

Clinical Enquiries
(Dr Shirley Gracias & Dr Pia Menzies)

Lesley Gully

Direct Line: 01454 854492

Fax: 0870 762 6158

Info@pro2typemedical.co.uk



emotional wellbeing
for children & families

All Other Enquiries
(including MedicoLegal)

Lucy Bateman

Direct Line: 0117 3180 842

Mobile: 07881 296811

Fax: 0870 762 6158

lucy@referre.co.uk

Ref: SG/PM/lg

Terms and conditions for Psychiatric Services provided by Referre Ltd

Applicable from August 2016

Please note acceptance of a service will lead to the assumption that these T&Cs have been read and accepted

REFERRE LTD Registered in England and Wales, Company Number 07994933 Registered address Unit 2, The Pound, Devizes SN10 3LG

Litfield House Medical Centre, 1 Litfield Place, Clifton, Bristol BS8 3LS (Tel 0117 973 1323)

Hathaway Branch Surgery, 32 New Road, Chippenham, SN15 1HP

Fees

The current charge for psychiatric consultation is £200 per hour.

You will be billed for face to face contact and the administration in preparing reports.

Consultations

Those paying directly

- New patients will generally be offered a consultation of 60 minutes allowing further time for the administration relating to the session (note completion, assessing questionnaires, report writing).
- Follow up consultations will generally be of 45 minutes with 15 minutes allowed for the administration relating to the session (note completion, report writing).
- Shorter consultations can be negotiated, for example when just meeting to review medication.

Those paying through Insurance Companies

- When an insurance company is paying the consultation will be at a pro rata rate. For example BUPA pays £200 for a first meeting and £150 for a follow up consultation. This allows for 45 minutes consultation with 15 minutes administration for new cases, and subsequent consultations of 35 minutes with 10 minutes for the administration relating to the session.

Invoicing and Payment

Those paying directly

- Fee notes will be issued in advance for payment by the date of the consultation. Our preference will be for payment by BACS and settlement to be two days day before the session. When making a BACS payment we ask you to reference it with the fee note number, so that your child's confidentiality can be protected. If you cannot pay by BACS we will also accept cheques or cash on the day. Instructions on how to make payment will appear on all fee notes.

Please note we do not accept card payments at Litfield House.

Those paying through Insurance Companies

- **It would be helpful if you could let us know in advance if there is to be an excess payable by you.**
- We will issue fee notes for any of the fee that the insurance company does not settle. Our preference will be for payment by BACS (as detailed above). Instructions on how to make payment will appear on all fee notes.

We are very sorry but failure to settle any fee note will mean that we will be unable to offer further appointments until settlement is made.

Non attendance

As we have costs that are not flexible & without notice cannot fill vacated appointments we charge for non attendance. At Dr Gracias' discretion this fee may be waived.

Those paying directly

In the event of non attendance by a patient who is paying directly we will not issue a non attendance fee but expect settlement of the already issued consultation fee. **No further appointments will be offered until the settlement is made.**

Those paying through Insurance Companies

In the event of non attendance by a patient who is paying through an insurance company we will issue an invoice to the company for the service provided. This will cover the time allocated for the consultation and associated administration. **No further appointments will be offered until the settlement is made.**

Cancellation

As we have costs that are not flexible & without notice cannot fill vacated appointments we charge for late cancellation. At Dr Gracias' discretion this fee may be waived.

We ask that wherever possible cancellations are made in writing by email to Lesley Gully info@pro2typemedical.co.uk. It would be helpful if you could let us know the reason for the cancellation. If you cannot email and have to get in touch by telephone a note will be made of the time your call was received. **We are very sorry but we cannot receive emails or phone calls at the weekend.**

Charges for cancellation are as follows:

More than 48 working hours (Monday to Friday)	No charge
Within 48 working hours (Monday to Friday) of the appointment	£100.00
Within 24 working hours (Monday to Friday) of the appointment	£200.00

If it is possible for us to fill the slot vacated by your cancellation no fee will be charged.

Cancellations made by Referre Ltd will not incur a charge.

Out of clinic services

Where

- we are asked to, or need to, provide additional services (such as liaising with schools, reading reports provided as background, preparing extra reports and attending meetings) a charge will be made pro rata for the time spent. Travel mileage to and from meetings will be charged at £0.45 per mile.
- insurance companies ask for extra reports a charge will be made pro rata for the time spent in doing this. This charge will be made to the policy holder.

Administration

Where requests are made for copies of documents a charge of £75.00 will be levied.

Private Prescriptions

For issuing a private prescription for controlled drugs there will be a discretionary charge of £2.00. No charge will be made for other private prescriptions. If prescriptions have to be posted to cover administration and postage there will be a charge of

- £2.75 for controlled drugs; and
- £1.75 charge for non controlled drugs.

Access to notes

There will be a discretionary charge of £75.00