

## GP Services in the City

Health Management offers a full GP service at our City office close to Liverpool Street. If you wish to see a GP during normal working hours (08:30 – 17:30), then please call **01273 976 489** to arrange an appointment. You can also contact our appointments team at [pc.team@healthmanltd.com](mailto:pc.team@healthmanltd.com)

Our clinics run each day by appointment at:

**Boston House**  
**2<sup>nd</sup> Floor**  
**63-64 Boston House**  
**New Broad Street**  
**London EC2M 1JJ**

## What does the service provide?

- full GP service for all types of health complaint for adults and children over 12 years old
- wellness screening assessments
- stress management
- sexual health and contraception
- travel health
- all types of referral

## Costs for the service?

The standard cost for an appointment is £70. If your company has a contract in place for other Health Management services then we will offer a discounted price and we will advise you of this when you book your appointment. For some companies the service is paid by the company. If this is the case then you will have been informed, but we will remind you when you book and you will not be charged, unless you receive tests or treatment outside of your company's agreement.

If you are paying for the appointment yourself then we will ask you to pay on the day. Credit card payments are only taken after your appointment is completed. We do also accept cash.

## Charges not covered include?

- Private prescription charges. We won't charge you when we issue a prescription, but chemists may charge you more than an NHS prescription, so you should ask the doctor about this if you receive a prescription. Your prescription can be taken to any chemist of your choice.
- Pathology tests or investigations (such as x-rays). Some GP schemes do include certain tests and we will tell you if this is the case. Your insurance may also cover tests if you discuss these with them beforehand and we can advise.

- Specialist fees when referral is appropriate – this may be covered by private insurance if you have this and you should check the cover before arranging any specialist or other types of onward referral e.g. to see a physiotherapist.
- Holiday travel vaccinations are generally not covered by company schemes.

## Other Information

Appointments last 15 minutes. You can book longer and charges increase in 15 minute multiples.

All consultations are completely confidential although we will correspond with your NHS doctor or specialist – but only if you specifically request this.

We record all consultations on a secure web-based system.

## Repeat prescriptions

Repeat prescription request forms are available in person or by email and can be requested by phoning the medical centre on **01273 976 489** . Requests are not taken by telephone. Completed request forms can be emailed to [pc.team@healthmanltd.com](mailto: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

If you would feel more comfortable with a male or female doctor or would like a chaperone present during some or all of the consultation then please tell us when you are booking and we will arrange this for you.

## Complaints procedure

Health Management Primary Care has a clear complaints procedure in the event of any comment or complaint.

## Cancellation & Non-attendance

Please let us know if you cannot keep your appointment so that we can reallocate it. If you give 4 or more hours notice for a GP Consultation and 24hrs notice for a Health Assessment we will not charge you for the appointment – otherwise we will charge the full fee for all late cancellations or non-attendances.

## Out Of Hours Service

Please note that Health Management Primary Care does not provide any out of hours service.



01273 976 489



[pc.team@healthmanltd.com](mailto:pc.team@healthmanltd.com)

**Please note that all calls cost 2pm/min, plus your phone company's access charge.**

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). If you have questions about our services or would like to provide comments or feedback on services you have received then please contact our Clinic Manager [abigail.jones@healthmanltd.com](mailto:abigail.jones@healthmanltd.com)