

Private Work Policy

1.1 This policy sets out how The Manor Surgery will respond to requests for private work. Private work is understood to be non-NHS activity that does not fall under the obligations of our NHS primary medical services contract.

2.1 Examples of private work that we may undertake include, but are not limited to:

- Medical reports for health insurance applications
- Statements of fact regarding a patient's health
- Holiday cancellation insurance forms
- DVLA/taxi medical examinations and reports
- Travel vaccinations not provided by the NHS
- Medical reports for local authorities
- Medical reports for solicitors
- 'To whom it may concern' letters
- Referrals for private healthcare
- Medical reports for firearms licensing
- Adoption medical reports
- Copies of medical records that are not subject access requests
- 'Fitness to' forms, usually relating to sporting activities

2.2 The Manor Surgery will not undertake any private work that may require specialist assessment, or activities which present a significant risk of vicarious liability. The Manor Surgery reserves the right to decline to undertake any private work that we do not wish to complete for any reason.

3.1 All requests for private work are to be made through the reception or secretarial team. If appropriate then a doctor may discuss fees for a particular service if requested during your consultation (this generally applies for private 'to whom it may concern' letters).

3.2 The fees for our private services are set out in our private fees list, available on our website.

3.3 Payment in full is required before any private work is undertaken. Excluding exceptional cases of gross error on the part of The Manor Surgery (to be decided at

our discretion), refunds will not be provided once the requested work has been completed. Disagreements as to the contents of any private work completed is not grounds to request a refund.

3.4 Where possible we will generally agree the broad wording of 'to whom it may concern' letters with patients during the consultation in which it is discussed, however the final wording of any letter lies at the discretion of the writing clinician. Any reports or letters that contain factual inaccuracies will be corrected. Where patients request amendments to the wording of a letter, we will undertake this on one occasion only, and will not engage with multiple requests for amendments.

3.5 In many cases, solicitors will request a medical report with their intention being to recover the cost of the report through Legal Aid. It is recognised that in most cases the cost of our report will be higher than the amount the solicitor/patient can recover from Legal Aid. The Manor Surgery will not adjust our fees in these circumstances, and any difference in cost is payable by the solicitor/patient.

3.6 The Manor Surgery will generally write short private referral letters without charge, however if a specific referral form is required for a patient to access care through their insurer/private clinic, then this work would be chargeable.

4.1 'Fitness to' forms can carry significant medicolegal risk and as such we will generally decline to complete such forms. Any forms of this nature we do complete will be decided on a case by case basis. If we are unable to complete a form of this nature, we may instead be able to provide a factual letter detailing the patient's medical background without offering a medical opinion. These will be written by one of the GP Partners and are chargeable.

4.2 Requests for forms regarding fitness to complete high risk activities or 'extreme' sports will not be completed. Examples of high risk activities or extreme sports are taken to include, but are not limited to:

- Abseiling
- Bungee jumping
- Canyoning
- Climbing
- Diving
- Equestrian sports
- Flying- including 'fit to fly' certificates or letters
- Gliding

- High altitude hiking/trekking
- Marathon running
- Motorcycling
- Mountaineering
- Shooting
- Skydiving
- Watersports
- Winter sports

4.3 When we will not complete forms for activities such as the above, patients can request a summary printout detailing their coded diagnoses. It cannot be guaranteed that every relevant or past condition will be included on a summary printout. We will not write statements of fact detailing a patient's medical background for the purposes of activities such as the above.

4.4 It is recognised that medical certification to participate in activities such as the above often requires specialist knowledge and training that falls outside the remit of a General Practitioner. Undertaking this work may expose The Manor Surgery to medicolegal risk, including vicarious liability should an adverse incident occur.

4.5 Where we will not undertake work such as the above, patients are directed to seek the services of a specialist medical practitioner in the relevant field such as :

- Sports and exercise medicine physicians
- Aviation medicine physicians
- Driving medical examiners
- Travel medicine clinics

5.1 We will not engage with requests for reports regarding medical cannabis use, such as the 'Cancard' scheme. We will also not engage with requests for seatbelt exemptions.

6.1 Requests for us to complete council tax exemption forms will be decided on a case by case basis. It is understood that the wording of these forms presents a challenge in that they ask a clinician to determine if the patient is 'severely mentally

impaired', a state that does not have a precise medical definition. The Manor Surgery generally takes this to mean a patient who is totally unable to look after themselves or manage their own affairs, such as patients with severe dementia or severe learning disabilities/other neurological impairment.