

Member Terms and Conditions

INTRODUCTION

Please read this information carefully and keep it in a safe place as use of your Membership is subject to these Terms and Conditions.

Please note that whilst most of the general Terms and Conditions apply to all Memberships, there are some variations depending on the type of Membership acquired. Membership type is confirmed in the Membership welcome letter.

ABOUT US

Company Name: Doctor Now Limited
Registered in England No. 05160921
VAT No. 916 8671 89
Registered Office: Little Hall Barn, Windsor End, Beaconsfield, Bucks, HP9 2JW

CONTACT DETAILS

For all membership enquiries:

Address: DoctorNow and The Beaconsfield Clinic, Little Hall Barn, Windsor End, Beaconsfield, Bucks, HP9 2JW
Tel: 01494 410888
Email: membership@doctornow.org

For all appointment enquiries:

Address: DoctorNow and The Beaconsfield Clinic, Little Hall Barn, Windsor End, Beaconsfield, Bucks, HP9 2JW
Tel: 01494 410888
Email: info@doctornow.org
Book online via our website @ www.doctornow.org/members-patient-portal

MEMBERSHIP SERVICES

This section details the services that are available under the different membership options:

We offer both Individual and Family Memberships. Please note for the purposes of our family membership, a household is defined as patients living at the same address, this can include students at university (living away from the home address). Payment for Family Memberships must be made by a single method of payment, e.g., Direct Debit or Credit/Debit card. Direct Debits must be from the same bank account.

VIP Membership

In surgery, telephone and video consultations with a GP and associated administrative services during surgery hours are included within the VIP membership under our Access & Fair Usage Policy (see below). VIP members also benefit from a 10% discount on most minor surgical and medical procedures. In addition, a 10% discount applies to our Health Screening Medicals. Requests for home visits during practice hours are individually assessed and are at the doctor's discretion. Additional fees apply to all home visit consultations. For our latest home visit fees please contact the practice or visit our website on our services page.

VIP Homecare Membership

This package is designed for our patients who are housebound and includes a monthly nurse health monitoring visits (maximum of 12 per annum) and up to 4 GP home visits within a 12-month period. In some circumstances special arrangements may apply. Additional fees apply to all home visit consultations. For our latest home visit fees please contact the practice or visit our website on our services page. VIP Homecare members also benefit from a 10% discount on most minor surgical and medical procedures. In addition, a 10% discount applies to our Health Screening Medicals

VIPi Membership

This membership is available to patients with private medical insurance. It is the policy holder's responsibility to check the terms of their insurance policy to ensure the policy adequately covers services provided by DoctorNow. The VIPi membership enables members to request home visits during practice hours. These appointment requests are individually assessed and are at the doctor's discretion. Additional fees apply to all home visit consultations. For our latest home visit fees please contact the practice or visit our website. In surgery, telephone, video consultations and home visit fees apply and must be paid for at the time of booking. Receipts can be provided for submission to your PMI (private medical insurer) provider for reimbursement. All VIPi services are chargeable at PAYG rates and to be paid at the time of booking. For our latest home visit fees and out-of-hours fees please contact the practice or visit our website on our services page.

HOME VISITS

Home visits are available to qualifying members who live within our defined catchment areas. Home visits during practice hours. These appointment requests are individually assessed and are at the doctor's discretion, however, if the on-call GP travels beyond 30 mins, additional travel time will be charged at a rate of £150.00 doctors / £65.00 nurses. Minimum charge is 30 minutes and includes fuel charges. Additional fees apply to all home visit consultations. For our latest home visit fees please contact the practice or visit our website on our services page.

MEMBERSHIP CONTRACTS

(All contracts are for a minimum of 12 months)

VIP and VIP Homecare are available either on an annual or a monthly payment basis and VIPi are only available on an annual payment basis as follows:

Annually in Advance Membership Payments – agreements cover a minimum of a 12-month period and are paid for by way of a singular payment in advance of the membership commencing. Members will be notified by the membership team at least 20 working days before the contract expires. Payment is to be settled in full within 7 (seven) days of the renewal date. If you do not wish to renew your membership, you should notify us in writing a minimum of 10 working days prior to your renewal date. If you wish to switch to monthly Direct Debit payments, you should notify us in writing at least 10 working days prior to your renewal date, please see the terms of this offering below.

Monthly Direct Debit Membership Payments - agreements cover an initial 12-month period, but thereafter run on a continuous monthly basis and are available by Direct Debit only. All Direct Debits will be submitted for collection on the 1st of each month (or shortly after). The first month's payment and joining fee are required in advance of the membership commencing. If you do not wish to renew your membership after the initial 12-month period, you should notify DoctorNow in writing at least 10 working days prior to your renewal date. If you wish to switch to Annually in Advance, you should notify us in writing at least 10 working days prior to your renewal date. Your 12 months membership will start from that date, please see the terms of this offering above.

Annual Direct Debit Membership Payments - agreements cover a minimum of a 12-month period and are paid for by way of a singular Direct Debit payment, all Direct Debits will be collected on the 1st of each month (or shortly after). The annual payment and joining fee are required in advance of the membership commencing. If you do not wish to renew your membership after the initial 12 month period, you should notify us in writing at least 10 working days prior to your renewal date. If you wish to switch to Annually in Advance, you should notify us in writing at least 10 working days prior to your renewal date. Your 12 months membership will start from that date, please see the terms of this offering above.

JOINING FEES

Individual members: All new members who join and any members whose membership has lapsed and then re-join will be subject to a joining fee of £200.00.

Additional family members: When adding an additional family member to an existing family membership, a joining fee of £100.00 will apply. Any members whose membership has lapsed and then re-join will be subject to a joining fee of £200.00.

GENERAL TERMS AND CONDITIONS

General exclusions:

- a. Pathology, imaging, and other diagnostic fees.
- b. Dispensed medication.
- c. Consultations and treatments costs with specialists to whom a patient has been referred.
- d. Minor surgical and medical procedures fees (membership discounts apply).
- e. Vaccination fees.
- f. Home visit fees.
- g. Out of hours/On call, in-surgery consultation fees.
- h. DNA (Did Not Attend) fees.
- i. Sharing of appointments (only 1 patient per appointment allowed).
- j. All fees associated to Pay As You Go patients.

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Missed Appointments

Our missed appointment policy applies to all patients. Failure to contact the practice to cancel your appointment at least 4 hours before the appointment time will incur a DNA (Did Not Attend) fee. If a home visit is cancelled without 4 hours' notice being given, 50% of the home visit rate will apply. For our latest price list please contact the practice or visit our website on our services page.

Cancellation of Membership

You have the right to cancel your membership within a 14 day 'cooling off period', commencing from the start of the contract. Cancellations must be confirmed in writing within the 14 day period.

Refunds

The following refunds policy will apply during the cooling off period:

- a. If the service has not been used. Members will receive a full refund less a nominal £50.00 administration fee.
- b. If a member(s) has already used the service, the member will receive a full refund less the cost of the services used at PAYG rates.
- c. Joining Fees are non-refundable.

Additional cooling off period(s) are not permitted during the membership term.

If you wish to cancel after the cooling off period has expired the following terms will apply:

- a. Refunds do not apply to a cancellation. However, upon notification in writing of a member's death, we will calculate a pro rata refund to your estate with an amount proportionate to any full months remaining.
- b. For those with monthly membership: you can cancel your cover at any time after the initial 12 months by giving a minimum of 10 working days' notice in writing, before the next payment is due. Payment cancellation will take effect at the next payment date following the end of the notice period. You will be advised in writing of the date when your membership expires.
- c. We have the right to cancel any membership contract immediately if you or anyone accompanying you, is behaving or has behaved in an abusive or threatening manner to our employees or agents, or if, in our opinion the relationship has irretrievably broken down or it is clear that the service expectations and demands of the patient are unreasonable in relation to the services provided by us.

In addition, a Membership contract can be cancelled by us:

- a. Immediately if any membership fee or other related charges become overdue.
- b. Immediately if the annual membership has not been renewed 7 days after the renewal date.
- c. At any time by giving at least 10 days' notice; cancellation will take effect at the next payment date following the end of this notice period and no refund will be due.

Changes to Terms and Conditions

We reserve the right to make changes to our Terms and Conditions at any time on the giving of reasonable notice, or to comply with any applicable laws, regulations, or the instruction of a regulatory authority.

Changes to your Personal Details

Changes to your name, address, telephone number, email address or Bank Account details must be notified to us immediately in writing. Changes to your Direct Debit must comply with the Direct Debit agreement and a new Direct Debit mandate must be completed at least 10 working days prior to next payment.

Matters outside DOCTORNOW's reasonable control

While we seek to always meet the service needs of its members, its resources are finite, and this may not always be possible. We shall not be liable for service failures when we are faced with circumstances outside of our reasonable control.

Exclusion of liability for loss of profit etc

We shall not, in any event, and to the extent permitted by law, have any responsibility for any increased costs or expenses, for any loss of profit, business, contracts, revenue or anticipated savings or for any special, indirect, or consequential losses incurred due to or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), breach of agreement or otherwise. For the avoidance of doubt, nothing in this clause or these Terms and Conditions shall exclude or restrict our liability for negligence resulting in death or personal injury.

Enforcement of Terms and Conditions

Failure to enforce or non-reliance on any of these associated Terms and Conditions by us will not prevent us from subsequently relying on or enforcing them.

Interpretation: use of English Law

Our memberships and associated Terms and Conditions will be governed by and construed in accordance with the laws of the United Kingdom and shall be subject to the non-exclusive jurisdiction of the court of Great Britain.

Access & Fair Usage Policy

DoctorNow operates a fair usage policy to ensure that all membership benefits are equitable, to provide efficient and rapid access to a GP and other medical services and to monitor usage and health needs. Our memberships are designed to give rapid access to patients and assist in diagnosing and treating acute medical episodes. This is typically 3-6 separate episodes per annum, totalling an average of 10 GP appointments per member (excluding follow up/results telephone calls*) within a 12-month membership period. Where usage starts to exceed, what is considered fair usage, we will discuss the medical needs with the member with a view to implementing a more focused care plan. Should a member exceed the average number of appointments in advance of the membership year expiring, DoctorNow will write to you and a favourable rate of £95.00 per consultation will apply to each appointment until the 12-month membership period ends. Thereafter, a member may rejoin or continue using the service on a non-member (PAYG) basis. In the event of chronic disease management and other long term health conditions, your GP will recommend a management plan involving the GP and DoctorNow's wider multidisciplinary team. Your GP will oversee the care plan and have overall clinical responsibility. Additional fees associated with the management of chronic disease and other long term health conditions will be dependent on the needs of the patient and quoted on a case-by-case basis.

*up to 10 minute follow up telephone calls relating to a recent consultation, laboratory, imaging, and/or other diagnostic test(s).

USE OF YOUR PERSONAL INFORMATION

DoctorNow is registered with the Information Commissioner's Office and complies with the data protection legislation within the General Data Protection Regulation (GDPR) 2016.

DoctorNow will use your personal information for the following purposes only:

- a. to identify you when you contact us;
- b. to record your health data, within our secure encrypted clinical system, which enables us to directly provide you with our healthcare service;
- c. To communicate with you and update you on our services, according to the consents you have provided, which can be updated at any time;
- d. to help administer, and contact you about improved administration of any services and products we provide now or in the future;
- e. to internally carry out marketing analysis and customer profiling, to conduct research, including creating statistical information;
- f. to carry out internal anonymised clinical audits which enables us to monitor the care we provide to our patients and make improvements;
- g. to help to prevent and detect fraud or loss;
- h. to keep you up to date with our Membership scheme, under which we will give you Membership information and details of discounts and offers negotiated on behalf of our Members.

We may allow other people and organisations to use information we hold about you if we have been legitimately asked to provide information for legal or regulatory purposes, or as part of legal proceedings or prospective legal proceedings. We will, however, always use every reasonable effort to ensure sufficient protections are in place to safeguard your personal information.

We may monitor and record communications with you (including phone conversations and emails) for quality assurance and compliance reasons.

Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in these provisions and that they have not objected to such use of their personal information. Where you give us sensitive data about yourself or another person (such as health details) you agree and confirm that the other person has agreed to us processing such information in the manner set out in these provisions.

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General rights to refuse service

We reserve the right to refuse to provide advice or consultations where:

- a. Membership fees have not been paid.
- b. Outstanding charges have not been paid.
- c. In our reasonable opinion, the giving of service would involve any breach of the law.
- d. It reasonably considers that you or anyone accompanying you, is behaving or has behaved in an abusive or threatening manner to our employees or agents.
- e. It reasonably considers that that you, or anyone acting on your behalf, is behaving, or has behaved, in an abusive or threatening manner to our employees either over the phone or in writing.
- f. On medical grounds where there is the potential of unsafe prescribing due to a member's complex condition already being managed by another medical team, or if we believe it is in the members best interest to be medically managed by that team.

Please note: if you are refused service, you have the right to an explanation in writing (see 'compliments and complaints' for contact details).

FEEDBACK

If you have feedback about your Membership or the service provided by the Memberships Team, please contact us at:

Tel: 01494 410888

Email: membership@doctornow.org

Post: DoctorNow, The Beaconsfield Clinic, Little Hall Barn, Windsor End, Beaconsfield, Bucks, HP9 2JW