



Fees Policy

Document Details		
Title	Fees Policy	
Main points	Regarding the charging of fees to patients for non-NHS work	
Who is the document aimed at?	All staff	
Author		
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Approved by (Clinician/Manager)	EMT	
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Required by CQC		
Other		
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No	Date	Amendment
1		
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Background

Hope Citadel Healthcare is able to apply fees to work undertaken by practice staff and clinicians which is outside of the core NHS services for which Doctors / the practice are paid. The fees cover any costs of undertaking the work.

Examples of non-NHS services for which GPs can charge their NHS patients are:

- Signing passport application forms
- Certain travel vaccinations
- Private medical insurance reports
- Holiday cancellation claim forms
- Referral for private care forms
- Letters requested by, or on behalf of, the patient

Examples of non-NHS services for which GPs can charge other institutions are:

- Some reports for the DSS/Benefits Agency
- Examinations of local authority employees

The list of Hope Citadel's fees are displayed prominently in each practice reception and copies are held within the clinical rooms for reference. If a patient or external agency is to pay a fee then they must be told, before the work is started, how much it will be and what they will get for the fee.

Where requested, an invoice will be sent to state the fee amount. The fee must be paid before the work is handed over to the patient or sent to the external agency / solicitor. Once the fee has been made, the work will be completed within 7 days unless otherwise stated.

If travel vaccines consist of multiple doses, the full cost of all the vaccines must be paid before the first one is administered.

Hope Citadel accepts cash or cheque as payment methods. We are unable to offer credit as Hope Citadel does not have a consumer credit license. Once a fee is paid, the patient or external agency will be given a receipt of payment.