

## **How long do I have with the GP?**

You will have 30 minutes with the GP which allows time for you to discuss your concerns and symptoms without feeling rushed. It will also enable the GP to gather the information they need, including details of your previous medical history together with any relevant lifestyle or family issues. At the end of your appointment you will receive an outcome letter which will confirm the details of your appointment including any diagnosis and recommended next steps.

## **What is included in the appointment?**

In addition to the consultation with the GP, your appointment will also include where appropriate:

- writing a private prescription
- providing a referral to a Consultant
- recommending and referring you for scans or X-rays; and
- highlighting what other tests you may need
- You will be provided with an outcome letter detailing all of this, together with a copy to share with your NHS GP.

Any further investigations which you may require during or after your appointment, such as blood tests, scans, ECGs etc are not included in the cost of your appointment. Before any such tests are completed the GP will discuss with you why they think these tests should be carried out and the costs associated with them.

Please note, the Spire GP service does not offer:

- 24-hour health cover or emergency service
- DVLA, visa or other specific medical checks
- Repeat prescriptions, except where we have initiated treatment, or (exceptionally) in an emergency
- Minor surgery
- Ongoing monitoring of long-term conditions where the NHS might be a more appropriate provider of this chronic disease management service
- To be treated for a reaction to any prescribed medication (this would be deemed an emergency)
- To routinely use the service for 'sick' notes for conditions Spire GP is not treating

## **What can I see the GP about?**

Arrange to see us if you're worried about:

- Abdominal aches and pains
- Allergies
- Back problems
- Blood pressure
- Bowel problems
- Concerns about cholesterol
- Earache or sore throat or swallowing problems
- Eye problems
- General aches and pains
- General health concerns
- Headaches and migraines

- Joint pains and possible arthritis
- Men's health
- Persistent cough
- Skin complaints including cysts, acne, and dermatitis
- Stress / Anxiety
- Urinary problems
- Women's health

Please note we cannot offer a service for medical emergencies. If you think you have a medical emergency please phone your NHS GP, dial 111 or 999

### **Emergencies - including for children**

While Spire GPs are very experienced, Spire hospitals are not designed to cope with medical emergencies including those for children, such as acute or severe breathing difficulties. Under these circumstances it would be more appropriate to contact your own GP, dial 111 or 999.

### **What happens when I arrive for my appointment?**

You will be greeted by our reception staff when you arrive for your Spire GP appointment. They will ask you to complete a health questionnaire before seeing your GP, if you have not already done this. Please allow time for this if necessary. In line with our patient terms, the reception staff will also ask you to provide card details to cover any additional costs of care.

### **Does seeing a Spire GP affect my relationship with my NHS GP?**

Spire GP is aimed at providing you with a private GP service to suit your needs at that time. Having a Spire GP appointment does not result in any changes to the care you receive from your NHS GP and we recommend that you remain registered with your local NHS practice.

### **Card payment issues**

If your card payment has been refused, try an alternative card or contact your bank directly. We accept MasterCard and Visa credit and debit cards. To help prevent fraudulent card use, all credit and debit card holders are subject to validation and authorisation by the Verified by Visa and MasterCard SecureCode cardholder authentication schemes.