

The IGP Patient Guide

**Please read the information on this page before registering. The Registration Forms can be found on the [Register](#) page. The forms are downloadable as a PDF file - Acrobat Reader required.*

Terms & Conditions in respect of services to be provided for patients

The Independent General Practice and the medical staff therein will provide a full range of medical services as expected of any general medical practitioner. Routine antenatal care is not normally provided but can be organised via a local Gynaecologist. Other than this, the full range of services includes consultation, examination, diagnosis and management of the physical, social, psychological and spiritual needs of individuals and families.

Provision of medical services will include the following, which is not exhaustive:

Prevention, diagnosis and management of: Coronary heart disease, gastro-intestinal disease such as ulcers, colitis, bowel cancer and piles; cancer of all areas of the body; gynaecological problems such as difficulties with periods, management of the menopause and HRT; breathing difficulties; also chronic disease management including hypertension, diabetes and asthma. We also carry out health screening including cervical smears and advice with regard to breast screening. Executive medical screens are carried out both for individuals and for companies. We carry out general medical diagnosis and management with the provision of private prescriptions if required. Also:

Bespoke health check to fit the individual –

General family medicine

Cervical smears and contraception

Stress management, life/career planning, counselling

Dietary advice and weight reduction

Insurance and pre-employment medicals

ECGs, HIV testing

Heart risk assessment

Travel and 'flu immunizations

Treatment of depression

Blood tests

Referral to consultants

X-rays, ECGs, breathing tests (Spirometry)

HGV and Taxi driver medicals

Prescriptions

Stopping smoking

Administration of Botulinum A toxin

Occupational Health

Physiotherapy services

Hours

The agreement covers working hours from 9.0 a.m. to 5.00 p.m. on a daily basis with early morning, evening and weekend consultations available by mutual agreement with Dr Longstaffe.

Out of hours

Emergency services are not routinely supplied by the Independent General Practice. Out of hours arrangements are as indicated by your NHS GP.

Under no circumstances should urgent messages be left on the answerphone.

Consultations

Consultations generally last 20 minutes, apart from certain situations such as health screens, full medicals and psychological assessments, when a double appointment could be required.

Patients, especially those living abroad or in the country can request appointments by e-mail or fax.

Health screening

The practice offers annual comprehensive screening to every patient both adults and children. The health check includes a comprehensive assessment of the individuals physical and mental health with appropriate investigations, reports and follow-up.

Travel vaccinations

The practice offers a full travel vaccination and advice service.

Practice Policy

The practice does not hold special clinics for asthma, diabetes or hypertension as these issues are dealt with during routine consultations. We have an active policy to recall all patients with a chronic condition in accordance with accepted disease surveillance protocol.

Results of Investigations

Most results are received within 24-48 hours, although some can take up to 2 weeks. The patient will be informed by telephone if the result is abnormal. A copy of all the test results is mailed to the patient or their NHS GP, in accordance with patient wishes.

Repeat Prescriptions

Patients on regular medication requiring repeat prescriptions may telephone, post, fax or e-mail a request. **Do not wait until medication has actually run out.**

AMOUNT AND METHOD OF PAYMENT OF CHARGES

An up-to-date schedule of fees is attached.. This is changed annually on 1st August.

By individual request to the Doctors, costs for x-rays and individual blood tests will be given. It is a requirement of the practice that no test or procedure will be carried out unless the client has been informed of the charges that will be incurred and has given their informed consent.

Payment

Almost all of our patients now pay with credit card details of which are held by us. Everything is payable at the time of the consultation and before leaving the premises.

Companies will be invoiced separately. Payment is expected from companies within two weeks of the date of invoice release. See standard form of contract for the provision of services.

Charges for Treatment

Doctor's fees are as stated in the Health Care Plan and are agreed at registration.

Please remember that Doctor's Fees also apply to telephone conversations/consultations or indeed any other form of medical contact since the work for us is the same.

Procedures command different fees, please discuss with the doctor at the time of consultation, and see the enclosed detailed guide.

Please feel free to request information and a price for individual medicals

FEE LIST FOR COMPANIES

The Independent General Practice will communicate medical information and results to the company whilst protecting the confidentiality of the employees.

The cost of concluding summaries and advice to the company consequent upon the health surveillance is included in the quotation.

Other services, including employee medicals, executive health checks and return to work opinions are charged at the current hourly rate of £150.00 per hour.

COMPLAINTS

This Practice operates a procedure for the investigation of complaints.

Making your complaint to the Practice in no way prejudices your right to complain to the Health Inspectorate for Wales, should your complaint not be resolved to your satisfaction.

Dr Joanna Longstaffe co-ordinates the complaints procedure on behalf of the Practice.

Your complaint should be submitted as soon as possible after the event giving rise to the complaint.

Dr Joanna Longstaffe will then ensure that all relevant details are recorded and arrange for the complaint to be investigated.

We aim to report back to you within 28 days. If this is not possible, the reason for the delay will be explained to you and you will be given a revised date for the completion of the investigation.

If, following the Practice's explanation, you remain dissatisfied, you have the right to complain to:

Health Inspectorate Wales

1, Alexandra Gate, Ffordd Pengam Tremorfa, Cardiff CF24 2SA Ffon: 029 2047 8600

Please also ask our staff for a copy of the IDF complaints procedure. This is available for complaints which cannot be settled within the Practice

Dr Longstaffe - General Medical Council Registration No: 3355631.

To confirm Dr Joanna Longstaffe's GMC registration, or any other doctor working at The IGP, you can contact The General Medical Council on 0207 9153630 or e-mail registrationhelp@gmc-uk.org

FAIR PROCESSING NOTICE

Confidentiality

What does it mean to the IGP?

Everyone working for the IGP must keep information about you confidential, so that you feel able to talk to us freely. Also by law, we must protect information about you.

We can supply information to other people or organisations only:

- with your consent, or
- in accordance with the principles of medical confidentiality here described.

This does not apply if you cannot be identified from the information. There are strict rules to prevent people being identified by mistake.

We have to comply with court orders. If they require us to break confidentiality, we will resist this as strongly as legally possible.

What information does the IGP hold?

When you receive care we will ask you for information about yourself which is recorded in your health records. This helps us give you proper care and treatment. We keep this information and details of the treatment, because we may need it if we see you again.

Usually information is stored on our computer and medical records systems so that we can trace it more easily when needed. It also helps us to keep statistics. We keep these systems highly secure.

What if I have concerns or complaints?

You may want more details than we can give here. You can inspect the Patient Guide which is available to download on our website and available on request at any of our locations. We can also answer specific questions. If at any time you would like to know more about how we use your information, you can speak to the person in charge of your care.

If you object to the use of your information in any of the ways described in this leaflet, please write to:

The Data Protection Officer
c/o The Independent General Practice
Oak Tree House, Oak Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8RS

If you have any complaints regard use of your information in any of the ways described in this leaflet, please write to:

Dr J Longstaffe (Clinical Director)
c/o The Independent General Practice
Oak Tree House, Oak Tree Court
Cardiff Gate Business Park
Cardiff
CF23 8RS

How may information about me be used?

It will be used by the members of staff treating you. Some information, such as your name and address, may be used to make arrangements for your care, such as to make an appointment. You may be receiving care from other people as well as the IGP. To work together for your benefit, we may need to share some information about you. We only do this with organisations providing care for you and only when we know it will be used under the same restrictions that we apply ourselves.

Anyone who receives information from us is also under a legal duty to keep it confidential, unless you agree otherwise.

We regularly check that the care we offer is the best we can give. Unless you object, your medical records may be used by medical professionals to help us do this. If you make a complaint about your care, those investigating the complaint will be able to see your records. Sometimes the law requires doctors to pass on information, for example, to notify a birth or death, notify infectious diseases or in child protection cases. We can also release information in certain circumstances for the protection of the public. For example, we would release information to help the investigation of violent crime but not of routine non-violent crime.

Can my information be used to find out where I live?

We will not help organisations outside the IGP to find out where you live. Sometimes, though, we will pass on information to you, unless you have told us not to.

Can I see my information?

In most cases, you are entitled to see your records. You should start by asking the person in charge of your care. An information sheet including the relevant forms entitled "Access to Health Records" is available from staff.