

Patient's Guide

What is DOCTORnow?

DOCTORnow is a private General Medical Practice. We are an independent organisation that has no official ties to the NHS. We are a team of highly experienced healthcare professionals dedicated to providing exceptional patient centred care. We are subject to the rigorous scrutiny and licensing process of The Care Quality Commission.

Where is DOCTORnow?

DOCTORnow is situated in The Old Barn, Mulberry Court, Windsor End, Beaconsfield, Bucks, HP9 2JJ

What does DOCTORnow offer?

We promote accessibility to our Doctors and Nurses and ensure continuity of care by allowing 24 hour a day access. We offer second opinions and are willing to refer to specialists for expert opinions, using only those specialists who we hold in high regard. We are keen to work in concert with NHS GP's and do our utmost to affirm good practice.

Services that we offer include –

General medicine

Review of history, initiation of investigations as appropriate in order to make a diagnosis and initiation of treatments or referrals for all acute medical presentations. We are pleased to be able to offer a review or second opinion regarding an established diagnosis or offer alternatives and suggest other routes of referral for illusive diagnosis. We are glad to offer routine care for minor though troublesome complaints. Health education is central to our modus operandi.

Long-term care and supervision of chronic diseases

Including; asthma, eczema and related atopic conditions, diabetes, ischaemic heart disease, thyroid disease, epilepsy. It would be rare for this group of patients not to be under the supervision of a consultant as well.

Paediatrics

Diagnosis and management of child hood illnesses, Developmental checks and reviews from post-natal discharge to the standard 6 week, 8 month, 18 month and 3 year checks.

Musculo-skeletal medicine

Sports injuries, repetitive strain injury, rheumatological conditions including rheumatoid disease and psoriatic arthropathy. We may initiate treatment with DMARD's but will always seek expert opinion from a specialist. Joint injections are offered as appropriate

Minor surgery

Minor surgery can be undertaken at The Shelburne Hospital where the appropriate consulting privileges are in place. These procedures are restricted to those that require a local anaesthetic only.

Psychiatry

Diagnosis and management of mild to moderate depression (severe depressions are only managed in conjunction with specialist supervision); management of psychotic illness would only be undertaken on a shared care basis involving a Consultant Psychiatrist. Should initial onset of a psychotic illness present at DOCTORnow a specialist referral will always be recommended. We do not undertake administration or supervision of depot anti-psychotic medication.

Gynaecological services

Including contraception and HRT advice. Investigation of menstrual irregularities and preliminary test for infertility including counselling.

Obstetric services

We are able to offer on-site confirmation of pregnancy by urine test. We will undertake prenatal advice and appropriate blood tests to check rubella status and in early pregnancy will perform the standard battery of antenatal blood tests. More complete antenatal screening tests, such as amniocentesis, chorionic villus sampling and scanning will be arranged by referral to a specialist. On-going antenatal care will only be undertaken in support of a consultant-supervised package.

Termination of pregnancy

We do not undertake termination of pregnancy but will be involved in counselling and advice regarding the options. We will give information regarding specialist centres that provide termination services and make referrals as appropriate.

Vaccinations and immunisations. We provide a comprehensive range of vaccinations, including those appropriate to travel medicine; standard childhood immunisations and other vaccines that protect against disease, such as chickenpox; HPV; influenza, pneumococcus and TB.

Alcohol and drug addiction. We offer counselling and advice relating to alcohol abuse and dependence. Referral to specialist services/clinics either for inpatient or community based withdrawal programmes. We will offer the base line medical assessment including blood work-up at initial presentation. All patients suffering addiction will be referred to specialist units. The Practice will not undertake methadone prescribing or be involved in methadone withdrawal packages. We will prescribe medications to assist drug withdrawal but only when recommended by a specialist.

Medicals and screening. We undertake well person checks as well as sports medicals (diving/ racing driver). We also perform driving medicals including HGV/PSV and forklift truck driver medicals. We also undertake all insurance medicals. We do not perform aviation medicals. We do not perform exercise ECG's (stress tests). We undertake routine cervical smears and are able to refer for mammography. We are able to arrange more comprehensive screenings such as abdominal aortic aneurysm screening; screening for carotid artery disease; osteoporosis screening; CT angiography, virtual colonoscopy and total body scanning, provided that we have the opportunity to discuss the pro's and cons of such an approach with the patient before referral.

Details of service

Appointments

A standard appointment is thirty minutes although we have a flexible approach and can offer appointments in increments of 15 minutes as appropriate and on advance request. Appointments for members are included in their membership and for non-members are based on a pro-rata fee structure. All appointments are made via the administration office by telephoning **01494 410888**. At the time of a telephone enquiry for an appointment the receptionist will inform the patient or their agent of appointment availability, the venue and , if applicable, any fees that will apply. Detailed directions and maps are available on request. We accept **cancellation** at no charge provided that we are notified at least four hours before the appointment time. Non-attendance in the absence of notification will incur a charge at the rate of £105 per half hour or pro-rata for non-members and £52.50 per half hour or pro-rata for members.

Home visits can be requested on the day or booked in advance. There is a separate fee scale for visits. We only guarantee to visit out VIP24 and VIP24+ members. Visits to VIP12 members and non-members are at the discretion of the medical team.

Appointment venues

We currently offer appointments at our Practice (The Old Barn, Mulberry Court, Windsor End, Beaconsfield, Bucks HP9 1JJ), at the patients home or place of work.

Consulting privileges are in place at the following local Private Hospitals:

The Chiltern Hospital, London Road, Great Missenden,
The Shelburne Hospital, Queen Alexandra Road, High Wycombe,
The Spire Thames Valley Hospital, Wexham Street, Wexham

Fees

	30 min Surgery Consultation	Home Visit	15 min Telephone Consultation	Monthly Membership Fee	Annual Membership Fee
Non member-adult/child	£105	£250*	£52.50	N/A	N/A
VIP12 member - Adult	Free	£220*	Free	£32	£350
VIP12 member - Child	Free	£220*	Free	£23	£250
VIP 24 member - Adult	Free	£110	Free	£38	£420
VIP 24 member - Child	Free	£110	Free	£30	£330
VIP 24 + member	Free	Any in addition to those included in this membership are charged at £110	Free	£79	£895

* Home visits to non members and VIP12 members are at the discretion of the Doctor
Please note that our fees are due for review from 1st November 2010.
A comprehensive list of fees is available on request.

Patient Records

All patients' demographic details and clinical records are held on a secure data base powered by bespoke clinical software.

All referral letters generated within DOCTORnow will automatically be copied to you as well as to the Consultant and all post received regarding the your case will be scanned to the computer record and the original sent to you, as appropriate, with a copy to any other medic involved with your care as appropriate and with permission.

Access to records: a copy of your computer record can be requested at any stage. There will be no charge to our members for this service. For non-members we charge a fixed fee of £60 plus VAT.

We are registered for purposes of Data Protection and the practice computer system complies with the 1998 Data Protection Act.

Correspondence with the NHS

DOCTORnow will always seek permission to keep your NHS GP informed. In rare circumstances this may not be appropriate but exceptions will be judged on a case-by-case basis. Should a patient decide that they do not wish their NHS GP to be appraised of a clinical situation DOCTORnow reserves the right to withdraw service on ethical and safety grounds.

Investigations and tests

We are able to offer or arrange most tests. All tests requested by DOCTORnow will be done privately and so will incur a charge. The costs of individual test are available on request. Some of these costs may be born by private health cover but this cannot be assumed and should be checked by the patient in advance.

While NHS patients are entitled to have their tests on the NHS there is no mechanism to facilitate requests that arise in the private sector.

Results of tests will always be communicated to the patient by a clinician either via letter or by telephone. Copies of all test results are available to the patient on request.

Specialist referrals

Should a specialist referral be required this can be done via the private sector. DOCTORnow reserves the right to decline referrals that are felt to be medically inappropriate and likely to be to the detriment of the patient.

The GP's at DOCTORnow are not able to make direct referrals to NHS clinics/NHS specialists. All NHS referrals are managed through a clearing system to which all NHS practitioners must defer. There are specific situations which bypass this process including cancer referrals and suspected heart disease referrals. In a medical emergency, we can refer a patient directly to the NHS.

We endeavour to co-operate openly with the NHS at all levels and the level of co-operation is usually excellent.

A referral privately does not preclude the specialist from transferring an individual's care to the NHS if that was felt to be in the best interests of the patient. However they generally expect those referrals that are clearly best dealt with within the NHS service to be referred appropriately from the start.

Prescriptions

All prescriptions issued by DOCTORnow will be outside the NHS prescription system. All chemists will fill private prescriptions but will make a charge based on the true cost of the medication. In general chemists tend to stick to a formula to set the private price but this can vary significantly from pharmacy to pharmacy.

If a patient wishes to get an NHS script for their medication then DOCTORnow is happy to write to an individual's NHS GP giving the clinical details and the suggested prescription. However the NHS GP has no obligation to fill the request. They may insist on seeing the patient to make their own assessment and judgement or they may be unable to prescribe certain items because the items are not on the approved lists as set by the practice's formulary or by the Primary Care Trust. We remind patients that whichever doctor signs the prescription for a medication is taking the medico-legal responsibility for that medication and all the potential outcomes, both beneficial and adverse.

We will only issue prescriptions and repeat prescriptions to those patients whom we have seen or consulted. Requests can be made by telephone, fax, letter or e-mail. We are able to send prescriptions to your registered address or to the chemist of your choice. We are also able to telephone/fax prescriptions through to most local chemists. All repeat prescribing ultimately requires regular clinical reviews even if this is simply on an annual basis.

Emergency service and out of hours availability

DOCTORnow's service is guaranteed 24 hours a day, seven days per week for VIP24 and VIP24+ members. Our VIP24 number will automatically divert the calls to the emergency doctor's phone for VIP24 and VIP24+ members; rarely a patient may be asked to leave a name and contact number on an answer phone: this would only occur if the emergency doctor was in an area of poor signal or actually seeing a patient. Our response to such a message would be prompt.

We respectfully remind patients that the appropriate advice may be an instruction to "call 999".

Comments and complaints

DOCTORnow welcomes positive comments even if critical. We aspire to offering exceptional standards of care. Should you have a complaint we do have a complaints procedure in place a copy of which can be found at the end of this Patient's Guide and on our website.

If you do not feel your complaint has been satisfactorily addressed and wish to seek independent advice, you are advised to contact the Parliamentary and Health Service Ombudsman on 0845 015 4033 or via their website at www.ombudsman.org.uk or in writing at Millbank Tower, Millbank, London SW1P 4QP.

Confidentiality

We guarantee complete confidentiality. Test results can be requested by phone but only by the patient themselves unless a previous arrangement has been agreed by the doctor and recorded in the file.

Policy on seeing minors

All children under the age of 12 must be accompanied by an adult throughout the consultation and examination. Young people between the age of 12 and 14 can consult alone but must attend the clinic accompanied by a responsible adult whose permission and co-operation will be sought. 14-16 year olds may attend un-accompanied and consult alone provided that the doctor assesses them to be competent as adjudged by The Gillick criteria or where there is express permission from the legal guardian. 16 year olds and over may make their own appointments and attend unaccompanied and consult with full confidentiality provided that the doctor is content that that person is responsibly competent.

Chaperone Policy

A chaperone is available for any consultation at any stage. This can be requested via the reception staff or any clinical staff member.

Medical Insurance

Most UK medical insurance policies do not cover general practice. Some policies allow GP's to request tests privately and will cover the costs. We always advise that you should check with your insurance company in advance, as some tests can be very expensive.

DOCTORnow is able refer privately in the same way as NHS GPs and to activate, as well as complete, the relevant paper work as needed.

Personnel

Dr Brian McGirr	Chief Medical Officer, Medical Practitioner
Dr Richard Angwin	Medical Services Director, Medical Practitioner
Dr Sarah Marshall	Medical Practitioner
Liz D'Arcy-Evans	Senior Practice Nurse
Cathy Anderson	Practice Nurse
Paula Chamberlain	BCG Nurse
Barbara Angwin	Nurse and Laser Therapist (Titan)
Jane McGirr	Company Secretary
Christine Cheadle	Book-keeper

Lynne Smith	Practice Manager
Lynda Hunter	Patient Services Manager
Rachael Toovey	Membership Services Manager
Kate Dukes	Business Development Manager
Emily Findlow	Senior Receptionist
Adriana Nedelcu	Receptionist
Nicola Cammack	Receptionist
Ann Russell	Receptionist
Danae Bartropp	Domestic Services Supervisor

All members of staff have appropriate professional insurance and current CRB checks

COMPLAINTS PROCEDURE

DOCTORnow is committed to providing the best quality of service. We recognise however, that we may sometimes get things wrong or make mistakes. To deal with this we have a complaints procedure.

We do not look on complaints as unwanted. In fact, they may help us to see where our services or procedures might be improved. So do let us know where you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a 'complaint' we would still like to know about it. You may help us to address with something we might otherwise overlook.

How to complain

Step 1: Contacting us

The first step is to talk to a member of staff. This can be done quite informally, either directly or by telephone. Usually, the best staff member to talk to will be the person who dealt with the matter you are concerned about, as they will be in the best position to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for the Practice Manager or one of the Doctors.

We will try to resolve the problem on the spot if we can. If we can't do this, for example, because information we need is not to hand, then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within two working days or we will make some other arrangement acceptable to you.

Step 2: Taking your complaint further.

We hope you will only feel the need to make a formal complaint as a last resort and that you will complain to the person dealing with the matter first to give them a chance to put things right. However, if you are still unhappy, the next step is to put your complaint in an e-mail or a letter addressed to Dr Brian McGirr, the Chief Medical Officer of DOCTORnow, setting out the details, explaining what you think went wrong and what you feel would put things right. If you are not happy about writing a letter, you can always ask a member of staff to take notes of your complaint. You should make sure you agree with what they have recorded and that they provide you with your own copy for reference. This record will be passed promptly to the Chief Medical Officer to deal with.

Once the Chief Medical Officer receives a written complaint, he will arrange for it to be fully investigated. Your complaint will be acknowledged in writing within two working days of receiving it and the letter will say when you can expect a full response. This should normally be within a week unless the matter is very complicated, such as where other organizations need to be contacted. Where this is the case, we will still let you know what action is being taken and tell you when we expect to provide you with a full response.

Step 3: The next stage

If you are not satisfied with the Chief Medical Officer's investigation you can contact the Parliamentary and Health Service Ombudsman either by telephone on 0845 015 4033 or via their website at www.ombudsman.org.uk or in by writing to them at Millbank Tower, Millbank, London SW1P 4QP

Contact Details

Our address is The Old Barn, Mulberry Court, Windsor End, Beaconsfield, Bucks, HP9 2JJ.
Dr McGirr's e-mail address is brian.mcgirr@doctonow.org.
Our telephone number is 01494 410888. Our fax number is 01494 730729

Last reviewed in October 2009 : next Review due in November 2010
--

Brian P M^cGirr
MBBS, DCH, DRCOG, MRCGP

PROFESSIONAL PROFILE

- Qualifications:** MBBS (London) 1987
DRCOG (1990)
FPcert (1990)
DCH (1990)
JCTGP accreditation (1991)
MRCGP (1991)
- Professional societies:** British Medical Association
Royal College of General Practitioners
- General Medical Council:** GMC number 3251201
GMC GP register from March 2006
- Special medical interests** Heart disease (primary and secondary prevention of IHD)
Diabetes
Asthma
Musculoskeletal medicine
Paediatrics
General family medicine
Health promotion and screening
Minor surgery.
Laser skin aesthetics
- Committees:** Medical Advisory committee member at the Chiltern Hospital (BMI) 2005 to date
Local Research Ethics Committee 1999 to October 2004.
LMC 2000-2001
District Guidelines Committee: Secondary Prevention of Heart Disease 1995-1997
Asthma District Guidelines Group - 1994
- Professional indemnity:** Medical Protection Society Number 352624
- Career History:**
- February 2003 to date Chief Medical Officer and MD at DOCTORnow
- February 1992 to February 2003 GP Principal, Dr. Cox and Partners, The Simpson Centre, Gregories Rd, Beaconsfield, Bucks, HP9 1HL
9 GP's, 14,500 patients on 2 sites
- August 1991 to January 1992 Principal House Officer in Gladstone Base Hospital, Queensland, Australia
Registrar in general med/surgery, Paeds, Ob's &Gynae', anaesthetics & trauma
- August 1990 to July 1991 GP registrar – Dr. Cox and Partners (see above)
- August 1988 to July 1990 GP training rotation – Wycombe & Amersham hospitals.
Six months each of O&G, Paeds, Geriatrics, Psychiatry

February 1988 to
July 1988

Surgical HO – Hosp. Of St. Cross in Rugby

August 1987 to
January 1988

Medical H.O. – Amersham General

University:

St. Mary's Hospital Medical School (1982-87)

Education:

Aylesbury Grammar School, Aylesbury, Bucks

E-Mail:

brian.mcgirr@doctornow.org

PERSONAL PROFILE

Married with three sons. Personal interests include journals - BMJ/ Medicine/Newspapers, literature –Pratchet/Gemmel/Wilbur Smith/Tolkein, sport – rugby, basketball, racket sports, swimming, running, family

Richard A P Angwin

MBBS, FRCS

PROFESSIONAL PROFILE

Qualifications: MBBS (London) 1977
FRCS (1982)
FP Cert (1990)
JCPTGP (1991)
Minor Surgeries List
Obstetrics List

General Medical Council: GMC number 2404981
GMC GP register from March 2006

Special medical interests: Mens Health

Professional indemnity: Medical Protection Society Number 367189

Career History:

March 2006 to date	Medical Services Director at DOCTORnow
August 1998 to March 2006	Associate, Soho Private Medical Centre, London
April 1994 to August 1998	Recovering from a serious road traffic accident therefore worked as a locum in various private General Practices and ran a small, Exclusive practice based on home visits.
January 1991 to April 1994	Associate of Dr Martin Scurr, London
February 1990 to January 1991	GP Trainee, Netley Abbey, Southampton
February 1989 to February 1990	GP training – six months of Obstetrics & Gynaecology at Homerton Hospital, Hackney, London and six months of Psychiatry At Knowle Hospital, Hackney, London
November 1987 to January 1989	Senior Registrar, Cardiothoracic Surgery, Southampton General Hospital
December 1985 to November 1987	Registrar, Cardiothoracic Surgery, Northern General Hospital, Sheffield
August 1983 to December 1985	Registrar, Cardiothoracic Surgery, Killingbeck Hospital, Leeds
September 1981 to July 1983	Registrar, General Surgery, Urology & Orthopaedics, Central Birmingham Hospital
February 1981 to August 1981	SHO, Accident Service, John Radcliffe Hospital, Oxford

August 1980 to
January 1981 SHO, Orthopaedics, Professional Surgical Unit, Nuffield
Orthopaedic Centre, Oxford

March 1979 to
February 1980 SHO, General Surgery, Urology & Cardiothoracic surgery, Churchill
and John Radcliffe Hospitals, Oxford

August 1978 to
January 1979 HO, General Medicine & Paediatrics, Newmarket General Hospital

February 1978 to
July 1978 HO, General Surgery & ENT, St Bartholomews Hospital, London

University: St Bartholomews Medical College (1972-77)

Education: St John's School, Leatherhead, Surrey

E-Mail: richard.angwin@doctornow.org

PERSONAL PROFILE

Married with two sons. Personal interests include reading – both professionally and for leisure, skiing, shooting, rugby, family

Sarah J Marshall
MBBS, DRCOG, DFFP

PROFESSIONAL PROFILE

Qualifications: MBBS (London) 1989
DRCOG (1999)
DFFP (1999)
JCPTGP (1993)

General Medical Council: GMC number 3302949
GMC GP register from March 2006

Special medical interests: Minor Surgery
Paediatrics
Obstetrics & Gynaecology
Antenatal care
Mole & Cyst removal

Professional indemnity: Medical Protection Society Number 246651

Career History:

December 2006 to date General Practitioner at DOCTORnow

February 2006 to
December 2006 Locum work in Bucks plus minor surgery at Amersham Health Centre

October 1999 to
February 2006 Partner, Amersham Health Centre, Amersham, Bucks

May 1996 to
October 1999 Locum work in Bucks & Berks

December 1994 to
December 1995 Spent in Canada

December 1993 to
December 1994 Registrar in General & Community Paediatrics

February 1990 to
December 1993 General Practice Training

February 1989 to
February 1990 HO Posts: 3 months in General Surgery, 3 months in ENT, 3 months in General Medicine, 3 months in Geriatrics

E-Mail: sarah.marshall@doctornow.org

University: St George's Hospital Medical School

Education: Hatfield Girls Grammar School

PERSONAL PROFILE

Three sons. Personal interests include reading professionally, my children and my home, cooking, drawing, sewing & decorating, cricket, keeping fit, walking, skiing.