Administrative Request Policy

**1.0 Policy statement**

**Hazeldene Medical Centre and its branch surgeries are under no obligation to accept or process administrative requests, outside of the requirements of the NHS contractual regulations, unless both the Practice and patient agree on the expectation and outcome.**

**This includes requests for the completion of forms and letters, which are NOT part of the NHS services provided to patients.**

**Hazeldene Medical Centre has drafted this policy in compliance with the regulations and the standards for non-NHS requests.**

**2.0 Status**

**This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time, subject to further modifications to the Practice’s policy on non-NHS requests.**

**3.0 Procedure**

**The Administrative Request Consent Form MUST be signed for all Letter and Form requests. This consent form must be provided with the administrative request.**

**Hazeldene Medical Centre will process all administrative requests within a MINIMUM of 10 working days (2 weeks) of receiving the formal request.**

**The Practice may extend this response time in the case of complex or multiple requests, as well as in cases where important governance processes may require consideration. Additional delays due to inadequate information or other unforeseen circumstances may also prolong the procedure.**

**Patients may contact the GP Practice to request an update on the current status of their request.**

**4.0 Chargeable Fees**

As an NHS GP Practice, Hazeldene Medical Centre aims to provide NHS services, free of charge at the point of need.

**Hazeldene Medical Centre will charge an administrative fee for any non-NHS service, as presented below.**

**GDPR 2018 stipulates patient’s right to access their medical records within 30 days. Hazeldene Medical Centre complies with this law, by generating the log in details (Printed or emailed) for the patient to directly access their medical records on a secure self-service system. The Practice will further accommodate the patient, and support them with printing up to a reasonable amount of 10 pages, of specific parts of their medical records that they may wish to share with 3rd parties.**

**If there are requests by the patient or 3rd Parties for amounts of Medical Record Printing in excess of the reasonable 10 pages, the Practice will charge £60.00, for administrative costs, of printing medical records, which would otherwise be available for free online (secure self-service system).**

Requests for certain work e.g. certificates/passports/letters/special medicals reports entail extra charges. Details of all charges are also available on Notice Boards in Practice waiting rooms.

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| Access to medical notes (Self-Service Secure Remote Access) | **Free (We just need your ID for Verification)** |
| Summary of Medical Notes Print (Problems, Medications only) | **Free (This is the best option for housing, blue badge & benefit appeals)** |
| New Full Medical examination and report (DVLA) | **£169 (Or £80 if your Optician Stamped the form)** |
| Document Authenticity Certification by Photo | **£40** |
| Holiday insurance certificate | **£50 per page** |
| International certificate of vaccination | **£30** |
| Fitness to travel (only if we have hospital evidence) | **£40** |
| Letters and reports (These take lots of time to prepare) | **£40 - £60** |
| Registration Confirmation letters | **£30 (fee will increase if letter is for multiple family members)** |
| Letter for university exam problems | **£60** |
| Forms (Insurance Medical Reports, Occupational Health, etc.) | **£10 - £30 per question (depending on the complexity of the questions)** |
| Medical Information / Medical Statement forms | **£50 per page** |
| Sick note or incapacity certificate (private) | **£20** |
| Private Flu Jab (Not eligible for NHS Flu Jab) | **£10** |

**Administrative Request Consent Form**

**General Data Protection Regulation 2018 Compliant**

This consent form is to ensure that patients are fully aware of the Practice’s Administrative Request Policy. By signing this form, you agree to the terms and conditions of this Policy and accept the non-NHS charges which may apply to your request as per the stated policy.

1. I, Click here to enter text. , would like to make an administrative request.

Click here to enter text.

Date of Birth: Click here to enter text.

Click here to enter text.

I fully understand and agree to Hazeldene Medical Centre’s Administrative Request Policy.

I understand and agree to the non-NHS charges that the Practice will charge to complete my request, and will be happy to make the payment prior to the form/letter being completed.

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| --- | --- |
| Access to medical notes (Self-Service Secure Remote Access) | **Free (We just need your ID for Verification)** |
| Summary of Medical Notes Print (Problems, Medications only) | **Free (This is the best option for housing, blue badge & benefit appeals)** |
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| Medical Information / Medical Statement forms | **£50 per page** |

1. Type of Request: Letter  Form  Other

If other, please specify: Click here to enter text.

Click here to enter text.

1. Email address is: Click here to enter text.

Click here to enter text.

Signature: Click here to enter text.

Click here to enter text.

Date: Click here to enter text.

Click here to enter text.

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| **PLEASE WRITE YOUR REQUEST HERE…** |
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This form MUST be filled in by the patient and provided with their written request.

**The Practice will contact you once your request has been processed.**