



London Pain Clinic

TERMS AND CONDITIONS – INSURED PATIENTS ONLY FOR PRIVATE MEDICAL ASSESSMENT AND TREATMENT

How to Pay Your Account

These terms and conditions apply to the fees for professional medical services provided by Dr Singh, Dr Jenner, Dr Ramos-Galvez, or Dr Harrington. This includes consultations, pre- and post-procedure appointments, treatments, and all pain management services.

If You Have Private Medical Insurance (PMI) Covering Your Consultant's Fees

Although you are legally responsible for paying your fees, your PMI may directly cover some or all of the costs through Clinical Associates Ltd.

- Please contact your PMI to obtain **pre-authorisation** for your appointments, consultations, or treatments and to confirm your level of cover.
- Be aware of any potential shortfall in fees. Clinical Associates Ltd requires your full insurance details, including the **authorisation code**, at the time of booking.
- If your insurance does not fully cover the cost of your appointments or treatments, you will be responsible for the difference, which will be billed as a shortfall.

Note: Dr Jenner is the only consultant at the London Pain Clinic who accepts Bupa UK medical insurance.

Cancellation Policy & Subsequent Fees

By booking an appointment, you agree to provide **48 hours' notice** for cancellations or rescheduling.

- If you cancel or reschedule with less than 48 hours' notice, a **100% charge** will apply unless otherwise agreed in writing.
- All missed appointments (DNA – Did Not Attend) will be charged in full.

Paying Your Shortfall in Cover

1. **Credit or Debit Card via Payment Link:**
Request a secure payment link for online payment.
2. **Credit or Debit Card Payment:**
Call the clinic on **0207 118 0250** to pay your shortfall over the phone.

3. BACS / Bank Transfer:

- Account Name: **Clinical Associates Ltd**
- Bank: **Barclays PLC**
- Account Number: **203535**
- Sort Code: **53602664**

4. Cheques/Postal Orders:

Make payable to **Clinical Associates Ltd** and send to:

Clinical Associates Ltd
c/o Leapman Weiss Accountants
Building 6, 30-32 Friern Park
North Finchley
London N12 9DA

For queries about your account:

Email accounts@clinical-associates.com or info@londonpainclinic.com.

Additional Charges for Patient-Requested Sundries

- **Private prescription issued outside of a consultation: £30**
- **Administrative fee for a covering letter: £50**
- **Fee for a letter requiring clinical review of your records: £175**

IMPORTANT – Please Read Other Terms

- All consultations with Dr Singh, Dr Jenner, Dr Ramos-Galvez, and Dr Harrington are chargeable to your insurer. Ensure you obtain **pre-authorisation** before booking an appointment.
- Patients not seen for more than **12 months** will require a full 30-minute consultation before further prescriptions, clinical advice, or opinions are provided.
- Patients not seen for more than **3 months** will require a full 15-minute review before further prescriptions, clinical advice, or opinions are provided.
- The London Pain Clinic requires at least **10 working days' notice** for prescription and letter requests.
- Your GP will be informed of your treatment, and you must provide full details of your GP surgery.
- If you book an initial consultation but have been seen within the last **12 months**, your insurer will only reimburse the follow-up consultation fee. You will be liable for the difference.



London Pain Clinic

TERMS AND CONDITIONS – SELF-FUNDING PATIENTS ONLY FOR PRIVATE MEDICAL ASSESSMENT AND TREATMENT

How to Pay Your Fees

These terms and conditions apply to the fees for professional medical services provided by Dr Singh, Dr Jenner, Dr Ramos-Galvez, and Dr Harrington, including consultations (in-person and telephone), pre- and post-procedure appointments, treatments, and pain management services.

If You Do NOT Have Private Medical Insurance (PMI)

All consultations, remote/telephone reviews, and phone calls are chargeable and must be paid **in advance** by credit or debit card at the time of booking. Formal receipts are available upon request.

Current Fees

- **Initial Consultation:** £299.00
- **Follow-Up Consultation:** £175.00 (Remote) £195.00 (In person)

Procedure fees may vary. If you make changes to scheduled and paid procedures on the day, additional fees may apply. These will be invoiced immediately, and you will be responsible for covering any extra costs related to the procedure or consumables used.

Cancellation Policy & Subsequent Fees

By booking an appointment, you agree to provide **48 hours' notice** for cancellations or rescheduling.

- If you cancel or reschedule with less than 48 hours' notice, a **100% charge** will apply unless otherwise agreed in writing.
 - All missed appointments (DNA – Did Not Attend) will be charged in full.
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Distance Selling Regulations

When you book an appointment, you enter a binding contract upon receiving confirmation.

- Under the Distance Selling Regulations, you have the right to cancel the service within **seven working days** from the confirmation date if booked over the phone, via email, or online.

- Cancellation must be in writing.
- For appointments booked less than seven working days in advance, the standard cancellation policy applies unless otherwise agreed in writing.

All bookings will be confirmed via email upon payment receipt.

IMPORTANT – Please Read Other Terms

- Patients not seen for more than **12 months** will require a full 30-minute review before further prescriptions, clinical advice, or opinions are provided.
 - Patients not seen for more than **3 months** will require a full 15-minute review before further prescriptions, clinical advice, or opinions are provided.
 - The London Pain Clinic requires at least **10 working days' notice** for prescription and letter requests.
 - Your GP will be informed of your treatment, and you must provide full details of your GP surgery.
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Additional Charges for Patient-Requested Sundries

- **Private prescription issued outside of a consultation: £30.00**
- **Administrative fee for a covering letter: £50.00**
- **Fee for a letter requiring clinical review of your records: £175.00**

For queries about your account:

Email accounts@clinical-associates.com or info@londonpainclinic.com

Registered Company Address:

Clinical Associates Ltd
c/o Leapman Weiss Accountants
Building 6, 30-32 Friern Park
North Finchley, London N12 9DA
Registered Co. No.: 8962351