**Non-NHS work: Pre-paid fees policy for patients - Ladywell Medical Centre East**

Some services provided by our Doctors are not covered under our contract with the NHS and, therefore, attract a charge. Much of this work is done by the Doctors outside the normal working day.

As a result of a significant number of patients not collecting items of the above work, which the doctor has completed, we have decided to introduce a policy whereby patients pre-pay for certain items. All other non-NHS items/examinations will still be charged but do not require to be pre-paid.

Pre-payment items include:

Private sick lines Fitness to attend sports/school/university

Excusal from gym membership/exams Proof of registration

Loan protection claim form Working abroad, e.g. Camp America

This list is not exhaustive. The fees charged are based on the British Medical Association (BMA) suggested scales and our reception staff will be happy to advise you about them along with appointment availability.

Please note, the doctors will not sign photographs to confirm identity.

Your request via telephone

You will be advised of the fee to pay and that the work will start once you have paid the fee. Once the fee has been paid a message will be sent to the relevant doctor. The item will be ready for collection at least 2 days after you have paid. Reception staff will contact you to let you know the item is ready. Please leave a current telephone number.

Your request directly to the doctor

You will be advised that you need to pay the fee before the work will be undertaken. Once the fee has been paid a message will be sent to the relevant doctor. The item will be ready for collection at least 2 days after you have paid. Reception staff will contact you to let you know the item is ready. Please leave a current telephone number.

Temporary residents who require to pay fees

Should you require an appointment with the doctor you will be advised to pay the fee upon arrival at the Practice.

Should you require a home visit with the doctor you will be advised to pay the fee upon the doctor’s arrival.

Should you require a prescription from the doctor you will be asked to pay the fee at the Practice before you can collect the prescription. You will also be charged a fee at the Pharmacy for the prescription items.

We can accept card, cash and cheque payments.

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