



THE HOVE PRACTICE

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THEHOVEPRACTICE.CO.UK

Terms and Conditions as of 12th January 2023

Table of Contents

Welcome to The Hove Practice: About Us	2
Your Contract with The Hove Practice	3
Prices and payment.....	3
Insurance	4
Non-attendance and Cancellations	5
Interpreting services.....	5
Refunds	5
Complaints.....	6
Your Contact Details.....	6
Your Property.....	7
Emergency and Out of Hours Care	7
Changes in Applicable Law and Regulations	7
Third Party Rights.....	7
Law and The Courts	8
<i>Table of Policy Updates</i>	<i>8</i>
Linked Protocols, Audits and Maintenance Records.....	8
Linked Protocols	8
Linked Audits	8
Linked Maintenance Records.....	8

The Hove Practice Terms And Conditions

Policy N:	Version N:	Updated by:	Approved by:	Last Reviewed:	Planned Review:
152	3	Dr S. Glew	Dr S Glew	12/01/2023	13/01/2024

This protocol applies to Management / Clinical Staff/ Reception Staff/ All staff only (delete)

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Companies House Number: 12132052

Welcome to The Hove Practice: About Us

The Hove Practice is the trading name of Private General Practice Ltd. which was established in 2019, by Dr Simon Glew.

We provide the best that private healthcare has to offer, tailored to you.

With plenty of time and experience, our private General Practitioners will help you understand your symptoms, address both new and long-term conditions, and optimise your health with our Well Person Programmes.

We look after people of all ages: babies and young families, busy professionals, and older adults. Whatever your stage in life, we have a programme to suit you and your family.

Your private GPs will get to know you, building a trusting and professional alliance between doctor and patient, ensuring a personal and responsive approach to give you the best care.

Our Terms and Conditions provide clarity as to how we provide the best service to you, and how you agree to use this service.

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Your Contract with The Hove Practice

By signing our registration form you agree to be bound by these terms and conditions.

If there is any conflict between these terms and the registration form, these terms will take precedence.

These terms may change from time to time, and you will be notified before they become effective for you via our website and/or signage within our premises. By continuing to use our services, you are indicating your acceptance of these terms.

You have the right to end your use of our services to terminate this contract. We will forward your clinical records to the desired provider of your choice for safe retention (usually your NHS and/or alternative Private General Practice).

Prices and payment

You can find a list of our prices on our website and displayed at the practice. All of our prices are VAT exempt.

We require 100% of the cost of the consultation as a deposit to secure the appointment. Deposits are non-negotiable.

Consultation fees may vary depending on duration, and are non-refundable, as we charge for our time as well as any administration and correspondence following your appointment.

Any additional consultation fees, administrative fees and/or further costs for other services (including, but not limited to; blood tests, ECG, Spirometry) must be settled immediately following your appointment with the reception. Test results will not be released to patients unless payment has been made.

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Services included within a consultation (including referrals, if required) may incur an additional charge per referral. Please see our website and/or signage for what is included within each consultation and check with your GP during the consultation if you are unsure.

Medical and insurance reclaim forms incur an additional fee.

Requests for these items made outside of a consultation are subject to a fee. You can find up-to-date fees on our website and/or signage.

Virtual consultations such as video, telephone and email consultations incur a similar charge.

We accept payment via credit/debit card, cash, cheque, BACS or via the payment link detailed on the invoices. We do not accept American Express.

If you fail to make payment in 14 days after your invoice date you will not be able to book a further appointment until the payment has been made.

Proceedings may be undertaken with an external debt collection agency if payment is not made within 30 days of the invoice date.

Insurance

We do not deal with insurance companies directly. The patient must pay for all appointments as per our payment terms.

Bookings are accepted on behalf of patients for urgent medical appointments, from companies such as Four Points Assist, Doctorcall and Assist Card, or other consultants that pay, with full payment from them made in advance.

It is the patient's responsibility to contact the company to confirm payment will be made to The Hove Practice before we perform any tests or provide services which may incur additional costs. If the company do not consent, the patient is liable for all additional costs.

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Non-attendance and Cancellations

All appointment cancellations incur an administration fee. This fee is listed on our website. You will be offered the option of retaining a credit balance in lieu of this fee, to be used later, within 12 months of the date of the appointment. After this time, the credit will expire and be credited to The Hove Practice.

Cancellation within 24 hours of the appointment, will be charged at 50% of the full consultation fee. The cancellation administration fee is included in this.

Cancellation within 2 hours of the appointment or non-attendance, will be charged the full consultation fee. The cancellation administration fee is included in this.

Cancellation and administration fees will be debited from your advance deposit. If, for any reason whatsoever your advanced deposit has not cleared, you will be invoiced for the cancellation fee and payment will be required according to the usual terms described in this document.

Interpreting services

If you require interpreting services for your appointment, a charge will be added to your consultation fee. This charge is listed on our website and displayed at the practice. If you do not attend your appointment, you will also be charged for this service at the full cost, in addition to the cancellation charge.

Refunds

If you believe you are owed a refund, all requests must be made in writing directly to the Practice Manager (pm@thehovepractice.co.uk). This will then be discussed with you further and investigated before/if a refund payment is

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to be made. Details of our complaints policy and procedure are available via our website. See below for more details.

Complaints

We hope you never have cause to complain about the practice. In most circumstances, if you tell us about your concern quickly, we can resolve matters straightaway. To let us know you are unhappy about something, please ask to speak with the Practice Manager in the first instance or email them directly: pm@thehovepractice.co.uk

For more information, please see our complaints procedure on our website or ask for a copy whilst at the practice.

Your Contact Details

It is important that you keep your contact details regularly updated. It is your responsibility to inform us of any changes. We cannot be held accountable for any information sent to phone numbers, email addresses and/or postal addresses that you have consented for us to send to, that are out of date, unless you have informed us.

When you register with us, we will assume that the postal address, telephone number and email address you have registered with are the ones you wish for us to communicate with unless you expressly opt-out.

Please bear in mind that we will share medical communications with these contacts, including mobile telephone numbers and email address and, if you elect to use a telephone number, postal address or email account that you do not have exclusive access to, the communications may be accessible to other persons.

Requests to update contact details should be made in writing and addressed to the Practice Manager.

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Your Property

Our GP practice can be a busy environment and shares a waiting room space with other businesses. Therefore, The Hove Practice does not accept responsibility for the theft or loss of, or damage to, any of your property. Please keep your belongings with you at all times.

Emergency and Out of Hours Care

The Hove Practice, whilst endeavouring to meet your needs, does not provide out of hours or emergency care. It is important that you remain registered with an NHS GP who can provide this service for you should you require it.

In emergencies, please call 111/999/attend an NHS Walk-in Centre/ Accident and Emergency according to the urgency/severity of the problem.

Changes in Applicable Law and Regulations

You acknowledge and accept that applicable law may change and prevent The Hove Practice from providing certain elements of care.

If The Hove Practice becomes aware that such a change has occurred and the change influences your care, The Hove Practice will contact you to inform you of this and its consequences.

Third Party Rights

Except for you and The Hove Practice, no person will have any rights under or in connection with these terms.

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Law and The Courts

These terms are governed by, and shall be construed in accordance with, English Law and the courts of England and Wales shall have a non-exclusive authority.

Thank you for being a part of The Hove Practice.

Table of Policy Updates				
Version N	Date of Update	Amended by	Reason for Update	Changes made
3	12/01/2023	Dr S Glew	Updates to pricing, payment process and reference to website for details of consultations. Use of registered details for communications clarified.	Prices and Payments updated. Interpreting Services updated Contact Details updated.
2	03/12/21	Dr S Glew	Consultation contents change	Prices updated
1	09/09/19	Dr S Glew	Publication of policy	

Linked Protocols, Audits and Maintenance Records

Linked Protocols

Linked Audits

Linked Maintenance Records

Website

Practice Patient Information Book

In-practice Signage