

Miss Anne Henderson

Consultant Gynaecologist
British Menopause Society Accredited Specialist

CONSULTATION AND FEE LETTER

February 2024

Dear Patient

This letter is provided as part of the statutory requirement for all clinics providing private medical health services. It has been sent to you **as a prospective new patient, or as an existing patient** who has already received care at the clinic. It is **very important** that you read the comprehensive information provided within this letter as this outlines the specific services which we offer and the financial fees which will be levied, either directly to yourself as a self-funding patient, or to your private health insurance provider.

We also recommend that you visit our website: <https://gynae-expert.co.uk/> which includes a copy of this letter, as well as further information regarding the range of services we offer, and the option to book selected appointments via our online portal.

The Amara Clinic medical team is led by Miss Anne Henderson, a Consultant Gynaecologist and British Menopause Society Advanced Specialist with more than 35 years' experience in this area. Miss Henderson leads a team of personally selected doctors and healthcare practitioners, all of whom have extensive experience in women's healthcare and specifically in perimenopause, menopause, and related areas, and many of whom have the highest-level training in menopause, having achieved the British Menopause Advanced Certificate. This comprehensive team supports The Amara Clinic ethos, which is delivering the highest standard of medical care, backed by excellence and expertise. We also aim to provide ongoing continuity of care with the same practitioner wherever possible. The medical team follows the same strict clinical and management principles outlined in our guidelines, so the advice and care provided will be highly consistent regardless of whichever practitioner patients see.

All correspondence and appointments to:

The Amara Clinic, 2 Linden Close, Tunbridge Wells, TN4 8HH

T: 03333 22 21 22 | M: 07766 221761

E: enquiries@gynae-expert.co.uk | www.gynae-expert.co.uk

Clinic Fees as of 18th March 2024:

Please note that **we accept self-referrals** for all New and "Walk in" consultations outlined below.

- **New Menopause appointments with Miss Henderson** cost £395, which includes a consultation (F2F/virtual) lasting up to 60 minutes followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. Where appropriate, a private prescription for medication will be dispensed following this initial consultation: a separate fee will be attached to this prescription – see below.
- **New Menopause appointments with a Menopause Specialist GP** cost £360, which includes a consultation (F2F/virtual) lasting up to 60 minutes followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. Where appropriate, a private prescription for medication will be dispensed following this initial consultation: a separate fee will be attached to this prescription – see below.
- **New Menopause Triage appointments with a Menopause Specialist GP** cost £100, which is refundable against a future new menopause appointment. This includes an individual virtual consultation lasting 15 minutes, where basic information will be provided regarding menopause management and HRT. Patients who have only attended a triage appointment will not be able to request prescriptions until they have attended a 'New Menopause Appointment' with either a Specialist GP or Miss Henderson.
- **New Group Menopause appointments with a Menopause Specialist GP** cost £50, which includes a group virtual consultation for multiple women (up to 5 in total) and is refundable against an individual new menopause appointment. This includes a consultation lasting 15 minutes, where basic information will be provided regarding menopause management and HRT. Patients who have only attended a Group appointment will not be able to request prescriptions until they have attended a 'New Menopause Appointment' with either a Specialist GP or Miss Henderson.
- **Follow-up Menopause appointments with Miss Henderson** cost £280, which includes a consultation (F2F/virtual) lasting up to 30 minutes and followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. Where appropriate, a private prescription for medication will be dispensed following this initial consultation: a separate fee will be attached to this prescription – see below.

- **Follow-up Menopause appointments with a Menopause Specialist GP** cost £250, which includes a consultation (F2F/virtual) lasting up to 30 minutes and followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. Where appropriate, a private prescription for medication will be dispensed following this initial consultation: a separate fee will be attached to this prescription – see below.
- **Annual Follow Up Menopause appointments with Miss Henderson** cost £300, which includes a consultation (F2F/virtual) lasting up to 30 minutes and followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. We encourage all patients to continue this package if they wish to remain under the care of our medical team with access to private prescriptions and the latest menopause and medical advice when required. This option also includes a free of charge follow-up telephone appointment where required which is at the discretion of the medical team. If you have a clinical query following your Annual Follow Up appointment, please contact the clinic team and it will be the relevant clinician's discretion to facilitate the FOC appointment. Please note the Annual Review package is discretionary and *only available to existing patients who have had an appointment within the last 12 calendar months.*
- **Annual Follow Up Menopause appointments with a Menopause Specialist GP** cost £280, which includes a consultation (F2F/virtual) lasting up to 30 minutes and followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. We encourage all patients to continue this package if they wish to remain under the care of our medical team with access to private prescriptions and the latest menopause and medical advice when required. This option also includes a free of charge 10-minute follow-up telephone appointment where required which is at the discretion of the medical team. If you have a clinical query following your Annual Follow Up appointment, please contact the clinic team and it will be the relevant clinician's discretion to facilitate the FOC appointment. Please note the Annual Review package is discretionary and *only available to existing patients who have had an appointment within the last 12 calendar months.*
- **New Gynaecology appointments with Miss Henderson** cost £350 which includes a consultation (F2F/virtual) lasting up to 30 minutes and followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. Where appropriate, a private prescription for medication will be dispensed following this initial consultation: a separate fee will be attached to this prescription – see below.

- **Follow-up Gynaecology appointments with Miss Henderson** cost £250 which includes a consultation (F2F/virtual) lasting up to 30 minutes and followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. Where appropriate, a private prescription for medication will be dispensed following this initial consultation: a separate fee will be attached to this prescription – see below.
- **HRT Implant Insertion** costs £595 for a single HRT implant and £695 for a combined HRT implant. This treatment is only available to existing patients and Miss Henderson will be solely responsible for this procedure.
- **Blue-Light appointments** are offered for all members of the key emergency and NHS services. This offers a 25% reduction in the fee for all new appointments. These appointments are discretionary, and queries should be directed to the clinic team. Please note that the discount does not apply to any other services.
- **Administration emails** cost £35 and provide a response to further specific medical queries raised following either a new or follow-up consultation in any of the above categories excluding the Triage, Group consultations & Walk in Ultrasound imaging, Smear Tests & Bloods Clinic. Please note that *these emails are discretionary* and aimed at a maximum of two short clinical queries which cannot be dealt with by the Clinic Team, who are only able to address simple administration queries. If these concerns cannot be addressed by the administration email, a follow-up appointment will be scheduled with an appropriate member of the medical team. Please be aware that more complex medical queries are likely to require a further follow up appointment and usually cannot be dealt with by email this will be at the discretion of the administrative team and/or relevant clinician. Please note that all administrative queries must be emailed and will not be dealt with over the phone.
- **Prescription administration fees** cost £35 for all private prescriptions processed via the clinic. Please be aware that additional prescription costs will be charged separately for all medications dispensed either by Pharmaciege or The Amara Clinic. Details for all prescription/medication enquiries are outlined below. Please be aware that these are unlikely to be covered by private insurers.
- **Additional charges** will be raised for private blood tests, imaging, and surgical procedures. Surgical/procedure fees will include separate charges by the clinic/private hospital where the procedures are conducted, which are levied in addition to our fees, and are out with our control. The Clinic Team will provide further information upon request regarding fees.

- **Blood tests and Ultrasound imaging** can be arranged privately. We run regular phlebotomy and scanning sessions at The Amara Clinic and collaborate with other private hospitals/clinics where necessary. The phlebotomy fee is £35 with an additional cost for blood tests depending on tests required, which will be invoiced either by The Amara Clinic or by TDL, our main service provider. Pelvic scans cost £375 and are carried out by a Consultant Radiologist. Payment for blood tests/scans will be taken on the day of attendance for self-funded patients and with appropriate authorisation invoices can be directed to private insurers.
- **“Walk in” Ultrasound imaging, Cervical Smear Tests & Blood tests** can be arranged on a self-funding basis for women without a preceding formal clinic appointment. We accept self-referrals, but these must be pre-arranged, and the Clinic Team will provide further information regarding fees and availability. Patients who have attended this type of imaging, smear or blood appointment will be unable to request prescriptions until they have attended a dedicated new patient appointment with either a Specialist GP or Miss Henderson.

Cancellation and Rescheduling of Appointments:

Please be aware that appointments can only be rescheduled/cancelled under exceptional circumstances and with prior agreement of The Amara Clinic Team who should be contacted by email using the address below. We operate a strict **minimum 2 working days cancellation policy**, otherwise the full appointment fee will be chargeable. Where appointments are rescheduled, this will be the same week (subject to availability) to minimise any unnecessary delays which could adversely impact clinical care and safety. This is particularly important for follow-up appointments.

If your appointment needs to be rescheduled due to delayed test results from your GP, then you must let the clinic team aware as soon as possible or at least 48 working hours before your appointment, otherwise the full appointment fee will be chargeable. It is the patient's responsibility to ensure all test results are sent to the clinic prior to the appointment ideally at least 72 hours before the appointment. The Amara Clinic is only responsible for tests carried out onsite or at one of our designated service providers.

Ongoing Appointments:

All patients who wish to remain under the care of The Amara Clinic *must have a follow-up or annual review appointment booked* if they wish to enjoy ongoing support from the medical and administrative teams, as well as access to private prescriptions. In the event that appointments lapse and these conditions are breached, we reserve the right to discharge patients back to the care of their GP,

or other medical practitioner. In the event that this happens, patients will be expected to re-register as a new patient should they wish to request a further appointment.

Recognised Insurers:

We are recognised by all major health insurances companies including BUPA, WPA, AXA, Cigna, and Vitality. Not all insurers will cover menopause treatment, however, and this is usually self-funded unless express consent is provided. Should you wish to use your insurance policy to cover our fees, please discuss this with the Clinic Team and ensure you provide your policy number and authorisation code to our Credit Control Team *well in advance* of the appointment, investigation, or surgical procedure. Please note that we *do not* cover menopause consultations insured by AXA or Vitality providers. Please also note that patients are fully responsible for any shortfall or excess which may become due.

Payment and Invoicing Policy:

All patients under The Amara Clinic will be registered with either the GoCardless direct debit scheme or Take Payments CPA system for card payments. These are fully regulated by the FCA and provide a streamlined and safe system for automatic processing of payments, including insurance shortfalls and excesses. All payments for appointments will be taken using this system and cleared funds are required in advance of the consultation or procedure date. Fees for imaging and blood tests will be taken at the time of attendance in person. This is now a **mandatory requirement** for both new and ongoing patients to ensure full compliance with clinic policy. This requirement applies to both self-funded and insured patients.

For **new self-funding appointments**, full payment will be taken at the time of booking. All **follow-up appointments** require a 20% deposit to secure the booking and the remaining payment will be taken 2 weeks prior to the appointment date. Where patients prefer to make regular staged payments to spread the cost without additional interest fees, this can be arranged by prior discussion with the Credit Control Team. Where there is a shortfall or excess due in relation to private health insurance, please note this becomes due at the time of the consultation or treatment and will be taken by one of the above methods.

Please note that we are unable to hold the appointment slot without full compliance with these payment methods, as this enables us to provide the most efficient use of clinic time with minimal rescheduling and appointment delays.

For patients covered by health insurance, payment details will also be taken to cover any shortfalls, excesses or costs which are excluded from the policy. Please be aware that any shortfalls or excesses are treated as self-funding debt.

The Credit Control Team will always provide an appropriate warning regarding any payments taken automatically and, in the event the appointment is cancelled or rescheduled, a full refund will be provided. All financial data is stored securely via FCA regulated systems and is not retained by The Amara Clinic or Gynae Expert Limited.

Further information regarding these requirements can be provided by the Credit Control Team.

Patient Registration and Consent Forms:

All patients are now required to complete our mandatory Patient Registration and Consent Forms prior to confirmation of both new and follow up appointments. If these forms are not received promptly, then the appointment may be either cancelled or rescheduled: these forms are an essential part of our GDPR compliance and data capture, and we appreciate your cooperation with this process.

Disability Access:

If you require disability access for any of our services, please discuss this with the Clinic Team prior to confirming your booking.

Emergency Care:

Please be aware that neither The Amara Clinic nor our medical team offer out-of-hours or an emergency service. Any patient who requires urgent treatment for physical, emotional or psychological issues is advised to contact the appropriate NHS services which provide 24/7 support.

Changes to Fees:

Please note that we reserve the right to change any of our advertised prices without prior notice, although we always endeavour to provide reasonable warning wherever possible. If you have any further queries regarding these issues, please contact the Clinic Team.

Clinic Team Contact Details:

The Clinic Team can be contacted on **03333 222122** or at **enquiries@gynae-expert.co.uk**.

The Credit Control Team can be contacted on **03333 052220** or at **creditcontrol@gynae-expert.co.uk**.

The Pharmacy Team can be contacted at **prescriptions@gynae-expert.co.uk**. Please note that we do not deal with these enquiries by phone.

Thank you for reading this comprehensive document outlining the services we provide and the standards we adhere to. We appreciate your understanding and cooperation regarding these policies, which have been put in place to enable us to provide the most seamless and efficient service to all our patients. We look forward to welcoming you and if you have any queries, please do not hesitate to contact us.

Warm regards,

The Amara Clinic Team