



Patient Guide

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Registered Address:



1. Statement of Purpose

This Statement of Purpose is made by The GP Service (UK) Ltd pursuant to The Health and Social Care Act 2008 and Regulation 12 of the Care Quality Commission (Registration) Regulations 2009.

Service Provider:

The GP Service (UK) Limited
Coventry University Technology Park
The TechnoCentre,
Puma Way,
Coventry,
CV1 2TT
Telephone Number: 0247 509 8777
Email address: support@thegpservice.co.uk

Registered Manager:

Atul Devani
The GP Service (UK) Limited
Coventry University Technology Park
The TechnoCentre,
Puma Way,
Coventry,
CV1 2TT

Atul Devani is the Registered Manager for all Regulated Activities carried out at The GP Service (UK) Ltd.

Dr Alex Barber is the Nominated Individual for all Regulated Activities carried out at The GP Service (UK) Ltd.

Aims and Objectives:

Our service consists of dedicated and professional practitioners and staff. We strive to be acknowledged by our patients, suppliers and regulators as the leader in our sector. This will be achieved by ensuring that we recruit and train highly professional staff whose ambitions are to exceed patient expectations.

Our Aims:

- To understand and exceed the expectation of our patients.
- To both motivate and invest in our team and acknowledge their value.
- To encourage all the team members to participate in achieving our aims and objectives.

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Our Objectives:

- To support each other in achieving patient expectations
 - Maintain the highest professional and ethical standards
 - Respond to the needs of our patients, practitioners and staff.
- To encourage innovation, ambition, enterprise and continuous improvement.

Service:

The following Regulated Activities are provided by The GP Service (UK) Ltd:

- *Treatment of disease, disorder or injury.*

We provide remote clinical consultations/advice and prescription for general practice.

The GP Service (UK) Ltd provides services to the following age categories: Adults under 65yrs, Adults over 65yrs.

We provide services through the following websites:

www.thegpservice.co.uk
www.cooppharmacy.coop

Legal Status:

The GP Service (UK) Ltd is a Limited Company — Registered in England No.: 09359853

Locations:

The GP Service (UK) Ltd provides remote clinical consultations/advice only, therefore, does not operate from a location:

The GP Service (UK) Limited
Coventry University Technology Park
The TechnoCentre,
Puma Way,
Coventry,
CV1 2TT

Registered Address:



2. About Us

Our Company, The GP Service (UK) Limited is registered in the UK (Company No. 09359853) at The Techno Centre (HDTI Building), Puma Way, Coventry, CV1 2TT

The GP Service is committed to providing exceptional service levels in the community healthcare sector with a platform that seamlessly brings together patients, doctors and pharmacies. All our Doctors are based in the UK and registered with the General Medical Council (GMC). All pharmacies affiliated with our service are also UK based and registered with the General Pharmaceutical Council (GPhC).

3. What we do and what we offer

In our busy day-to-day lives, more people are finding it difficult to take time off to see their GP or have to wait on average up to 10 working days to see a GP. We at the GP service provide an Online Doctor service to help diagnose and treat common conditions using our on-line consultation platform.

Our aim is to provide a safe, discreet and easy journey for patients who are looking for private medical treatment at their convenience and at a cost that people can afford. Our system allows patients to consult with qualified Doctors with a consultation via online assessment questionnaires or through secure video chat. They can then choose to collect their treatment from any Pharmacy registered with our service.

The service also allows Doctors, at their sole discretion, to provide prescriptions where appropriate as well as referral letters and fit notes. For full details and charges, please refer to our Terms and Conditions section in this document.

Below are examples, but not an exhaustive list, of conditions that our doctors can treat:

- Allergies
- Asthma
- Backache
- Chest infection
- Cough
- Colds
- Cystitis
- Depression
- Digestive problems
- Ear, nose and throat problems
- Hay-fever
- Headache
- Migraine
- Skin problems Stress
- Men's health
- Women's health

As we offer remote consultations, our doctors are not able offer advice or to treat some conditions. If you think you are experiencing any of the conditions listed below or a medical emergency you should call 111 or 999. Alternatively, visit an A&E service, which is local to

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you:

- Difficulty in breathing or severe shortness of breath
- Chest pain/suspected heart attack
- Suspected stroke or seizures
- Severe pain especially of sudden onset
- Severe infections
- Obstetric or pregnancy complications
- Severe bleeding
- Serious trauma to head, spine or limbs
- Broken bones or burns
- Severe mental health concerns (For example thoughts of self harm, suicidal thoughts or psychosis)

4. Pricing Summary

The pricing for our services is subject to agreement of our full Terms and Conditions, which can be found on the company website.

4.1 Form Based Consultations

The fee for Form Based Consultations will vary depending on the medication you request, as they are, they are individually priced and may vary based on the type of medication, pack size (quantity), strength and manufacturer. Please refer to the individual pricing which will be quoted to you when you submit your request for a prescription via the GPS System. All fees quoted will include the cost of the consultation, prescription and the medication.

4.2 Online Live Consultations

The fee for a Live Consultation will vary depending on the duration of the session spent with the Doctor. The initial fee as advertised on our website is for an online Live Doctor Consultation and is for a ten (10) minute session. If, after the initial ten (10) minutes, you wish to continue with and extend the consultation, you may do so for an additional fee. Please request this from the Doctor and the Consultation will be extended for a further ten minutes. Please note, you will not be entitled to any refund if any of the initial ten (10) minutes or extended ten (10) minutes are not used.

4.3 Prescriptions

The fee referred to above is for the Live Consultation. In addition to the initial Live Consultation fee for the live consultation, if the Doctor offers you any Prescription, you will be charged (subject to your acceptance), a Prescription fee, as advertised on our website. You will not be entitled to a refund for any prescriptions once issued to you as part of the Consultation. Any actual cost of medication for a prescription must be paid directly to the pharmacy.

4.4 Additional Services

Upon request, a Doctor may (at his/her sole discretion) agree to provide sickness

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notifications or letters, or a referral letter, the contents of which are based on the Doctor's own judgment and regulatory obligations. The length of any such letter or note will be determined at the sole discretion of the Doctor. Referrals made by a Doctor do not specify a named individual consultant or doctor but are made on an open referral basis.

The additional fee for each sickness letter / notification or referral letter is advertised on our website. A sickness letter / notification or referral letter may only be requested during a Live Consultation with a Doctor. If you request a sickness letter / notification or referral letter during a Live Consultation, you will be charged accordingly, and you will not be entitled to a refund once the letter or notification has been issued.

5. Complaints Procedure

The GP Service (UK) Ltd is committed to providing services that are safe, effective and meet the expectations of our customers.

5.1 Contacting The GP Service (UK) Ltd

Complaints should be made in writing to the Registered Manager

Our staff will provide help to any patient or relative of a patient wishing to make a complaint. If you wish to register a complaint we have a number of ways in which you can forward this to us.

(a) In writing, please post to:

Atul Devani (Registered Manager)
The GP Service (UK) Limited
Coventry University Technology Park
The TechnoCentre,
Puma Way,
Coventry,
CV1 2TT

(b) By Email:

You can send an email to: support@theGPService.co.uk.

(c) 'Contact Us' Page:

You can fill out the 'Contact Us' box selecting the 'I have a complaint', which you can find in the 'Contact Us' section of the website.

Whichever method you choose to contact us please ensure you provide the following details to ensure we can make a speedy assessment of your complaint and have the correct details to contact you:

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- Your Full Name
- Date of Birth
- Address
- Email address
- Tel Number
- Date of your consultation
- Invoice/ reference number
- Details of your complaint
- Any other relevant information

5.2 How we will handle your complaint.

The Investigation

The Registered Manager will conduct an investigation and will gather information. This will lead to a full written report being produced and made available to those concerned. The investigation will include:

- i. Speaking to all persons concerned
- ii. Reviewing as and other documents
- iii. Producing a written summary of the facts of the complaint
- iv. Producing responses to written complaints
- v. Completing the appropriate records of the complaint
- vi. Informing all relevant parties as to the outcome of the complaint and any remedial action.

What to expect from us.

Initially, you will receive a written acknowledgement from the GP Service within two working days of the complaint. This will be followed by a written response within twenty working days, or a written explanation of why the response is taking longer and when you can expect a response. A full response will be made within 5 working days of a conclusion being reached.

As we are constantly aiming to improve our services, all staff involved in the complaint will be informed of the outcome and advice on preventing recurrence. On completion of the complaint investigation process a full written report will be made including any recommendations and actions by the Registered Manager

What if you are not satisfied with the outcome of our investigation?

Where you are not satisfied at the conclusion of the complaint process you have several options depending upon the nature of the complaint:

1. Independent arbitration service (see below).
2. Where the complaint may relate to a breach of professional standards of

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conduct, clinical competence or fitness to practise, patients can raise their concerns with the appropriate professional regulator (Doctors — General Medical Council, Nurses — Nursing & Midwifery Council (see below).

3. Where the complaint relates to a breach of statutory regulations and the organisation is registered with the Care Quality Commission patients can contact the CQC (see below).
4. Customers retain the option of seeking legal advice relating to a complaint about the service provided by any healthcare provider.

Please Note: Any complaint proceeding to litigation will be notified to the Care Quality Commission.

5.3 Contacting the Care Quality Commission (CQC)

The GP Service (UK) Ltd is regulated by the Care Quality Commission (CQC) as it the regulator for independent Healthcare. Whilst the CQC has no statutory powers to investigate any complaints that patients or other members of the public make about independent healthcare services, nor do they have a regulatory role to manage, arbitrate or resolve their complaints, concerns or allegations, they do take account of all information that they receive from the public about registered independent providers, or about unregistered providers that they consider should be registered. They assess whether this 'concerning information' suggests that:

- An offence has been committed as set out in the Health & Social Care Act 2008
- A regulation has been breached as set out in the associated regulations, or
- The provider has contravened a condition of their registration with us, as set out in their registration certificate.

If they suspect that the provider has committed an offence under the Act or a breach under the regulations, they are required to take action to bring about improvement.

The Care Quality Commission can be contacted using the following details:

CQC Healthcare
Citygate, Gallowgate
Newcastle upon Tyne
NE1 4PA
Tel: 03000 616161
Email: enquiries@cqc.org.uk
Web: www.cqc.org.uk

Registered Address:

Other Useful Contact Details:

The General Medical Council
350 Euston Road
London, NW1 3JN

The Nursing & Midwifery
Council 23 Portland Place
London, W1B 1PZ

Tel: 0161 923 6602
Web: www.gmc-uk.org

Tel: 0207 7333 9333
Web: www.nmc-uk.org

Independent Arbitration Organisation
International Dispute Resolution Centre
70 Fleet Street
London, EC4Y 1EU

Centre for Effective Dispute Resolution
Web: www_ced.com
Tel: +44 (0)20 7536 6000

6. Patient Satisfaction Monitoring.

The GP Service continually assess, monitor and drive improvement in the safety of the services provided and the quality of experience of service users. We value the feedback from customers so that the service is constantly evaluated and improved.

A Patient Survey is carried out on an annual basis and is provided to approximately 10% of all customers. These are completed anonymously and returned to the Registered Manager who is responsible for assembly of findings and results.

The report summarising the key findings and any actions that are to be carried out as a result of the report are published in this guide and available to view on the website. This will be available once the first survey has been carried out and the report published.

The GP Service has also teamed up with Trustpilot, the most frequently used customer review application in the world to seek feedback from its customers. Customers will be asked after consultations to leave a review so we can assess our service.

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7. How to view the results of our most recent CQC report.

The GP Service (UK) Ltd is registered with the Care Quality Commission (CQC). Our registration information can be viewed by accessing the following webpage:

<http://www.cqc.org.uk/provider/1-2804999282>

8. Terms & Conditions

Terms and Conditions of Use and Sale can be found on our web site

<https://thegpservice.co.uk/terms-conditions>

9. PRIVACY POLICY

Our Privacy Policy can be found on our web site

<https://thegpservice.co.uk/privacy-policy>

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