



Non-NHS Work and Refund Policy

1. Purpose

The purpose of this policy is to outline the procedures and guidelines for handling non-NHS work, including the preparation of letters, reports, and other administrative tasks, and to clarify the practice's position on timescales for completion of such work and the policy regarding refunds for these services.

2. Scope

This policy applies to all non-NHS work provided by the practice, including but not limited to:

Medical reports and letters
Insurance forms
Travel vaccinations
Occupational health services

3. Non-NHS Work

Non-NHS work refers to services that are not covered by NHS funding and are provided on a private basis.

Clinicians do not accept requests for completion of non-NHS work during a consultation. Accepting a private request during a consultation removes the focus on the patient's clinical needs and can detract from the time and attention needed for other NHS patients, impacting overall service delivery.

All requests for non-NHS work must be directed to the practice administration team via the reception office.

Patients will be informed of any fees associated with non-NHS work prior to the service being provided. A list of fees for common non-NHS services is available at the reception and on the practice website.

The practice aims to complete any non-NHS work requested within 21 days of receipt of the request. If a longer period is required, the practice will notify the patient after the request has been received.

4. Payment

Payment for non-NHS work is required at the time of request or prior to the completion of the service. Accepted payment methods include credit or debit card and bank transfer.



5. Refund Policy

Once a non-NHS service has been completed, refunds will not be issued.

In the event of a delay or issue with the service, the practice will work with the patient to resolve the matter promptly.

Requests for refunds must be made in writing and will be reviewed on a case-by-case basis by the Senior Management Team.

6. Communication

A copy of this policy is available upon request and can be obtained in the practice and on the practice website.

7. Review and Updates

This policy will be reviewed annually and updated as necessary to ensure compliance with relevant regulations and best practices.

8. Contact Information

For any questions or concerns regarding this policy, please contact the Patient Services Operations Manager.

Version	1.1
Author	Paul Netherton
Date Reviewed	30 Oct 2025
Next Review Due	31 Oct 2026
Checked by	Paul Netherton



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