



# THE PORTOBELLO CLINIC

## Privacy Notice

### **Your information – what you need to know**

This privacy notice explains why we collect information about you, how that information may be used and how we keep it safe and confidential.

### **Why we collect information about you**

As healthcare professionals who provide you with care we are legally required to maintain records about your health, treatment and care.

We collect and hold information about you for the sole purpose of providing you with healthcare services. These records can be kept in written and/or digital form and may include basic details about you, such as name and address, but also more sensitive information about your health.

### **Details we collect about you**

The information we keep about you helps us to provide you with the best possible healthcare. Such information may include:

- Details about you such as your name, address, contact details, next of kin
- Any contact that we have had with you, such as appointments, consultations, visits, etc.
- Notes and reports about your health
- Details about your treatment and care
- Results of investigations, such as laboratory tests, x-rays, scans, etc.
- Relevant information from other health professionals, relatives, carers.

### **How we keep your information confidential and safe**

We are committed to protecting your privacy and we have appropriate technical and organisational measures in place to protect your information and keep it safe.

We will only use information collected lawfully in accordance with the General Data Protection Regulation 2018, Data Protection Act 1998, Common Law Duty of Confidentiality and NHS Codes of Confidentiality. We will only ever use or pass on information about you if others involved in your care have a genuine need for it. We will not disclose your information to any third party without your permission unless there are exceptional circumstances (i.e. life or death situations), or where the law requires information to be passed on.

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## **How we use your information**

We primarily use your information to enable us to provide you with healthcare services. However, we may also use your information to:

- Process payment for the healthcare services you receive
- Investigate patient queries and complaints
- Review the care we provide through clinical audit
- Train and educate members of staff

## **Data retention**

We manage patient records in line with the Records Management Code of Practice for Health and Social Care 2016, which sets the required standards of practice in the management of records, based on current legal requirements and professional best practice.

<https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/records-management-code-of-practice-for-health-and-social-care-2016>

## **Access to your information**

You have a right under the General Data Protection Regulation 1998 to request access to view or to obtain copies of the information we hold about you.

You need to request this in writing and provide adequate information (full name, address, date of birth, and details of your request) so that we can verify your identity and locate your record. We would respond to your request within 30 days.

## **Change of details**

It is important that you inform us if any of your details such as your name, address or contact information have changed or if any of your details are incorrect in order for this to be amended. You have a responsibility to inform us of any changes so our records are accurate and up to date for you.

## **Email addresses**

If you provide us with your email address, we may use this to contact you about your appointments, your treatment and also about billing and administrative matters. We may also email you about changes to our services, our opening hours and our practice.

We will never use your email for marketing purposes and we will never share your email with any third parties. Please let us know if you do not wish to receive email correspondence from us.

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## **ICO registration**

The Portobello Clinic (Notting Hill Private Medical Practice Ltd) is registered with the Information Commissioners Office (ICO) as a Data Controller and our registration can be viewed online in the public register.

## **Complaints and compliments**

If you have concerns or are unhappy about any of our services, or to pass on compliments please contact the Manager or speak with any member of staff.

## **Further information**

For independent advice about data protection, privacy and data-sharing issues, you can contact:

The Information Commissioners Office  
Wycliffe House, Water Lane  
Wilmslow, Cheshire  
SK9 5AF

T: 0303 123 1113

W: [ico.org.uk](http://ico.org.uk)

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## 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 9.00am - 5.00pm, 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 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	£310.00
Consultation Adult	£210.00
Consultation Child	£180.00
Annual Health Check	£700.00

### *Visitors*

New Patient Consultation	£310.00
Consultation Adult	£250.00
Consultation Child	£200.00
Annual Health Check	£760.00

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## **Fees and Payment**

Payment for treatment must be settled at the end of the appointment. We accept most major debit and credit cards.

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 patient's fees will be met by private medical insurance, payment must be made upfront to the Portobello Clinic; it is the patient's responsibility to secure a refund under the terms of their insurance. Every effort will be made to assist this process. Patients 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 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.

## **COVID-19**

We are taking every precaution to ensure our patient, visitors and staff are safe in our surgery during the Covid-19 pandemic.

If you display any symptoms of Covid-19, please do not visit the surgery – we should be able to offer you a telephone consultation instead.

For the latest information, guidance and advice on Covid-19 please visit the dedicated government webpage [Gov.uk/coronavirus](https://www.gov.uk/coronavirus) or speak with your GP.

## **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.



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Complaints about clinical matters will be investigated by the Partners, and where relevant, any other visiting practitioner with practicing 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.

## **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.

### ***Specialist Services***

Our team of distinguished specialists offer a range of medical treatments including psychiatry and psychotherapy. We also provide podiatry services, as well as acupuncture and reflexology.

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

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Fax: 020 8960 4990