

ESGPS Introduction + Terms of Service

Version Date: 11.02.2026

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 through our clinics that can include Sussex Premier Health.

- New appointments start at 25 minutes duration depending on clinic booked.
- Follow up appointments are 15 minutes duration if required.
- Consultation types can be online secure video or telephone call through our client software E-clinic or face to face clinics held at Sussex Premier Health and Old Orchard Consulting Rooms.

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 can 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 and Lasting Power of Attorney certification.

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.

Sussex Premier Health

Eastbourne District General Hospital
King's Drive, Eastbourne, BN21 2UD
01424 757 455

Sussex Premier Health

The Ridge, St Leonards-On-Sea
East Sussex TN37 7RE
01424 757 455

Old Orchard Consulting Rooms

7B Old Orchard Road,
Eastbourne BN21 1DB
01323 748 807

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 £50.00 charge.

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

4.4 Did Not Attend: If you fail to attend a scheduled appointment without giving the required 48 hours' notice, a charge £50.00 is due. When Prepayment Booking is in place, because payment is typically required at the time of booking, a "Did Not Attend" result means you will not be eligible for a refund of that fee.

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.

5.4 VAT All amounts stated (whether orally or in writing) are exclusive of VAT, which will be added at the rate currently in force.

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.

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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. EXCLUSIONS -THE SERVICES DO NOT INCLUDE THE FOLLOWING:

8.1 Maternity and obstetric care, however we can support pregnant women with other medical conditions

8.2 Emergency services or crisis management.

8.3 Support for people with complex mental health issues and those who may be actively suicidal.

8.4 Hospital inpatients; or

8.5 Complex problems for which our GP's do not have access to required medical information e.g. specialist led care.

8.6 There are limitations to our prescribing. ESPGS will not prescribe dependence forming medications or **Schedule 2 Controlled Drugs as included on the Gov.uk Controlled Drugs List.**

8.7 We do not provide a repeat prescription service. Private prescriptions required for the presenting condition will usually be provided/issued by our GP using our electronic prescribing systems.

8.8 If you require further medication, you may either:

- 8.8.1 Attend a further consultation and review resulting in another prescription
- 8.8.2 Consult with your NHS GP for review and agreement for ongoing prescriptions and any required monitoring.

9. 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.

10. 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.

If you have any questions or concerns regarding these Terms, please contact the Practice
info@esgps.co.uk


DIRECTOR EAST SUSSEX GP SERVICES