

# THE PORTOBELLO CLINIC

## New Patient Registration Form

### 1. Patient Details

Mrs     Mr     Ms     Other (please specify) .....

First Name..... Last Name.....

Date of Birth..... Occupation.....

Address.....

..... Post Code.....

Mobile Telephone..... Home Telephone.....

Email.....

I agree to receive emails, including invoices and receipts, from the Portobello Clinic.     Yes     No

Emergency Contact.....

If necessary, are you happy for us to correspond with your NHS / Regular GP?     Yes     No

NHS / Regular GP.....

Who recommended the Clinic to you.....

*FOR INTERNAL USE: Method of ID Verification*     Passport / ID Card     Driving Licence

### 2. Membership

Would you like to apply for practice memberships?     Yes     No

**Extended Family** - £950.00 per year     **Family** - £650.00 per year

**Single Adult** - £350.00 per year     **Child** - £150.00 per year

### 3. Fees

Fees are payable at the time of consultation by debit or credit card, cheque or cash.

In the event of non-payment, we reserve the right to charge your credit card with the outstanding amount, and therefore we require a valid debit or credit card as part of the registration process.

**A cancellation fee is charged on appointments cancelled with less than 24 hours notice.**

Name of Cardholder:		Card Number:		
Card Type:	Valid From:	Expiry Date:	Issue No: (Switch)	Security Number

**This form is a registration for the provision of healthcare services by the Clinic for the above named patient and, if also registered, their family. These services will be provided according to registration status as documented in the patient guide. By signing this form, you are agreeing to these terms and those outlined in the patient guide and giving consent for the practice to charge your card as detailed above in the event of non-payment on the day of treatment.**

Patient Signature ..... Date.....

# 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 to Friday. If you would like a consultation, you can book an appointment 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 service on 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.

# THE PORTOBELLO CLINIC

## 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:

- Reduced consultation fees
- Same day appointments guaranteed
- 20% discount on full health checks
- Priority telephone and email access to GPs
- Home and hospital visits if needed
- *Free* flu jabs
- *Free* insurance reports
- *Free* repeat prescriptions

*Please note that members we charge our members £20.00 for faxed prescriptions.*

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

Annual Extended Family Membership	£950.00
Annual Family Membership	£650.00
Annual Adult Membership	£350.00
Annual Child Membership	£150.00

## Consultation Fees

### *Registered Members*

New patient Consultation	£255.00
Consultation Adult	£175.00
Consultation Child	£140.00
Annual Health Check	£520.00

### *Visitors*

New Patient Consultation	£255.00
Consultation Adult	£210.00
Consultation Child	£165.00
Annual Health Check	£650.00

# THE PORTOBELLO CLINIC

## **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 NHS GP, when communicating about your presenting condition. It is common practice to write to your NHS 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 Manager.

# THE PORTOBELLO CLINIC

## **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**

The Portobello Clinic can offer chaperones 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 ensuring all grievances are dealt with rapidly and efficiently for the benefit of all parties concerned.

Patients are welcomed to contact the manager at any time to register a complaint or discuss any concerns that they have about their treatment. We will make every effort to resolve the complaint in an appropriate manner and to mutual satisfaction.

Patients who are unhappy with the outcome of an informal discussion, or would like their complaint investigated more fully, can make a formal written complaint to the Clinic. We will acknowledge receipt of the complaint within 2 working days.

Complaints about clinical matters will be investigated by the Partners, and where relevant, any other visiting practitioner with practising privileges who may be connected with the complaint. Administrative complaints will normally be investigated by the Manager. Every effort will be made to complete these investigations within one week. After a thorough investigation, a meeting will then be arranged where the matter can be discussed openly, recorded and hopefully resolved.

A full response in writing, setting out the conclusion of the investigation and any action, is to be made within 20 working days of receipt of the complaint.

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

# THE PORTOBELLO CLINIC

## **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.

### ***Travel Clinic***

We provide a full range of travel clinic services, support and assistance, before, during and after your trip including travel vaccinations and the provision of necessary medication.

### ***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, psychiatry, also ultrasound scanning at the Clinic.

We also provide psychological services, acupuncture, reflexology and massage as well as nutritional advice.

Please visit our website, [www.portobelloclinic.com](http://www.portobelloclinic.com) for more information.

Thank you.

The Portobello Clinic  
12 Raddington Road  
London W10 5TG

Tel: 020 8962 0635

Fax: 020 8960 4990