



## **ESGPS Introduction + Terms of Service**

Version Date: 23.12.2024

There are a wide range of reasons for seeing a private General Practitioner. Flexible appointment times, longer appointments, and choice of doctor can allow people to work around their health problems without taking time off work.

We provide weekday daytime, evening and Saturday morning appointments.

- New appointments start at 30 minutes length and can be extended, with prior notice, to 45 minutes or 60 minutes.
- Follow up appointments are 15 minutes or 30 minutes if required.
- Consultation types can be online secure video through our client software Semble or telephone and face to face clinics held at Sussex Premier Health....

We are qualified general medical practitioners with GMC registration and ongoing NHS practice registered on the NHS England GP Performers List. We have appropriate medical indemnity cover for clinical and professional requirements. We have experience in providing assessment, management and follow up for long term health conditions including blood pressure management, respiratory conditions, diabetes and are able to review multiple medication polypharmacy and conditions related to frailty.

We also have training and recognised care provision in mental health, women's health and musculoskeletal conditions including soft tissue / joint anti-inflammatory injections.

We can offer insurance reports and driving medicals.

## **Terms and Conditions**

### **1. Introduction**

These Terms and Conditions ("Terms") govern the provision of medical services by East Sussex GP Services ("the Practice") to you ("the Patient") and any individual or entity acting on your behalf. By booking an appointment or using any of the services offered by the Practice, you agree to be bound by these Terms.

### **2. Registration**

2.1. To access the services provided by the Practice, you must first register by providing accurate and complete personal information, including your name, date of birth, address, email address, telephone number, and any relevant medical information. You are responsible for keeping this information up to date.

2.2. You may be required to provide proof of identity when registering or attending appointments. The Practice reserves the right to refuse registration or services if you fail to provide satisfactory proof of identity.

### **Clinics:**

**Sussex Premier Health**  
**The Ridge, St Leonards On Sea,**  
**East Sussex, TN37 7RE**



### 3. Appointments

3.1. Appointments can be booked by email enquiry with follow up, or online via the Practice's website. The Practice will endeavour to accommodate your preferred appointment date and time but cannot guarantee availability.

3.2. You must provide at least 48 hours' notice if you wish to cancel or reschedule an appointment. Cancellation or rescheduling requests received within 48 hours of the appointment time will result in full payment being due.

### 4. Cancellation Policy

4.1. If you cancel your appointment more than 48 hours before the scheduled appointment time, you will be eligible for a full refund minus a bank charge of £2.50.

4.2. If you cancel your appointment within 48 hours of the scheduled appointment time, you will be required to pay the full appointment fee.

4.3. Refunds will be processed using the original payment method within 14 working days of receiving the cancellation request.

### 5. Fees and Payment

5.1. The fees for the Practice's services will be provided to you upon registration or upon request. Fees are subject to change without prior notice.

5.2. Payment is due at the time of booking your appointment. The Practice accepts payment by credit or debit card, or bank transfer. If you book by telephone credit or debit card details will be taken to secure the payment.

5.3. If you fail to pay the required fees, the Practice reserves the right to withhold or cancel your appointment.

### 6. Confidentiality and Data Protection

6.1. The Practice is committed to maintaining the confidentiality of your personal and medical information. The Practice will comply with all applicable data protection laws and regulations, including the UK Data Protection Act and the EU General Data Protection Regulation (GDPR).

6.2. For further information on how the Practice collects, uses, and protects your personal information, please refer to our Privacy Policy.

### 7. Liability

7.1. The Practice shall not be liable for any loss or damage arising from your use of the services, except where such loss or damage is caused by the Practice's negligence or breach of these Terms.

7.2. The Practice's total liability to you in respect of any claim arising out of or in connection with these Terms shall be limited to the total fees paid by you for the services in question.

8. Governing Law and Jurisdiction These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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9. Amendments The Practice reserves the right to amend these Terms at any time without notice. Your continued use of the services following any amendment shall be deemed acceptance of the amended Terms.

10. Contact Information If you have any questions or concerns regarding these Terms, please contact the Practice [info@esgps.co.uk](mailto:info@esgps.co.uk)



DIRECTOR EAST SUSSEX GP SERVICES

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