

Introduction

London City Healthcare are committed to delivering safe, high quality, cost-effective healthcare. We will do our best to ensure the time you spend in our clinics is as comfortable as possible and to provide you the highest standards of personal and professional care.

Our services

London City Healthcare offer a private primary care service to assist with symptoms advice, diagnosis and treatment support.

It is important to note that our service is not intended to be a replacement for your own NHS GP and you should always maintain a relationship with an NHS doctor.

We encourage all patients, subject to your explicit consent, to share the results of any consultations or tests with your NHS doctor.

All our services are provided on a consultation basis, with a 15 minute consultation attracting professional fees of £75. Additional fees apply for vaccinations and blood tests and a full price list is available on our website at www.londoncityhealthcare.com or from our reception team.

Please note, we do not offer an acute or emergency service and if you are in need of medical assistance outside our practising hours, you should call NHS Direct on 111 for advice, or 999 in an emergency.

About our services

Consultation fees are taken at time of booking. Payment can be made via a debit or credit card over the phone, or by BACS payment (please ask one of our staff members for account details) or during the booking process, if you make an appointment online.

If your place of work is paying for your consultation we can raise an invoice for their accounts department prior to the appointment.

London City Healthcare are sadly unable to accept Cheques.

Cancellation Policy

Should you wish to cancel or re-arrange your appointment we do ask for a minimum of 24 hours notice, otherwise a late cancellation fee will be applicable, which is 100% of the appointment fee.

Will I see the same GP?

As a matter of routine, we will always aim to keep you with your first point of contact GP.

Our team of GP's has been carefully selected based on experience, professional background and areas of interest. As a result our team work varying days, meaning that unless you are happy to wait until they are in clinic and depending on urgency we will place you with one of our most suited highly experienced doctors.

All of our GPs are able to carry out routine GP consultations however, should we feel you may be better placed with a particular doctor, we will be pleased to discuss this with you at the time of booking.

Does my consultation fee include prescriptions?

We do have a nominal fee (£10) for the provision of private prescriptions that may be required, including repeat prescriptions.

Please be aware that all prescriptions are "Private" and do incur a fee at any pharmacy, although in most cases, they are better value than an NHS prescription.

To ensure we are prescribing repeat prescriptions safely, we do need to hold prescription reviews every three months, which incur additional consultation fees.

Chaperone

We understand that some aspects of healthcare can be sensitive and we're pleased to be able to make a Chaperone available to support you at any time during your consultation.

Please ask at reception for further information or to use the service.

Accessibility

All our facilities, including our showers and changing areas, are fully accessible and a hearing loop and translation service are available upon request.

How you will be treated

We sincerely hope you that every visit is as comfortable and helpful as possible. You should always expect to be treated with the utmost dignity and respect.

In addition, you should expect:

- to be addressed by your preferred name/title
- to personal dignity and privacy
- to be treated with equality regarding your gender, culture or religion
- to be referred to a health professional that is acceptable to you, if necessary
- to be able to seek a second opinion on diagnosis and treatment options
- to be given a clear explanation on your condition and any treatment, investigations or procedures proposed.
- to have access to your medical records (under GDPR or the Access to Medical Records Act 1990) and be assured that the information we hold on you remains confidential
- to an investigation of any complaint, both clinical and nonclinical, under our Complaints Policy (available online or at our reception – see overleaf)

Our complaints procedure has two stages and involves the following people within our business:

- 1. Local Resolution at this level, your complaint will be handled by the clinic's senior management team
- 2. Appeal your complaint will be the responsibility of a nominated member of our executive management team, who will review the circumstances and detail of your concerns, before offering a full and detailed response.

Can I make a verbal complaint?

Yes, we welcome feedback about our business, whatever form it takes. If you do raise a concern verbally with any of our team, we'd greatly appreciate if you were able to make a note of when you raised the concern and with whom.

Our clinic manager will always attempt to resolve any complaint or concern immediately. If for any reason this is not possible, the complaint will be further investigated by a senior manager. We will complete any investigations within 5 working days, although if for any clinical reason it may take longer, we will always let you know.

How do I make a written complaint?

It is often helpful to commit all formal complaints to writing. If your complaint is about a clinician, please address the concerns to the Clinic Manager at the premises you attended, including:

- Who or what has caused your concerns
- Where and when the events took place
- What action, if any, you have already taken

When investigating the complaint, a member of our senior management or executive team may offer to call you to talk about your concerns or offer to meet you in person.

What happens if I am not happy with the response?

We always aim is to deal with any complaints as quickly as possible. If you are not happy with our response, please inform the Clinic Manager or a member of our senior management team at the earliest opportunity. We will be pleased to facilitate a secondary review of your concerns.

What does an internal appeal involve?

An internal appeal will be led by a member of our executive management team. The member will consider your concerns and any circumstances closely. They may undertake a review of the correspondence and handling of the issues at our clinics. You will always be kept fully informed throughout the process.

Contact Us

The Registered Manager

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