

## Statement of Fees

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## 1 Introduction

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### 1.1 Policy statement

While NHS services are provided free of charge to patients, there are some services that command a fee as they are not available or funded by the NHS; these services are referred to as non-NHS services.

GPs do not have to carry out non-NHS work on behalf of their patients.<sup>1</sup> Their priority will always be the provision of safe and effective care to their patients, funded by the NHS.

our organisation will comply with the [Care Quality Commission \(CQC\) \(Registration\) Regulations 2009: Regulation 19](#) and ensure that patients are provided with written information about any fees, contracts and terms and conditions where people are paying either in full or in part for the cost of their care, treatment and support.

Staff must ensure they advise patients that some services attract a fee because GPs are self-employed and have to cover the day-to-day costs of running the practice such as facilities, utilities and personnel which is not too dissimilar to any other business.

GPs will undertake non-NHS funded work outside routine working hours. Therefore, the fees charged by the organisation contribute to the costs associated with delivering the services required in order to meet patient need.

This policy details those services for which our organisation will charge a fee to either patients or third parties.

### 1.2 Status

The organisation aims to design and implement policies and procedures that meet the diverse needs of our service and workforce, ensuring that none are placed at a disadvantage over others, in accordance with the [Equality Act 2010](#). Consideration has been given to the impact this policy might have regarding the individual protected characteristics of those to whom it applies.

This document and any procedures contained within it are non-contractual and may be modified or withdrawn at any time. For the avoidance of doubt, it does not form part of your contract of employment. Furthermore, this document applies to all employees of the organisation. Other individuals performing functions in relation to the organisation, such as agency workers, locums and contractors, are encouraged to use it.

## 2 Services for which a fee is applicable

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### 2.1 Administrative considerations

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<sup>1</sup> [Why GPs sometimes charge fees - BMA](#)

The BMA's [Dealing with fees for non-NHS report requests](#) states that staff should adhere to best practice and:

Check that all relevant paperwork is provided

- If a fee has not already been set, now is the time to do so
- Communicate in writing – formal notification of the doctor's proposed fee and any further terms and conditions relating to the completion of the report should be communicated and agreed by both parties
- Check that the patient has signed consent if appropriate
- Log the arrival of the document in the organisation's system
- Search the patient's notes and marry up with the information request
- Allocate to the GP
- Once the report has been completed, ensure copies are made and kept within the organisation's record system
- Make a diary entry or bring forward date to post the completed report
- Complete the payment claim form, log the date of posting or reporting to the relevant authority
- Chase the payment if appropriate
- Receive either the payment schedule from the requesting authority and reconcile with a bank statement or receive a payable order or cheque and arrange banking.

GPs must:

- Assimilate the contents of the request, confirm patient consent has been granted to divulge if in order and ascertain whether or not the Access to Medical Reports Act, the Data Protection Act or the Access to Health Records Act apply
- Read all GP notes, hospital letters and laboratory results contained within the patient record. This is to ensure, as far as possible, that the facts certified in a report or certificate are correct
- Produce an appropriate response, either in writing, typed directly onto an electronic report template or by dictation
- Check and sign the final draft
- Once signed, the report and any manual notes held should be returned to the administrator for copying and filing

## **2.2 Processing of certificates, forms and reports**

Most non-NHS work can be completed within 40 working days but there may be times where we need to extend this as this is dependent on a number of factors such as GP availability, planned absences, training, etc. The requestor will be kept informed.

The timescale for completion starts from when the fees are agreed and the signed Statement of Costs Pro-forma received.

If you wish to request the work be completed urgently then every effort will be made to assist with this but again, we will inform the requestor if we are not able to meet the request.

Where we are set deadlines by benefit agencies then we will meet these, providing they are not deemed unreasonable. We will liaise with the benefit agencies as necessary.

### **2.3 Access to medical records**

Patients are able to access their medical records online. You can complete the form online to request access login details or ask for one at reception.

Patients requesting copies of their medical records must complete a subject access request (SAR) in accordance with the organisation's Access to Medical Records Policy. These are provided free of charge.

### **2.4 Charging and Payment methods**

When a request for non-NHS work is made you will be informed of any associated fees. Where these are set fees, you will be informed either at the time of request or within 3 working days. Where the fees need to be set by the GP this may take up to 5 working days to confirm. The timescale to complete the request will be made from this point.

You will be given the option to pay up front or you may wait until the work is completed. We will not be able to release the work until full payment is made.

If you wish to claim a reduction in fees or for the fees to be waived, you will need to allow us 5 working days to process and check your evidence. We will contact you to confirm our decision. You will then have the choice as to whether to proceed with your non-NHS work request, or not. The timescale to complete the request will be made from this point.

Payments may be made by:

- BACs transfer
- Cheque, made payable to Buckland Surgery (if a personal cheque then we will need to wait until the cheque has cleared before the work will be released)
- Debit or Credit Card

## 2.5 Eligibility for Reduced Fees

In some circumstances we may reduce or waive the fees for patients for non-NHS work.

Fees will be reduced to 80% for:

- Patients in receipt of a private pension
- Veterans
- Carers

Fees will be reduced to 50% for:

- Patients aged 16 to 18 managing their healthcare independently of a parent or carer and not in full-time education
- Patients in receipt of a state pension
- Patients in receipt of benefits, such as Universal Credits or Personal Independence Payments
- Patients over 16 receiving a low income, below £15000 per annum
- Non-NHS work in support of benefit applications

No fees will be charged for:

- Patients aged 13 to 16 managing their healthcare independently of a parent or carer
- Patients over 16 in full-time education
- Non-NHS work relating to a child's welfare where the family is on a low income (below £18000 per annum)

If you think you may be eligible for a reduction or not to be charged then proof of your eligibility, in line with the above criteria will be required. This needs to be dated within the last 3 months.

It is also at the GPs discretion if they wish to reduce or waive a fee for the patient.

No reductions will be made for companies requesting non-NHS work to be completed.

## 2.6 Statement of costs

Patients who require non-NHS services will be given a statement of costs pro forma, shown at [Annex A](#).

## 2.7 Recommended fees

The BMA no longer provides a table of suggested fees but one can be found at [Annex B](#). It is recommended that when calculating fees, the [BMA fees calculator](#) is used (login required) as this determines how much organisations need to charge to be financially viable.

## 3 Summary

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It is the responsibility of our organisation to ensure that the service user is given appropriate information regarding the cost of the services detailed in this policy.

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A copy of the poster at [Annex B](#) is to be displayed in the practice waiting room and on the organisation's website, ensuring that all patients are aware of those services that are not funded by the NHS.

## Annex A – Statement of costs pro forma

### Section 1: Patient details

Surname		NHS number	
Forename		Title (Mr, Mrs, Ms, Dr)	
Date of birth		Address:	
Telephone no.		Postcode	

### Section 2: Services requested

Service(s) requested	
Eligibility for Reduction on Fee(s) – if applicable (detail of evidence provided)	
Fee(s) applicable	
Total cost	
Terms and conditions of the service	Insert specifics here:
Additional costs	The following are potential additional costs:
Refund information	Refunds are applicable in the following circumstances:

### Section 3: Payment method

Payment by cash/card (ensure receipt is issued)	
Payment by cheque (record cheque number)	
Payment by BACS transfer (record transaction ref and date)	

Payment is due before the service is provided.

### Section 4: Patient declaration and signatures

I understand that the service(s) I have requested is/are not funded by the NHS and I accept the fee(s). I have been advised of any potential additional costs, the terms and conditions of the service and the circumstances in which a refund may be applicable.

<b>Staff signature and date</b>	
<b>Print name</b>	
<b>Patient signature and date</b>	
<b>Print name</b>	

***A copy of this completed pro forma is to be scanned and saved in the individual's healthcare record and a copy passed to the patient.***



## Annex B – Table of suggested fees

### Statement of Costs 2023

The services detailed in the table below are NOT funded by the NHS and therefore have an associated cost.

Non-NHS service	Fee
<b>Driver licensing</b>	
• VOC certificate	£12.50*
• GP series 2	£40.00*
• GP examination	£85.00*
• Blood test	£39.00*
<b>Certificates, forms and reports</b>	
• Armed Forces medical questionnaire	rate set by Force
• Accident or private sickness certificate	£30
• Free from infection form/certificate	£30
• Vaccination certificate	£30
• Health insurance form	£35 to £63
• Insurance report (no examination)	£108
• Sports-related certificates and forms (no examination)	£35 to £63
• Fitness to travel	£35
• Cancellation of holiday for health reasons evidence	£35
• Blue Badge (disabled parking)	£35
• To Whom It May Concern letters	£20.00 - £30.00
• School fees insurance claim	£35.00 - £63.00
• Childminder health forms	£95
• Seatbelt exemption	£35.00
• Extract from records	£70
• Written report (without examination)	£105.00 - £115.00
<b>Medical examinations</b>	
• Adoption (payable by organisation arranging the adoption)	£105
• Drivers or pilots	£105
• Fitness to drive	£105
• Insurance examination (including report)	£160
• Pre-employment or employment medicals	£105
• Sports participation/fitness (not available for extreme sports)	£105
<b>Miscellaneous</b>	
• Complex letters requiring extracts from medical records etc.	£70.00 - £100.00
• Firearms (certificate only)	£50
• Patient request for referral to private medical organisation requiring review of record (outside of scope for patient choice for treatment)	£30 to £50

**There are some other non-NHS services that will require payment. If you require a service not detailed on this statement, please enquire at reception.**

\* At the time of writing (June 2023), [Fees for driver licensing](#) are currently under review as they were last agreed in 2004.