

# DAVENAL HOUSE SURGERY PARTNERSHIP



## PATIENT GUIDE TO FEES FOR NON-NHS SERVICES

### Why do I have to pay?

The NHS provides most health services to people free of charge (although there are some exceptions such as prescription charges). For services that are not covered by the NHS there is a private fee to cover the responsibility taken and the time spent by doctors and administrative staff. We aim to keep the charges for professional services at an appropriate level.

### What is and isn't covered?

The Government's contract with GP's does include the completion of some specialist forms (eg from the Department of Work and Pensions) and some organizations pay GP's directly to complete reports (eg DVLA and certain insurance company reports). These are usually sent directly to the GP, so if you have been given a form to bring it's likely that you will need to pay a fee.

### Why can't I get it done here and now?

We want to spend our time providing excellent quality healthcare to you, our patients. Completing the increasing number of reports that are requested takes time away from patient care. We acknowledge that these reports are important to you and need to be completed but clinical care has to be our priority.

We aim to complete short reports and letters within a week. More complex reports may take up to 4 weeks.

### Why do I have to pay up front?

In the past doctors have written many letters and completed many forms that have not subsequently been collected. This has wasted valuable time which could have been used for patient care.

### But all I need is a Doctor to sign it!

More and more requests have been received asking for a signature to say that someone is healthy to pursue a particular activity. Unfortunately there is no simple test to say anyone is "healthy" to do any particular activity. The GP may not be able to sign such a form, or may write an explanation of the limitations of what they can say on the form. We cannot be responsible for whether or not the company accepts what the doctor is willing to write.

### Some misconceptions

There are some common misconceptions about the need for a doctor's letter in certain circumstances. Here are 3 common examples. Please help us to keep our time focussed on patient care and avoid asking for these. They can be provided if really required but there will be a charge.

## **1. I need a Blue Badge!**

Application for a blue badge doesn't need a GP's letter. Worcestershire County Council's official advice states "Please do not request evidence from your GP. If you have problems supplying written evidence please visit your local Worcestershire Hub Customer Service Centre for further information". This service is located at the Dolphin Centre, School Drive, Bromsgrove. Telephone No: 01527 881288.

## **2. I need a letter for the Housing Trust!**

Housing trusts have their own medical advisers. Please contact the trust directly if you have a medical issue related to your housing or application for housing. Telephone No: 01527 557557  
Free Phone (**from land lines only**) 0800 0850 160

## **3. I've missed an exam!**

A letter to confirm sickness having missed an exam is not usually required by exam boards. Ofqual states "Awarding Organisations make no requirement for pupils to obtain a medical certificate in support of an application for special consideration".