

## PATIENT GUIDE

The Independent General Practice (IGP) provides private GP services, vaccinations, medicals and sexual health tests from our private surgeries in Cardiff, Bristol, Swansea & Newport. As part of The IGP Group, we also provide cosmetic treatments, physiotherapy, & occupational health services.

An appointment with one of our private GPs is an opportunity to discuss any concerns a patient has with their current health. From here are able to provide patients with any necessary testing, referral and a prescription if required.

A person does not need to be registered with the IGP. Appointments are available on an individual one-off basis. However, the IGP offers individuals, couples and families the opportunity to register, which allows patients the opportunity to spread the cost of their healthcare in exchange for a specified number of consultations throughout the year. For more information about registering please visit The IGP's website [www.theigp.co.uk](http://www.theigp.co.uk) or contact 03456 252 252 (local rate charge).

### 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:**

##### GP Services:

- Private Consultations & Prescriptions
- General family medicine
- Private GP Referrals
- Minor Surgery & Mole Removal
- Ear Irrigation / 'Syringing'
- Cervical smears and contraception
- Stress management, depression management, life/career planning, counselling
- Dietary advice and weight reduction
- Pre-employment medicals
- Sexual Health Testing
- Heart risk assessment
- Travel, child and seasonal flu immunisations
- Pathology (blood, urine & stool tests)
- Referral to consultants
- X-rays, ECGs, breathing tests (Spirometry)
- HGV/LGV/PCV driver medicals
- Facial Aesthetics Treatments (Including administration of Botulinum A toxin)
- Occupational Health
- Physiotherapy services

We also carry out health screening including:

- Executive (Wellness) medical screens for both individuals and companies.

- Woman's Health, including; cervical smears, vaccination and advice with regard to breast screening.
- Male Health, including; prostate examination and testing, testicular examination.
- Insurance Medicals
- Visa Medicals
- Fitness Medicals – For specific activities or duties

Bespoke wellness medicals include:

- Consultation
- Medical history assessment
- Body Mass Index
- Blood Pressure
- Waist-Height Ratio
- Body Fat %
- Cardiovascular Health
- ENT (Ears, Nose & Throat)
- Eye Examination
- Neurology
- Musculo-Skeletal
- Lung Function (Peak Flow)
- General Pathology (Blood, Urine and/or Stool)
- Additional Pathology (based on age, personal/family medical history and symptoms)
- Screens, including: ECG and Chest X-ray on request

## **HOURS**

The agreement covers working hours from 9:00am to 5:00pm on a daily basis with early morning, evening and weekend consultations available only by mutual agreement.

Administration hours are between 08:30 and 17:00 Monday to Friday. If you need to contact us for directions outside of these hours please call 02920547219.

## **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.

## **CONSULTATION DURATION**

Consultations generally last 20 minutes except from certain situations, such as medicals, when an extended appointment could be required.

Patients can request appointments by phone, e-mail or fax.

## **VACCINATIONS**

The IGP offers a full range of vaccinations and vaccination advice services.

More information on the vaccines provided can be found on our website ([www.theigp.co.uk](http://www.theigp.co.uk)) or by contacting 03456 252 252.

## **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 a policy to recall all patients with a chronic condition in accordance with accepted disease surveillance protocol.

It is our usual policy not to prescribe schedule 1 or 2 controlled drugs. Occasionally, where there is a clear clinical indication, we prescribe schedule 3 controlled drugs. This is possible only after consent for prior discussion / information sharing with NHS services and / or local pharmacies, as well as relevant law enforcement bodies.

## **RESULTS OF INVESTIGATIONS**

Most results are received within 24-48 hours, although some can take up to 2 weeks or even longer for more specialised testing. We advise patients that samples may be delayed due to delivery times and transportation issues. The patient will be informed if the result is normal or abnormal, but we will usually only contact a patient with test results if we have consent to do so. A copy of all the test results can be emailed or posted in accordance with patient wishes.

## **REPEAT PRESCRIPTIONS**

Patients on regular medication requiring repeat prescriptions may telephone, post, fax or e-mail a request. **Please 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 and available on the website [www.theigp.co.uk](http://www.theigp.co.uk). This is changed annually on 1<sup>st</sup> August.

Please remember that Doctor's fees also apply to telephone conversations/consultations or indeed any other form of medical contact.

Procedures command different fees, please discuss with the doctor at the time of consultation.

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**

We are happy to accept payment via credit/debit card or cash. Cheques maybe used only with the practice's agreement.

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.

## PRACTICE MANAGEMENT

The IGP maintains an extensive clinical and management system of assessment, audit and reporting underpinned by a bespoke library of policies and procedures. This helps to ensure that the services offered are to the highest standards of best practice and focused on the best clinical outcomes. The IGP was the first private GP practice in Wales registered with the Healthcare Inspectorate Wales, and through continued inspection and reporting maintains this registration in line with current legislation.

## COMPLAINTS

This Practice operates a procedure for the investigation of complaints.

Making a complaint to the Practice in no way prejudices your right to complain to the Healthcare Inspectorate Wales, should your complaint not be resolved to your satisfaction. Your complaint should be submitted to the Practice as soon as possible after the event giving rise to the complaint.

We request that all complaints are ideally dealt with in writing. Please send any complaints to:

The Independent General Practice  
Oaktree House, Oaktree Court,  
Mulberry Drive,  
Cardiff Gate Business Park.  
CF23 8RS

Or Email: [enquiries@theigp.co.uk](mailto:enquiries@theigp.co.uk)

Dr Joanna Longstaffe co-ordinates the complaints procedure on behalf of the Practice and will ensure that all relevant details are recorded and arrange for the complaint to be investigated.

We aim to report back to you within 20 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:

Healthcare Inspectorate Wales  
Government Buildings  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

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](mailto:registrationhelp@gmc-uk.org)

**FEES**

Appointment Type	Cost
Consultation (20 mins)	£85.00
Ext. Consultation (40 mins)	£140.00
Prescription (Unreg)	£25.00
Prescription (Reg)	£15.00
Holiday Cancellation Letter	£25.00
Yellow Fever Cert. Reissue	£25.00
Letter to Airline	£25.00
Passport Validation	£25.00
Mole Removal - Initial Examination	£85.00
Mole Removal - Consultation	£150.00
Mole Removal - Pathology (If Applicable)	£90.00

**Medicals**

HGV/ LGV Driver Medicals	£95.00
Wellness Medical (Standard)	£300.00
Wellman Medical >40	£350.00
Wellwoman Medical >40	£350.00
Visa Medical	Contact Us
ECG	£55.00
Chest X-Ray	£125.00

For vaccinations (with the exception of single MMR vaccines, shingles, flu and chicken pox) there is a single doctors fee of £25 to be paid at the time of booking, which is in addition to the cost of the vaccines. This fee does not apply to subsequent appointments within the same course.

Vaccine	£ Per Dose	Doses Required
Hepatitis A	£55.00	1
Hepatitis B	£40.00	3
Hepatitis A & B Combined	£75.00	3
Hepatitis A & Typhoid	£75.00	1
Typhoid(Injection)	£40.00	1
Typhoid(Tablet)	£55.00	1 (3 Tablets)
Meningitis ACWY	£60.00	1
Diphtheria/Tetanus/Polio	£35.00	1
Cholera	£30.00	2
Japanese Encephalitis	£90.00	2
Yellow Fever	£60.00	1
Rabies	£75.00	3
Tick Borne Encephalitis	£75.00	3
Malarone	£3.50	Per Tablet
Measles	£95.00	2
Measles & Rubella Combined	£150.00	2
Mumps	£140.00	Unavailable
Rubella	£95.00	Unavailable
Triple MMR	£95.00	2
Chicken Pox	£90.00	2
Shingles	£199.00	1
Pneumococcal	£40.00	1
Gardasil	£150.00	3
Flu (unreg)	£25.00	1
Flu (reg)	£15.00	1
Meningitis B	£132.00	Between 2 & 4