



GNC Neurology Ltd – Terms and Conditions

1. Information about us

Who we are

- 1.1 Dr Colette Griffin (MBBS MD FRCP) consults on behalf of GNC Neurology Ltd (referred to as “us”, “ours” “we” or “GNC” within these terms), a company registered in England and Wales with company number 08979794. Our registered office is at 55 Main Street, East Leake, Loughborough, England, LE12 6PF.

How to contact us

- 1.2 You can contact us:
- 1.2.1 by telephone: 020 8226 6261
 - 1.2.2 by email: pa@gnc-neurology.com

2. These terms and conditions

What these terms cover and who they apply to

- 2.1 These are the terms and conditions on which we provide medical services and will apply to all patients that receive treatment and/or medical services from us (referred to as “you” or “your” within these terms).
- 2.2 Where the patient is a child (under the age of 18) and is accompanied by a parent or guardian, such parent or guardian will be bound by and agrees to comply with these terms on behalf of the patient.

Why you should read them

- 2.3 Please ensure that you read these terms carefully before the commencement of your treatment, diagnosis or other services we provide to you. These terms set out how we will provide services to you, the cost of treatment and our payment terms together with other important information. If you have any queries regarding these terms or the services provided by us, please do not hesitate to contact us using the details set out above.

3. Location and how to book an appointment with us

Where consultations will take place

- 3.1 All consultations will take place at Parkside Hospital, Wimbledon (unless we notify you otherwise).

Booking an appointment with us

- 3.2 You can book an appointment with us by calling Parkside Hospital appointments on: 0208 971 8026.
- 3.3 Upon booking an appointment with us, you will need to email pa@gnc-neurology.com with a copy of your GP referral. In this email you will also be required to confirm your insurance or self pay status, and confirm your insurer details, membership number and authorisation code (if applicable). You will also

be required to complete the Acceptance of Terms and Conditions form. If this form is not completed and returned by e mail at least 24 hours prior to the consultation, the consultation appointment will automatically be cancelled.

4. Payment

- 4.1 Please remember that seeing a private Consultant Neurologist creates a contract between you and a doctor; whilst health insurance may reimburse you for all or part of the cost, ultimately you will remain responsible for any fees payable to us (please see further information regarding this below).
- 4.2 You will agree to pay for consultations, treatment, diagnosis, services and goods provided by us ("**treatment**") in accordance with this section 4.

Consultation fees

- 4.3 Our current consultation fees are as displayed within the "Fees" section of our website. Initial consultations will consist of a 30 minute appointment and follow-up consultations will consist of a 15 minute appointment.
- 4.4 All patients must pay for all or part of their consultation appointment (see further below) no less than 24 hours prior to their appointment, using the Stripe payment link via our website. Please note that:
 - 4.4.1 **Self-funding patients:** must pay the entire amount of the relevant consultant fee prior to their appointment; and
 - 4.4.2 **Private medical insurance patients:** must pay any excess applicable on their private medical insurance policy, plus any applicable top up fee (i.e. the consultation fee minus the amount covered by your insurance). Patients will be informed if an excess applies to their policy when they obtain their authorisation code for the appointment. These fees must be paid no less than 24 hours prior to the appointment.
- 4.5 Please note that we will not offer any refund to you in the event that you fail to attend your appointment.
- 4.6 Services we provide are subject to an exemption for VAT purposes.

What happens if I do not pay my consultation fee on time?

- 4.7 Please note that your appointment will be automatically cancelled if the relevant fee applicable to your consultation (see further above) has not been paid 24 hours prior to your appointment.

What happens if I need to cancel my appointment

- 4.8 We understand that sometimes you have to cancel an appointment. Cancellations must be made by phone to the Parkside Hospital appointments line, and also by email to pa@gnc-neurology.com. If you cancel your appointment on less than 24 hours' notice, you will be charged the full fee. This is irrespective of whether you have insurance or not. This is also the case if you fail to attend your appointment.

If you are paying for your own treatment (self-funding patients)

- 4.9 As a self-pay patient, you will be expected to pay for any diagnostic tests, screening, treatment blood tests or scans undertaken. The fees for these will be explained to you by Parkside Hospital when you book the tests, and you are responsible for paying Parkside Hospital directly for any tests ordered. The fees for the tests are not charged by GNC Neurology Ltd.
- 4.10 We will always provide an estimate of costs for your treatment if, for example, blood tests or scans are required. Please note that it is not always possible to give an exact estimate for the care you receive and the total cost may depend on

a number of factors, including any other conditions you may have. You are responsible for the payment of all care you receive from GNC.

If you are covered by private medical insurance

- 4.11 Whilst you will remain ultimately responsible for the payment of your treatment, if you have private medical insurance, the provisions terms will apply:
- 4.11.1 we will, where possible, process the insurance claim for your treatment with your insurer, provided that you have given us (and your insurer) all information required for us to do so. Please note that if the information you provide is incomplete or inaccurate, we may not be able to process your claim and we will invoice you directly in respect of the costs of the treatment;
 - 4.11.2 each medical insurance company differs with regards to the percentage of treatment cost they will cover (this will also vary according to whether you are required to pay an excess on your policy). The charges for consultation, investigation and treatment may be fully covered if you are on an appropriate insurance scale without specific exclusions, this however, is unlikely. You should confirm this with your insurance company and obtain a pre-authorisation number before agreeing to receive treatment from us;
 - 4.11.3 please note that you will remain responsible for the balance of your account not paid by your insurer. We will be entitled to invoice you for any outstanding balance should this have not been paid by your insurer within 28 days of a request submitted by us; and
 - 4.11.4 we may suggest investigations (blood tests or scans) and it is difficult to predict these in advance of our consultation with you. Normally, your insurance company should meet these costs but any shortfalls are again your responsibility.

5. If you are unhappy with your care

If you are unhappy with your care, in the first instance, you should email your concerns to us at: pa@gnc-neurology.com. If the response to this does not sufficiently answer your questions or complaint, Parkside Hospital should be contacted on 0208 971 8000. Parkside Hospital has a robust complaints procedure.

6. What will happen if I suffer complications after my treatment?

Whilst we will always do our best to ensure a satisfactory outcome, inevitably, no clinical procedure is entirely risk-free and the results of any particular treatment cannot be guaranteed. We will explain the risks and benefits to you of the relevant treatment during your consultation with us and will discuss with you any areas of particular concern to you.

7. Data protection

How we will use your personal information

- 7.1 We are committed to protecting the personal information and right to privacy of our patients. Generally, we will use personal information you provide to us:
- 7.1.1 to supply the services to you; and
 - 7.1.2 to process your payment for the services.

Passing your personal information to third parties

- 7.2 We will only give your personal information to third parties where the law either requires or allows us to do so. For further information, please see our [Privacy Policy](#).

8. Miscellaneous

Contact information

- 8.1 Please ensure you keep us updated of any changes in your contact details, as we will correspond with you at your last known contact postal or email address (as relevant).

Nobody else has any rights under this contract

- 8.2 This contract is between you and us. No other person shall have any rights to enforce any of its terms.

If a court finds part of this contract illegal, the rest will continue in force

- 8.3 Each of the clauses of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses will remain in full force and effect.

We may transfer this agreement to someone else

- 8.4 We may transfer our rights and obligations under these terms to another organisation. We will try to ensure that the transfer will not substantially affect your rights under the contract.

Changes to these terms

- 8.5 Please note that we may alter these terms from time to time. Please check these terms each time you book an appointment with us to ensure you understand the terms which apply at that time.

Even if we delay in enforcing this contract, we can still enforce it later

- 8.6 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you but we continue to provide the products, we can still require you to make the payment at a later date.

Which laws apply to this contract and where you may bring legal proceedings

- 8.7 These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.