



Healthcare Registered Private Doctors
The Independent General Practice

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

Tel: 03456 252 252
Fax: 02920 730 818

Email: enquiries@theigp.co.uk

The Independent General Practice (The IGP) is a Private GP service which offers professional patient care, treatment & advice to individuals, families and businesses. This service is very similar to the kind of service that you would find with your own NHS GP, but with a few notable differences.

In treating an illness or condition, time is one of the most important factors. The more time that is wasted by waiting, the longer the illness has to develop or the longer you are left suffering with the condition. To many, time is also money, which you may be losing by being away from your place of work.

The IGP can offer appointments at times that are convenient to you and we aim to see patients on the day that the enquiry is made. We also have evening surgeries for those who require appointments outside of standard working hours. You and your family will then have more time with the doctor, as appointments are at least 20 minutes. However, more time can be made available with the Doctor if you require. Due to our special relationships with consultants & specialists we can arrange referrals or further diagnostic screenings significantly faster than you would expect on the NHS; usually within just a few days.

Although The IGP and the NHS are separate, we work closely together and share the belief that a patient's health and wellbeing is paramount. So you can be rest assured that you will not be harming the relationship between you and your current NHS GP. Consultations with a Private GP can be in collaboration with your NHS practice, or as confidential as you require.

Finally, you can expect to be more relaxed & comfortable in an environment that is geared towards providing you and your family a more personal level of service from our growing number of surgeries in Bristol, Cardiff Gate, Newport and Swansea. All medical treatments are administered by GMC registered Doctors.

You do not need to be registered with us to be seen by our Doctors. However, through our range of Patient Healthcare Plans, The IGP offers greater flexibility, reduced fees, and regular health checks & screenings for early detection and treatment. This enables you and your family to get the right advice when needed through independent opinion and if necessary specialist referral.

Please contact us on 03456 252 252 to make an appointment, to discuss any requirements that you may have relating to our Healthcare Plans or if you simply want to enquire more about our services.

Kind Regards

The **Independent** General Practice

The Independent General Practice Ltd.

Registered Office: Radnor House, Greenwood Close, Cardiff Gate Business Park, Cardiff, CF23 8AA
Company Registration Number: 5122019 - Incorporated in England and Wales

www.theigp.co.uk

The Independent General Practice Healthcare Plan - Options

What is The IGP Healthcare Plan?

The Independent Healthcare Plan is a comprehensive scheme for individuals, couples and families. It is simply a monthly payment plan created to help you spread the cost of essential and routine healthcare.

By becoming a Registered Member of our Healthcare Plan, you can be assured that you will receive all the advantages of being a part of a private healthcare service. You can expect professional standards, quality assurance, convenient appointments, flexibility, fully confidential advice & treatments and a range of services to suit your healthcare needs and requirements.

On completing the registration process you will be debited a fixed monthly fee, in return for a number of consultations, emails or advice calls per annum. The fee is tailored to suit your own requirements and reflects the number of appointments that you believe you will need throughout the year.

Healthcare Plan Options

5 Medical Contacts per annum	-	£30	Per Calendar Month
10 Medical Contacts per annum	-	£60	Per Calendar Month
15 Medical Contacts per annum	-	£90	Per Calendar Month

Repeat Prescriptions & Flu Vaccines are available to Registered Members for only £15, whereas Unregistered Patients will pay the standard £25. Registered Members will also receive the benefit of being contacted first with available treatments like the Flu Vaccine.

*Charges for additional services (such as pathology tests) will be explained and agreed prior to procedure.

Premium Plans (Unlimited Medical Contacts)

Individuals:	-	£80	Per Calendar Month
Couples:	-	£150	Per Calendar Month
Families (up to 6 Members):	-	£200	Per Calendar Month

In addition to the above services, patients on the Premium Healthcare Registration Plan will receive free repeat prescription, free seasonal flu vaccines and a free annual medical assessment (for named policy members).

By registering we will notify you of any special offers available to Premium Registered Members. This includes discounted vaccinations, pathology and treatments.

On making an appointment all registered Healthcare Plan Members will be highlighted by our diary system and given priority in appointments. Where no appointment is available, we will endeavour to either open an appointment for you, or where this is not possible, offer you a suitable alternative. It is our aim to offer our patients an appointment on the day an enquiry is made or within 24 hours of the enquiry.

* Individual Consultations are available to unregistered Members for £85

The Independent General Practice Healthcare Plan - Patient Contract

The Independent Healthcare Plan is a contract under which The Independent General Practice (The IGP) will provide medical consultation, examination, diagnostic and management medical service to patients who register with us by signing this agreement ("The Independent General Practice Healthcare Plan").

The service will be provided at our premises in Haywood House, Dumfries Place, Cardiff CF10 3GA; or such other premises as we may occupy. The hours of provision for the service are between 8:30 am and 5:30 pm Monday to Friday. Out of hours cover is not routinely supplied by The IGP. You should contact your NHS GP surgery or telephone NHS Direct on 0845 4647. In an extreme emergency you should dial 999. The Independent Healthcare Plan is designed to complement the services supplied by your NHS GP and The IGP strongly recommends that you maintain your existing NHS GP registration.

The IGP agrees to fully respect the needs of their registered patients. They undertake to practice within their capabilities and to refer to specialist practitioners where we deem appropriate. Facilities will be regularly monitored and updated, with equipment being calibrated and serviced on a regular basis. In return for these services and facilities, registered patients will be charged the monthly fee shown on the attached Schedule. (The monthly fee will be reviewed each year on 31st December and any change in fee levels will be notified to you). The fee will be charged either monthly or annually via Credit Card – after completion of the credit card authorisation form. Monthly or annual standing order payments from your bank or building society account can also be arranged. You can terminate this agreement by giving one month's notice in writing to us.

This practice complies with the Data Protection Act. Information concerning your health will be kept confidential. However, please be aware that information you give us may be recorded and may be shared in order to provide you with care. It may also be used to support local clinical audit and other work to monitor the quality of care provided, on an anonymous basis. If you have any questions regarding this, please do not hesitate to contact us. I understand I have a right to access my own records.

Except in respect of death or personal injury caused by the Company's negligence the Company shall not be liable to the Patient by reason of any representation or any implied warranty, condition or other term or any duty of common law or under the express terms of the Contract for any consequential loss or damage (whether for loss of profit or otherwise) costs, expenses or other claims for consequential compensation whatsoever (and whether caused by the negligence of the Company its employees or agents or otherwise) which arise out of or in connection with the performance of the Services and supply of the Goods or their use or resale or disposal by the Patient except where expressly provided in these Conditions.

The Company limits liability to the extent of the Company's insurance cover.

I agree to the terms and conditions of The Independent Healthcare Plan. Yes I enclose a signed standing order mandate.

I/we wish to register for consultations for £ per calendar month

Patient Names:

Name: Date of Birth:

Please indicate whether you require a chaperone to be present when you see the Doctor or Nurse. Yes No

Signature(s) of Adults:Date:

Signature(s) of Adults:Date:

Fair Processing Notice: The Independent General Practice will be the controller of any data taken during your treatment/care. Any data collected will only be used in line with agreed medical treatment/care and any necessary subsequent administration. The data will be used and managed in line with the Data Protection Act 1998. Detailed information on how we manage your data is available in the "Fair Processing Notice" within our "Patient Guide". This is available on request in any of our locations and to download from our website www.theigp.co.uk.



Healthcare Registered Private Doctors

The Independent General Practice



Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ballpoint pen and send it to:

The Independent General Practice Ltd
Oak Tree House
Oak Tree Court
Cardiff Gate Business Park
CF23 8RS

Service User Number

2 8 5 0 8 3

Name(s) of Account Holder(s)

Bank or Building Society account number

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Branch Sort Code

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Name and full postal address of your Bank or Building Society

To The Manager:

_____ Bank/Building Society

Address: _____

_____ Postcode _____

Reference Number

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For FastPay Ltd Re The Independent General Practice Ltd Official Use Only
This is not part of the instruction to your Bank or Building Society

Dear Customer: Please Complete Below for Our Records

Name: _____

Address: _____

_____ Postcode: _____

Phone: _____

Email: _____

Instruction to your Bank or Building Society

Please pay FastPay Ltd Re The Independent General Practice Ltd Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee.

I understand that this instruction may remain with FastPay Ltd Re The Independent General Practice Ltd and, if so, details will be passed electronically to my Bank/Building Society.

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit instructions for some types of account.

This Guarantee should be detached and retained by the payer.

The Direct Debit Guarantee



- ❖ This Guarantee is offered by all Banks and Building Societies that accept instructions to pay Direct Debits.
- ❖ If there are any changes to the amount, date or frequency of your Direct Debit, FastPay Ltd Re The Independent General Practice Ltd will notify you five working days in advance of your account being debited or as otherwise agreed. If you request FastPay Ltd Re The Independent General Practice Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- ❖ If an error is made in the payment of your Direct Debit by FastPay Ltd Re The Independent General Practice Ltd or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.
 - If you receive a refund you are not entitled to, you must pay it back when FastPay Ltd Re The Independent General Practice Ltd asks you to.
- ❖ You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.

The Independent General Practice – Personal Medical History

Personal Details:

Title: Surname: Forenames: Date of Birth:

Sex: Country of Birth: Marital Status: Occupation:

Address:

..... Postcode:

Home Tel: Home Fax: Mobile:

E Mail: Work Tel: Work Fax:

Next of Kin: Relationship: Tel:

Chemist: Town/City: Tel:

Medical Insurance Co: Tel:

NHS Number: NHS GP: Tel:

NHS GP Address:

..... Postcode:

Please list all past illnesses, accidents and operations; if possible state year, place, hospital and consultant/specialist. (Continue on a separate sheet if necessary).

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Smoker: Yes No If yes, number smoked per day: Units of alcohol consumed per week on average*:

*1 unit = 1/2 pint beer; 1 small glass of wine or 1 measure of spirits

Regular medications:

Allergies – Drug / Non-Drug / Food:

Blood Group: Rubella Immunity: Last Tetanus and Polio Booster:

Recent Travel Vaccinations:

Height: Weight: Date and Result of Last Cervical Smear:

Family History:

Relation	Living	Age	State of Health	Deceased	Age	Cause of Death
Grandmother						
Grandfather						
Grandmother						
Grandfather						
Mother						
Father						
Brother						
Brother						
Sister						
Sister						
Partner						
Children						
Children						
Children						
Children						

The Independent General Practice – Personal Medical History

Consent:

In order for us to comply with the Healthcare Inspectorate for Wales, would you please answer the following questions:

I consent to the release of my medical notes to my NHS GP: Yes No

I require a chaperone: Yes No

Name: Signature: Date:

Where did you hear about us? :

Internet Recommendation Newspaper/Magazine Other Please Specify:

The Practice has a complaints procedure. Details are on www.theindependentgeneralpractice.co.uk

Communication with your NHS General Practitioner:

I consent do not consent The IGP or the Specialist to contact my NHS G.P. with information concerning my referral or consultation.

Name of G.P.:

Address of G.P.

Name: Signature: Date:

I wish do not wish for a copy of my referral letter to the Specialist and copy of the Specialist’s letter to The IGP forwarded to me.

Name: Signature: Date:

If you consent, relevant information will be shared with your NHS GP within 4 weeks of the consultation. Alternatively, important medical information can be given to yourself to keep. This is to ensure that your full medical history is available for reference when required.

Fair Processing Notice: The Independent General Practice will be the controller of any data taken during your treatment/care. Any data collected will only be used in line with agreed medical treatment/care and any necessary subsequent administration. The data will be used and managed in line with the Data Protection Act 1998. Detailed information on how we manage your data is available in the "Fair Processing Notice" within our "Patient Guide". This is available on request in any of our locations and to download from our website www.theigp.co.uk.