

Private Medical Report/Letter Policy

Fees and Payment

In line with British Medical Association (BMA) guidance, we charge for non-NHS administrative services. These include requests for medical letters, certificates, and reports that are not covered by the NHS such as those for insurance, employment, housing etc.

All private work is chargeable according to the practice's current fee schedule and fees must be paid in advance of work being completed. Charges reflect the time taken to review the records and complete the work needed on the form. Once a form or request is submitted our admin team will contact patients to inform them of the fee, payment can then be made by card either in practice or over the phone or by BACS. Excluding exceptional cases of gross error on the part of The Ridgeway View Family Practice, refunds will not be provided once the requested work has been completed. Amendments may be considered if appropriate but there will be a charge for these to reflect the further time taken.

Timescales

As this work is not part of our NHS contract, we must prioritise NHS care to our patients so private work is therefore completed outside of NHS contracted time. To accommodate for this and ensure there is no compromise to our NHS provision of care the turnaround time for completing private work is within 6 weeks.

The information provided in the form

When a GP signs a certificate or completes a report it is a condition of remaining on the Medical Register that they only sign what they know to be true, the content of the letter will be based on the factual information in your medical records. So please see below what we cannot provide in the form:

- We cannot accept requests for the GP to write specific words verbatim
- The GP cannot give an opinion/comment on the likelihood that something may happen
- The GP cannot comment on a person's fitness or ability
- The GP is only able to provide medical information about the condition itself and cannot assess its day-to-day impact on the person

Please note that GPs are not obliged to undertake private work, we do so to support our patients, but the GP has the right to refuse to complete a request.



Patient Responsibilities

Patients are responsible for:

- Checking with insurers or private providers what documentation is required
- Providing complete and accurate information
- Allowing sufficient time for completion of forms or reports
- Paying all fees in advance