



Set out below are the general Terms and Conditions for **Pursglove Healthcare Consultancy (PHC) LTD, trading under GP2Health, 2 Fawcett Court, Morpeth, Northumberland, NE61 1BG. Company Number 16019378.** Herein referred to as 'The Practice', conduct operations and provide services to patients.

Please ensure that these Terms and Conditions are read, acknowledged, and understood prior to booking or attending any medical consultations, clinical assessments and/or procedural appointments at the Practice.

Definitions

In these Terms and Conditions, unless the context otherwise requires, the following expressions have the following meanings:

"The Practice" means **Pursglove Healthcare Consultancy (PHC) LTD, trading under GP2Health, 2 Fawcett Court, Morpeth, Northumberland, NE61 1BG. Company Number 16019378.**

"Patient" refers to any customer of The Practice, seeking medical, clinical or procedural services;

"Booking Fee" means any sum paid by the patient to secure medical, clinical or procedural services at The Practice;

"Medical Consultations", "Clinical Assessments" and "Procedural Appointments" are appointments and/or assessments with a medical professional and/or clinical professional;

"Medical Procedure(s)" are all, and any, procedures which provide medical advice and/or services;

"Data Protection" means all data protection and privacy legislation, regulations, and guidance applicable in respect of a Patient from time to time.

General Terms and Conditions

1. The Practice will provide medical services in line with best practice guidelines issued by professional regulatory bodies.
2. The Practice will fully comply with current Data Protection legislation, including the UK GDPR. Your personal and medical information will be stored and maintained under the provisions of the UK GDPR.
3. To the best of your knowledge, you have provided full and accurate details requested in your Registration Form.
4. You agree to pay fees for the services provided.
5. Pathology tests, imaging and the cost of medicines will be invoiced as separate items and will incur fees in addition to the basic cost of the consultation. You will be made aware of any additional costs before proceeding with investigation or treatment.
6. GP2Health operates a cancellation policy whereby we reserve the right to charge for appointments changed or cancelled without 48 hours advance notice. For standard appointments, an amount of up to £40 of your appointment fee may be charged.
7. The GP2Health Privacy Policy describes how we process your personal data and your rights with respect to this data. If you wish to access your medical records, or for any further information about how we process your data, please make a Subject Access Request. See Below for Template.



Medical Procedure Suitability

The Practice Medical team (Medical Professional and/or Clinical Professional) are legally required to make assessment of Medical Procedure suitability in all Patients, at all appointments.

Guarantees of Medical Procedure results cannot be made by The Practice.

It is the individual responsibility of a Patient to ensure that The Practice is provided with all relevant and up to date medical history details at every appointment.

The Practice will not accept any liability for any harm, impairment, or grievance (to include bodily injury and consequential loss) occurring due to failure of a Patient to disclose relevant and/or up to date medical history details during a Medical Consultation, Clinical Assessment, and/or Procedural Appointment, or at any time.

Liability

Patients are required to read, understand, and sign a procedure specific risk consent form prior to every Medical Procedure.

The Practice is unable to conduct any Medical Procedure without the written consent of a Patient.

Minors

In the accordance with clinical safety guidelines, it is respectfully deemed that children or minors (under 18's) are prohibited in the clinical environment of The Practice.

Any cancellation, or attempt to reschedule a Medical Consultation, Clinical Assessment and/or Procedural Appointment will be subject to the terms set out in GP2Health Booking, Rescheduling and Refunds Policy. Furthermore, GP2Health reserves the right to understand the reason why a minor was not brought.

Data Protection

All information divulged to The Practice is treated as confidential, and protected, in accordance with all relevant data protection and privacy legislation, regulation, and guidance applicable in respect of the Patient.

Patient specific information will not be shared with any third parties without explicit written permissions and there will be no delivery of unsolicited information from The Practice to Patients.

Removal from The Practice mailing list can occur at any time by unsubscribing.

Patients shall have the right to seek a Subject Access Request (SAR) for any/and all data held by The Practice in respect of themselves. While in most instances such information can be processed without charge, The Practice reserves the right to charge a small administrative charge for complying with the request if the request is manifestly unfounded or excessive. See Below for SAR Template.



Subject-Access-Request-Letter-Template