

TERMS AND CONDITIONS

Statement of Purpose

Home Visit Doctor aims to provide a high quality, personalised general practice services to our patients.

Area of Service Provision

We are able to provide our home visiting service to patients living in Chigwell, Buckhurst Hill, Loughton, Woodford, South Woodford, Chingford and Wanstead. We are available 24 hours a day and 365 days a year for your convenience.

If you do not live within these areas, please call and we will always try to accommodate when possible.

Of note: we can offer to see patients at a clinic in Chigwell. The clinic is in the 'The Physiotherapy & Injury Centre, based at the David Lloyd Club in Chigwell. Please call for further details.

Registration

Patients are not required to register with Home Visit Doctor.

Of note, we will request your details including your address, contact details so that we can contact you should the need arise. These details will not be shared with any third parties without your consent.

We do not intend to replace your NHS general practice and furthermore discourage you from not being registered to an NHS practice. Our service will complement the service your NHS GP provides you and if required, we can send them details of any consultation we have with you, with your consent.

Requesting a Home Visit – the Process:

All patients are encouraged to contact home visit doctor by using the 'contact' page or emailing directly. A telephone number is also available where our secretary will take a message and send to the duty doctor. Please see the embedded document 'Terms of Outsourced Secretarial Service'.



Terms of Outsourced
Secretarial Service.pc

On receiving the message, our 'Home Visit Doctor' will call you within one hour to discuss your problem with you. Of note, we are not an emergency service, so if you feel that you require immediate medical attention, you should call '999' or '111'.

We do not routinely offer telephone consultations, so this initial contact by phone is to ensure that a visit is appropriate for you. The doctor will then arrange a suitable time to visit and will inform you of an approximate cost, although this is subject to change depending on the actual time required to deal with your problem(s) and any cost for any treatments.

If a visit is not felt appropriate, the clinician may provide some brief guidance and advice on the phone which is not chargeable.

After an initial visit for a problem, the doctor may advise further investigations or a follow up consultation. These will need to be charged accordingly. The doctor will explain these charges at the time of the initial visit.

In certain circumstances, when the problem has not resolved, the patient may contact 'Home Visit Doctor' and the doctor may deem it appropriate to offer telephone advice for the follow up problem; these telephone consultations will be chargeable depending on the amount of time spent and the actions taken in connection with the consultation.

Cancellation Policy

Patients are advised that in booking an appointment they are reserving the doctor's time exclusively for their treatment.

After booking an appointment, we require 24-hours notice for the cancellation of any appointment to avoid incurring the full cost of the booked treatment.

Fees and Payment Terms

Our charges are based on the time spent or are likely to spend in dealing with care. At our discretion, this may include time spent considering and researching matters, making and receiving telephone calls as well as briefing and discussing outcomes with relevant specialists. Full details of our fee structure are available on our 'Services & Fees' page. Fees are subject to change without notice.

All fees must be paid at the time of consultation. We accept credit/debit cards (not American Express), BAC's transfers, cheques and cash. We will provide a receipt for all payments. The majority of health insurances do not cover Private General practice consultations, although if you have an international policy, the consultation may be covered. Furthermore, any investigations organised by us may be claimable, however please check with your insurance provider. Any liaison with the insurance companies will be your responsibility.

All credit card payments are taken online via IntuitPay and are compliant with PCI DSS (Payment Card Industry Data Security Standard). This means we play our role in ensuring your payment card data is being kept safe throughout every transaction.

To find out more about PCI DSS, visit: <https://www.pcisecuritystandards.org/>

For patients with outstanding accounts, further treatment will only be offered at the discretion of the doctor.

Confidentiality and Record Keeping

We have thorough standards in the maintenance of confidentiality. Our clinical system that we use to store your details and medical records is called Cliniko. This system is used worldwide by many healthcare professionals.

All typing and preparation of reports is carried out by trained medical receptionists and all reports are stored on the Cliniko server.

<https://www.cliniko.com/security>

Requests are frequently made for information to be sent by email. It is important to understand that email is at risk of security breach and therefore we will always seek your permission prior to sending any sensitive information on email.

Regulation

We are fully registered with the Care Quality Commission.

We are required to comply with the principles and values on which good practice is founded as laid down by the General Medical Council.

The medical practitioners are all subject to regular appraisal and adherence to the process of continuing medical education under the auspices of the GMC – General Medical Council and relevant Royal Colleges.

Data Protection Act 1998

We observe the requirements of the Data Protection Act 1998 and the data protection principles in relation to personal data. By agreeing to these terms you are agreeing to the processing of personal data to enable us to carry out work on your behalf. Under the Data Protection Act 1998 you have a right to request details of your personal data held by us.

Complaints

Home Visit Doctor is committed to providing a high quality private medical service to our patients. However, we do recognise that there may be occasions when patients may wish to complain about some aspect of the service which has been offered or received.

If you feel you wish to discuss an issue, or indeed make a complaint, we would kindly ask that you bring this our attention as soon as possible. This complaints procedure ensures that your complaint will be dealt with as quickly as possible.

- **Verbal Complaints**

If you wish to make a verbal complaint, please contact us via the contact us page or contact@homevisitdoctor.co.uk. Our registered manager will contact you back as soon as possible. We will make every effort to resolve your complaint as quickly as possible. If your concerns are not resolved to your satisfaction, you will be advised on the process to make a formal written complaint.

- **Written Complaints**

All written complaints should be addressed to Dr Nazmul Mohsin, Registered Manager. This should be emailed to contact@homevisitdoctor.co.uk. Please describe as fully as you can the nature of your complaint stating the following information.

- What are you unhappy about
- When the incident took place

Your complaint will be acknowledged in writing within two (2) working days of receiving the letter unless a full reply can be sent to you within five (5) working days.

Dr Mohsin will carry out a full investigation of the nature of your complaint and offer to meet with you in order to resolve the issue/s. You will receive a full written response within twenty (20) working days of the complaint being received.

If a full response cannot be given within twenty (20) working days of receiving your complaint, Dr Mohsin will write to you to explain the reason for the delay. You will receive a full written response within five (5) days of a conclusion being reached.

If you are still unhappy about the outcome of your complaint, you may wish to contact the Care Quality Commission, the organisation that regulates Home Visit Doctor. The address is: Care Quality Commission, Citygate, Newcastle upon Tyne, NE1 4PA. Telephone: 03000 616161. Internet: <http://www.cqc.org.uk>

Please be assured that Home Visit Doctor will deal with all complaints confidentially and following investigation, will consider making changes to the private medical service to improve the healthcare services on offer to all patients.