

Private Requests and Services

Housing Support Letters

For Use In:	Jessop Medical Practice
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Contents

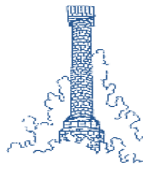
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1. Introduction

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. Housing Support Letters

This policy outlines how the practice manages requests relating to housing and accommodation, including but not limited to:

- Housing support letters
- Rehousing applications
- Medical priority or housing banding requests
- Damp and mould concerns
- Overcrowding
- Requests for ground-floor accommodation
- Requests for an additional bedroom
- Housing adaptations
- Homelessness support
- Social housing evidence requests

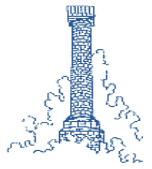
Housing authorities and housing providers are responsible for assessing housing need, priority, eligibility, and accommodation suitability. Decisions regarding housing allocation, banding, transfer requests, adaptations, or rehousing are made by the relevant housing organisation and not by the GP practice.

In line with Local Medical Committee (LMC) guidance, requests for housing application reports and supporting letters are generally outside contractual NHS GP services. In many cases, patients can provide evidence through their existing medical records, NHS App records, medical summaries, hospital correspondence, care plans, or other healthcare documentation. Where additional medical information is required, housing providers should request this directly from the practice with the patient's explicit consent.

Practice Position

The practice does not:

- Determine housing priority, banding, allocation, or suitability.
- Provide opinions on whether a patient should be rehoused or awarded additional housing priority.
- Support or reject housing applications on behalf of patients.
- Arrange GP appointments solely for the purpose of obtaining a housing support letter.



Patients should complete the housing provider's own medical assessment or housing application process and submit any supporting evidence requested by the provider.

Existing Medical Information

Relevant information may already be available within the patient's medical record, including:

- Diagnosed medical conditions
- Current medications
- Consultation records
- Hospital and specialist correspondence
- Care plans and treatment plans
- Other factual clinical information

Patients may be able to access and share this information through the NHS App, online services, or by requesting an appropriate medical summary from the practice.

Requests for Additional Information

Where a housing authority, housing association, or other housing provider requires specific factual medical information, they should submit a written request directly to the practice and provide evidence of the patient's consent.

The practice will consider requests for factual information in accordance with data protection requirements and clinical governance procedures.

Requests for non-NHS work, including private housing support letters, may be undertaken at the discretion of the practice and are not guaranteed. Any such work will be subject to the practice's private fees policy and the applicable fee schedule. The provision of a private letter does not guarantee that a housing provider will alter or approve a housing application.