

THE PORTOBELLO CLINIC

Patient Guide

The Portobello Clinic

The Portobello Clinic is a private medical practice that offers a comprehensive range of medical services including a private GP practice, private specialist consultations, physiotherapy, and a whole range of complementary therapies, combined to deliver a fully integrated approach to the healthcare of our patients.

One of our main aims is to help our patients stay fit and healthy in both body and mind and to support them in diagnosing illness and aiding recovery. We want to ensure we get to the root of any problem or issue and to ultimately help contribute towards a healthier and happier life.

Opening Hours

Opening times are 8.00am - 6.30pm, Monday – Friday. If you would like a consultation, you can book an appointment for any time between these times.

To book, please call our reception on 020 8962 0635.

Out of Hours

If you require out of hours medical attention, please contact our on-call 0844 247 9990. This service is designed for urgent and emergency care only.

Non-urgent or administrative enquiries will usually be referred to the next working day.

Treatment

All assessments and treatments are performed by qualified, registered and insured practitioners who work within their defined scope of practice as dictated by their relevant UK governing body.

We offer a choice of appointments in a safe and clean environment. You can expect to be treated with dignity and respect and not be discriminated against with regards to ethnicity, belief, gender, sexual orientation, disability, age or gender reassignment.

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Member Registration

If you would like to benefit from the specialist and dedicated care we offer, you are welcome to apply to join our Practice.

By becoming a member of our Practice, you will enjoy a number of exclusive benefits, including:

- a reduced consultation fee
- telephone consultations and advice from our GPs
- priority appointments, usually on the same day
- home and hospital visits if needed
- no administration charge for issue of repeat prescriptions. Please note that members will be charged £10.00 for *faxed* prescription while visitors will be charged £20.00 and additional charge for issue of repeats.

We will always do our best to accommodate new applicants, but of course we also want to maintain the highest standards of care for our existing members. We cannot therefore guarantee membership, but will consider every application based on the workload at the Practice.

Membership Fees

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|--------------------------|---------|
| Annual Family Membership | £650.00 |
| Annual Adult Membership | £300.00 |
| Annual Child Membership | £150.00 |

Consultation Fees

Registered Members

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|--------------------------|---------|
| New patient Consultation | £245.00 |
| Consultation Adult | £160.00 |
| Consultation Child | £130.00 |

Visitors

| | |
|--------------------------|---------|
| New Patient Consultation | £245.00 |
| Consultation Adult | £190.00 |
| Consultation Child | £150.00 |

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Fees and Payment

Payment for treatment must be settled at the end of the appointment. We accept most major credit cards, cash or cheques with a cheque guarantee card.

Fees for administrative procedures such as completion of insurance claim forms, medical reports, passport application forms etc are charged at the standard rate as recommended by the British Medical Association. These services are free to members.

Pathology fees for the analysis of any tests, swabs, or other samples are not included in the cost of consultation. Prices are available on request at the surgery. The costs of these tests vary enormously depending on what is being tested. Patients are advised to ask the doctor at the time of consultation as to the likely cost of any tests being performed.

Cancellations

It can sometimes be difficult to fill appointments which are cancelled at the last minute or if someone fails to turn up. To discourage this, we have a policy to charge the full fee if the cancellation occurs within 24 hours of the time of the consultation.

Insurances

Where the client's fees will be met by private medical insurance, payment must be made upfront to The Portobello Clinic; it is the client's responsibility to secure a refund under the terms of their insurance. Every effort will be made to assist this process. Clients are advised to check carefully the terms of their insurance to verify that such treatment is covered.

In all circumstances patients are responsible for the payment of their treatment.

The clinic accepts direct settlement arrangements only from third parties with whom the clinic has a prior arrangement.

Confidentiality and data protection

All patient data is handled in accordance with the Data Protection Act 1988.

Medical records are stored electronically and accessed only by authorised personnel. Disclosure of information may be made to appropriate health professionals, such as your GP, when communicating about your presenting condition. It is common practice to write to your GP and/or referring specialist, if you do not want this to happen please inform your clinician.

Patients have the right to access information held about them. To obtain this information, or if you have any concerns about data protection at the Clinic please contact the Practice Manager.

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Infection Prevention and Control

At the Portobello Clinic we are committed to delivering excellent service and providing and maintaining a safe, clean and infection free environment for our patients, staff and visitors.

The practice takes all the necessary steps to reduce the risk of healthcare-associated infections, other infectious diseases, injury and contamination to staff and patients.

If you have any concerns regarding the cleanliness of infection control of the surgery please contact the Practice Manager or one of our GPs.

Chaperone Policy

Notting Hill Practice can offer chaperones, both male and female, to patients undergoing intimate examinations.

Alternatively, patients are also welcome to bring a friend or relative with them to consultations should they wish.

Complaints Procedure

Should a patient be unhappy about any of the services or care that we have provided, a complaints procedure has been set up to ensure that all grievances are dealt with rapidly and efficiently for the benefit of all parties concerned.

Complaints should be sent in writing to the manager at the main surgery address, who will acknowledge receipt of the complaint within 48 hours. After a thorough investigation, a meeting will then be arranged where the matter can be discussed openly, recorded and hopefully resolved.

Further information and a full copy of the complaints procedure can be obtained from the manager on request.

Other Services

Pharmacy

We offer a full pharmacy service here at the clinic. We can dispense prescriptions after an appointment, or on an ongoing repeat basis. We can also send medication anywhere in the UK.

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Travel Clinic

We provide a full range of travel clinic services, support and assistance, before, during and after your trip including: travel vaccinations, immunisations, medicine and injections.

Physiotherapy

We offer a range of physiotherapy assessments and treatments to help patients recover from their injuries or conditions in the shortest possible time, restore their and mobility and prevent the condition or injury from recurring.

Specialist Services

Our team of distinguished specialists offer a range of medical treatments including dermatology, gynaecology, psychology, psychiatry and ultrasound scanning at the clinic. We also provide acupuncture, reflexology and massage as well as nutritional advice.

Please visit our website, www.portobelloclinic.com for more information.

Thank you.