

DOCTORnow **Patient's Guide**

What is DOCTORnow?

DOCTORnow is a private General Medical Practice and is independent of the NHS. We are registered and, therefore, licensed to provide services by the Care Quality We are a team of highly experienced healthcare professionals dedicated to providing exceptional patient centred care.

Where is DOCTORnow?

DOCTORnow is situated in The Old Barn, Mulberry Court, Windsor End, Beaconsfield, Bucks, HP9 2JJ. We also hold clinics at The Bridge Clinic, Oldfield Lodge, Bridge Road, Maidenhead, Berks, SL6 8DG.

What does DOCTORnow offer?

We offer accessibility to our Doctors and Nurses during our extended opening hours, which are 0800-2000 Monday to Friday and 0900-1300 on Saturdays, and ensure continuity of care by offering a 24hour access option. We offer second opinions and are willing to refer to specialists for expert opinions, using only those specialists whom 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 childhood 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 tests for infertility including counselling.

Obstetric services

We offer on-site confirmation of pregnancy by urine test. We undertake prenatal advice and 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 Tuberculosis (TB).

Alcohol and drug addiction

We offer counselling and advice relating to alcohol abuse and dependence. Referral is 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 generally 30 minutes although we can offer appointments in increments of 15 minutes as appropriate if requested in advance. Appointments for members are included in their membership and for non-members are based on a pro-rata fee structure. All appointments are made 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.

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 £115 per half hour or pro-rata for non-members and £57.50 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; VIP24+ and VIPi 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 Bridge Clinic (Oldfield Lodge, Bridge Road, Maidenhead, Berks, SL6 8DG) and 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

There are five basic fee scales:

	Consultation	Visit	Telephone consultation	Annual Membership fee	Monthly Membership fee
Non member-adult/child	£115	£260 (during surgery opening hours)* £285 (out of hours)*	£57.50 15 mins)	N/A	N/A
VIP12 member -Adult	Free	£242 (during surgery opening hours)* £265 (out of hours)*	Free	£378	£35.00
VIP12 member -Child	Free	£242 (during surgery opening hours) £265 out of hours*	Free	£269	£25.20
VIP 24 member - Adult	Free	£121	Free	£454	£41.60
VIP 24 member - Child	Free	£121	Free	£340	£32.90
VIP 24 + member	Free	Any in addition to those included are charged at £121 / visit	Free	£965	£86.30
VIPi	£115	£260 (during surgery opening hours) £285 out of hours*	Free	£126	n/a

* Home visits to non members and VIP12 members are at the discretion of the Doctor

Patient Records

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

All referral letters generated within DOCTORnow will generally 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.

A copy of your DOCTORnow medical records 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 £25 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 apprised 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. Some of these costs may be borne by private health cover but this cannot be assumed and should be checked by the patient direct with their Insurer 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. For non-members, a prescription fee of £22 applies. All chemists will fill private prescriptions but will make a charge based on the true cost of the medication (NB. this is in addition to the DOCTORnow non-member prescription fee of £22). 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. We are also able to offer a prescription delivery service – please ask Reception for details. 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 a week for VIP24, VIP24+ and VIPi members. Our VIP24 number automatically diverts the calls to the emergency doctor's phone for VIP24, VIP24+ and VIPi 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.

Feedback and suggestions

We aspire to offer exceptional standards of care and welcome feedback, even if critical. We have a suggestions box in the Waiting Area for patients to use or, if you prefer, you can speak to any member of staff regarding your suggestion/feedback.

Complaints

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 www.doctornow.org. If you would like a copy of our Complaints Procedure to take away with you, please ask our Receptionist for a copy.

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	Managing Director/Chief Medical Officer
Dr Richard Angwin	Medical Services Director
Dr Sarah Marshall	Medical Practitioner
Dr Karie Kennedy	Medical Practitioner
Liz D'Arcy-Evans	Senior Practice Nurse
Carol Cole	Practice Nurse
Lorna Evans	Practice Nurse
Paula Chamberlain	BCG Nurse
Barbara Angwin	Nurse and Laser Therapist/ Director
Jane McGirr	Company Secretary/Director
Lynne Smith	Practice Manager
Kate Dukes	Business Development Manager
Nikki Fletcher	Financial Accountant
Lynda Hunter	Patient Services Manager
Rachael Whitby	Membership Services Manager
Emily Findlow	Business Support Manager
Adriana Nedelcu	Receptionist
Caroline Prickett	Receptionist/Administrator
Natalie Russell	Receptionist/Administrator
Ann Russell	Receptionist/Business Support Administrator
Shaleeza Makhani	Receptionist/Administrator
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 in place.

If you are unhappy with the facilities or services you have received from DOCTORnow or from the Doctor looking after you we would like to know about it as soon as possible so we can investigate your concerns and explain, apologise and take positive action where necessary. In most circumstances, if you tell us about your concerns quickly, we can resolve matters straight away. To let us know about something with which you are unhappy please speak, in the first instance, with Lynne Smith, Practice Manager (or in her absence Lynda Hunter, Patient Services Manager)

If you are not fully satisfied you can put your concerns in writing and use our formal Complaint Resolution Procedure which meets the requirements set out by the Independent Doctors Federation (IDF) for its members and also the Independent Sector Complaints Adjudication Service (ASCAS)

The Complaint Resolution Procedure has three stages and reflects the principles of the ISCAS Code of Practice:

- Stage 1 Local resolution within the individual practice
- Stage 2 IDF Complaint Resolution Procedure to review the complaint
- Stage 3 Independent Adjudication from ISCAS

Stage 1

To start the formal Complaint Resolution Procedure you should write to:

Lynne Smith
Practice Manager
DOCTORnow
The Old Barn
Mulberry Court
Windsor End
Beaconsfield
Buckinghamshire
HP9 2JJ

You should state what has caused you to have concerns and make your points clear. Please document when the relevant events took place and what results you expect from your complaint.

We will send you an acknowledgment of your letter within two working days of receipt of the complaint (unless we are able to provide you with a full response within five days)

A full response to your complaint will be made within twenty days of the receipt of the complaint. If the investigation is still in progress after twenty days we will send you a letter explaining the delay and a full response made within five days of reaching a conclusion. In any event a holding letter will be sent every twenty days where an investigation is continuing.

If you remain dissatisfied following the final response from us, then you can request a review of your complaint, known as Stage 2 by writing to:

IDF Administration
18 Horn Lane
Woodford Green
Essex
IG8 9AA

Stage 2

The IDF Complaint Resolution Procedure will consider your complaint and may undertake a review of the documentation, any correspondence and the handling of the complaint at Stage 1. The Chairman of the IDF Complaint Resolution Procedure Committee will write to you according to the IDF procedures, and in any event within twenty days, to either confirm the outcome at Stage 1 or to offer an alternative resolution.

At this time the IDF will advise you of your right to take the matter further to Independent Adjudication known as ISCAC and Stage 3 in these procedures

Throughout the process all information, documents and records relevant to your complaint will be treated in the strictest confidence and no information will be divulged to any parties who are not involved in the IDF Complaint Resolution Procedure, unless required to do so by law.

Stage 3

This stage is only available to you if you remain dissatisfied once Stage 1 and Stage 2 are exhausted.

You should then request the Adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service
Centre Point
103 New Oxford Street
London
WC1A 1DU

Your written request for adjudication must be made within twenty five days of the final determination by the IDF at Stage 2. At Stage 3 you should provide reasons to explain your dissatisfaction with the outcome of Stage 2. The ISCAS Secretariat will seek confirmation from the IDF that Stage 2 has been completed.

The ISCAS Secretariat will notify the IDF of a request for Stage 3 made directly within ten days. The Secretariat will then be your main contact once Adjudication has started. When accessing this service you will be asked to consent to release of records from DOCTORnow and the IDF relevant to your complaint and a report will be made to you, DOCTORnow and the IDF

Additional information for patients about ISCAS can be found at:

<http://www.independenthealthcare.org.uk/index.php?/complaints-information-for-patients.html>

The Care Quality Commission

DOCTORnow is required to be registered by the Care Quality Commission (CQC) which regulates Health and Adult Social Care Services. The CQC does not investigate complaints but considers relevant information about practices providing regulated activities within the terms of the legislation. They can be contacted at:

CQC National Correspondence
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Dr Brian McGirr
MBBS, DCH, DRCOG, MRCGP

Qualifications:	MBBS (London) 1987 FPcert (1990) JCTGP accreditation (1991)	DRCOG (1990) DCH (1990) MRCGP (1991)	
Professional societies:	British Medical Association Royal College of General Practitioners		
General Medical Council:	GMC number 3251201 GMC GP register from March 2006		
Medical interests:	Heart disease (primary and secondary prevention of IHD) Diabetes Musculoskeletal medicine General family medicine Minor surgery		Asthma Paediatrics Health promotion and screening 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		
Feb 1992 - Feb 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		
Aug 1991 – Jan 1992	Principal House Officer, Gladstone Base Hospital, Queensland, Australia Registrar in general med/surgery, Paeds, Ob's &Gynae', anaesthetics & trauma		
Aug 1990 - Jul 1991	GP registrar – Dr. Cox and Partners (see above)		
Aug 1988 – Jul 1990	GP training rotation – Wycombe & Amersham hospitals. Six months each of O&G, Paeds, Geriatrics, Psychiatry		
Feb 1988 - Jul 1988	Surgical HO – Hosp. Of St. Cross in Rugby		
Aug 1987 – Jan 1988	Medical H.O. – Amersham General		
University:	St. Mary's Hospital Medical School (1982-87)		
Education:	Aylesbury Grammar School, Aylesbury, Bucks		

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

Dr Richard Angwin

MBBS, FRCS

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

Medical interests: Mens Health

Professional indemnity: Medical Protection Society Number 367189

Career History:

March 2006 to date	Medical Services Director at DOCTORnow
Aug 1998 – Mar 2006	Associate, Soho Private Medical Centre, London
Apr 1994 – Aug 1998	Recovering from a serious road traffic accident. Worked as a locum in private General Practices and ran an exclusive practice
Jan 1991 – Apr 1994	Associate of Dr Martin Scurr, London
Feb 1990 – Jan 1991	GP Trainee, Netley Abbey, Southampton
Feb 1989 – Feb 1990	GP training – six months Obs & Gynae at Homerton Hospital, Hackney and six months Psychiatry at Knowle Hospital, Hackney
Nov 1987 – Jan 1989	Senior Registrar, Cardiothoracic Surgery, Southampton General Hospital
Dec 1985 – Nov 1987	Registrar, Cardiothoracic Surgery, Northern General Hospital, Sheffield
Aug 1983 – Dec 1985	Registrar, Cardiothoracic Surgery, Killingbeck Hospital, Leeds
Sep 1981 – Jul 1983	Registrar, General Surgery, Urology & Orthopaedics, Central Birmingham Hospital
Feb 1981 – Aug 1981	SHO, Accident Service, John Radcliffe Hospital, Oxford
Aug 1980 – Jan 1981	SHO, Orthopaedics, Professional Surgical Unit, Nuffield Orthopaedic Centre, Oxford
Mar 1979 – Feb 1980	SHO, General Surgery, Urology & Cardiothoracic surgery, Churchill and John Radcliffe Hospitals, Oxford
Aug 1978 – Jan 1979	HO, General Medicine & Paediatrics, Newmarket General Hospital
Feb 1978 – Jul 1978	HO, General Surgery & ENT, St Bartholomews Hospital, London

University: St Bartholomews Medical College (1972-77)
Education: St John's School, Leatherhead, Surrey

PERSONAL PROFILE

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

Dr Sarah Marshall
MBBS, DRCOG, DFFP

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

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

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.

Dr Karie Kennedy
MBBCh

University: Witerwatersrand University
MBBCh (South Africa)

**Special medical
Interests:** Paediatrics
Asthma
Diabetes
Medical Acupuncturist

Career History:

November 2009 to date General Practitioner at DOCTORnow

October 1998 to
November 2009 General Practitioner at Chalfont St Giles Surgery

1990 to 1998 General Practitioner at The Wye Valley Surgery plus Locum work for Flackwell Heath Surgery, South Mead Surgery and Chalfont St Giles Surgery.

1987 to July 1994 Lifestyle Screening Doctor at The Chiltern Hospital

December 1986 Returned to England

March to December 1986 General Practice, set up own Practice in Transvaal, South Africa

October 1985 to
February 1986 General Practitioner Assistancy for 6 months with Dr Ivan Wolf

1985 Medical Officer at Johannesburg Department of Health. 3 months in Geriatrics and Paediatrics.

1985 Medical Officer at Johannesburg Hospital; 6 months in Haematology and Oncology.

1984 Senior Internship at JG Strijdom Hospital; 6 months of General medicine and 6 months of surgery.

1983 Junior Internship at Johannesburg Hospital; 3 months of Medicine, 3 months of Surgery, and 3 months of Obstetrics & Gynaecology.