

Private Medical Work: Patient Information Leaflet

Our Process for Private Medical Documents

We understand that you may need private medical documentation for various purposes such as insurance claims, legal matters, or employment. This leaflet explains how we process private work requests and our timescales.

Important: Requests Are Not Guaranteed

Requests for private work are REQUESTS. Your GP will assess your request, but sometimes it may not be possible to complete the request. If this is the case, the reason will be explained to you and a refund processed. We are not obligated to carry out private work.

How It Works

1. Submit Your Request

You can submit your private work request in two ways:

- **Online via Engage** (our patient portal)
- **Hand in paperwork at reception**

IMPORTANT: Please ensure you have completed any sections of the paperwork that you need to do before submitting. Incomplete forms will cause delays in processing your request.

2. Invoice Raised

Our part-time administrative team will raise an invoice for the work.

3. Payment Required

You'll need to pay the invoice before we can proceed with the work. We accept:

- Card payments
- Bank transfers

We no longer accept cash or cheques as holding cash on site poses security concerns for our practice.

4. GP Assessment and Assignment

Once paid, your request is passed to your registered GP for assessment. Your GP will review whether they can complete the request. Private work must be completed by your own doctor, unlike NHS work which can be handled by any available GP.

5. Completion

If your GP can complete the request, they will do so and contact you when it's ready.

Timescales

- **Standard private work:** We aim to complete requests within **4 weeks**
- **Subject Access Requests (SARs) for solicitors:** Legally required within **1 month**

Why Delays May Occur

We want to be transparent about potential delays:

- **Part-time working patterns:** Our administrative team and some GPs work part-time
- **Doctor availability:** Your registered GP may work part-time or be on leave

- **NHS priority:** We must prioritise NHS patient care, which means private work is completed alongside (not instead of) NHS duties
- **Holiday periods:** Staff annual leave can affect processing times
- **Incomplete paperwork:** Forms with missing patient information will be delayed

Because private work must go to your specific registered doctor, it may be several weeks before your doctor can even review the request, particularly if they work part-time or are away.

Understanding Our Priority

The NHS is extremely busy, and additional private work adds to the workload our doctors and staff manage. By completing private work around NHS commitments, we ensure we can continue to provide the best possible care to all our NHS patients while meeting our responsibilities to them.

Alternative Options

If our timescales don't meet your needs, there are other options for private medical work in Eastbourne:

- Private GP services
- Private medical providers such as SDHC

While we cannot recommend specific providers, these alternatives may offer faster turnaround times for urgent private work.

Not Happy With Your Completed Work?

If you're not satisfied with how the completed document is laid out or formatted, we can:

- **Modify the document:** Tell us what changes you'd like to the layout or format, and we'll do our best to amend it

Please note that we have still completed the work requested and cannot provide refunds for completed work. However, we want to ensure you're satisfied with how the information is presented.

We Understand It's Frustrating

We know that waiting for important documents can be stressful and inconvenient. However, these timescales allow us to balance private work with our primary responsibility of providing NHS care to our registered patients.

Questions? Please speak to our reception team who will be happy to help.

Thank you for your understanding.