

# Terms & Conditions

## STATEMENT OF PURPOSE

Pinches Medical & Wellbeing provides personalised private medical care in a comfortable, high quality environment. Our doctors can also undertake telephone and video consultations and home visits for our members, based on clinical need, supply courses of medicines where required, liaise closely with other health care workers and services, and provide referrals as necessary. Our team of doctors consists of fully trained, experienced GPs registered with the General Medical Council (GMC). Pinches Medical & Wellbeing is NOT an emergency or unscheduled care service and, for any condition that is a medical emergency, 999 should ALWAYS be called.

## A TIMELY, APPROPRIATE RESPONSE

We have a dedicated telephone line so patients can directly access our services. During Pinches opening hours, our receptionists will book appointments for you and will endeavour to help you with any other clinical or wellbeing requests. If they are not able to provide the information needed right away they will note the caller's details and requirements and will return the call as soon as possible. We always aim to provide a timely and appropriate response to any clinical request, including arranging appointments that are convenient to our members.

## OUR SERVICES

We offer General Practice services delivered at our surgery. We can also deliver General Practice services via telephone, video call and at home for our members. We are able to provide a chaperone service for any examinations at the practice. We require that any registered patient under the age of 18 is accompanied by a parent or guardian at the time of our medical assessment.

## WORKING WITH OTHERS INVOLVED IN YOUR CARE

Pinches Medical & Wellbeing will work alongside our patients' NHS GP and complement their service if required. We will work closely with other healthcare service agencies to ensure overall continuity of care and to achieve the best possible care for our patients.

## MEMBERSHIP

Members and non-members of Pinches Medical & Wellbeing must register before they are able to access our service. We do not wish or require them to deregister with their NHS GP. To ensure best practice we request that all patients provide a summary of their NHS or other GP medical records to facilitate continuity of care. This is not obligatory. We recommend that your NHS GP is kept informed of your health and medications, so we therefore provide a letter to your NHS GP following each consultation as a matter of course. This can be discussed at your appointment if it causes you concern.

## CANCELLATION POLICY

Members may cancel their membership with Pinches Medical & Wellbeing at any time after twelve months by informing us in writing. In the event of inappropriate usage of our service by an individual, we reserve the right to cancel membership in order to protect the care provided to other registered members.

## FEES & PAYMENT

On joining as a Silk or Copper member you will be required to pay a monthly membership fee, in addition to a deposit, the full amount of which is retained as a credit on your account for any additional services provided. Registered members are required to pay monthly in advance by bank Standing Order. Full details of our membership tiers and fee structure are available in our Fees Schedule and on our website. Our membership services will commence when we are in possession of the fully completed Standing Order form. All members will receive an initial health assessment. For Silk members we do not charge for writing private prescriptions or referral letters, the formulary medications we provide, or our work with other parties to ensure high quality medical care. Where your Pinches GP initiates a prescription, the cost of the first month's prescription for that condition is included within your Silk membership. Additional fees WILL be incurred for other services e.g. privately conducted laboratory tests, radiological imaging or additional specific medical examinations (e.g. for insurance purposes). Members will receive discounts off the list price of these additional services. As a Copper member all services are chargeable excluding your health assessment, however, discounts are applied to all services. All patients will be informed of any additional costs before undertaking these services. Registered patients who decide not to join as members will not be required to pay a monthly fee or any deposit, but they will be charged in full for all services they use.

## REGULATION

Pinches Medical & Wellbeing is registered with the Care Quality Commission and complies with nationally agreed standards of care. Pinches Medical & Wellbeing complies with the principles and values on which good practice is founded, as laid down by the General Medical Council. Our doctors are included on the Medical Performers list; they are fully registered with the GMC and hold a valid licence to practice. Pinches Medical & Wellbeing doctors are subject to regular appraisal and adhere to the process of continuing medical education and revalidation as set out by the General Medical Council.

## INDEMNITY

All of our doctors hold appropriate valid medical malpractice indemnity. Pinches Medical & Wellbeing holds public liability insurance, and further details are available on request.

## FAIR USAGE POLICY

Silk members have access to GP consultations at no additional cost provided that the usage is clinically required and fair. The Clinical Director will assess Silk Member usage after 15 Pinches GP consultations in a single year and determine whether this is fair according to clinical need. Pinches reserves the right to cap inclusive GP appointments at 20 per patient per year.

## DATA PROTECTION ACT 1998 / GDPR 2018

Pinches Medical & Wellbeing is registered with the Information Commissioner's Office (ICO) and adheres to the requirements of the Data Protection Act 1998 and the data protection principles in relation to personal data, as defined in the General Data Protection Regulations. By becoming a member you agree to the processing of personal data to enable us to carry out work on your behalf. We will not disclose personal data to any third party without patients' express consent, unless in a medical emergency where it may be deemed in the patient's best interest. In such cases, we adhere to published guidance on the use of personal data. Under the current legislation all patients have the right to request details of their personal data held by us; a fee may be chargeable. All clinical records are fully encrypted and stored on secure servers conforming to or exceeding current NHS requirements for data storage.