

Private Requests and Services

Holiday Cancellation and Travel Insurance Letters

For Use In:	Jessop Medical Practice
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Contents

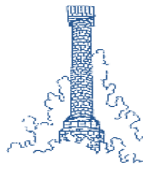
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1. Introduction

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. Holiday Cancellation and Travel Insurance Letters

This policy applies to requests relating to but not limited to:

- Holiday cancellation letters
- Travel insurance claims
- Missed flights due to illness
- Confirmation of inability to travel
- Cruise cancellation claims
- Medical reports, certificates and insurance company forms

Insurance providers are responsible for assessing and determining eligibility for claims. The role of the GP practice is limited to providing factual information held within the patient's medical record. Practice clinicians cannot determine whether a patient is entitled to compensation, reimbursement, or acceptance of an insurance claim.

The practice will only provide factual information that is supported by the patient's medical record. Clinicians will not provide retrospective opinions, statements, or certifications where there is no documented evidence to support the request.

Where appropriate, the practice may complete insurance company forms, medical reports, or provide factual medical summaries as private, non-NHS work. Such requests will incur a fee and are subject to the practice's private services charging schedule.

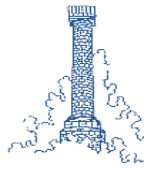
Completion of insurance-related documentation is undertaken at the discretion of the practice and within reasonable timescales, taking account of clinical workload and administrative capacity.

Information Already Available to Patients

Patients may already possess documentation that supports their claim, including:

- Consultation records
- Prescribed medication history
- Documented diagnoses
- Hospital correspondence
- Discharge summaries
- Test results and investigation reports

Patients may request access to their medical records through an Online Access request or a Subject Access Request (SAR) where appropriate.



Requests for further information

Insurance companies requiring additional medical information should submit a formal written request accompanied by the patient's valid consent. The practice will only release information in accordance with data protection legislation.

Applicable fees may be charged for the completion of reports, forms, letters, or the provision of medical information.

Standard turnaround times (28 days) for private work apply.