The Elgin Clinic: Request for Non-NHS Services

Please read carefully before completing and signing.

To request work from the Elgin Clinic Medical team that is not covered by the NHS please read the following and provide the required consent, payment and additional information. You may (and should) choose another provider for this request if we cannot assist you with your request or within your required timeframe.

Why are fees charged?
The government's contract with GPs covers medical services to NHS patients. Other organisations and private companies request work of GPs often through patients outside of this (Non-NHS work). This work is not funded by the NHS, so GPs have to charge a fee to cover their time and other expenses.

Surely the doctor is being paid anyway?
GPs are not directly employed by the NHS. They are self-employed & contracted to complete certain primary care health services for patients on behalf of the NHS. They must cover the costs of everything from the limited NHS funds provided - staff wages, buildings, heating, lighting, equipment etc. This is the same as any business. The NHS covers costs for NHS work, but not for non-NHS work, so the fees help keep the medical centre running.

Do GPs have to do non-NHS work for their patients?
With certain limited exceptions, GPs do not have to carry out non-NHS work. If appropriate and possible, GPs will assist their patients with this work. At The Elgin Clinic we are obligated to prioritise our NHS work over any non-NHS work. This means that our completion time for work may exceed your expectations and occasionally we may decline to complete this work for you. Other providers are available in these cases.

Why does it sometimes take my GP a long time to complete my form/letter?
Time spent completing forms & reports takes the GP away from the medical care of patients which will always take top priority. GPs have an ever-increasing workload of forms which are prioritised against their NHS work.

I only need the GP's signature - what's the problem?
When a GP signs a certificate, completes a report, or writes a letter it is a condition of remaining on the medical register (which allows them to practice as a doctor), that they only sign what they know to be true. To complete even the simplest of forms, the doctor may have to check a patient's entire medical record.

Private work is normally considered routine work and will be given appropriate prioritisation. We will inform you the
time-frame for completion, usually up to 28 days. Please make your request at the earliest opportunity if you have a deadline.

We reserve the right to suspend, extend processing times for private/Non NHS work at any time due to busy periods.

Reviewed by D McCarthy
May24

Can we refuse to write a letter/ report?

YES, requests are made outside NHS contract and are therefore at the discretion of the practice.

Guide to Standard Costs (these may vary depending on the complexity of the request)

Private sick notes £15
Driving Licence £30 (The guidance for these lists other people you can ask for free)
Admin Fee for completing Private health   (Bupa Axa) £15
Summary print out of medication and diagnoses (available for free using the app or online records access) No charge unless request is unfounded or excessive. You may incur a 'reasonable administrative fee' if requesting a printed copy
Other Insurance claim form: from £15 (dependent on the amount of time taken to complete)
Other letter or reports: from £15 (dependent on the amount of time taken to complete)
Housing Supportive letters £15
Medical Examinations and reports
Fostering and Adoption Medicals £15
Examination F2F £30
Pre-employment, LGV, PSV, Taxi, Driving etc. medical examinations £60

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Foreign travel	
Vaccination certificate £15	
Holiday cancellation certificate £15	
Fitness to travel report: from £15	
Subject Access Requests	
Subject Access Request/Access to Health Records Request Pursuant to the DPA 2018 and UK GDPR	No charge unless request is manifestly unfounded or excessive. You may incur a 'reasonable administrative fee' if requesting a printed copy.

Your Request: Please can you consider completing the following work: (mark each box to confirm agreement)

❏ State your request here: …………………………………………………………………..

❏ I have been asked to request this report by …………………………………………

❏ I have attached an additional letter detailing what information is requested and what I would like included.

❏ I understand that without this, you may decline to undertake this work. I understand that you will only be able to include in your report information that is already on my medical record.

(Optional) ❏ Priority option 100% surcharge: (We will aim to complete this work within 2 weeks)

❏ I have paid the fee indicated. I understand that if the work is more complex, the fee will be more, and I agree to pay an additional fee before it is released.

❏ Unless I selected the priority option, I understand that this work may take up to 4 weeks to complete.

❏ I understand that there are circumstances where you may not be able to complete this work in the requested time frame due to emergencies or unforeseen circumstances or in rare cases at all. (Your fee will be refunded).

❏ I understand that this report does not guarantee success in any application or appeal if used as support.

❏ I agree that if I (or third parties on my behalf) make an appointment with a doctor to discuss a letter, I will pay an additional fee of £40 per fifteen minutes or part thereof as this is private non-NHS work.

❏ I understand you may choose not to undertake this work at all, as it is not an NHS service. If, for whatever reason, you do not complete the work, I understand you will refund my fee.

❏ I understand that I may only provide feedback about this service directly to your practice manager as the NHS complaints procedure does not apply to non-NHS work.

Signature ……………………………………………… Date …………………………….
Name …………………………………………………. Date of birth ………………………..
Contact telephone number ……………………………………………………..