

Terms & Conditions

Last updated: March 2025

Concierge Medical is NOT an emergency service.

In the event of a medical emergency, you should ALWAYS CALL 999 immediately.

Medical emergencies may include, but are not limited to:

- Sudden confusion or acute disorientation
- Seizures that do not stop
- Severe burns or scalds
- Persistent and severe chest pain
- Difficulty breathing
- Chest pain
- Uncontrollable severe bleeding
- Severe allergic reactions

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.

Guide

Before using our services, please read the applicable sections carefully, as they govern your use. We recommend keeping a copy for future reference.

By accessing our services, you acknowledge and agree to these terms.

These terms may be updated periodically as outlined in Clause 2.10(d). Please review them each time you use our services to ensure you are aware of any changes.

Please review the Definitions section for clarification on specific terms

Section 1: MEMBERSHIP CONDITIONS

1.1 General

- (a) Only registered members of Concierge Medical Practice are able to access our full service.
- (b) Acceptance of membership applications will be dependent on current availability of membership places, and the receipt of signed application forms and confirmation of payment.
- (c) 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.
- (d) We are open 365 days a year

1.2 Service

- (a) For Members, our services include:
 - Consultations via telephone, email, or video
 - Consultations in our clinic
 - Consultations at home and workplace, based on location and clinical need.
 - Members receive written private prescriptions, referral letters, coordination with third parties involved in their medical care, and coverage of related administrative costs.
 - To maintain continuity of care, we strive to ensure you consult with your assigned Doctor whenever possible. However, in cases where your Doctor is on annual leave or unwell, another Doctor will provide cover. In the event of your doctor's prolonged absence, departure from the practice, or if a reallocation is required for the overall benefit of Concierge Medical, we reserve the right to assign an alternative doctor. Any changes will be made with careful consideration, and we will communicate with you to ensure a smooth transition and continuity of your care.
 - All services are subject to our fair use policy, as specified in Clause 1.2(d).
- (b) Our core services outside in Clause 1.2, run between **Monday to Friday, from 8am to 6pm**. This excludes Bank Holidays and Weekends. In such instances, please see our out of hours services in Clause 1.2 (f)
- (c) Our services do NOT cover:
 - Privately conducted laboratory tests;
 - Blood tests, including Well Man/Woman' health checks;
 - Immunisations, swabs, urine sample analysis, vaccinations, or medical examinations for insurance purposes.



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- Any consultations or treatments conducted by a 3rd party (e.g as a result of a referral by us, including patient transport services and social care provision)
These services, referred to as "Additional Member Services" (or "Additional Services" in Section 2), are detailed on our website and membership pack. Any Additional Member Services will be charged separately, as outlined in Clause 1.4(d).
- (d) Your monthly membership fee includes unlimited access to our services, including telephone consultations, email advice, and home, work, or clinic visits. However, this is subject to fair usage, as outlined in this clause. If, in our reasonable opinion, your usage of services in any given month is excessive, one of our directors will discuss this with you. Based on these discussions, we may adjust your membership fee to reflect your usage or, in extreme cases, terminate your membership. Additionally, we reserve the right to decline any membership application or terminate an existing membership with notice if, in our professional judgment, we believe the services would not be beneficial or provide sufficient value to you.
- (e) We reserve the right to decline any membership application or terminate an existing membership with notice if, in our professional and reasonable judgment, we believe that our services would not be beneficial or offer sufficient value to you.
- (f) Our Out-of-Hours service operates from 6 PM to 8 AM, Monday to Friday, and throughout weekends. We encourage members to use this for urgent enquiries only:
- A duty doctor will be available for consultations; however, this may not always be your designated doctor due to a rotating schedule.
 - In periods of high demand, we may collaborate with partner GPs or external service providers to maintain service continuity.
 - Home visits by the duty doctor are **NOT** available during Out-of-Hours.

1.3 Membership Appointments

- (a) Members can access our services and book appointments using the dedicated telephone number and email address provided at registration. For same-day appointments, we encourage you to give as much advance notice as possible.
- (b) While we strive to arrange consultations promptly, we cannot guarantee the availability of a specific doctor at a given time. We will do our best to schedule your appointment as soon as possible but do not commit to a fixed timeframe for consultations.
- (c) Patients under 18 years of age may be required, at our discretion, to be accompanied by a parent or guardian during all appointments.
- (d) 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



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as part of our CORE service outlined in Clause 1.2, however we can offer such appointments at our Wellesbourne Clinic where chaperones can be arranged.

1.4 Fees & Payment

- (a) 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.
- (b) We reserve the right to adjust membership fees automatically if a member enters a new age bracket that affects their pricing tier; a family membership changes, such as the loss of a family member or a change in household composition. These adjustments will be applied without prior notice, and the updated membership fee will be reflected in your next billing cycle. If you have any questions regarding pricing changes, please contact us.
- (c) We reserve the right to revise our membership fees to maintain the costs associated with running our services and any charges for additional services. If we decide to adjust our fees, we will provide you with at least one (1) month's written notice before the changes take effect.
- (d) 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). You will be provided a fee guide with your membership pack. We will update you on any subsequent changes to these prices with at least one (1) month notice. These fees will be invoiced to members in advance or in arrears depending on the nature of the service. Invoices in arrears may be on the day, weekly or monthly.
- (e) 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 by request.
- (f) 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.
- (g) You are required to pay all amounts due under these terms in full, without any set-off, counterclaim, deduction, or withholding, except where required by law. We reserve the

right, at any time and without limiting our other legal rights or remedies, to offset any amount you owe us against any amount we may owe you.

1.5 Cancellations

- (a) 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.
- (b) 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.
- (c) 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.

Section 2: GENERAL

2.1 We can only deliver our Services and Additional Services in accordance with these terms if you provide us with the necessary information. Any information you share with us or a Doctor must be accurate and provided in English.

2.2 You agree that:

- (a) Any instructions provided by our Doctors are recommendations, and failure to follow them may affect our ability to continue providing services to you.
- (b) You will adhere to all instructions regarding the use of any medications or healthcare products we recommend or prescribe, including any guidance on expiry dates.
- (c) You will inform us immediately of any unexpected or adverse effects from treatments we recommend.
- (d) You will notify us if any of the information we hold about you is or becomes inaccurate or incomplete.

2.3 Privacy

- (a) 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.
- (b) 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.

- (c) 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.

2.4 Prescriptions

- (a) Private Prescriptions – Any prescriptions issued can be taken to a pharmacy of your choice and dispensed on a private, fee-paying basis, independent of NHS prescription costs. The cost of the prescribed medication is determined solely by the pharmacy and is not influenced by us or our services. We, including our Doctors, are not responsible for the dispensing, pricing, or availability of any medication. The responsibility for dispensing remains solely with the pharmacist.
- (b) Electronic Prescriptions – We use Signature Rx, a system that allows Doctors to securely send electronic prescriptions to most pharmacies across the UK. Before collecting your medication, please verify with your chosen pharmacy that they accept electronic prescriptions via this service.
- (c) Consultation Requirement – Our service does not operate as a prescription fulfilment service. Medications will only be prescribed following a consultation conducted in accordance with these terms. A prescription will only be issued when both you and the Doctor mutually agree that it is appropriate, legal, and responsible. However, the final decision to issue a prescription rests solely with the Doctor.
- (d) Personal Use & Prescription Copies – Any prescription provided is strictly for personal use only. If a prescription is lost, a replacement may be issued at the Doctor's discretion and may be subject to an additional fee. The Doctor reserves the right to refuse reissuing a prescription if deemed inappropriate. You are responsible for securely storing any prescribed medication and ensuring that it is not accessed by others, especially children.

2.5 Doctors

- (a) All of our doctors are fully registered with the General Medical Council, all have 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.



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- (b) All Doctors providing prescriptions through our services are committed to adhering to the General Medical Council (GMC) Guidelines on remote prescribing and the essential standards of quality and safety as enforced by the Care Quality Commission (CQC).

For further information, copies of these guidelines and standards can be found at:

- GMC: www.gmc-uk.org
- CQC: www.cqc.org.uk

- (c) You acknowledge that third parties, including your NHS GP, are not obligated to follow any instructions or recommendations provided by our Doctors.
- (d) Our doctors can work alongside your NHS GP rather than replacing them. We strongly recommend that you remain registered with your NHS GP, as it is your legal right to access NHS care. With your permission, we can collaborate where appropriate to help manage any long-term or chronic conditions effectively.

2.6 Further Investigations

- (a) To establish a diagnosis and treatment plan, a Doctor may recommend further investigations. Any such investigations will be conducted on a private, fee-paying basis. Investigations may include (but not limited) blood tests, urine tests, swabs, X-rays, or ultrasounds.
- Blood tests, urine analysis, and swabs require upfront payment before specimen collection.
 - Imaging procedures (such as X-rays and ultrasounds) must be paid directly to the private provider performing the procedure, as outlined by your Doctor.
 - Once an investigation is completed, it is your responsibility to follow up on the results with your Doctor at a mutually convenient time via an appropriate and secure communication method, typically through a follow-up appointment or phone consultation.
- (b) You are not required to proceed with any recommended investigation. However, by choosing not to undergo an investigation advised by a Doctor, you release us and the Doctor from any liability related to your initial consultation and its outcomes.
- (c) If a Doctor recommends further investigations, but you are unable or unwilling to pay, you are advised to consult your NHS GP for further assessment. However, you acknowledge that your NHS GP is not obligated to arrange any investigations recommended by our Doctors.

2.7 Further Treatment

- (a) If a Doctor recommends a specialist referral, this will be on a private, fee-paying basis. If you have private health insurance, it may cover some or all of the costs, but it is your



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responsibility to confirm coverage with your insurance provider. If you do not have private insurance, you can still be referred to a specialist on a self-pay basis. You are solely responsible for arranging any private specialist appointments, and we do not take responsibility for any associated costs.

- (b) You are not required to use private healthcare or insurance. However, if a specialist referral is advised and you choose not to seek private treatment, you agree to release us and the Doctor from any liability related to your initial consultation.
- (c) If a Doctor recommends a specialist referral but you are unable or unwilling to pay, you are advised to consult your NHS GP for further assessment. However, you acknowledge that your NHS GP is not obligated to proceed with any referral or treatment recommended by our Doctors.
- (d) In some cases, the Doctor may recommend a follow-up appointment to monitor your response to treatment or discuss the results of any investigations. While you are not obligated to attend a follow-up, by choosing not to do so, you agree to release us and the Doctor from any liability arising from your initial consultation.

2.8 Other limits on our Services

- (a) **Clinical Opinions** – Doctors may have differing clinical opinions on the same medical condition or symptoms. As long as these opinions are reasonably held, the presence of varying medical perspectives does not indicate any defect in the quality of our services.
- (b) **Respect & Conduct** – We maintain a zero-tolerance policy for abuse or offensive behavior toward our Doctors or staff. Our team has the right to provide care without fear of verbal or physical abuse. A mutual respect between staff and patients is essential for the effective delivery of our services. Any abusive or inappropriate behavior may result in refusal of services, membership cancellation as per Clause 1.4(a), and, in extreme cases, Police involvement.
- (c) **Geographical Restrictions** – Our Doctors are registered to provide services only within the United Kingdom. If you are outside the UK, we reserve the right to decline service until you have returned. This applies regardless of whether you are a Member or a non-member seeking advice.
- (d) **Laboratory Testing** – Any laboratory tests are conducted by partner laboratories, which operate as independent entities. While we work with trusted partners, we disclaim any liability for their actions or errors, to the extent permitted by law.
- (e) **Personal Information** – In order to deliver our services, we may require certain personal information from you. Failure to provide the requested information may prevent us from delivering the services.



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- (f) Suspension or Termination of Membership – We reserve the right to suspend or terminate your access to services if your use of our services breaches any of these terms and conditions.

2.9 Feedback & Complaints

- (a) Providing Feedback – You can share feedback via phone or email using the contact details on our website.
- (b) Making a Complaint – Complaints should be submitted in writing as soon as possible via email at manager@conciergemedical.co.uk or post to: Unit 3-4 Lowes Lane Business Park, Lowes Lane, Wellesbourne, Warwick, CV35 9RB
- (c) Complaint Handling – A senior team member will investigate your complaint and discuss it with relevant parties.
- (d) Resolution Timeline – We will:
 - i. Acknowledge your complaint within 3 working days.
 - ii. Investigate and respond within 20 working days, notifying you of any delays.
 - iii. Outcome – You will receive a written response, and if appropriate, an apology and corrective action.
- (e) Dispute Mediation – If unresolved, disputes can be referred to CEDR's independent mediation scheme:
<https://www.cedr.com/consumer-disputes/healthcare/mediation/introduction>

2.10 Other important items

- (a) Assignment & Transfers - If we transfer our rights or obligations, we will notify you in writing. This will not affect your rights. You may not transfer, assign, or subcontract your rights or obligations under these terms without our written consent.
- (b) Severability - Each clause operates independently. If any clause is deemed unlawful, the rest will remain valid.
- (c) Third-Party Rights - This contract is between you and us only. No third party can enforce it, except a parent/guardian on behalf of a minor.
- (d) Changes to Terms - We may update these terms due to regulatory changes, security reasons, or service updates. If the changes affect your rights or obligations, we will notify you. The latest version will apply each time you book an appointment.



- (e) Governing Law & Disputes - These terms are governed by English law. Any disputes fall under the exclusive jurisdiction of the English courts. We encourage dispute resolution through our complaints process or mediation before pursuing legal action.

2.11 *Limitations of Liability*

This section outlines the extent of our liability and the circumstances in which we may compensate you for losses.

- (a) Foreseeable Losses – If we breach these terms and it results in foreseeable loss or damage, we will compensate you accordingly.
- (b) Exclusions – We are not responsible for:
 - (i) Losses that were not foreseeable when the breach occurred.
 - (ii) Loss or damage caused by events beyond our control including a force majeure event, such as but not limited to natural disasters, extreme weather conditions, acts of war or terrorism, government actions, strikes, power outages, cyber-attacks, supply chain disruptions, pandemics, or any other unforeseen circumstances beyond our reasonable control that may prevent or hinder the fulfillment of our obligations.
 - (iii) Losses that could have been avoided by following the Doctor's reasonable instructions.
- (c) No Business Liability – Our services are for private and domestic use only. We are not liable for any business-related losses.
- (d) Accuracy of Patient Information – You are responsible for ensuring that all patient details provided for consultations are accurate and up-to-date.

3. *Definitions*

- (a) **Core Service:** Our services between 8am - 6pm
- (b) **Out of Hours Services:** Our services **outside of core services** during weekdays, throughout weekends and bank holidays
- (c) **Urgent Care:** Medical services provided for illnesses, injuries, or conditions that require prompt attention but are not severe enough to necessitate treatment in an emergency department