

WHERE TO FIND US:

Galen Health
Number 9 Harley Street
London W1G 9AL

T 020 7079 2141
E enquiries@galen-health.co.uk
W www.galen-health.co.uk

HOURS OF CLINIC:

The practice hours operate from 09:00 – 17:30 with evening sessions available 18:00 – 20:00 Monday to Friday. We also commit to provide out-of-hours care to those patients signed up to receive the out-of-hours service.

Out-of-hours care is defined as care between 18.00 and midnight 7 days a week. This will be covered by a Galen Health GP on a rota basis and by dedicated direct telephone triage to that on-call Galen Health GP.

APPOINTMENTS & ENQUIRIES:

If you would like to call us to make an appointment or have an enquiry, please call: **020 7079 2141** (Monday – Friday 09:00 – 17:00)

If you are seeking more information about Galen Health, our full services, or location, it is worthwhile visiting our website at:

www.galen-health.co.uk

You can also make on line appointments via the website and can submit any enquiries you may have.

CARE QUALITY COMMISSION:

Galen Health is bound by the The Care Standards Act 2000, the Care Quality Commission enforces this Act.

You can contact the Care Quality Commission at:

The Care Quality Commission, East of England Team
1st Floor, Finsbury Tower, 103-105 Bunhill Row, LONDON EC1Y 8TG.

T 020 7448 9200
W www.cqc.org.uk



PATIENT GUIDE



www.galen-health.co.uk

Your health in Your hands.

www.galen-health.co.uk



W E L C O M E

Welcome to Galen Health, a unique primary health care provider which strives to work in partnership with you to put your health in your hands. Our commitment is to tailor primary health services to meet the health requirements of you and your family, with the focus on both primary preventative care and holistic healthy lifestyle promotion. We believe that prevention is better than cure, and it is for this reason that we will work with you to develop a healthcare package bespoke to you. We will continue to guide you through the most up to date healthcare developments and advances in both technology and treatments all in line with evidence based medicine. We commit to ensure that you have access to world class healthcare, which is tailored specifically to your needs, giving you the resource to manage your healthcare and continue to make the right health choices, both now and into the future.

AT GALEN HEALTH WE WILL FACILITATE YOU THROUGH YOUR CARE PATHWAY, FROM POINT OF ACCESS RIGHT THROUGH TO ANY ON-GOING HEALTH MANAGEMENT. WITH THE RIGHT INTERVENTIONS AT THE RIGHT TIME, WE WILL WORK TO ACHIEVE THE BEST POSSIBLE HEALTH OUTCOMES FOR YOU AS WELL AS GIVING YOU THE CHANCE TO ACHIEVE AND MAINTAIN YOUR OPTIMUM HEALTH.

If you feel well, why should anything be wrong with your health? Well, without promotion of primary healthcare potential problems will only be picked up when it is too late to prevent the onset of the condition. Given the choice, surely you would prefer to have your condition prevented instead of treated?

At Galen Health, we understand and respect varying health needs, from individuals through to corporate clients, and offer services and packages of care, for all. There is no discrimination in our services; we welcome patients with, chronic diseases, patients of all ages, individuals, families, corporate clients, and those requiring our services at ad hoc intervals. All patients who want to register with Galen Health will receive peace of mind that all their primary care health needs are in the best possible hands.



GALEN HEALTH - YOUR HEALTH IN YOUR HANDS

"YOUR HEALTH IN YOUR HANDS' IS OUR SLOGAN FOR A REASON; TO DATE THE UK HEALTHCARE SYSTEM WORKS ON 'REACTIVE HEALTH' TO CURE AND TO SOLVE HEALTH ISSUES AS AND WHEN THEY ARISE. CONVERSELY, IN MOST OTHER ASPECTS OF OUR LIVES WE OPERATE A 'PROACTIVE' PHILOSOPHY, FOR EXAMPLE IN BUSINESS WE FORECAST, PLAN, STRATEGISE, RESEARCH, AND TEST, ALL TO ENSURE OUR BUSINESS REMAINS HEALTHY YEAR ON YEAR. EVEN OUR CARS RECEIVES REGULAR SERVICES AND INSPECTIONS; WE CHECK THE OIL, THE WATER, THE TIRES AND ALL TO PREVENT A LARGE BILL OR A PROBLEM FURTHER DOWN THE ROAD. WHY NOT DO THIS WITH YOUR HEALTH, YOUR FAMILY'S HEALTH AND YOUR EMPLOYEE'S HEALTH, AFTER ALL, HEALTH IS YOUR BIGGEST ASSET IN LIFE. WHY WAIT UNTIL ILL HEALTH COMPLICATES YOUR LIFE, WHY NOT BECOME TRULY PROACTIVE ABOUT YOUR PRIMARY HEALTH AND WORK TO AVOID SERIOUS COMPLICATIONS LATER ON IN LIFE. WHY NOT UTILISE WHAT GALEN HEALTH HAS TO OFFER AND WHY NOT HAVE 'YOUR HEALTH IN YOUR HANDS'."

Dr J Lidder – Clinical Lead

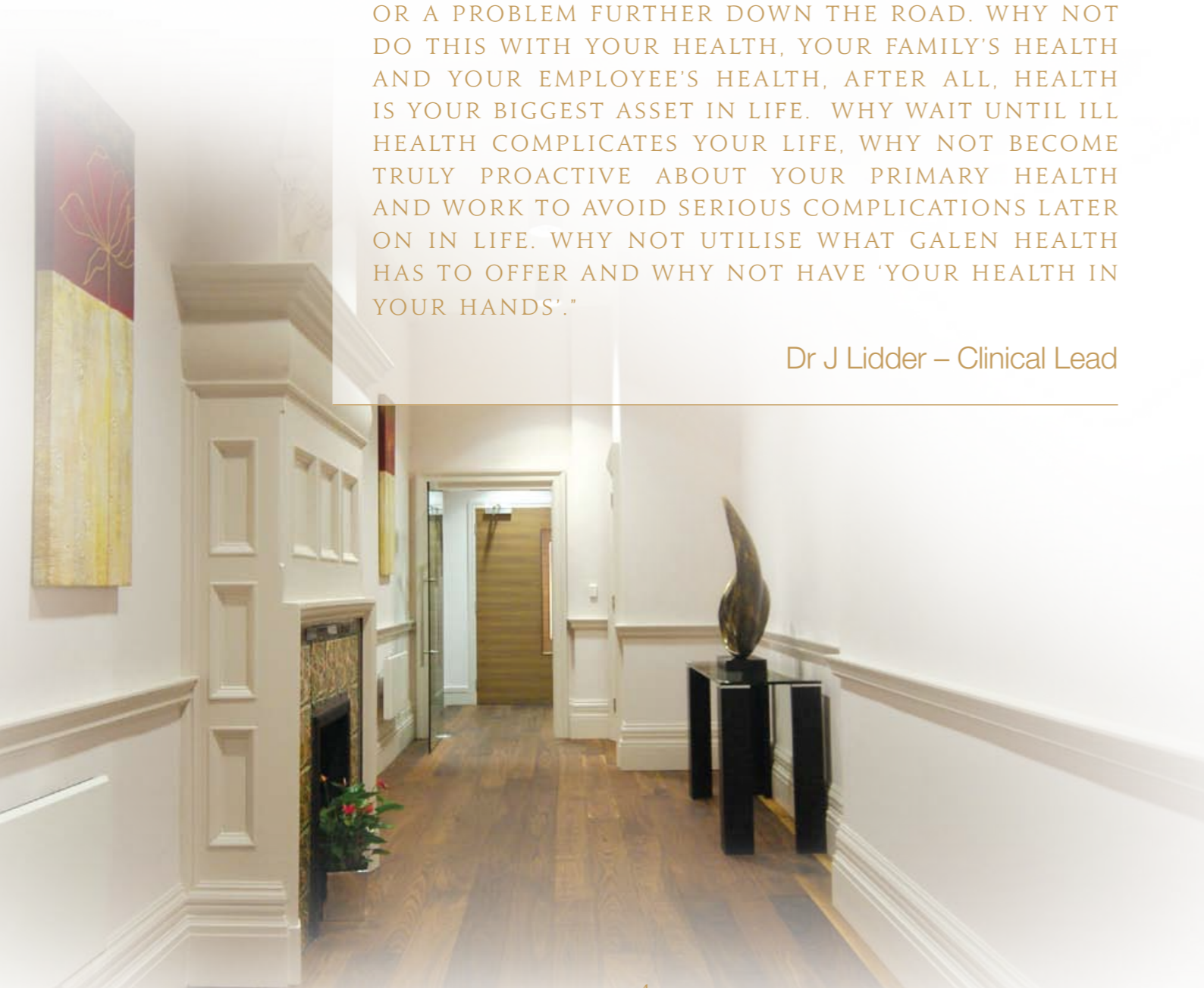
Q What makes Galen Health different to any other private healthcare provider?

A True Preventative Primary Healthcare and true patient choice.

'PHYSICAL AND MENTAL WELL BEING SHOULD BE PUT FIRST BEFORE ANY OTHER GOAL IN LIFE. PROMOTION OF PRIMARY HEALTHCARE AIMS TO SCREEN, INVESTIGATE AND TREAT POTENTIAL CHRONIC ILLNESS BEFORE IT LEADS TO SERIOUS ILL HEALTH LATER IN LIFE'.

Q So what is true 'Preventative Primary Healthcare' and what benefits will it have for you the patient?

A Looking after yourself in the here and now, eating the right food and getting regular exercise is a great start towards preventative primary healthcare, but what does your 'future health' hold in store for you? Good preventative primary healthcare with Galen Health, allows you to no longer remain 'reactive' to possible health complications, instead to be 'proactive' and have access to world class diagnostics and treatments. At Galen Health you will be given the opportunity to work with your Galen Health G.P to design a healthcare package bespoke to you and your health needs, for today and the future. At Galen Health you will be given the opportunity to try and remain healthier for longer, remove the anxiety and worry of trying to second guess the "what if" and save yourself money on expensive 'reactive' treatments and procedures. The healthier you are, the less need you will have for expensive health plan premiums; why continually pay for services you don't actually need or use; why not pay for what you need right now as well as be aware of what you might need in the future, but proactively work with your Galen Health GP to avoid this. If this sounds sensible to you, then all you need is right here at Galen Health regardless of your age and or current health requirements, we do not discriminate. At Galen Health we will work and evolve your healthcare package with you and your future health in mind; together we can truly put your health back in your hands.





OUR COMMITMENT TO QUALITY

Galen Health has forged strong working partnerships with many of the best healthcare providers within their field, enabling Galen Health to deliver the highest quality service possible to you the patient, ensuring minimal stress, waiting times and travel, just simply high quality healthcare. As an example, if your GP consultation requires some diagnostic tests such as imaging, an immediate referral will be made; you will have access not only to our onsite imaging facilities, but also a GP follow up appointment, your results and full report all on the same day, all under one roof.

We deliver care in line with evidence based medicine, and work to clinical pathways and protocols set out by national governing bodies such

as NICE the National Institute for Health and Clinical Excellence.

Our Care Quality Commission (CQC) accreditation will offer you the peace of mind that all our services are delivered to national standards, reviewed and assessed by the CQC regulatory body.

Our clinical staff are all fully qualified and accredited to work both within the private and public health sectors, and participate in regular training in line with the requirements of the professional body, maintaining accreditation to practice with Galen Health. Our lead clinician offers Galen Health direction in terms of Clinical Governance as well as working to provide safe services for our patients.

WE OFFER OUR PATIENTS THE ASSURANCE THAT THE CARE AND SERVICES THEY ACCESS AND RECEIVE WILL BE OF THE HIGHEST STANDARDS.

PATIENT SERVICES

Galen Health offers comprehensive private medical services for individuals, families and corporate clients.

Our services are flexible, offering primary preventative healthcare and health promotion with comprehensive screening.

We have specific clinics for the ongoing management and review of chronic illness.

Our corporate services are well suited to the needs of any organisation, with a view of providing dedicated support to employees to ensure a healthy workforce and minimise absence from work due to poor health. Also our lifestyle and stress management services are well suited to the needs of employees, encouraging well being and pro active health management. Please contact Galen Health if your organisation would like specific corporate health services, tailored to your organisation's needs and objectives, go to www.galen-health.co.uk download our corporate brochure or call us direct.

- Routine medical check-ups
- Private general medical services
- Management of diabetes, asthma, hypertension, coronary heart disease, in line with current protocols with guidance from NICE
- Cardiovascular health screen
- Smoking cessation
- Immunisations, e.g. travel and childhood immunizations
- Blood Tests
- On site Imaging, inclusive of x-rays, ultra sound, CT and MRI scans
- Weight loss and lifestyle management
- Health screening and early detection of disease
- Personalised health care management plans
- Sexual Health
- Well Woman / Well Man checks
- Comprehensive corporate health screens / pre-employment checks / occupational health
- Aesthetic medicine: Injectable Muscle Relaxants (Botox®) and Dermal Fillers
- Bespoke healthcare packages, specific to the health needs of the individual
- Health promotion



For full details of our services go to www.galen-health.co.uk and download our full services brochure. Alternatively, please give us a call and we will happily post you a copy and discuss with your requirements.

THE ORGANISATIONAL STRUCTURE OF GALEN HEALTH

The practice hours operate from 09:00 – 17:30 with evening sessions available 18:00 – 20:00 Monday to Friday with a commitment to provide out-of-hours care. Blood tests are routinely taken at the practice and results available within 24 – 48 hours, with the exception of where the test requires further analysis time. On-site imaging is provided, inclusive of X-ray, ultra sound, MRI and CT Scans.

Range of needs which services are intended to meet

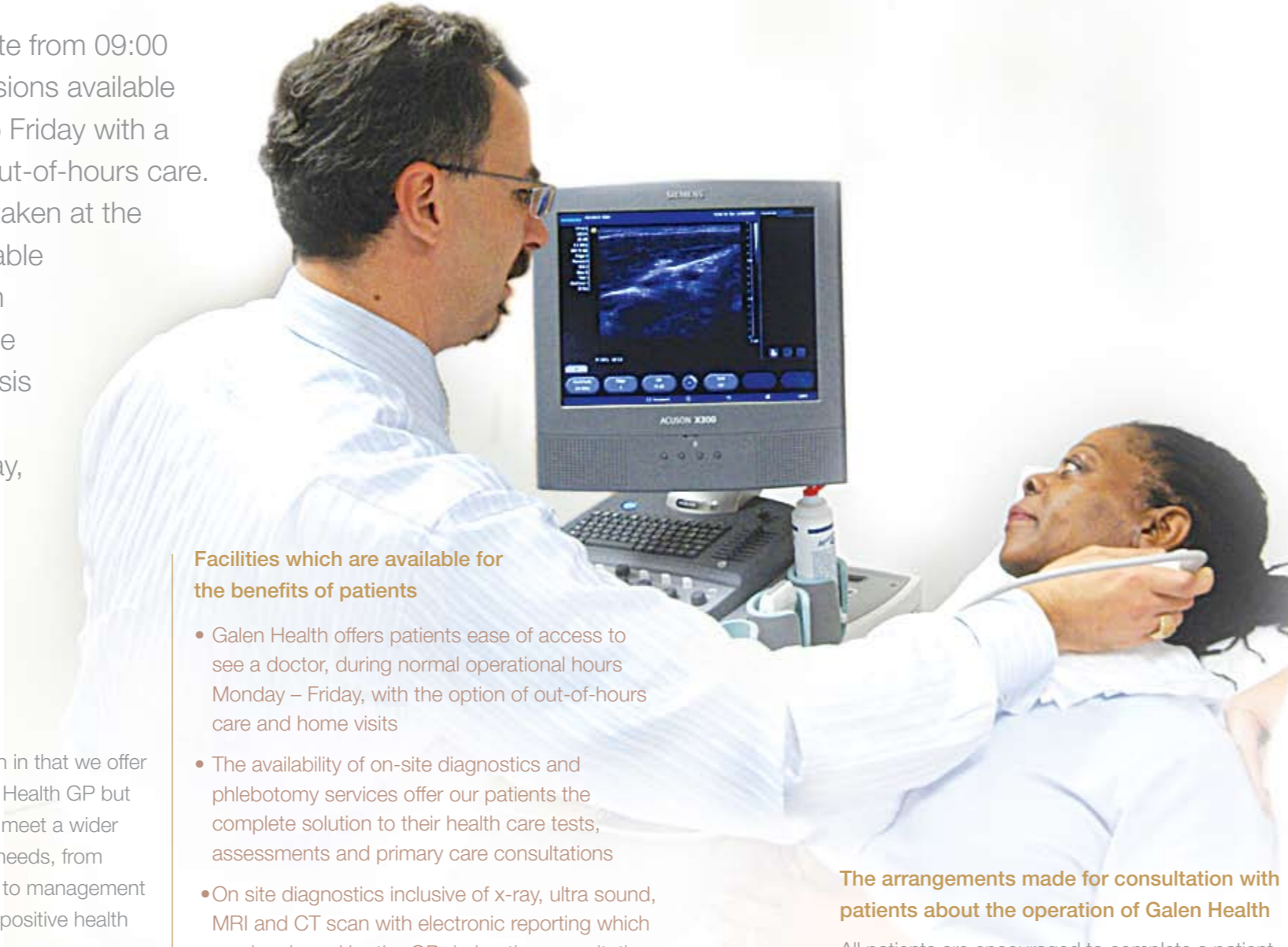
We pride ourselves on our approach in that we offer patients not only access to a Galen Health GP but a wide range of services, which will meet a wider breadth of their primary healthcare needs, from health promotion, health screening, to management of healthcare plans with the goal of positive health outcomes.

Our services and staff provide patients with time in a comfortable and fostering environment with a clinician who has the relevant knowledge and expertise to help them in most areas of their healthcare. Our aim is to empower patients to make the right health choices, providing them with the relevant expertise, information and access to a range of services, to help them lead healthier lives.

If Galen Health is not able to provide the expertise required on site, it will make referrals to the appropriate health professionals and facilitate the patient pathway. All referrals have a dedicated pathway and protocol procedure in place.

Facilities which are available for the benefits of patients

- Galen Health offers patients ease of access to see a doctor, during normal operational hours Monday – Friday, with the option of out-of-hours care and home visits
- The availability of on-site diagnostics and phlebotomy services offer our patients the complete solution to their health care tests, assessments and primary care consultations
- On site diagnostics inclusive of x-ray, ultra sound, MRI and CT scan with electronic reporting which can be viewed by the GP during the consultation with the patient, enabling a more informed discussion with them as to the results of their diagnostic test and to discuss and agree the next steps as appropriate
- Patients have access to a comfortable and clean waiting area with varied reading material, where they can relax whilst waiting to see a clinician
- Galen Health uses an integrated computerised electronic patient record and reporting system. The software helps patients as it summarises their records, treatment and results and enables easier and timely data collection, recall and follow up care



The arrangements made for consultation with patients about the operation of Galen Health

All patients are encouraged to complete a patient satisfaction questionnaire following their consultation. In addition to this questionnaire, patients have the option to provide feedback verbally and in writing directly to a clinician or the practice manager. They also have access to our complaints procedure.

Consultation with patients concerning the operational and clinical aspects of the practice is shared during the initial consultation, where the contract is clearly described. In particular, the contract which designates that they retain their NHS GP alongside a private GP is firmly designated. The Personal Care Package is available for those who do not have an NHS GP

The arrangements for dealing with complaints

We endeavor to provide a service of the highest standard at all times, in relation to service delivery and our commitment to work in partnership with our patients, to deliver their healthcare in a way that meets their needs. Galen Health acknowledges complaints as a serious matter, and is committed to rectify areas that may cause concern or dissatisfaction for our patients.

Below is an outline of our complaints policy.

- Patients are advised to address their complaint in writing
- All complaints will receive written confirmation within two working days upon receipt of the complaint, outlining the stages of the investigation
- A full response will be made in writing within 20 days of receipt of the complaint, outlining the investigation process, steps taken and outcomes and actions taken following the investigation of the complaint

Patients are also advised of their right to address their complaint with the Care Quality Commission. In such circumstances, patients are advised to write to the Care Quality Commission at: Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG. Tel 0207 448 9200

The arrangements for respecting the privacy and dignity of patients

All staff members of Galen Health are committed to respecting the privacy and dignity of patients and at all times. We appreciate and value patient cultural diversities and strive to provide a service which meets their health needs.

For clinical examinations, there is access to a separate treatment room enabling patients the privacy and dignity to prepare for examinations as required. Patients have the option to see either a male or female GP. Upon the request and consent of a patient a chaperone can accompany the patient during the examination. We obtain full consent from the patient for all examinations.

SUMMARY OF STATEMENT OF PURPOSE

Aims and Objectives of Galen Health

Our philosophy is to provide general medical services with an emphasis on primary care prevention, health promotion and management of health. Core to our philosophy is joint partnership working with our patients, to ensure service provision to meet the needs of our patients. We foster a flexible working approach, encompassing feedback from patient satisfaction surveys and patient involvement in all developments. Our aim is to provide services which demonstrate continuous improvement and the adoption of best practice.

We feel our strongest and most valuable asset as a general medical practice is offering a wide range of on-site diagnostics, and extensive in-house referral treatment pathways. Our services include disease prevention, health promotion, and management of acute and chronic diseases. All chronic disease management is done with evidence based medicine and strict protocols with evidence and guidance from medical sources such as NICE. We also offer a full range of in-house diagnostics inclusive of x-ray, ultra sound, MRI and CT Scan, an extensive range of blood tests with a phlebotomist attending the practice to minimize the need for our patients to go off-site. Comprehensive health screens including cardiovascular screening, Well Woman and Well Man screening, sexual health screens and exclusive pre-employment screening, and executive corporate health

OUR STAFF ARE COMMITTED TO DELIVERING A SERVICE OF THE HIGHEST STANDARD, WITH A COMMITMENT TO ENSURE HIGH LEVELS OF PATIENT SATISFACTION.

screening specific to the needs of our clients, immunizations, travel health and specialised health assessments inclusive of screening in line with preventative health and early detection.

Galen Health offers all its patients a commitment to regularly review patient feedback and encompasses patient views into future service developments. Our staff are fully trained and value our promise to offer patients respect in relation to dignity and privacy at all times

Galen Health is located on the third floor at 9 Harley Street, offering lift access to the third floor. The third floor consists of two consulting rooms and one treatment room/examination room all of which have secure doors and full privacy for maintaining confidentiality and dignity of patients. All rooms are compliant with health and safety standards for clinical use. Patients' WC's are located on the ground floor and on the third floor.

TERMS AND CONDITIONS OF THE SERVICE

We pride ourselves on our approach and aim to deliver a personalised primary care service, with dedicated specialists at hand to meet any secondary care health needs. Our patients can rest assured that we will take care of theirs and their families' health care, with regular health reviews, personalised health plans, and dedicated Galen Health GP support. Our medical and surgical specialists have close referral links with Galen Health, and at all times, referral protocols and confidentiality is adhered to. All medical notes are only discussed in the best interest of the patients well-being.

Hours of Clinic

The practice hours operate from 09:00 – 17:30 with evening sessions available from 18:00 – 20:00 Monday to Friday. We also commit to provide out-of-hours care to those patients signed up to receive the out-of-hours service.

Out-of-hours care is defined as care between 18.00 and midnight 7 days a week. This will be covered by a Galen Health GP on a rota basis and by dedicated direct telephone triage to that on-call Galen Health GP.

Home visits are also available upon request, within the central London area.

Consultations

Appointments are available with a Galen Health GP or a nurse, and consultations are offered for 15 minutes, 30 minutes and 1 hour. Patients wishing to register with Galen Health will undergo an extensive health screen and lifestyle assessment; please allow at least 45 minutes for this registration check.

Telephone Advice

Telephone consultations are available for all Galen Health patients. We advise patients not registered with Galen Health to come into the practice for a consultation in order to establish full medical history and initial examination of blood pressure, height and weight.

Patients requesting a telephone consultation will be advised of the time of the telephone consultation and the name of the practitioner who will conduct the consultation. Following a telephone consultation, your patient records will be updated accordingly.

Health Screening

Galen Health offer comprehensive screening, in line with preventative health and health promotion. We have on site imaging facilities, offering 'advances in technology for screening, using revolutionary imaging technology'. Our health specialised assessments, inclusive of those for chronic illness, offer a fully encompassing service for all.

Results of Investigations

Blood tests are routinely taken at the practice; results are available within 24 – 48 hours, with the exception of where the test requires further analysis time. On-site imaging is provided, inclusive of

X-ray, ultra sound, MRI and CT Scans, reports are available on the day or within 24 hours. All scans can be viewed in the GP consultation, enabling patient involvement in the care pathway and discussion of results and agreeing the next steps.

Fees and Payment Terms

Annual membership fees can be paid monthly by direct debit.

All fees must be paid at the time of the consultation / treatment. We accept visa, mastercard and switch. We also accept cheques with guarantee card and cash. We provide receipts for all your payments.

If invoices are not settled at the time of the consultation subcharges will be applied, unless we have agreed to send the invoice to your establishment for those patients on Galen Health packages. A £10. per week surcharge will be made on all accounts not paid in full within 30 days of the consultation. Patients with outstanding invoices will be seen and treated at the discretion of the Lead Clinician, Dr J Lidder.

Insurance Companies in the UK do not currently cover fees for visits to Galen Health GPs. However, tests and x-rays are usually covered.

If you are guaranteed by an embassy and have corporate membership cover, the embassy / company will be invoiced directly, payment will only be required for those services outside of the agreed service package/s. For those guaranteed by an embassy, please ensure you bring a letter of guarantee with you on the day of your appointment.

Tests / consultations outside of the primary care service may not be covered by Galen Health, please contact our practice manager for more information.

Regulation: Galen Health practitioners work in line with evidence based practice and follow the values and principles required by the General Medical Council (GMC). In addition to this we are subject to an annual inspection by the Care Quality Commission, as the regulatory body for independent healthcare. The Medical Practitioners of the clinic are all subject to regular appraisal, and adherence to the process of continuing medical education.

All clinicians are registered both with the general medical council (GMC) and on practice performances lists as well as a medical defence union.

Practice Fees

For full details of all Galen Health services and Fees go to www.galen-health.co.uk and download our 'Service and Fees' brochure. Alternatively call us on 020 7079 2141 or email us at: enquiries@galen-health.co.uk