

CROSS KEYS SURGERY

HOW TO PROCESS YOUR PRIVATE / NON NHS PAPERWORK

This leaflet will explain:

The system for processing Private / Non NHS paperwork

Why we have this system

How it will help you

The System

Private / NHS Paperwork

If you have a requirement for the surgery to complete private / non NHS paperwork then the below process will apply. Please note that NHS work will be prioritised over private/ Non NHS paperwork. Therefore, please allow 10 working days for us to complete your request.

- £22.50 non- refundable deposit.
This is an administration charge for processing your paperwork.
(We will refund the £22.50 if the surgery decides that we cannot complete your request)
- You will be contacted by a member of the administration team who will advise you of the full charge. You can then decide whether you would like to proceed further.
- Once we have received your permission. We will then process your paperwork to the relevant clinician. (Start of the 10 working days)
- We aim to complete your request within 10 working days.
- We will contact you to advise that your completed paperwork is ready to collect from reception.
- Full payment will be required on collection. (Minus the £22.50 deposit)

Why we have the system

It is important that we have a process for our patients so we can manage your request in a timely manner without impacting our NHS service.

How it will help you

Keeping you informed of the pricing structure will ensure that you are in control of costs that maybe incurred. This will improve expectation when we requesting this type of service.