



Primary care

Patient guide

 **MACQUARIE**

Off-site private General Practitioner (GP) service

As part of our ongoing commitment to the health and wellbeing of our staff, Macquarie provides an off-site private GP service. This service is run by Health Management Ltd at their London (City) clinic and is available to all London based employees, including International Assignees to London.

We cover the costs of the initial consultations with the doctors, but any follow-up tests or investigations will be at the employee's expense.

This service is not intended to be used as a replacement for your usual GP. We are offering this service to give you greater flexibility to help manage your work and personal commitments.

Who is eligible?

All London based employees, including International Assignees to London. Dependants will not be able to use this service.

Consultants, Contractors, Casuals, Agency workers, Secondees and Business Visitors will not be eligible to use this service.

The provider

Health Management Ltd is a well established provider of primary care and a number of other private health related services in the city.

The GPs

There are 14 doctors (a mix of male and female) rotating on a daily basis from Monday to Friday at the London (City) clinic. All are fully qualified and experienced. Subject to availability, you can choose which doctor you wish to see or you can request the same doctor at each consultation

Booking a consultation

Consultations with the doctors are available from Monday to Friday (excluding public holidays), 8:30am to 5:30pm (the last appointment time is 4:45pm). To book you can either call 01273 976 083 or email pc.team@healthmanltd.com. Same day appointments can be made, subject to availability. When you call or email to book your appointment you will need to quote your employee ID.

The duration of each consultation is 15 minutes. However, if you feel that you may need a longer consultation, you should make this clear when you are booking your consultation.

Please note that Health Management Ltd does not provide an out-of-hours service or home visits.

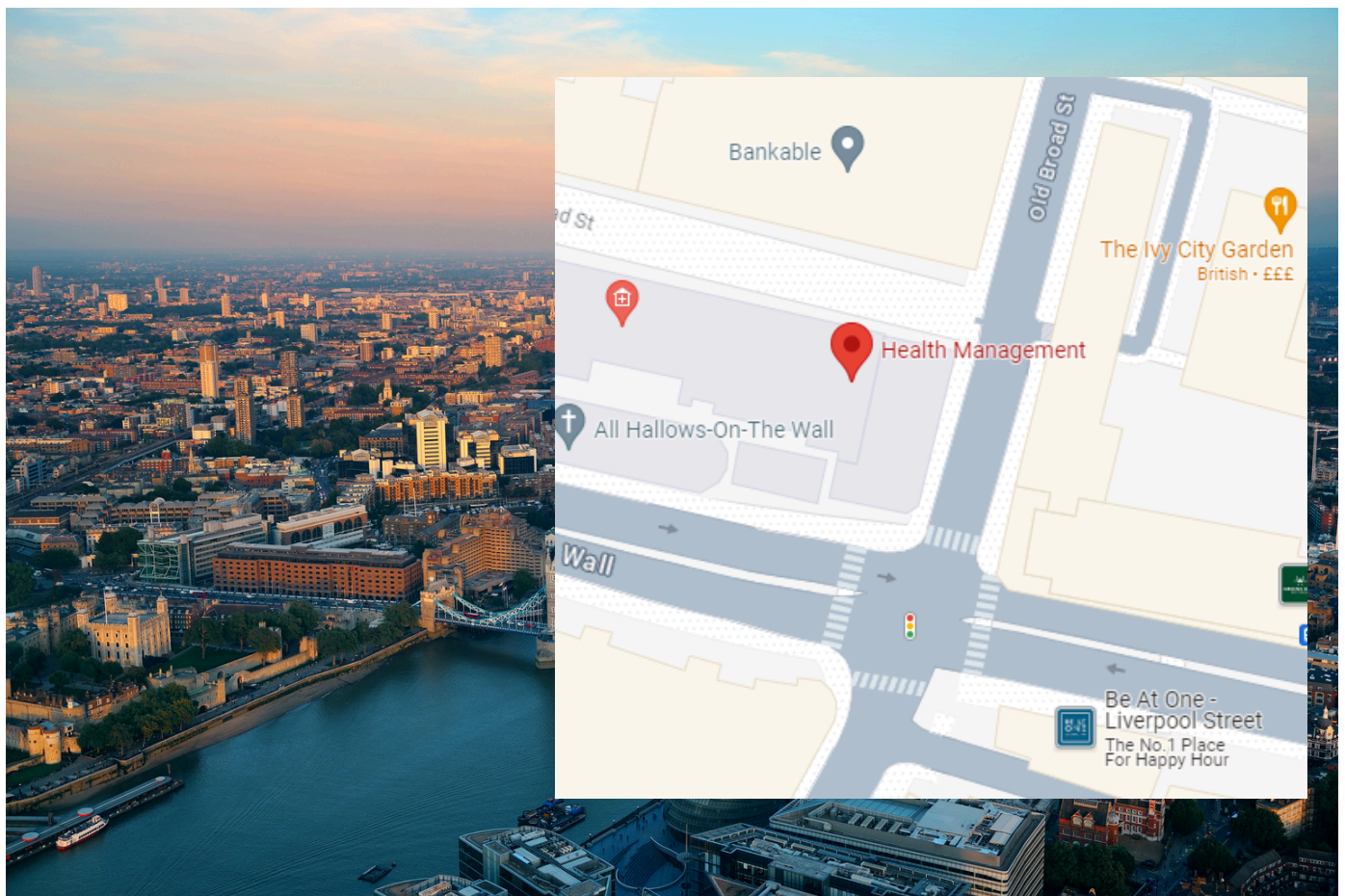
Location of the clinic

Health Management Ltd, Boston House, 63-64 New Broad Street, London EC2M 1JJ, a short walk from Ropemaker Street. This clinic has the following facilities:

- Suitable waiting area
- Accessible consulting rooms
- Patient toilets
- Wheelchair access

Opening times

8:30am to 17:30pm, Monday to Friday, excluding Bank Holidays.



Making an appointment

Appointments can be scheduled via our Primary Care Team on:

✉ pc.team@healthmanltd.com

☎ 01273 976083

Services offered

The doctors can be seen for consultations on all types of health issues, such as:

- Consultations for all types of health complaints
- Specialist referrals – typically through medical insurance
- Prescriptions – new and repeat
- Common skin problems
- Contraceptive advice
- Taking of blood samples
- Mental health concerns
- Vaccinations (additional cost to employee – see 'Travel vaccinations')

Costs

Macquarie will pay for the cost of consultations with the doctors. However, you will need to pay for any prescriptions (see Prescriptions below), follow-up tests and other investigations and treatments. The doctor will advise you during your consultation if any further tests, investigations or treatments are needed and what the charges are.

Payment for follow-up tests, treatments and investigations may be covered by your private medical insurance or must be paid at the time of the consultation, by card only. For a price list of follow-up tests and treatments and the other services that Health Management Ltd can offer please email pc.team@healthmanltd.com.

Prescriptions

If you are issued with a prescription, this will be a private prescription. There is no charge from the GP for the prescription, but chemists may charge you more than an NHS prescription.

Prices can vary depending on the chemist. If you would like to know the approximate cost of the medication you are prescribed, you should ask the GP during the consultation.

If you require repeat prescriptions, you can request a repeat prescription form from the clinic or by emailing pc.team@healthmanltd.com or phoning 01273 976 083. Completed request forms can be emailed to pc.team@healthmanltd.com.

Cancelling a consultation

If you are unable to attend an appointment it is **vital** you contact us to cancel or reschedule the appointment to make it available for another patient.

Where it is possible, please provide us with 24 hours' notice. By calling 01273 976083 or emailing pc.team@healthmanltd.com

Chaperone policy

Health Management Ltd can provide a chaperon for intimate examinations if required.

Travel vaccinations

If you need to travel and require vaccinations for a particular country, then Health Management Ltd does offer this service. Macquarie will pay for the consultation, but the cost of the vaccinations and any medication will be at your own expense.

When booking your consultation, please let the receptionist know your appointment is for a travel vaccination as a longer consultation time will be required.

For a list of prices of the various vaccinations offered please email pc.team@healthmanltd.com.

Confidentiality

Use of this service is confidential.

Macquarie will only receive anonymous data concerning the number of consultations being booked. Unless you have given your consent, Macquarie will not receive any information as to which employees have used this service or the reasons why, or any data regarding the nature and content of the consultations with the GPs.

Health Management Ltd is bound by data privacy laws and other regulations to ensure that consultations and personal data will not be shared with Macquarie or any other institution, without your prior permission being given.

Communication with your usual GP

Use of this service will not result in you being de-registered from your usual GP.

At your request, the doctor will give you a letter containing details of any treatment given. You may wish to pass this information on to your usual GP. If you prefer, the doctor will communicate this information directly to your usual GP.

Access to medical records

You may apply to Health Management Ltd for access to your own medical records or authorise a third party to do so on your behalf. A fee may be charged for this.

Macquarie will not have access to your medical records relating to your use of this service unless you consent to this.