

# WESTGATE SURGERY

## Statement of Fees Policy

### 1. Introduction

#### 1.1 Policy Statement

In accordance with the GMS contract, NHS services are provided free of charge to patients. However, there are some services that attract a fee as they are not available or funded by the NHS.

This policy details those services for which Westgate Surgery will charge a fee to either patients or third parties, such as solicitors or insurance companies.

#### 1.2 Principles

GPs do not have to carry out non-NHS work on behalf of their patients<sup>1</sup>; their priority will always be the provision of safe and effective care to their patients, funded by the NHS.

The BMA sets and agrees fees with various Government departments and agencies for routine work (e.g. certificates, reports and examinations) that doctors are asked to undertake. Where there is no agreement in place, doctors may set and agree their own fees in advance of undertaking the work.<sup>2</sup> This practice will, wherever possible, adhere to the guidance and fees set out by the BMA.

Westgate Surgery will comply with the Care Quality Commission (CQC) (Registration) Regulations 2009: Regulation 19 and ensure that patients are provided with written information about any fees, contracts and terms and conditions, where people are paying either in full or in part for the cost of their care, treatment and support.<sup>3</sup>

### 2. Scope

#### 2.1 Who it applies to

This document applies to all employees and partners of the practice. Other individuals performing functions in relation to the practice, such as agency workers, locums and contractors, are encouraged to use it.

#### 2.2 Why and how it applies to them

Everyone should be aware of the services that are offered as part of the Westgate Surgery contract, funded by the NHS. Services that are not offered or funded by the NHS must be paid for in accordance with this policy.

Staff must ensure they advise patients that some services attract a fee because GPs are self-employed and have to cover the day-to-day costs of running the practice, which is not too dissimilar to any other business, such as facilities, utilities and personnel.

GPs will undertake non-NHS funded work outside routine working hours; therefore the fees charged by the practice contribute to the costs associated with delivering the services required in order to meet patient need.

### 3. Definition of terms

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<sup>1</sup> [Why GPs sometimes charge fees - BMA](#)

<sup>2</sup> [Government agreed fees for GPs - BMA](#)

<sup>3</sup> [CQC \(Registration\) Regulations 2009: Regulation 19](#)

### 3.1 **GMS Contract**

The General Medical Services (GMS) contract is the contract between general practices and NHS England (NHS (E)) for delivering primary care services to local communities.

### 3.2 **BMA**

The British Medical Association (BMA) is the professional association and registered trade union for doctors in the United Kingdom.

### 3.3 **CQC**

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England.

## 4. **Service for which a fee is applicable**

### 4.1 **Non-NHS services**

The following services attract a fee\* as detailed in the table at Annex B:

### 4.2 **Payment methods**

Payments for these services can be made by cash, card or cheque. Cheques are to be made payable to: Westgate Surgery.

### 4.3 **Statement of costs**

Patients who require the services detailed in the table in section 4.1, will be given a Statement of Costs pro forma, shown at Annex A.

### 4.4 **Summary**

It is the responsibility of Westgate Surgery to ensure that the service user is given appropriate information regarding the cost of the services detailed in this policy. A copy of the poster at Annex B is to be displayed in the practice waiting room and on the practice website, ensuring that all patients are aware of those services that are not funded by the NHS.

<b>Version Control</b>				
<b>Version</b>	<b>Approved by</b>	<b>Date of Approval</b>	<b>Review Date (or at times of significant change)</b>	<b>Changes</b>
2.0	Dr Walton & Partners	22/01/2020	Jan-23	Updated fees poster and remove copying of medical records in line with GDPR
3.0	Dr Walton & Partners	10/12/22	Jan 25	Updated fees

**Annex A – Statement of costs pro forma**

**SECTION 1: PATIENT DETAILS**

<b>Surname</b>		<b>NHS number</b>	
<b>Forename</b>		<b>Title (Mr, Mrs, Ms, Dr)</b>	
<b>Date of birth</b>		<b>Address:</b>	
<b>Telephone No.</b>		<b>Postcode</b>	

**SECTION 2: SERVICES REQUESTED**

<b>Service(s) requested</b>	
<b>Fee(s) applicable</b>	
<b>Total cost</b>	
<b>Terms &amp; conditions of the service</b>	Insert specifics here:
<b>Additional costs</b>	The following are potential additional costs:

**SECTION 3: PAYMENT METHOD**

Payment by cash (ensure receipt is issued)	
Payment by card (ensure receipt is issued)	
Payment by cheque (record cheque number)	

Payment is due immediately.

**SECTION 4: PATIENT DECLARATION & SIGNATURES**

I understand that the service(s) I have requested are not funded by the NHS and I accept the fee(s). I have been advised of any potential additional costs, the terms and conditions of the service, and the circumstances for which a refund may be applicable.

<b>Staff signature &amp; date</b>	
<b>Print name</b>	
<b>Patient signature &amp; date</b>	
<b>Print name</b>	

***A copy of this completed pro forma is to be scanned and saved in the individual's healthcare record and a copy passed to the patient.***

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Some services are NOT part of NHS provision and a fee is charged for these.

All services are provided at the discretion of the doctor and we may not be able to provide all services for every patient.

A request for the service is a request until the doctor has agreed to provide the service.

If you have any questions relating to fees please speak to a member of staff.

Non NHS Service	Fee
<b>Certificates &amp; forms for registered patients</b> <ul style="list-style-type: none"> <li>• Private sick certificate (for less than 7 days illness- for which you can self-certificate)</li> <li>• Basic Health insurance/accident benefit claim forms</li> <li>• Fitness to travel</li> <li>• Cancellation of holiday (when cancellation advised by doctor)</li> <li>• Forms for family services including adoption and fostering if not paid by an agency</li> </ul>	<ul style="list-style-type: none"> <li>- £30.00</li> <li>- £50</li> <li>- £50</li> <li>- £50</li> <li>- £90.00</li> </ul>
<b>Photograph verification</b> <ul style="list-style-type: none"> <li>• Driving license</li> <li>• Passports</li> </ul>	<ul style="list-style-type: none"> <li>Not offered</li> <li>Not offered</li> </ul>
<b>Medicals for registered patients</b> <ul style="list-style-type: none"> <li>• Full Medical &amp; Report i.e. Insurance, employment, Army</li> <li>• Report- written no examination – depending on complexity</li> <li>• Supplementary Report – no examination</li> <li>• Drivers (Elderly, HGV, PSV &amp; Taxi)</li> <li>• Medical forms for Armed services</li> <li>• Adoption &amp; Fostering Medicals</li> </ul>	<ul style="list-style-type: none"> <li>- £155.00</li> <li>- £50- £200</li> <li>- £50</li> <li>- £95.00</li> <li>- £95.00</li> <li>- £90.00</li> </ul>
<b>Miscellaneous</b> <ul style="list-style-type: none"> <li>• Travel vaccinations (per vaccination)</li> <li>• Firearms (certificate only)</li> </ul>	<ul style="list-style-type: none"> <li>- £10.00</li> <li>- £60.00</li> </ul>
<b>Accessing other services</b> For private travel vaccines we recommend using a Travel clinic Many private clinics offer medicals for driving and other services, please seek best option for you	

**Please note that fees should be paid before the work is done.  
 If you require a service that is not on the list, please ask reception.**

## **Patient Information Leaflet**

### **Westgate Surgery Private Medical fees**

#### **Why does my GP charge a fee for medical reports and letters?**

The practice has a primary duty to provide services for the management of patients who are ill. Writing letters and reports (i.e. for insurance providers, adoption and fostering, driving (DVLA), housing and benefit appeals, schools, health clubs and employers) all falls outside of the NHS GP contract. When medical reports are provided they are a private service and as such, have to be completed in the GP's own time outside of their paid NHS working hours. These services incur a fee and we set our fees with reference to the British Medical Association guidance on private fees.

#### **What if I cannot afford to pay a fee?**

The practice recognises that many of our patients may have significant financial difficulties and would not wish to increase their financial stress. For this reason the practice offers two levels of support:

1. Provide the patient with a summary of their medical record including key diagnosis and current medications as previously recorded and read coded in their medical record. There is no charge for this level of support.
2. Provide a specific letter or report to patients for a fee.

Whilst we understand the financial pressures patients may be experiencing, we receive a high volume of these requests and set all of our fees based on the time the GP takes to complete the work, so that we are equitable to all patients and our doctors. We are not able to negotiate our rates or offer reduced prices.

#### **Why does it sometimes take my GP some time to complete my form?**

Time spent completing forms and preparing reports takes the GP away from the medical care of his or her patients.

Most GPs have a very heavy workload and paperwork takes up an increasing amount of their time, so many GPs find they are already doing extra NHS paperwork on their days off, in the evenings or at weekends. The time taken to complete a form will depend on their NHS workload and how many reports or letters have been requested by other patients at that time.

## **I only need the doctor's signature - what is the problem?**

When a doctor signs a certificate or completes a report, it is a condition of remaining on the Medical Register that they only sign what they know to be true.

In order to complete even the simplest of forms, the doctor might have to check the patient's entire medical record. Carelessness or an inaccurate report can have serious consequences for the doctor with the General Medical Council (the doctors' regulatory body) or even the Police.

## **What fee should I expect to pay?**

We have provide details of our fees on our website and on posters in the surgery. Whenever we receive a request for a letter or report the doctor will review the request to work out how long they need to complete the report and therefore what fee to charge.

Unfortunately from time to time patients have asked for a report and then refused to pay once it has been completed by the doctor. This means we now ask patients to pay for the report before the doctor completes any work.

We will always tell the patient what the fee will be before the report is completed, so they can decide whether they want to go ahead.