

Primary care Patient guide



Contents

Welcome to Health Management	3
Our services	4
Our charges	5
Our people	6
Our location	11
Our feedback	12
Frequently asked questions	14



Welcome to Health Management

We are one of the United Kingdom's leading occupational health providers, and our Primary Care Team offers a full general practice service and specialist services, provided by highly qualified clinicians.

Our services are available to individuals or companies looking for flexible and convenient access to healthcare close to their place of work. Clients can become corporate or private patients - or can simply access services as needed.

Our clinicians have strong links with London's leading laboratories and private hospitals, and can arrange blood tests and some investigations on site – as well as providing 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, Monday to Friday. We are usually able to offer same-day and short-notice appointments.



Our services

The primary care services we offer include:

- > GP consultations to discuss all types of health conditions, acute and chronic. We offer these face-to-face or virtually, depending on your preference
- > Wellness screening assessments, with a comprehensive range of health checks - plus additional discounts on further appropriate tests such as mammograms, heart scans and colon scans
- > Specialist referrals, where applicable
- > Pharmacy concierge service – we can arrange for medication to be delivered to your home, or prescriptions to be sent to a pharmacy of your choice
- > A comprehensive travel health service for holiday and business travellers, with individually tailored travel advice and prescriptions for anti-malarial medication and travel vaccinations (including yellow fever)
- > Prenatal, antenatal and postnatal care
- > Menopause clinics
- > Cancer screening and check-ups, including breast, testicular and prostate examination; bowel cancer screening; PSA testing, referral for mammograms
- > Sports medical examinations
- > Testing: ECG, lung-function testing, audiogram and vision testing
- > UK Offshore Oil and Gas medical examinations
- > Wound care
- > Contraceptive and family planning advice
- > Cervical screening
- > Ear syringing
- > Management of mental health conditions
- > Sexual health services
- > Taking of blood samples
- > COVID-19 antigen and antibody testing
- > Diagnostic testing and health screening



Please be aware that our services allow you to request an appointment with a male or female doctor if you wish.



Our charges

We charge £74 for a standard 15-minute appointment. If your company is paying, 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.

You can book longer appointments and charges will increase in 15-minute multiples.

If you are paying for the appointment yourself then we will ask you to pay on the day. Credit card payments are only taken once your appointment is complete.

Alternatively, we have a pay-as-you-go service **[on our website](#)** – which enables the one-off purchase of services such as GP appointments, health screens or virtual GP appointments.

Not covered:

- We won't charge you when we issue a prescription if this is part of your GP appointment, but chemists may charge you more than for an NHS prescription. Your prescription can be taken to any chemist.
- Pathology tests or investigations (such as x-rays) are not covered in our standard fee. Some GP schemes do include certain tests and we will tell you if this is the case. Your insurance may also cover tests, please discuss this with us before your appointment.
- Specialist fees when referral is appropriate, which may be covered by private insurance. Please check your cover before arranging any onward referral, e.g. to see a physiotherapist or specialist.
- Holiday travel vaccinations are generally not covered by company schemes.

Our people



Dr Feizal Motala MBChB DA
Primary Care Medical Director, Male GP

Dr Feizal Motala is the lead GP at Health Management. He graduated with merit from the University of Natal, South Africa in 1985. Post-graduation, he worked at the King Edward VIII Hospital, which is a renowned teaching hospital.

He gained experience in various specialties, including obstetrics and gynaecology, internal medicine, general surgery, psychiatry, paediatrics and anaesthetics. He obtained the Diploma in Anaesthetics in 1989. Feizal then worked as a partner in a private general practice for eight years, as well as working in A&E at a rural hospital.

In 1996, he relocated with his family to Saudi Arabia, to work as a GP in family medicine, in a large military hospital. He then moved permanently to the UK in 2005 and worked for several years in disability medicine.

Since February 2011, he has been working full-time as a private GP in the City of London. He is an approved examiner for oil and gas UK offshore workers.

Feizal enjoys all aspects of general practice and has special interests in travel medicine and health promotion. Outside of work, he enjoys travelling and following international cricket.



Dr Rebecca Hayes MBBS DPD MRCGP
Female GP

Dr Rebecca Hayes is a GP employed at Health Management three days a week. She also works one-to-two days per week in the NHS, splitting her time between Kensington and Chelsea and Camden CCGs.

Rebecca has a wide range of clinical interests and has also been a clinical lead for a private tele-medicine company. She covers all forms of general practice, including women's health - and has a Diploma of Practical Dermatology from Cardiff.

Outside of work she enjoys sailing and can speak conversational Italian.



Dr Rachel Levene MBBS DCH DRCOG
Female GP

Rachel studied Medicine at the University of Newcastle upon Tyne, qualifying in 1987. After working in hospital medicine for several years, she trained as a GP and returned to London where she worked in the NHS as a partner in a busy inner city practice.

For the last eight years, she has been working in the private sector - providing primary care to families and to a number of businesses in the corporate setting.

She particularly enjoys the variety of work within general practice and the opportunity to build long-term relationships with her patients.

Outside work she is busy with her teenage children and enjoys crafting, baking and helping out at a drop-in centre for asylum seekers in London.

With more than 30 years' experience as a doctor, she is still enthusiastic about her work and is very happy to be part of the team at HML.



Dr Dilini Obeysekera MBBS
MRCGP FRACGP
Female GP

Dr Dilini Obeysekera completed her medical training at St Bartholomew's and The Royal London School of Medicine and Dentistry in 2008. She undertook her vocational training as a General Practitioner 2010-2013 and achieved MRCGP.

Between 2016 and 2018, Dilini worked as a GP in North Queensland, Australia.

She currently works as a NHS GP in Sussex as well as providing private GP services via Health Management.

Dilini has a particular interest in women's health. Outside of work, she enjoys travelling and being outdoors.





Dr Steve Stangoni BM BSc MRCGP
Male GP

Dr Steve Stangoni is a primary care GP at Health Management. He completed

his training at the University of Southampton in 2009, intercalating in biomedical sciences and receiving a Bachelor Of Science (2:1) and Bachelor of Medicine.

Steve worked at Tweed Heads Hospital in Australia for a number of years, undertaking training in a number of specialties, before completing his GP training in Surrey in 2017.

In addition to his role at Health Management, he is currently works as a locum GP in Woking – and as a hair transplant surgeon in Birmingham.

He is fluent in Italian and loves travelling.



Dr Afsaneh Abedzadeh MD PhD MRCGP (Int) MSc
Female GP

Dr Afsaneh Abedzadeh graduated from the University of Medicine and Pharmacy in Timisoara, Romania, in 1993 - with distinction for her research dissertation in modern treatment of asthma.

She then started working in cardiovascular basic research, after which she completed her PhD in medicine in 2001. She gradually developed an interest in general practice, and started four-year vocational training in general practice in 2003 in Dubai.

During her GP training she worked in many specialties, including infectious diseases, paediatrics, gynaecology, general surgery, psychiatry, ENT, ophthalmology, dermatology, geriatrics and A&E.

She successfully obtained her MRCGP international in 2007, after which she was appointed as an international examiner for the Royal College of General Practitioners.

Apart from her clinical work, she worked as head of a health centre and was involved in teaching medical students and GP trainees. To further broaden her experience in leadership and management, she completed an MSc in healthcare management with the Royal College of Surgeons in Ireland in 2010.

Afsaneh moved to London in 2011 with her young family - working in NHS GP practices in North and East London. She has also been working as a private GP since 2013.

She has a special interest in women's health, preventative medicine, nutrition and health coaching. She also became an appraiser in 2018.



**Dr Mudhaffar Barzenji MBChB DFSRH
PGDip Fam Med
Male GP**

Dr Mudhaffar Barzenji graduated from the University of Mosul (Iraq), College of Medicine in 1989. He worked in various posts and gained a wide experience in primary care medicine, trauma and emergency medicine, and infectious disease.

He moved to the UK and obtained full GMC registration in 2006, then started

working in emergency medicine - before applying for a GP vocational training scheme in 2007.

He worked as GP registrar from 2009 to 2012, joining the private healthcare sector in 2012.

During this time he studied for a diploma at the Faculty of Sexual and Reproductive Health of the Royal College of Obstetricians and Gynaecologists in 2013, then studied for the Postgraduate Diploma in Family Medicine at the University of Middlesex in 2014.

Mudhaffar gained vast experience in primary care, travel medicine, family planning and sexual health. He is interested in all aspects of primary care, particularly musculoskeletal, family planning and sexual health, and infectious diseases / conditions.

He is also interested in health assessment and health promotion.

Outside work, Mudhaffar enjoys spending time with his wife and three children.



Our location



Our clinics run by appointment at:



Health Management
Boston House
63-64 New Broad Street
London EC2M 1JJ

Opening: 8:30am to 17:30pm,
Monday to Friday, excluding
Bank Holidays.

Making an appointment

Appointments can be scheduled via
our Primary Care Team on:



pc.team@healthmanltd.com



01273 976083

You can also make an appointment via
your confidential patient portal, please
ask a member of the Primary Care Team
for further information if you have not yet
accessed this platform.



Our feedback

We regularly undertake patient satisfaction surveys for our services, and are proud of the consistently positive feedback for our Primary Care Team.

In 2021 so far, our clinicians have achieved scores of **100%** in almost all areas - while nearly all of our administrative team's ratings were either **Good** or **Excellent**.

GP consultations

Almost 100% of patients rated our GP consultations as **strongly agree** in all 12 areas, including the appointment starting on time, the doctor listening to what the patient said, the doctor answering all the patient's questions, and the doctor involving the patient with decisions about their care and treatment.

Patient comments

"Our company is very lucky to have our doctor and this GP service."

"Very courteous and professional, very kind and attentive."

"Our doctor is fantastic and I won't see anyone else in London."



An absolute delight – professional, diligent, and on time.



"Our doctor is an outstanding doctor, empathetic as well as clinically knowledgeable. The video consultations and his support have been invaluable during the pandemic"

"Best assessment I've ever had here – really helpful."

"First class service from start to finish."

"Friendly and professional doctor, explained medical terminology in an easy-to understand manner."

"I found the doctor to be excellent. Very friendly and made me feel very comfortable."



Excellent care from our doctor. She is a very knowledgeable, caring and supportive doctor. I am very happy to be under her care and would recommend her to all my friends and colleagues



Administrative services

The vast majority of respondents rated five-out-of-five areas as **Good** or **Excellent**, including the courteousness and friendliness of the receptionist, the promptness of follow-up queries and the promptness in sending results and letters.



Patient comments

"All ran to perfection."

"The whole service was wonderful, thank you."

"All staff members that I have spoken to are always kind, professional, and courteous."

"Very slick service provided by Health Management."



Your team member [name] in particular was incredibly helpful, responsive, prompt and professional. I cant praise her enough.
A real asset to your admin team.





Further information

Confidentiality & medical records

All consultations are completely confidential and will not be shared with your employer unless you request us to do so.

We record all consultations on a secure web-based system, 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 if necessary. Clinical notes are reviewed regularly, to ensure all entries are legible and meet the audit standards for record keeping.

Change of details

Please notify us of any change of address, telephone number or name - so our records can be kept up to date.

We also offer an appointment reminder service by text message and email, so

please ensure we have your latest mobile telephone number and correct email address.

Chaperones

All patients are entitled to have a chaperone present for any consultation, examination or procedure if they wish. The doctor may also request to have a chaperone present.

Before any examination is performed, you will be asked if you would like a chaperone present. If you would, a member of the practice team will be asked to enter the room for either part or the duration of the examination.

Facilities for disabled patients

We are located on the second floor and have lift access located by the main entrance. Our concierge service will direct you to the lifts. We also have disabled toilets located on each floor. All consulting rooms are accessible.

If you are hard of hearing, we have a hearing loop system set up in our main reception area.



Test results process

Your test results will be shared with you via our confidential patient portal. You will receive an email notification once these are ready to review, and the clinician will attach a letter detailing the result.

If any results are abnormal, the clinician will also contact you by telephone to discuss further and potentially organise a follow-up consultation to discuss next steps and organise further investigations.

Repeat prescriptions

Repeat prescription request forms are available in person or by email - and can be requested by telephoning our primary care administration team on:

 **01273 976 083**

Requests are not taken by telephone, please email completed request forms 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.

Out-of-hours GP service

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 **NHS 111** which has been introduced to make it easier to access medical help, especially when practices are closed.

The operator will take information from you and can direct you to the most appropriate service, whether that be a pharmacy, GP out of hours service, minor injuries unit or A&E. Calls are free from landlines and mobile phones.

Cancellation and non-attendance

Please let us know if you cannot keep your appointment so that we can reallocate it. If you give 24hrs notice for a GP Consultation and 48hrs 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.

Communication with your NHS GP

At the beginning of your consultation, the clinician will ask if you would like to be able to share your consultation with your NHS GP. If so, this will then be shared with you via our patient portal after the consultation.

Patient experience and involvement

We provide high quality, safe services which meet the needs of our patients.

We treat people with care, respect and dignity and communicate using language which is easy to understand.

All patients using our services have the opportunity to give feedback after their appointment. All comments are reviewed and used to improve the care we provide.

Feedback from your family and friends is also welcome. We are always pleased to hear when things have gone well, and we ensure this feedback is passed on to our staff.

You will receive a link to our anonymous feedback survey after your appointment, so please do take the time to fill this in.



Your health and safety

In the unlikely event of a fire in the clinic, we have trained fire wardens who will assist to ensure all patients and staff are safely evacuated from the building. Our assembly point is located outside the main entrance, to the left of the building.

If you are unable to use the stairs to evacuate the building, we have an evacuation chair, and trained staff who will be able to assist you.

We also have trained first aiders, as well as our clinicians - who are able to assist in the event of a medical emergency.

Complaints

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

Please address any comments or complaints of a general or administrative nature to:



Abigail Jones
Primary Care Services Manager
Boston House
2nd Floor
63-64 New Broad Street
London EC2M 1JJ



01273 976083

(Calls cost 2pm/min, plus your phone company's access charge)



pc.team@healthmanltd.com

Any comments or complaints of a clinical nature should be addressed to:



Dr Feizal Motala
Primary Care Medical Director
Boston House
2nd Floor
63-64 New Broad Street
London EC2M 1JJ



01273 976083

(Calls cost 2pm/min, plus your phone company's access charge)



pc.team@healthmanltd.com



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

Such complaints can be addressed to:



Care Quality Commission
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA



03000 616161



enquiries@cqc.org.uk

We respect your right to privacy and we keep all your health information confidential and secure.

Further information regarding your records and our practice policies are available on our website.



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healthmanagement.co.uk

