

Miss Anne Henderson

Consultant Gynaecologist

British Menopause Society Advanced Specialist

## CONSULTATION AND FEE LETTER

1<sup>st</sup> March 2025

Dear Patient

This letter is provided as part of the statutory requirement for all clinics offering 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 below which 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. This letter outlines significant updates for 2025, including the launch of new services and a revised fee structure to support these enhancements.

We also recommend that you visit our website: <https://gynae-expert.co.uk/> which includes a copy of this letter and further information regarding the range of services we offer.

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, specifically in perimenopause, menopause, and related areas. This comprehensive team supports The Amara Clinic ethos, which is delivering the highest standard of medical care, backed by excellence and expertise. 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. We aim to provide ongoing continuity of care with the same practitioner wherever possible.

All correspondence and appointments to:

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

T: 03333 22 21 22

E: [enquiries@gynae-expert.co.uk](mailto:enquiries@gynae-expert.co.uk) | [www.gynae-expert.co.uk](http://www.gynae-expert.co.uk)

## **Clinic Fees as of 1st March 2025**

### **Menopause Packages**

We have introduced menopause care packages for the first time in 2025. Details of these are outlined below and these include monthly staged payments via GoCardless direct debit with a discount on the overall package fee when compared to the cost of individual appointments. Please note these packages apply exclusively to appointments with a Menopause Specialist GP. Refunds are granted at the clinic's discretion and must be formally requested through the Clinic Team for review.

- **New Patient Menopause Package with a Menopause Specialist GP** costs £1,300. This comprehensive package is designed to support new patients throughout the first year under our care, allowing them to spread the cost of their treatment, interest free, for £108 over 12 calendar months. Please note this package is only available for self-funding patients. This package includes one new menopause appointment (F2F/virtual) lasting up to 60 minutes, three follow up appointments (F2F/virtual) lasting up to 30 minutes and one admin call lasting up to 10 minutes. Where appropriate, a private prescription for medication will be dispensed: a separate fee will be attached to this prescription – see below. Please note that this offer cannot be used with any other promotional discounts and *applies to new patients only*.
- **Annual Review Package with a Menopause Specialist GP** costs £295 which includes a consultation (F2F/virtual) lasting up to 30 minutes. This package is designed for existing patients who have been moved to an annual review by their Menopause Specialist GP, allowing them to spread the cost of their treatment, interest free, for £24 over 12 calendar months. Please note this package is only available for self-funded patients. Where appropriate, a private prescription for medication will be dispensed: a separate fee will be attached to this prescription – see below. Please note that this offer cannot be used with any other promotional discounts, and *applies to existing patients who have had an appointment within the last 12 calendar months*. A three-month notice period is required if you wish to withdraw.
- **New Patient Menopause Package with Miss Anne Henderson** costs £1,465. This comprehensive package is designed to support new patients throughout the first year under our care, allowing them to spread the cost

of their treatment, interest free, for an initial payment of £123 and then £122 over 11 calendar months. Please note this package is only available for self-funding patients. This package includes one new menopause appointment (F2F/virtual) lasting up to 60 minutes, three follow up appointments (F2F/virtual) lasting up to 30 minutes and one admin call lasting up to 10 minutes. Where appropriate, a private prescription for medication will be dispensed: a separate fee will be attached to this prescription – see below. Please note that this offer cannot be used with any other promotional discounts and *applies to new patients only*.

- **Annual Review Package with Miss Anne Henderson** costs £335 which includes a consultation (F2F/virtual) lasting up to 30 minutes. This package is designed for existing patients who have been moved to an annual review by Miss Anne Henderson, allowing them to spread the cost of their treatment, interest free, for an initial payment of £27.99 and then £27.91 over 11 calendar months. Please note this package is only available for self-funded patients. Where appropriate, a private prescription for medication will be dispensed: a separate fee will be attached to this prescription – see below. Please note that this offer cannot be used with any other promotional discounts, and applies to *existing patients who have had an appointment within the last 12 calendar months*. A three-month notice period is required if you wish to withdraw.

### **Individual Appointment Fees**

- **New Menopause appointments with Miss Henderson** cost £475, 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 £390, 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.

- **Follow-up Menopause appointments with Miss Henderson** cost £310, which includes a consultation (F2F/virtual) lasting up to 30 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.
- **Follow-up Menopause appointments with a Menopause Specialist GP** cost £280, which includes a consultation (F2F/virtual) lasting up to 30 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.
- **Annual Follow Up Menopause appointments with Miss Henderson** cost £350, which includes a consultation (F2F/virtual) lasting up to 30 minutes followed by a comprehensive clinic letter outlining details of the consultation with further guidance and management. We recommend all patients continue with ongoing annual review if they wish to remain under our care with access to private prescriptions and the latest menopause and medical advice. Please note the Annual Review package is discretionary and is *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 £310, 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 recommend all patients continue with ongoing annual review if they wish to remain under our care with access to private prescriptions and the latest menopause and medical advice. Please note the Annual Review package is discretionary and is *only available to existing patients who have had an appointment within the last 12 calendar months.*

- **New Gynaecology appointments with Miss Henderson** cost £385 which includes a consultation (F2F/virtual) lasting up to 30 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.

- **Follow-up Gynaecology appointments with Miss Henderson** cost £295 which includes a consultation (F2F/virtual) lasting up to 30 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 Complex Hormone Consultation/PMS/PMDD with Miss Henderson** cost £475 and are specifically designed to address more complex hormone-related concerns that are distinct from menopause. This includes a consultation (F2F/virtual) lasting up to 60 minutes, ensuring a tailored approach to managing complex hormone imbalances, 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 Complex Hormone Consultation/PMS/PMDD with a Menopause Specialist GP** cost £390 and are specifically designed to address more complex hormone-related concerns that are distinct from menopause. This includes a consultation (F2F/virtual) lasting up to 60 minutes, ensuring a

tailored approach to managing complex hormone imbalances, 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 Complex Hormone Consultation/PMS/PMDD with Miss Henderson** cost £310 and are specifically designed to address more complex hormone-related concerns that are distinct from menopause. This includes a consultation (F2F/virtual) lasting up to 30 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.

- **Follow-Up Complex Hormone Consultation/PMS/ with a Menopause Specialist GP** cost £280 and are specifically designed to address more complex hormone-related concerns that are distinct from menopause. This includes a consultation (F2F/virtual) lasting up to 30 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.
- **HRT Implant Insertion** costs £775 for a single HRT implant and £875 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 initial 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 (F2F/virtual). These appointments are *discretionary, and any queries should be directed to the clinic team*. Please note that the discount does not apply to any other services, including follow-up appointments.
- **Cognitive Behavioural Therapy (CBT)** appointments cost £170 for a consultation lasting up to 60 minutes. This is a new service introduced at The Amara Clinic in 2025. This expert-led service will be provided by Joanna Hogan, an expert accredited cognitive behavioural psychotherapist, schema therapist, and CBT for insomnia specialist. Joanna has extensive NHS and private experience offering personalised support for a range of mental health challenges, including anxiety, depression, PTSD, and insomnia. She specialises in supporting peri-menopausal and menopausal women, as well as individuals with sleep-related difficulties. Please note these fees may not be covered by private insurers. Joanna works with associates who are also fully trained but charge a lower fee of £130 for a new consultation. Johanna works with associates who are also fully trained but charge a lower fee of £130 for a new consultation.
- **Administration appointments** cost £135 and include a virtual consultation with a member of the medical team lasting up to 10 minutes, followed by a clinic letter outlining details of the consultation. These



appointments are aimed at dealing with a specific clinical query which does not require a standard follow up consultation. Please note these consultations are discretionary and *only available to existing patients who have had an appointment within the last 12 calendar months*.

- **Prescription administration fees** cost £45 for all private prescriptions processed via the clinic. Please be aware that additional prescription costs will be charged separately for all medications dispensed. Please be aware that this cost is unlikely to be reimbursed by private medical insurance.
- **Emsella Chair Package** cost £1,350 for six sessions and is led by Miss Anne Henderson and overseen by our Emsella trained nurse, Kate Brown. To secure your package, a deposit of £450 may be paid upfront. The remaining payments will be collected by our continuous payment system prior to your scheduled appointments. Alternatively, you may pay the full amount upfront. For optimal results, it is important that the sessions are completed within the recommended timeframe according to Emsella guidelines. Please note that the package must be started within 3 months of purchase.

### **Investigation/Procedure fees**

- **Blood tests** can be arranged privately via The Amara Clinic. We offer phlebotomy services in partnership with the Tuli Hub Network and Unilabs covering a wide range of blood tests. Phlebotomy sessions are available either at The Amara Clinic or via the nationwide range of Tuli hubs with the aim of providing the most convenient location. The phlebotomy service costs £50, with additional charges for specific blood tests based on the required panels. These costs will be invoiced directly by The Amara Clinic. Payment for blood tests will be taken in advance of attendance for self-funded patients and, with appropriate authorisation, invoices can also be directed to private insurers. Please be aware the phlebotomy fee is unlikely to be covered by private insurers.
- **Smear tests** at The Amara Clinic are priced as follows: £225 for an HPV smear test with a basic consultation (15-minute appointment), £400 for an HPV smear with a standard gynaecological consultation (30-minute appointment), and £475 for an HPV smear plus vaginal swabs/STI screening with a standard gynaecological consultation (30-minute appointment).

Please note that an additional £50 fee will apply for cervical cytology if required in addition to HPV screening. Please note, these packages are only available on a self-funded basis and do not apply to insured patients.

- **Infection screening tests** can be arranged for vaginal and urinary symptoms, as well as STI screening. The charges for these tests vary: the Clinic Team will provide further information upon request. These tests are generally available to both self-funded and insured patients.
- **Miscellaneous additional fees** will be chargeable for additional investigations and treatments recommended by the Medical Team, including imaging tests and surgical procedures. Surgical/procedure fees may include separate charges levied by the private hospital/clinic where the procedure is conducted, in addition to our own fees and the Clinic Team will provide further information upon request. These fees are applicable to both self-funded and insured patients.

### **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, these will be the same week (subject to availability) to minimise unnecessary delays which could adversely impact clinical care and safety. Please note that rescheduled appointments may be with an alternative medical practitioner to avoid delay.

If you require your appointment to be rescheduled due to delayed test results from your GP, it is your responsibility to let the clinic team know as soon as possible, and 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 have 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 insurance companies including BUPA, WPA, AXA, Cigna and Vitality, with the exception of Aviva. Even where treatment is covered, patients should be aware that insurers may only cover part of the fees charged, leaving a shortfall or excess, which remains the *full responsibility of the patient*. Not all insurers will cover menopause treatment and this is usually self-funded unless expressly confirmed by your insurer. Should you wish to use your insurance policy to cover our fees, please ensure this is discussed with the Clinic Team in advance and that 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/complex hormone consultations covered by AXA (and related insurers) or Vitality Insurance.** Please also be aware that it is entirely the responsibility of the patient to ensure the specific level of cover provided by their insurer prior to entering into any agreement with The Amara Clinic.

### **Payment and Invoicing Policy**

**All patients under The Amara Clinic will be registered with either the GoCardless direct debit scheme or Take Payments CPA (Continuous Payment Authority) 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 self-funded appointments will be taken using this system and cleared funds are

required in advance of the consultation or procedure date. It is a **mandatory requirement** for both new and existing patients to sign up to one of these payment processes to ensure full compliance with clinic policy: this applies to both self-funded and insured patients. Please be aware that any insurance shortfalls or excesses are treated as self-funding debt.

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 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. Where patients have signed up to one of our menopause packages, Credit Control will advise regarding the required staged payments via GoCardless.

**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.**

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 within our guidelines, a full refund will be provided upon request. 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 all these requirements can be provided by the Credit Control Team – see below.

### **Patient Registration and Consent Forms**

**All patients are 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](mailto:enquiries@gynae-expert.co.uk)** Monday – Friday 09:00-17:00.

The Credit Control Team can be contacted on **03333 052220** or at **[creditcontrol@gynae-expert.co.uk](mailto:creditcontrol@gynae-expert.co.uk)**. Please note our Credit Control team are only available by phone Monday – Friday 09:00-11:00.

The Pharmacy Team can be contacted at **[prescriptions@gynae-expert.co.uk](mailto: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