



## THE HOVE PRACTICE

40 WILBURY ROAD, HOVE, BN3 3JP, UK | 01273 733 830  
THEHOVEPRACTICE.CO.UK

# The Terms and Conditions (T&C's) As of 1<sup>st</sup> January 2022

<b>Created By</b>	Lauren Mayer
<b>Approved By</b>	Dr Simon Glew (SG)
<b>Creation Date</b>	09-09-19
<b>Review Date</b>	03-12-2021 (SG)
<b>Review Next Due</b>	Upon notification of change to relevant legislation or relevant change to the business

The Hove Practice provides 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.

### **Prices and payment**

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



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

The remainder of your consultation fee and/or further costs for other services must be settled after your appointment at reception.

We accept payment via credit/debit card, cash, cheque, BACS or on our online patient portal. We do not accept American Express.

If you fail to make payment in 30 days after your invoice date you will not be able to book a further appointment until the payment has been made.

Standard or short consultations include prescriptions and a reasonable number of referrals, within the price. Medical Forms may incur an additional fee.

Requests for these items made outside of a consultation are subject to a fee, which you can find on our practice price list.

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

### **Insurance**

We do not deal with insurance companies directly. All appointments must be paid by the patient as per our payment protocol. Companies such as Four Points Assist, Doctorcall and Assist Card, or other consultants that pay on behalf of patients for urgent medical appointments, are accepted with full payment in advance. We will not perform any tests which incur additional expenses without the patient contacting the company for consent to do so. If the company do not consent, the patient is liable for the test fee.



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### **Non-attendance and Cancellations**

All appointment cancellations will incur a £5 administration fee. You will be offered the option of retaining a credit balance in lieu of this fee, to be used at a later time.

Cancellation within 24 hours of the appointment or non-attendance, 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, will be charged the full consultation fee.

This will be taken from your advance deposit.

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.

### **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](mailto:pm@thehovepractice.co.uk)). This will then be discussed with you further and investigated before/if a refund payment is to be made.

### **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 speak with the Practice Manager in the first instance or email them directly [pm@thehovepractice.co.uk](mailto:pm@thehovepractice.co.uk).



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

### **Your Contract with The Hove Practice**

By signing the 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.

### **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.

Requests to update contact details should be made in writing.

### **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.



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## **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 are also registered with a NHS GP who can provide this service for you should you require it.

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

## **Changes in Applicable Law**

You acknowledge and accept that applicable law may change and prevent The Hove Practice from providing certain care. If The Hove Practice becomes aware that such a change has occurred and the change has an effect on 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.

## **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 jurisdiction.