# N6 - Non-NHS Fees and Charges Policy

## Document Control

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**Fees and Charges**

**Private Charges in General Practice**

The Government’s contract with GPs covers medical services to NHS patients, including the provision of ongoing medical treatment. In recent years, however, more and more organisations have been involving doctors in a whole range of non-NHS work.

Sometimes the only reason that GPs are asked is because they are in a position of trust in the community, or because an insurance company or employer wants to ensure that information provided to them is true and accurate.

### Examples of non-NHS services for which GPs can charge their own NHS patients:

* accident or sickness certificates for insurance purposes
* school fee and holiday insurance certificates
* reports for health clubs to certify that patients are fit to exercise

### Examples of non-NHS services for which GPs can charge other institutions:

* life assurance and income protection reports for insurance companies
* reports for the Department for Work and Pensions (DWP) in connection with disability living allowance and attendance allowance
* medical reports for local authorities in connection with adoption and fostering

**FAQs**

**How long will it take?**

We aim to complete all forms within 14 weeks of payment and all letters within 6 weeks of payment, although we advise that our NHS work will always take priority over requests for non-NHS work.

**I only need a quick letter, why do I have to pay?**

NHS GP Practices are not contracted to provide private services, these are entirely optional. We do offer some services because we know that patients sometimes find the services valuable, and we know that it can be hard to find another private provider. However, the General Medical Council and NHS England prohibit private services being subsidised by NHS resources, therefore we set our costs accordingly.

**I need a Taxi/HGV Medical and I don’t have any medical conditions. Why does it cost the same for me as for someone with a complex history?**

We charge a standard fee for all Taxi and HGV medicals. We complete the same legal documents regardless of your medical condition. Sometimes a patient’s history review can take much longer than others, so we take the view that this is the fairest way of doing this. There are, of course, other providers of private medical work which patients may access if they Choose.

**Why has my life insurance request taken so long?**

Some private requests come from insurance companies. They often offer an unacceptable amount of payment and negotiation must take place before we agree to complete the forms. It can take several weeks before they agree to pay an appropriate amount. This sometimes delays forms being completed. You are welcome to contact your insurance company if you are concerned about the delay.

**Why can’t I have this form, or that letter? I’m prepared to pay for it.**

There are certain requests that we will not agree to, e.g., where we are being asked to assess a person’s suitability to undertake a ‘high risk’ activity. We will not provide ‘fit to….’ letters for anyone doing any activity.

We will provide letters for airlines etc stating patients’ medical conditions/pregnancy stage etc but will not comment on fitness. We will do letters if requested for sporting events but will not comment on fitness, simply providing past medical history and current medical conditions. We would normally recommend – if people need more detail than this – that they contact a travel clinic or a private sports medicine specialist.

We will not write letters stating that people are or are not fit to attend court or be part of jury service. The same rules as above apply.

We will not fill in forms for Power of Attorney or for mental capacity issues. These questions should be addressed to a private Psychiatrist or a Solicitor.

We will not fill in Gun Ownership forms.

We will not fill in forms for work which would be better dealt with by Occupational Health.

We are unable to countersign passport forms for UK passports as we do not carry out formal I.D. checks at the point of registration. The GPs are therefore unable to vouch for anyone’s identification.

We ask patients to understand that not all letters and reports will contain the information they expected, and this can include forgotten or misunderstood medical history or the GP not providing a medical opinion. Please be aware that the GP will usually state the facts contained in your medical record and in the case of a statement of facts letter, will not give a medical opinion around fitness to undertake an activity.

If you have any queries about whether we can complete your request, please contact the practice.

**I asked for this last time and I wasn’t charged for it. Why now?**

There are an increasing number of non-NHS related requests for completing forms and GPs are complying with recommendations from British Medical Association. These changes are now being implemented nationally across the country. We will not charge you in retrospect, but we will charge now and in the future.

**Why do I have to pay for travel vaccinations?**

Some travel vaccinations are within NHS services and therefore free to you as the patient. Others are not and these will be charged for accordingly.

**I cannot afford to pay what you are asking.**

We make no exception for patients who cite they are of limited financial means. Other providers are available, and it is often only by default that GPs are asked to complete some reports and proformas. If you can find a cheaper service elsewhere you are welcome to use that service.

**Can you just give it to me now and I will bring the money in later?**

All payments are required in advance in the form of bank transfer. Upon receipt of the payment the request will be processed and passed on to a GP for completion. Non-NHS private work will not be undertaken until payment has been received.

**My employer wants me to get a blood test or a letter. Can I have it on the NHS?**

Blood tests requested by employers should be offered through Occupational Health. Your employer should have access to an Occupational Health scheme. We will not provide these blood tests on the NHS as any tests carried out must have a clinical indication or basis. We may be able to give you a form to attend the local private hospitals for these. We do not charge for the forms, but the hospital will charge for the blood test. Your employer should pay this charge but some employers ask their employees to make the payment.

We are sometimes asked for letters from employers about a patient’s fitness. This is rarely appropriate from a GP and should be requested from and Occupational Health provider. We will do a ‘statement of facts’ letter outlining current conditions and past medical conditions, but we will not comment on fitness to do a particular job.

**I need copies of my Medical Notes for my Solicitor.**

When a Solicitor asks for copies of your Medical Notes, we will provide them on receipt of your written consent. *Please note*: Solicitors are increasingly asking for copies of your notes rather than for a report. This is because the first request is met on a free of charge basis. There is a charge for additional copies of your medical notes, and these are usually dispatched directly to the patient, unless we have written authority from you to do otherwise.

**Private Charges –** from January 2024. **Patients must ensure payment is given upon receipt of request. No work will be undertaken until fees are received in full. Please note that the practice may require additional fees to cover any unexpected complexity or size. The fees below are a guide only.**

| **Item** | **Price** |
| --- | --- |
| **Statement of Facts letter (SoF)**  Print off from EMIS – patient to pay at the point of handing in the form  Council tax requests – ½ Page pro forma | £50.00  £10 |
| **Criminal Injuries Compensation Board / simple proforma**  Proforma – 1 Page (1 A4 page)  Proforma - more than 1 page (Complex) | £60.00 (Simple)  £100.00 (Complex) |
| **DVLA (Driver Vehicle Licensing Authority)**  Proforma – No medical  Proforma – With medical | £55.00  £110.00 |
| **Travel cancellation form**  Proforma – 1 Page (1 A4 page)  More than 1 Page | £60.00 (Simple)  £110.00 (Complex) |
| **Report on proforma**  Proforma – 1 Page (1 A4 page)  Complex – more than 1 one page  Disability Forms - 1 page  Lancashire County Council – fostering & adoption – no medical  Lancashire County Council – fostering & adoption – with medical  Medical History Questionnaire – police & other Government agency | £60.00 (Simple)  £110.00 (Complex)  £60.00  £110.00  £165.00  £110.00 |
| **Written report** | £135.00 (Solicitors)  £100.00 (Government Agency) |
| **Taxi Medical** (Examination and certificate) | £165.00 |
| **HGV Medical** (Examination and certificate) | £165.00 |
| **Other medicals (including adoption/fostering)**  (Examination & report) | £165.00 |
| **Life insurance forms** | £145.00 |
| **Request for copy of computerised medical record** | £0.00 – First copy  £150.00 – Subsequent copies |
| **Request for copy of paper medical record** (Will not be posted). Patient or representative is required to collect in person with ID or pay for postage via a courier) | £0.00 – First copy  Approx. £160.00 – Subsequent copies, size dependent. |
| **Cremation form** | £90.00 |

**Please note that any reports required which are not requested with a proforma for completion, an additional £50 will be added to charges to cover administrative support to create the report.**

**Refunds of Charges**

Once payment has been received you agree to the GP completing the work and no refunds will be payable by the practice where the requestor subsequently advises that a report or proforma is no longer needed or wanted.

The practice will make every effort to ensure factual accuracy of reports and ensure that proformas are completed as comprehensively as possible. No refunds, compensation or bursary payments will be made by the practice where omission or error has regrettably occurred, however the practice will take all reasonable steps to correct any errors or omissions that become apparent as quickly as possible.

No refunds are payable by the practice except where the payment has been taken and the GP is unable to or declines to complete the report or proforma.

Extra charges will apply where additional information is subsequently requested.

**Complaints**

The NHS complaints policy does not apply to any element of non-NHS private work. Patients wishing to complain about non-NHS private work are advised firstly approach a member of staff to ensure any issues are rectified as quickly as possible. Letters of complaint concerning non-NHS private work should be addressed to the Practice Manager and posted to Oswald Medical Centre, 387-391 Blackburn Road, Accrington, BB5 1RP. Please details you concerns clearly to allow us to take action to take corrective action.