

GP Care UK Ltd

Self-funded services refund policy

Policy Summary

This policy provides an overview of how GP Care will approach refunding payments to patients accessing the self-funded services, in relation to cancellations and clinical satisfaction, providing clarity for patients and staff.

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Self-funded Services Refund Policy

1. Scope

A proportion of the clinical services that GP Care provide are self-funded by patients, unlike contracted NHS funded services that GP Care also provides.

This policy sets out the organisation's approach to refunding payments to patients accessing self-funded services, in relation to cancellations and patient satisfaction, providing clarity for patients and staff.

Up to date refund policy information is publicly accessible on the GP Care website.

2. Patient Information

All patients will be guided to the GP Care website and encouraged to read the information shared with them in advance of any surgical procedure. This will include transparency in relation to the risks of complications, after care and the refund policy. Before consenting to a procedure patients have a responsibility to ask the clinician any questions they may have regarding the procedure, risks and after care, including wound healing expectations.

3. Cancellations

If a patient wishes to rearrange or cancel a booking they should call the Patient Support Team as soon as possible.

If patients book within 14 days of the date of their appointment, they waive the benefit of the standard 14 day 'cooling off period' where they would otherwise be entitled to cancel and receive a full refund of the appointment fee.

If a patient needs to cancel an appointment and has paid a deposit or the full cost of the planned consultation or surgery, GP Care will refund as follows:

- *Cancellations of less than 14 days' but more than 7 days before the appointment will incur a cancellation administration fee of £50 unless a further appointment can be arranged.*
- *Cancellations of less than 7 days but more than 72 hours before the appointment will incur a full consultation fee.*
- *GP Care reserve the right to charge the full procedure cost for cancellations less than 72 hours before the appointment.*

If a patient does not wish to proceed with surgery following a consultation with the clinician, or the clinician does not feel that surgery is appropriate, the cost of surgery will be refunded and only the consultation fee will be charged.

4. Clinical outcomes

Surgeons make it clear to all patients that they are unable to give certainty regarding the outcome of surgery and that guarantees cannot be given regarding final results.

Patients are made aware that it can take several months before skin healing has occurred and that this is individual to each person. While individual surgeons working for GP Care always strive to meet expectations, sometimes outcomes do not meet the expectations of patients. If you are not entirely happy with your treatment or procedure, we encourage your feedback and comments. The organisation does not

accept responsibility if patients are not satisfied with their results unless there is clear evidence that your procedure was not carried out with appropriate skill or care. Patients will not be eligible for a refund unless this can be evidenced.

Potential complications are discussed by the surgeon and listed on the consent form that all patients read and sign. Information is also available on the GP Care website and all patients are encouraged to read this and ask questions before consenting to surgery. Refunds will not be given if a noted complication occurs unless it can be evidenced that the surgery was carried out inappropriately.

Patients will be given post operative after care information following their procedure and are encouraged to contact GP Care with concerns related to their post operative healing or the operation that was undertaken. Delays in doing so will reduce the ability of GP Care to provide any additional follow up care or to establish if surgery was inappropriately carried out. In cases where a delay has prevented follow-up care or has made it impossible to establish the appropriateness of surgery, patients would not be eligible for any full or partial refund.

GP Care will endeavour to contact patients 2-3 working days after their surgical procedure. If this is not possible then patients should contact GP Care directly to discuss any concerns.

5. Raising concerns and providing feedback

The vast majority of patients we see report that they receive an excellent service which is borne out by our consistently high patient satisfaction feedback scores.

We want to encourage feedback following a procedure, both what has gone well and what we could do better, and we encourage all patients to complete a short survey following their treatment. If a patient feels that the procedure has not been carried out appropriately, has any unanswered issues with the service or is concerned regarding the healing of their wound(s), they should contact 0333 3322107 or email gpcare.minor-surgery@nhs.net stating their concern and date of surgery.

We aim to respond to all concerns raised within 3 working days and action will be taken as appropriate to the concern raised.

If a patient wishes to make a complaint regarding any aspect of the GP Care Minor Surgery service, they can do so via the complaint procedure:

<https://gpcare.org.uk/contact-us/#feedback-complaints>

If it is identified that any type of refund is due it will generally be issued through the payment method used at time of booking. Refunds can be issued in the following ways:

1. Through **bank transfer**.
2. Through **card** over-the-phone or in-person.
3. As **credit** on the patient's account.

Patients should be informed that it could take up to 3-5 business days for refunds to be processed.