

# Hamstreet Surgery

## Patient Guide

### Fees for non-NHS Reports

#### Why do I have to pay?

The NHS provides most health services to people free of charge at point of need (although there are some exceptions such as prescription charges). For services that are not covered by the NHS there is a private fee charged to cover the responsibility taken and the time spent by doctors and administrative staff. We aim to keep the charges for professional services at an appropriate level.

#### What is and what isn't covered?

The Government's contract with GP's does include some specialist forms (eg from the Department of Work and Pensions). These are usually sent directly to the GP, so if you have been given a form to bring it's likely that you will need to pay a fee. At this Practice the GPs have decided that they will not undertake any private medicals. This includes fitness to drive and medicals for sporting events. If you require a private medical these can be done by a number of local facilities. Although we cannot endorse private provider there are local organisations that offer private medicals.

See our website for further information.

We do not sign Passports, DVLA photo license, fitness for Gym or Health Club attendance. This list is not exhaustive. If you are unsure please ask.

#### Why can't I get it done here and now?

At Hamstreet Surgery we want to spend our time providing excellent quality healthcare to our patients. Completing the increasing number of reports that are requested takes time away from patient care. We acknowledge that these reports are important to you and need to be completed but clinical care has to be our priority. We will aim to complete your form/letter within 30 working days.

#### Why do I have to pay upfront?

In the past GPs have written many letters and completed many forms and reports that have not subsequently been collected and paid for. This has wasted valuable time which could have been used for patient care.

#### But all I need is a doctor to sign it or it is only a three sentence letter!

When a doctor signs a certificate, letter or report, it is a condition of the Medical Register that they only sign what they know to be true. In order to complete even the simplest form or write the simplest letter the GP may have to read a large amount of medical records, then

the letter has to be dictated, the secretary has to type it, all of which takes up valuable time.

#### I just need a signature to say that I'm healthy to do it!

More and more requests have been received asking for a signature to say that someone is healthy. Unfortunately there is no simple test to say anyone is "healthy" to do any particular activity. The GP may not be able to sign such a form, or may write an explanation of the limitations of what they can say on the form. We cannot be responsible for whether or not the company accepts what the doctor is willing to write and on some occasions the doctor will simply decline to complete or write such a letter.

#### The Process

Bring your form to reception ensuring you have fully completed your sections as this may cause delays if it is not done. Payment for completion will be taken in advance of the form being completed.

You will be required to pay either by cash or using a credit/debit card. We do not accept cheques

On occasions the receptionist may need to check the price for completion. This may not be possible to do at that moment in time if the GP is in the middle of their clinic or out on a home visit. If that is the case we will take the document from you and contact you via telephone once we have confirmed a price. Payment will still need to be made in advance before completion of the form.

The receptionist will attach your receipt to this leaflet and this is your proof of payment. Please bring this form with you when you are collecting your forms.

We ask for 30 working days from request and will advise you if this may take longer due to, for example, GP absence.

Once the form has been completed and a copy added to your medical record we will send you an SMS message to advise it is ready for collection.

**Please attach receipt here**

