

# Fees and Charges

## Private Charges

Claim form or Holiday cancellation form	£35
Private Sick Note	£20
TWIMC <i>(To who it may concern – short letter)</i>	£35
Computer Summary	No Charge
Copy of patients full medical records <i>(for solicitor, for patient or any company)</i>	No Charge
Typed Medical Report/long letter	£90
Full Medicals	£150
Computer Summary for Medical	£0
Miscellaneous Requests <i>(including Camp America forms, firearms)</i>	£35
Ofsted Report	£75
Power of Attorney	<i>without visit</i> £125
Power of attorney	<i>with visit</i> £185

If you have any queries about whether we will or will not fill out certain forms/write certain letters please speak to the receptionists who will pass on these queries to the private reports team.

## FAQs

### I need copies of my notes for my solicitor.

When a solicitor asks for copies of your notes, as long as we have your consent, we will provide them. *Please note:* solicitors are increasingly asking for copies of your notes rather than for a report. If you are happy for the solicitor to have copies of all your notes we will provide this. However please be aware that this can mean both sides of any dispute getting access to your notes and that *everything* you have ever mentioned to a doctor will be included. Many patients are unaware of this and are then embarrassed or upset when seemingly irrelevant facts are used by lawyers in a dispute.

### GPPR – Access to Medical Records.

The General Data Protection Regulations and the Data Protection Act 2018 replaced the Data Protection Act 1998 on 25 May 2018, bringing in widespread changes to UK data protection legislation. For GPs the act brings in a number of changes, specifically the charges that were in place for undertaking Subject Access Requests.

Since 25 May, in most cases, patients must be given access to their medical records as a Subject Access Request (SAR) free of charge, including when a patient authorises access by a third party such as a solicitor.

If the request is for a medical report to be created, or for interpretation of information within a medical report/record, this will fall under the Access to Medical Report Act (AMRA) - as these both require new data to be created, which is out with the scope of the GDPR and Subject Access Requests. In these cases, a fee can be charged.

A medical report/record that already exists will be accessible, for free, as a SAR. A 'reasonable fee' can be charged for a SAR if the request is manifestly unfounded or excessive, however, these circumstances are likely to be rare.

The ICO advise that a request may be deemed manifestly unfounded if the requestor makes it clear they are only requesting the information to cause disruption to the organisation or if the requestor makes completely unsubstantiated accusations against the controller. If however, the requestor has some form of genuine intention in obtaining their information, it is unlikely the request could be deemed as manifestly unfounded.

A request could be deemed as 'excessive' if an individual was to receive information via a subject access request (SAR), and then request a copy of the same information within a short period of time. In this scenario, the organisation could charge a reasonable fee based on the administrative costs of providing further copies or refuse the request.

#### **Why is there a charge for this letter/service?**

The NHS provides certain services which GPs offer and for which they are paid by the NHS. There are many things which patients request from GPs which are not covered by this. All of these things need to be paid for.

#### **How long will it take?**

We aim to complete all forms within 28 days of payment. An appointment for a HGV/Taxi medical can usually be arranged in 3-4 weeks.

#### **Why do private services take longer than NHS services?**

A doctor's priority will always be the care provided for patients under NHS. Most doctors are here for around 11+ hours a day doing their NHS work. Private work is done on top of that. We find time for it by staying longer to do this work.

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

Sorry but all payment is required in advance in the form of cash or a debit card payment. If the receptionist is unclear whether the doctors can complete your request they will ask the doctors and get back to you. You will then have to come back and pay before the letter/form is completed.

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

We are sorry but we do not offer a sliding scale of fees. We charge what these items are worth. As previously stated, none of these things *has* to be done through the GP.

#### **I only need a quick letter. Why does it cost that much?**

Private services are entirely optional. We actually don't have to offer any of them. We do so because we know that patients sometimes find the services valuable and we know that it can be hard to find another private provider. However we have to value our own time and that of our staff – so 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 are filling in the same legal documents regardless of your medical condition. Sometimes some patients do take longer than others but we take the view that this is the fairest way of doing this. It often takes as long to check a patient's medical record to confirm that they do not have a medical condition as to check them and find out they do.

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

Some private requests come from insurance companies. We require payment for these forms prior to completion. This sometimes delays forms being completed. You are welcome to contact your insurance company if you are concerned about the delay.

### **Why has my life insurance been refused?**

The GP's simply provide past medical history, current medical conditions, investigation results, sick leave and hospital letters in response to the questions asked by the insurance company. GPs do not offer a medical opinion but the insurance company performs a risk assessment on the basis of the information we give them. Generally, if you have been recently diagnosed with a medical condition or are undergoing investigation, insurance companies will refuse to insure you as the risk is unknown. You will need to speak to the insurance company about this and not the GP.

### **I am too ill to go on holiday can I have a letter?**

A letter is usually no good. If you have to cancel your holiday you should contact your Travel Insurance company and they will provide a form for you to complete with details of when you booked your holiday and first fell ill before you pay the fee and hand it to your GP. Your GP will only be able to complete the form if they have seen you during the illness that caused your holiday cancellation, or have a letter from the hospital confirming your illness.

### **Can I have a letter for court, my solicitor, PIP appeal, employer, school exam board etc?**

Generally speaking writing a letter is often not helpful and can cost you a lot of money. If you think a letter may help it is useful to ask the person you are going to send it to, what information they will find valuable to help them make a decision. Solicitors, employers and the CAB (on behalf of people having PIP appeals) will often write a letter to the GP on your behalf asking for specific information that may help your case. Your GP will provide this if it is available in your medical records. Otherwise the GP may ask you to write and state what you hope the letter will contain and give your consent so that there is no confusion. Please remember that a GP can only confirm the facts that he/she is aware of or that are contained in your medical records.

### **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.

- We will not provide "fit to..." letters for anyone doing any activity. This is because we are not insured to do this. 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 will not fill in forms for Court of Protection. These questions should be addressed to a private psychiatrist or a solicitor.
- We will not sign photographs for passports or driving licenses.

### **My employers want me to get this blood test or this 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 do these blood tests on the NHS. We may be able to give you a form to attend privately for these. There is a separate fee list for blood tests. These fees vary depending on the type of blood test you require therefore please ask reception for further details. You will have to pay this fee in advance. In addition to the fee for your blood test there will also be an administration charge.

We are sometimes asked for letters from employers about a patient's fitness. This is rarely appropriate from a GP and should come via Occupational Health. We will do a letter stating current condition and past medical conditions but we will not comment on fitness to do a particular job.

### **I want to hold a firearms license.**

We do provide information to the police for firearms; however this information will not be sent to the police until we receive payment from the patient.

### **Police requests for copies of notes.**

If the police do not have a court order or warrant they may request voluntary disclosure of a patient's health record under section 29 of the Data Protection Act 1998; however whilst health professionals have the power to disclose the records to the police where section 29 applies, there is no obligation to do so.

In such cases health professionals remain bound by the long-established common law duty of confidentiality and may only disclose information where the patient has given consent, or there is an overriding public interest.

In order to proceed with the request we require the police to provide both the following:

1. Written patient consent to release their records or provide written confirmation as to the nature of the serious crime allegedly committed by the patient and an explanation as to why the patient's records, or other information requested, are considered to be necessary for the specific purpose they are pursuing. We require one of these in order to fulfil responsibility as Caldicott Guardian.
2. GP's should, in all cases where there is no patient consent, consider whether the benefit to an individual or to society of disclosing records outweigh both the public and the patient's interest.

**I am going on holiday and require travel advice. Can I make an appointment?**

Unfortunately we are unable to offer Travel Advice Appointments currently. Offering Travel Advice is a specialised area of medicine and at the moment none of our clinicians have up to date expertise in this area. Bridge Medical would not wish to give incorrect advice resulting in our patients coming to harm. We understand that this may result in inconvenience for some patients and we are sorry about this. Patients are therefore advised to seek travel advice privately and this is available at some local pharmacies and travel advice centres.

Should the private travel clinic recommend that you need vaccines for travel, we can provide some vaccinations to you free of charge as part of our NHS service. In order for us to arrange this, you would to bring the written copy of the travel advice recommendations from the clinic you attended to the surgery with at least four weeks' notice. The Practice Nurses would ensure that the vaccines were in stock or arrange a prescription for you and then invite you to make an appointment. ALL other vaccinations for travel, including anti-malarial medication, would be required to be done at a private clinic.