



Health Management Primary Care

Patient Information Guide

Boston House, New Broad Street, London



Health Management Primary Care Services

Health Management Primary Care provides people in the City of London with easy access to private primary healthcare. We are committed to delivering a high quality, professional and personal service. Our centre is registered with the Care Quality Commission.

Health Management Limited is a company registered in England and Wales - Registered Number: 4369949 - Registered Office: Ash House, The Broyle, Ringmer, BN8 5NN

Health Management is ISO 9001 and ISO 27001 accredited and is registered with the Care Quality Commission (<http://www.cqc.org.uk/>) (registration 1-351269042).

Aims and Objectives

- To provide high quality advice and treatment for our patients through evidence based practice guidelines
- To endeavour to ensure treatment and care is patient-centered and that within our robust clinical governance framework, we can effectively monitor and demonstrate clinical outcome and care

The Medical Service

Private primary care services are provided by highly qualified clinicians. We are usually able to offer same day and short notice appointments. Individuals or companies wanting flexible and convenient access to healthcare close to their place of work can become corporate or private 'members' or simply access services as needed.

Our clinicians have strong links with London's leading laboratories and private hospitals, and as well as arranging blood tests and some investigations on site, can provide referrals to specialists and hospitals for investigations and tests when appropriate. Private prescriptions are provided, which can be dispensed at any UK pharmacy.

Access to the full range of primary care services is available nine hours per day.

GP Consultations

A full GP service for all types of health complaint for adults and children of all ages.

Health Assessments

We provide a comprehensive range of health checks. Some of these can be tailored to suit individual requirements. We offer additional discounts on further appropriate tests for individuals such as mammograms, heart scans and colon scans.

Please do not hesitate to ask advice on the most appropriate health checks for your needs. Please be aware that our services allow you to request an appointment with a male or female doctor if you wish.

Travel Health and Advice (Adults only)

A comprehensive travel health service is available for both holiday and business travellers including:

- Individually tailored travel advice
- Anti-malarial medication and travel vaccinations (including yellow fever)

Standards

Health Management Primary Care has policies and procedures in place to ensure that care provided is patient-centered and that the centre operates in accordance with the National Minimum Standards Regulations and all other relevant legislation.

- Patients are informed of recommended interventions for treatment and/or care
- Patients give verbal consent to all intimate examinations and are offered a trained chaperone if undergoing such an examination
- Patients and their relatives, if appropriate, are consulted via patient satisfaction surveys and are invited in the Patient Guide to provide comments and feedback about the planning and delivery of services provided to them
- Patients have access to their health records in line with Data Protection Legislation
- Privacy & dignity of patients are respected at all times, and consulting rooms are designed to offer visual and auditory privacy
- Patients are always asked to give their consent regarding the transfer of information to their own NHS practice
- Patients are informed in the Patient Guide of the name and address of the appropriate staff member to whom any complaints should be addressed, and also of the contact details of the Care Quality Commission to whom unresolved complaints can be addressed

Facilities

- Suitable waiting area
- Accessible consulting rooms
- Showering facilities
- Patient toilets
- Wheelchair access and disabled toilet
- Hearing loop system

Data Protection

An individual's right of access to personal data held in the centre and on the computer is governed by Data Protection Legislation.

Confidentiality

Health Management Primary Care has a confidentiality policy. We expect the highest standards of care to be exercised in ensuring that all information is treated in a confidential manner. We operate this in line with the following guidelines:

- Department of Health
- The British Medical Association
- The General Medical Council
- The Nursing and Midwifery Council
- Caldicott Principles

Staff Qualifications

- General Practitioners – MBBS (or equivalent), trained in General Practice and usually have MRCGP
- Centre Manager – Experienced in practice management
- Receptionists/Administrators – Experienced in medical reception

Opening hours

Boston House, New Broad Street is open from 8:30am – 17:30pm Monday to Friday, excluding Bank Holidays.

Out-of-hours Services

We do not provide an out-of-hours service or home visits. If you require medical assistance outside working hours we advise you to telephone your NHS GP or NHS 111. Should you not be registered with an NHS GP or if you have an emergency you should attend your local Accident and Emergency Department. Alternatively you may call DoctorCall (a private GP visiting service within the M25) on 0844 257 0345.

Repeat Prescriptions

Repeat prescription request forms are available in person or by email and can be requested by phoning the medical centre on 0845 504 0215 (Calls cost 2pm/min, plus your phone company's access charge). Requests are not taken by telephone. Completed request forms can be emailed to pc.team@healthmanltd.com. Full details of the drug name, strength, dose and frequency must be stated. Please note that prescriptions will only be issued if previously prescribed by a doctor at the centre, and medical review in person may be required.

Chaperone Policy

We can provide a chaperone for intimate examinations if required.

Communication with your NHS GP

At your request the doctor will give you a letter containing details of any treatment given. You may wish to pass this information on to your NHS GP. If you prefer, the doctor will communicate this information directly to your NHS GP.

Supervision of Children

All children must be supervised by their parent or guardian at all times whilst on our premises. Our staff take no responsibility for supervising children.

Access to Medical Records

In accordance with Data Protection Legislation, you may apply for access to your own medical records or authorise a third party to do so on your behalf. A fee will be charged for GP reports. Health Management Primary Care is registered as a Data Controller with the Information Commissioner's Office for the activities undertaken. Relevant policies and procedures are reviewed annually or more frequently should the nature of the way we operate require this. Clinical notes are reviewed regularly to ensure all entries are legible and meet the audit standards for record keeping.

Feedback and Complaints

We welcome all comments you have about our Centre and services and regularly survey our patients. Patient questionnaires are available at reception and a summary of the latest set of surveys can be found in the Patient Guide. Results of previous survey summaries are available on request from the Centre Manager.

Please address any comments or complaints of a general or administrative nature to the Primary Care Services Manager:

Linda Burton
Primary Care Services Manager Boston
House
2nd Floor
63-64 New Broad Street
London
EC2M 1JJ
Phone: 0845 504 0215 (Calls cost 2pm/min, plus your phone company's access charge.)
Email: linda.burton@healthmanltd.com

To preserve medical confidentiality, any comments or complaints of a clinical nature should be addressed to the Primary Care Medical Director:

Dr Alexandra Harkins, Primary
Care Medical Director Boston
House
2nd Floor
63-64 New Broad Street
London
EC2M 1JJ
Phone: 0845 504 0215 (Calls cost 2pm/min, plus your phone company's access charge.)
Email: alex.harkins@healthmanltd.com

The Care Quality Commission is responsible for reviewing formal complaints about the independent healthcare that have not been resolved locally by the organisation.

Such complaints can be addressed to: Care
Quality Commission
Citygate Gallowgate
Newcastle upon Tyne NE1
4PA
Phone: 03000 616161
Email: enquiries@cqc.org.uk
A copy of the most recent inspection can be obtained by visiting <http://www.cqc.org.uk>

For further information please visit healthmanagement.co.uk

Charter of Rights

Our responsibilities to you	Your responsibilities to us
<p>You will be treated as an individual in the care and attention you receive and will be given courtesy and respect.</p> <p>Following discussion you will receive the most appropriate care, and this will be given by suitably qualified people. No care or treatment will be given without your consent.</p>	<p>We ask that you treat the nurses, doctors and practice staff with the same courtesy and respect.</p>
<p>You have the right to see your health record for entries after April 1994, and we shall do our best to keep these confidential.</p>	<p>If you become aware of any incorrect information in your records please let us know.</p>
<p>We will try to ensure that you are seen on time, but some consultations take longer than others and we have no way of knowing this in advance. If there is a long delay, an explanation will be given by the receptionist.</p>	<p>Please let the receptionist know when you arrive at the centre.</p>
<p>We want to improve our services and thus we welcome any comments or suggestions you have. We operate a practice based complaints procedure. If you are not happy with any service you have received from us, please contact the Primary Care Services Manager or Lead Doctor.</p> <p>We will do our best to:</p> <ul style="list-style-type: none"> ▪ Acknowledge your complaint normally within two working days. ▪ Investigate it properly and in confidence. ▪ If you remain dissatisfied with the outcome of your complaint, you may wish to contact the Care Quality Commission at: Freepost NAT 18958, Complaints Investigation Team, Manchester M1 9XZ. 	<p>You have the right at any time to leave the centre. We have the right to have patients removed from our premises if patients are violent or verbally or physically abusive to any of the centre staff.</p>