

## **TERMS AND CONDITIONS**

First Choice GP is a company under GPST Courses Limited providing private General Practice services. We state First Choice GPs sometimes directly and sometimes as 'we', 'our' or 'us' for any doctor employed or engaged by First Choice GP.

All of our Doctors are registered with the GP register and General Medical Council. They all have yearly appraisals and follow revalidation rules by the General Medical Council. Furthermore, all doctors will have indemnity insurance to carry out First GP Choice consultations.

We practice in safe and ethical prescribing within the medicines management recommendations per GMC guidelines. We will prescribe a medication(s) if/when a patient requires this. We can refuse to prescribe if there is no clinical need or the medical history does not meet the prescription requirement or if we feel a patient requires an examination first.

First Choice GPs will always do a consultation first to determine the need of the medication before prescribing any medications – be it acute or repeat medications for a patient. We will use up-to date guidelines to prescribe any medications and check a full history before doing so.

The services we provide are provided subject to these terms and conditions.

### **OUR SERVICES**

We will provide private general practice services ("Services") in accordance with these Terms and Conditions. The Services may include telephone and video consultations. If necessary, we can arrange home visits after the initial consultation. We will supply urgent prescriptions where required, liaise closely with other health care services, and provide referrals as necessary.

Our website will have information for current business hours. Patients can use the telephone number and/or email address to contact First Choice GP if needed.

### **REGISTRATION AND IDENTIFICATION VERIFICATION**

All patients will need to provide a form of identification (passport or driving licence) or proof of your residential address (bank statement or utility bill). All children under 18 will require a parent to be on scene during the consultation.

As part of registration, you are asked to complete a questionnaire. It includes questions about your current health, past medical history, current medication and history of medication allergy or intolerance. Collecting this information at registration helps to optimise safety by allowing a Doctor to review your current health and prepare your medical record for your first appointment.

### **APPOINTMENTS**

You can book an appointment with us via our online booking platform on the website. You are encouraged to give us as much advance notice as possible for same day appointments and can email us if you have any questions or any requests for Home visits.

We will confirm our acceptance of your appointment request by sending you an e-mail that confirms the appointment details and booking link. It is your responsibility to ensure that the patient details provided for the appointment are accurate and up-to-date.

We do not guarantee the availability of any particular Doctor at any particular time. Clinic appointments are limited to the time slot selected at the time of booking the appointment.

We do not offer intimate examinations as part of our Home visit Services because we do not have chaperones, however we can advise on further appropriate management.

We reserve the right to adjust the consultation fee to adequately reflect the time taken with a Doctor.

### **CANCELLATION AND LATENESS**

You understand and accept that if you are more than 10 minutes late to an appointment you will lose your appointment time and forfeit the cost of the consultation. Furthermore, you understand and accept that if you are late for an appointment by a period of less than 10 minutes, the Doctor is not obliged to see you and you may still lose your consultation fee. If the Doctor can still accommodate your appointment, it will be at a time determined by the Doctor at his or her discretion and should this not be acceptable, you will lose the consultation fee.

You hold us and the Doctor completely free of liability under every circumstance relating to your reason for initial consultation in the event that you are late and your appointment is cancelled.

You may cancel an appointment at no charge, up to 24 hours before the agreed appointment time. Appointments that are cancelled with less than 24 hours' notice, will be charged at 100% of the appointment fee.

### **MEDICATIONS DISPENSED**

We use signature Rx as our chosen service to issues prescriptions. Patients get instructions via message after the First Choice GP doctor issues a prescription and patients will need to collect and pay for that prescription at the pharmacy they choose the medication to be sent to.

A Doctor requires relevant current and historical information from a patient's medical records before prescribing these medications and is within his/her rights to refuse to prescribe these medications if they cannot satisfy themselves that these conditions are met.

The final issuing of a prescription is at the sole discretion of the Doctor.

If you lose a prescription, a copy may be reissued by the Doctor and may be subject to an additional cost. The Doctor has the right to refuse to re-issue a copy of the prescription should it be deemed inappropriate.

### **NHS GP**

You understand that no third party (private or NHS doctor or pharmacist) is under any obligation to action any instruction or recommendation provided by a Doctor.

### **FURTHER INVESTIGATIONS**

In order to formulate a diagnosis and treatment plan it may be necessary for a Doctor to advise further investigations and/or tests for which you will have to pay an additional charge to the private provider who performs the imaging other investigations or tests. It is solely your responsibility to follow up the result with a Doctor at a mutually convenient time using an appropriate and secure form of communication. This in most cases will be either over the phone or face-to-face.

You are not obliged to pay for any further investigation or test. However, if you do not have a further investigation or test that is advised by a Doctor, you agree to hold us completely free of liability under every circumstance arising from the initial consultation. If a further investigation or test is advised by a Doctor but you are unable to or do not wish to pay, you are advised to see your NHS GP for consultation. You are aware that your NHS GP is under no obligation to fulfil any investigation advised by a Doctor.

## **COMPLAINTS**

If you wish to make a complaint, you may do so by emailing us at [firstchoicegp1@gmail.com](mailto:firstchoicegp1@gmail.com). We request that all complaints are made in writing and as soon as possible after the event, and in any case within 12 months of the event.

We will allocate an appropriate member of our team to deal with the issue raised in your complaint. We endeavour to resolve all complaints quickly. We will acknowledge your complaint within three (3) working days and will aim to have it fully investigated within twenty (20) working days from the date we receive it. You will receive a letter setting out the outcome of our investigation into the complaint. We will ensure that we take any action necessary and reasonable to ensure that problem is not repeated.

If there is a disagreement about these Terms and Conditions or a complaint about our Services that remains unresolved you can refer the dispute to mediation in accordance with Independent Sector Complaints Adjudication Service.

We may change these Terms and Conditions from time to time. Every time you book an Appointment through us or receive any treatment from us, the Conditions in force at the time will apply to the contract between us.

## **HOME VISITS**

Requests for home visits out of this area will be considered. However, these must be arranged in advance and by prior agreement. Additional charges for out of area visits will be discussed at the time of booking.

Home visits are not always the most appropriate setting in which to assess and treat medical issues. In addition, home visits place an additional demand on a Doctor due to considerations such as travel time. For this reason, all home visits are subject to availability and prior triage.

## **REMOTE CONSULTATIONS - VIDEO AND TELEPHONE**

New patients may be registered during a video consultation. However this requires prior agreement. Not all issues can be managed safely using remote consultations. Treatment is therefore not guaranteed. When booking a remote consultation, you accept that a further face to face consultation may be recommended by a Doctor.

## **OUT OF HOURS**

Availability for out-of-hours appointments is subject to availability and our Doctor's obligations. Appointments are therefore not guaranteed and Home visits in or out of hours will show changes in fee for the appointment. If an appointment cannot be provided, you are advised to go to Hospital (A&E) or use the NHS 111 or 999.

## **FEES AND PAYMENT**

Full details of our fees structure are available on the website. We require payment in advance of providing Services. We are under no obligation to provide any Services until payment is received.

We do not accept private medical insurance or other health coverage as payment. You will be responsible for all fees incurred through your use of our Services and any laboratory investigations or tests organised through us.

## **CHAPERONES**

If an appointment requires an intimate or personal examination and a chaperone is required, then you will be re-directed to another private or NHS service to be examined because we do not have chaperones with our Doctors doing home visits.

## **FURTHER TREATMENT**

You understand that we may refer you to a specialist directly on a private fee-paying basis. You are responsible for checking with your private insurance provider whether the cost of further referral and investigation is covered under your policy. If you do not have private insurance you can still be referred to a specialist on a private self-pay basis only. You will be solely responsible for arranging your private appointment with any specialist for further treatment.

You are not obliged to pay or use health insurance but you understand and accept that in the event that a specialist referral is advised and you do not want to seek private further care, you agree to hold us and the Doctor completely free of any liability under every circumstance relating to your initial consultation.

In the circumstance that onward referral is advised but you are unable to or do not wish to pay, you are advised to see your NHS GP for consultation. You are aware that your NHS GP is under no obligation to fulfil any referral or any element of a treatment advised by a Doctor you have seen using our Services.

In some circumstances a Doctor will advise the follow-up with themselves to monitor response to treatment or convey the results of investigation. You understand that you are not obliged to have this follow-up. However by not doing so, you hold us and the Doctor completely free of liability for any circumstance arising from the initial consultation.

## **COMMUNICATIONS**

In order to provide our Services, we may use different communication channels including telephone and email for business. Whilst we endeavour to ensure our communication platforms are monitored in normal working hours, we do not guarantee that any communication sent to us will be seen, read or replied to within any specific time frame.

Out of hours, our communication channels may be checked infrequently and subject to the availability of, and at the discretion of, appropriate available staff.

You shall not use any of our communication channels for urgent or emergency contact where a prompt response is required. If your symptoms are urgent/emergency, we advise that you go to the hospital or call NHS 111 or 999.

By using our Services you consent to receiving electronic communications from us. These electronic communications may include information about healthcare services including fees and charges, promotional information and other information about using our Services or the website. Your personal information will not be sent to any third parties.

#### **WEBSITE – [www.firstchoicegp.co.uk](http://www.firstchoicegp.co.uk)**

By accessing our website, you agree to be bound by these terms and conditions.

Although we make reasonable efforts to update the information on our website, we do not make any warranties or guarantees that the information is current, or complete or that it does not contain technical or typographical errors. Where we are notified of inaccuracies or errors, we will take reasonable steps to make necessary corrections or amendments.

We do not guarantee that the functions contained in our website will be error-free but as above, we will take reasonable steps to make necessary corrections or amendments.

#### **PROVIDING A SAFE SERVICE – online and Home visits**

We are committed to providing high quality care and treatment for patients and safeguarding the welfare of patients and staff.

We have a policy of zero tolerance towards threatening or violent behaviour towards anyone associated with the healthcare service we provide.

We reserve the right to terminate an appointment and call for police assistance if deemed necessary if we have any concerns about the welfare of our staff or patients.

We also reserve the right to prohibit a patient from using our Services if they are showing concerning/abusive behaviour or potential for misuse of Services by a patient.

#### **LIMITATION OF LIABILITY**

We are not responsible for compensating you for loss or damage that is not a foreseeable result of breaking these Terms and Conditions. Nor will we be liable under any circumstances for indirect or incidental damages or any business losses.

You accept that it is your responsibility to ensure that the patient details and medical history provided for your consultation are accurate and up to date. We and the Doctors shall not have any responsibility for incorrect medication prescribed, advice given or treatment provided due to inaccurate or incomplete information provided by you.

Nothing in the Terms and Conditions excludes or limits our liability for death or personal injury arising from our negligence, or our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by law.

The contract for our Services is between you and us, and no-one else. Only you can enforce that agreement against us (although a parent or guardian may enforce their agreement on behalf of a person under 18 whom receives our Services).

Any laboratory test is sent to an external laboratory. They are separate entities from us and we disclaim any liability for any acts or omissions of these external laboratories.

## **OUR EXPECTATIONS**

We can only provide the Services if you provide us with the information we need in order to help you including changes in your contact details or data for example Date of Birth, mobile contact. Any information you give to us must be accurate and in English.

You agree that you shall: follow the instructions you are given by our Doctor including the use of any medicines or healthcare products we recommend or prescribe (including in respect of use-by dates) and report any adverse or unexpected effects of treatments.