your private insurance as usual.

International health insurance policies usually extend their coverage to include consultations and other services. We work with many major international insurers, including BUPA International, Cigna Global and AXA, and have developed an International Membership to ensure foreign nationals residing in the UK can utilise our services through their insurer.

“Having myself worked within the healthcare industry for over 20 years I can honestly say that the service I received by Concierge Medical was *second to none. Professional, friendly* and, most importantly, *tailored around my individual needs and work commitments.*”

W. ROBERTS, EVESHAM

Independent





## Registering with Concierge Medical

### Making it easy

It couldn't be easier to register with Concierge Medical. You can call to speak to our membership team, or we also accept applications via email or via our online form.

On successful application you will be registered with the practice to immediately start to experience healthcare on your terms.

### Our contact details

✉ [info@conciergemedical.co.uk](mailto:info@conciergemedical.co.uk)

☎ 01451 600 900

🌐 [www.conciergemedical.co.uk/contact](http://www.conciergemedical.co.uk/contact)

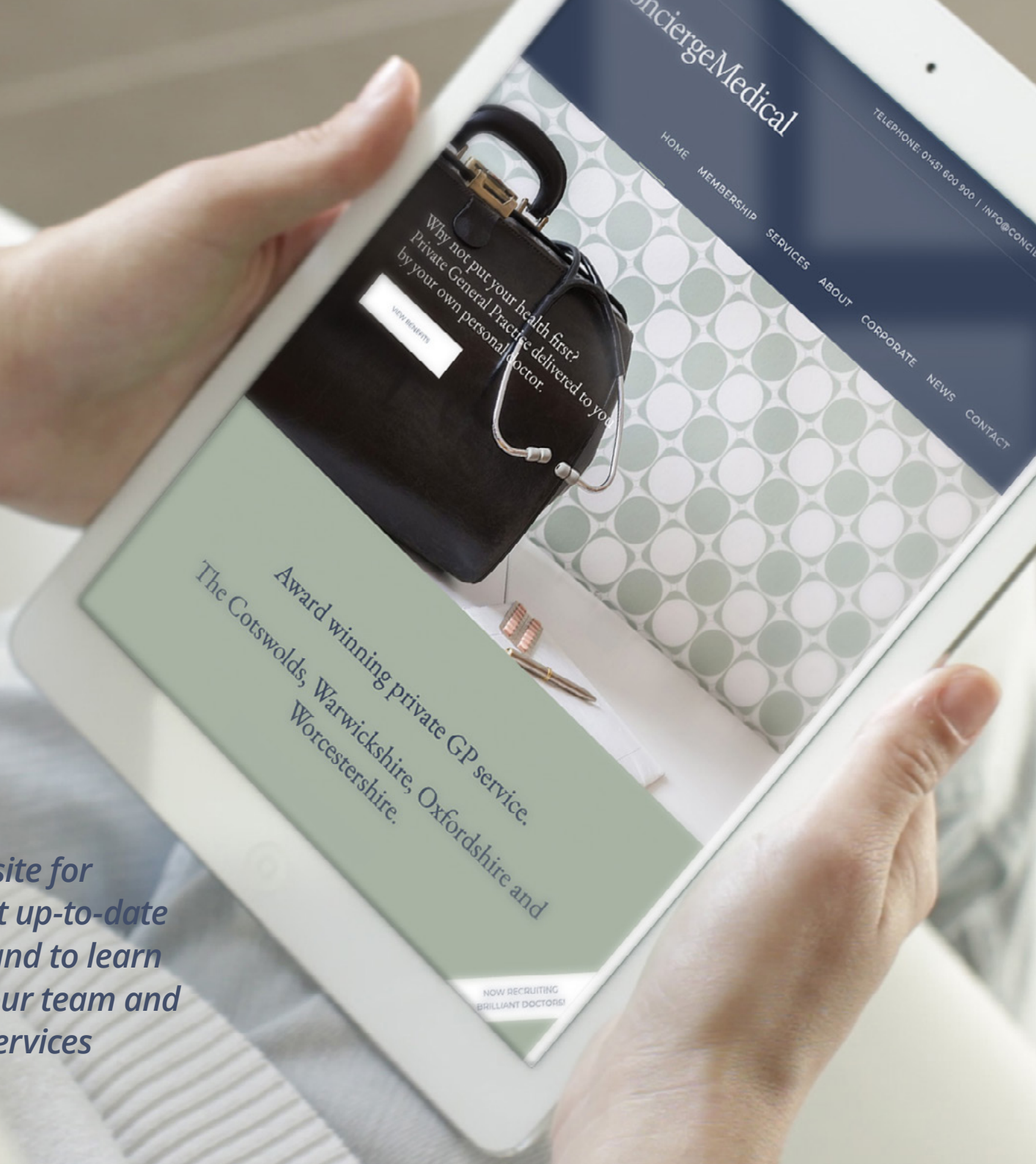
🏠 Correspondence: 4 Lowes lane, Business Park, Lowes Lane, Wellesbourne, CV35 9RB

*"Thank you so much for your time yesterday.  
You are the kindest doctors, and always there in  
my hour of need. A fantastic service!"*

MRS WILLIAMS, CHIPPING NORTON

[www.conciergemedical.co.uk](http://www.conciergemedical.co.uk)

*Visit our website for  
all of the most up-to-date  
information and to learn  
more about our team and  
explore our services*



# Assured



# ConciergeMedical

Modern medicine, traditional values

[www.concierge-medical.co.uk](http://www.concierge-medical.co.uk)

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