

Private Requests and Services

Character References and Personal Testimonials

For Use In:	Jessop Medical Practice
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Contents

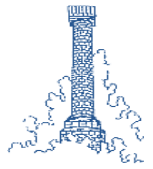
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1. Introduction

General practice services provided under the NHS are funded to deliver essential medical care and treatment to registered patients. However, there are occasions when patients, third parties, employers, insurers, solicitors, or other organisations request services, reports, forms, letters, certificates, or medical examinations fall outside the scope of NHS-funded services. These are known as private (non-NHS) services and may attract a fee.

This policy outlines the approach taken by Jessop Medical Practice in relation to private requests and services. It aims to ensure that requests are managed fairly, consistently, transparently, and in accordance with relevant NHS guidance, General Medical Council (GMC) standards, and contractual obligations. The policy also provides clarity for patients and staff regarding which services are covered by the NHS and which services are considered private work.

The Practice recognises that patients may require documentation or medical information for a variety of purposes, including insurance applications, employment matters, fitness assessments, legal proceedings, education, travel, housing, adoption and fostering processes, and other non-clinical requirements. Whilst the Practice will endeavour to assist where appropriate, GPs and other clinicians are not contractually obliged to undertake private work



and reserve the right to decline requests where they are unable to provide the information requested or where the request falls outside their professional responsibilities.

Where private work is undertaken, charges will apply in accordance with the Practice's approved schedule of fees. Fees reflect the time, expertise, administration, and professional responsibility involved in completing the work. Payment may be required in advance, and timescales for completion will depend on clinical priorities and workload.

2. Character References and Personal Testimonials

This policy relates to requests for character references, court references, immigration support letters, personal testimonials, good character statements, relationship statements, and letters intended to support personal disputes or legal matters.

Practice Position

The role of the GP and practice team is to provide medical care and factual information relating to a patient's health and treatment. It is not the role of the practice to verify or endorse an individual's character, conduct, reliability, personal circumstances, relationships, or suitability for a particular purpose where this information falls outside the medical record.

As such, the practice does not provide:

- Character references
- Personal testimonials
- Good character statements
- Relationship or cohabitation confirmation letters
- Letters supporting disputes between individuals
- Immigration support letters based on personal opinion
- Statements regarding a patient's honesty, reliability, parenting ability, suitability for employment, or other non-medical matters

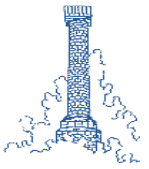
Any information provided by the practice must be based solely on factual information recorded within the patient's clinical record. The practice will not provide opinions, assumptions, recommendations, or endorsements relating to non-medical matters.

Requests for Factual Medical Information

Where a third party requires medical information, a formal request must be submitted with the patient's valid consent or through an appropriate legal process. Any response provided by the practice will be limited to factual medical information held within the clinical record and will be subject to relevant confidentiality, data protection, and information governance requirements.

Non-NHS Reports

In certain circumstances, the practice may consider requests for factual non-NHS medical reports. Such requests will be assessed on a case-by-case basis and are provided solely at the



discretion of the practice. Where accepted, a fee may apply in accordance with the practice's current schedule of private fees.

Reference Documents and Resources

Private Admin

- <https://www.bma.org.uk/pay-and-contracts/fees>
- <https://jessopmedicalpractice.co.uk/wp-content/uploads/2026/05/Admin-Request-Form-MAY-2026-1.pdf>