

The **Independent** General Practice

# Patient Guide



The **Independent** General Practice  
Patient Guide 2023

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# DR JOANNA LONGSTAFFE

## CLINICAL DIRECTOR INTRODUCTION



Let me take this opportunity to welcome you to The Independent General Practice (The IGP).

We are extremely proud of the practice we have built and the healthcare model we use to deliver our services. Guided by the needs of our patients and their families, we aim to deliver the highest level of medical services in a safe and comforting environment. Through our range of services, we want you to experience five star quality with a homely and familiar feel.

It is the three tenets of safety, patient focus and quality that form the foundation of our approach to medicine. We hope that, by comparing ourselves against local and national benchmarks in quality and safety, we will deliver an unrivalled experience that you will carry with you when you leave our practice.

I invite you to browse our patient Guide and avail of the many services we offer as part of The IGP. Finally, thank you for choosing us as your healthcare provider. It has long been and will continue to be our mission to consistently deliver the highest quality of private medical services to each and every patient who crosses our door.

A handwritten signature in black ink, appearing to read 'Joanna Longstaffe', written in a cursive style.

Dr Joanna Longstaffe, Clinical Director



## WELCOME TO THE INDEPENDENT GENERAL PRACTICE

INCORPORATED IN 2004 THE INDEPENDENT GENERAL PRACTICE WAS WALES FIRST 'HEALTH INSPECTORATE WALES' REGISTERED PRIVATE GP SERVICE.

Since its inception, The IGP has built up a significant knowledge and experience in delivering the highest quality private medicine, throughout its clinics in Cardiff, Newport, Swansea and Bristol.

With a focus on the patient experience and service, our aim has always been to offer the residents of South Wales and the West an alternative to compliment the NHS primary care options available. We are proud to work with our NHS partners and recommend all of our patients continue their registrations within their NHS practices.

Our commitment to the patient experience evidences itself in our model of medicine and supporting services. Just a few of these key features are:

- Joined up healthcare between all IGP services.
- Appointment times of appropriate length to enable quality medicine to be practiced
- Face to face, video and telephone appointments
- Experienced medical administration team to field your queries 5 days a week

In this Patient Guide you will find information about The IGP including:

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# OUR AIMS AND OBJECTIVES

The IGP offers private patient-centred GP led services and our staff are committed to meeting our aims and objectives, ensuring that:

- Our services will provide an alternative means for the general public and businesses alike to receive medical consultation, examination, diagnosis and reporting by a General Medical Practitioner.
- Our services are delivered confidentially, sensitively and attentively in a peaceful, practical, professional and comfortable environment.
- The Practice will run alongside NHS care and will communicate effectively and frequently with the NHS General Practitioners of patients. Patients are encouraged not to de-register from their NHS GP's but to use both services as and when required. All UK patients are required to retain registration with their NHS GP.
- The IGP offers the highest quality service to its patients.
- Patients are given full information in relation to their services and any risks involved.
- Patient services are delivered in a non-discriminatory way, respecting privacy, dignity and the right to make informed choices.
- The needs and values of every patient are respected.
- Our services are managed safely, efficiently and effectively, making best use of quality resources and evidencing quality of care and added value for the patient.
- Patients are aware of the procedure for making compliments, comments and complaints enabling us to utilise this feedback to facilitate continuous quality improvements.
- Maintenance and development of the system of clinical governance to demonstrate, on an on-going basis, the quality of services being provided and to enhance these services through evaluation and review of practice.

# OUR ORGANISATION AND CONTACT DETAILS

The IGP is a limited company with 4 directors Dr Joanna Longstaffe, Dr David Hughes, Gareth Tremain and Kieran Reynolds. The IGP aims for company structure and decision making to be as inclusive and organic as is feasibly possible. All staff views are valued and significant effort is made to ensure regular feedback is gathered and used.

The company structure and responsibilities are summarised below:

## DIRECTORS

- Leadership and strategy
- Clinical policy and procedure
- Corporate Governance

## MANAGEMENT TEAM

- Operational management
- People management
- Financial management

## PRACTITIONERS

- Medical service delivery
- IGP values delivery
- Clinical and professional development

## ADMINISTRATION

- Operational tasks
- Practitioner support
- Patient contact and support

## IGP CONTACT DETAILS

Postal address:                   Oaktree House, Oak Tree Court, Cardiff Gate Business Park,  
Cardiff, CF23 8RS

General Email:                   enquiries@theigp.co.uk

Finance email:                   accounts@theigp.co.uk

Telephone number:           03456 252252

The IGP is registered and regulated by The Health Inspectorate Wales. The individuals responsible for regulatory matters within the practice are:

**REGISTERED PROVIDER** (*Registered with Health Inspectorate Wales*)

Dr Longstaffe  
The Independent General Practice  
Oaktree House  
Oaktree Court  
Mulberry Avenue  
Cardiff  
CF23 8RS

The relevant qualifications and experience of Dr Joanna Longstaffe are as follows:

- Bachelor of Medical Science, University of Wales College of Medicine 1988
- Membership of the Royal College of General Practitioners Post Graduate Examination 1991
- Certificate of Full Registration as a Medical Practitioner, received 1st August 1989
- Certificate of Prescribed/Equivalent Experience from the Joint Committee on Post Graduate Training for General Medical Practice, received August 1990
- Certificate in Advanced Cardiac Life Support, 1990 – regularly updated since
- Qualified in Forensic Medical Examination (Police Surgeon) , 2003
- National Open College Network Certificate – Credit Level 2 – Welsh Language , 2004
- Certificate in Aesthetic Medicine, February 2004 , London
- Dr Joanna Longstaffe has all the credentials required for the management of a private General Practice. She was an NHS GP partner in Cardiff for 12 years and worked in the Casualty Unit of the Heath Hospital for 10 years.
- Dr Longstaffe is a member of the General Medical Council (GMC No. 3355631), the British Academy of Aesthetic Medicine and the Independent Doctors Forum.
- Mother of 4 children, born between 1997 and 2002.

**REGISTERED MANAGER** (*Registered with Health Inspectorate Wales*)

Mr Kieran Reynolds  
The Independent General Practice  
Oaktree House  
Oaktree Court  
Mulberry Avenue  
Cardiff  
CF23 8RS

The relevant qualifications and experience of Kieran Reynolds are as follows:

- Operations Director of The IGP – 2019 to present
- Finance Manager of The IGP – 2007 to 2019
- ILM Level 5 Leadership & Management – 2019
- Certified in Advanced Microsoft Access & Excel - 2006
- Higher National Diploma in Business and Finance - 2004
- Commissioning & Performance Officer – Blaenau Gwent LHB - 2006 to 2007
- Book-keeper – Burges House Nursing Home - 1998 to 2002

# SERVICES

The IGP offers first-class private healthcare services delivered by suitably qualified and experienced clinicians, within a private clinical setting to adult, adolescent and paediatric patients.

You can expect to be treated with dignity and respect by everyone at The IGP and your confidentiality and privacy will be maintained at all times.

Below is a summary of some of our most frequently used services.

## GP & NURSE SERVICES

- Consultations
- Wellness Medicals
- Visa/Travel Medicals
- Insurance Medicals
- Lifestyle Medicine
- Sexual Health
- Vaccinations

## PHYSIOTHERAPY

- Manipulation / Mobilisation
- Soft Tissue Massage
- Acupuncture
- Cortisone Injections
- Hyaluronic Acid Injections
- Hydrotherapy
- Ultrasound & Electrotherapy
- Tailored Exercise Programs

## AESTHETICS

- Anti-Wrinkle Toxin Injections
- Profhilo
- HA Fillers
- Sculptra
- Dermaroller
- Silhouette Soft

## OCCUPATIONAL HEALTH

- Occupational Health Assessments
- Pre-employment Medicals
- Drug & Alcohol Screening
- HAVS assessment
- Spirometry
- Audiometry
- Vaccination Schedules

## CARDIOLOGY

- Adult ECG & Echocardiogram
- Child ECG & Echocardiogram
- Heart screening

## COUNSELLING

- Talking Therapies
- CBT

For a list of our prices please see the detailed list at the back of this guide or for full and detailed information on our services and prices please visit our website at [www.theigp.co.uk](http://www.theigp.co.uk)



# YOUR RIGHTS AS A PATIENT

## PATIENT TERMS AND CONDITIONS

### HOURS

The agreement covers working hours from 9:00am to 5:00pm on a daily basis with early morning, evening and weekend consultations available only by mutual agreement. Administration hours are between 08:30 and 17:00 Monday to Friday.

### OUT OF HOURS

Emergency services are not routinely supplied by the Independent General Practice. Out of hours arrangements are as indicated by your NHS GP. Under no circumstances should urgent messages be left on the answerphone.

### BOOKING APPOINTMENTS

Patients can book appointments online or via phone and email.

### CONSULTATION DURATION

Consultations are typically scheduled at 20 or 30 minutes. Extended consultation are provided on request and where needed for certain services such as medicals.

### VACCINATIONS

The IGP offers a full range of vaccinations and vaccination advice services. More information on the vaccines provided can be found on our website ([www.theigp.co.uk](http://www.theigp.co.uk)) or by contacting 03456 252252.

### PRACTICE POLICY

The practice does not hold special clinics for asthma, diabetes or hypertension as these issues are dealt with during routine consultations. We have a policy to recall all patients with a chronic condition in accordance with accepted disease surveillance protocol.

It is our usual policy not to prescribe schedule 1 or 2 controlled drugs. Occasionally, where there is a clear clinical indication, we prescribe schedule 3 controlled drugs. This is possible only after consent for prior discussion / information sharing with NHS services and / or local pharmacies, as well as relevant law enforcement bodies.

### RESULTS OF INVESTIGATIONS

Most results are received within 24-48 hours, although some can take up to 2 weeks or even longer for more specialised testing. We advise patients that samples may be delayed due to

delivery times and transportation issues. The patient will be informed if the result is normal or abnormal, but we will usually only contact a patient with test results if we have consent to do so. A copy of all the test results can be emailed or posted in accordance with patient wishes.

## REPEAT PRESCRIPTIONS

Patients on regular medication requiring repeat prescriptions may telephone, post, fax or e-mail a request. Please do not wait until medication has actually run out.

## AMOUNT AND METHOD OF PAYMENT OF CHARGES

An up-to-date schedule of fees is available on the website [www.theigp.co.uk](http://www.theigp.co.uk). Please remember that Doctor's fees also apply to telephone conversations / consultations or indeed any other form of medical contact.

Procedures command different fees, please discuss with the doctor at the time of consultation. It is a requirement of the practice that no test or procedure will be carried out unless the patient has been informed of the charges that will be incurred and has given their informed consent.

## PAYMENT

We are happy to accept payment via credit/debit card or cash. Cheques maybe used only with the practice's agreement.

Companies will be invoiced separately. Payment is expected from companies within two weeks of the date of invoice release. See standard form of contract for the provision of services.

## PRACTICE MANAGEMENT

The IGP maintains an extensive clinical and management system of assessment, audit and reporting underpinned by a bespoke library of policies and procedures. This helps to ensure that the services offered are to the highest standards of best practice and focused on the best clinical outcomes. The IGP was the first private GP practice in Wales registered with the Healthcare Inspectorate Wales, and through continued inspection and reporting maintains this registration in line with current legislation.

## DIVERSITY & EQUALITY

The IGP is committed to eliminating discrimination, encouraging diversity, promoting equality and recognising the value of every individual in all aspects of our work. We work towards ensuring that:

- a) we have taken all reasonable steps to not unfairly discriminate in any way for example on the grounds of age, disability, gender reassignment and gender identity,
- b) marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, gender, or sexual orientation, in terms of the services people receive.
- c) we will prevent indirect discrimination by ensuring our policies and practices do not unfairly or unjustifiably limit opportunities for people for example those listed above.

- d) under Section 158 of the Equality Act 2010 and where appropriate The IGP will promote positive action in the form of proportionate measures to encourage or train people from an under-represented group to take up the support and services offered by The IGP.
- e) in developing our services and wherever practicable we will seek to ensure access for our beneficiaries and remove any barriers, whether these are linked to their disabilities, language, religion and/or any protected characteristic.

## INFORMATION SECURITY & GDPR

The IGP treats information security with the paramount of importance. Significant effort is put into policy and procedure, development and operations to ensure your data is managed safely and effectively. An established and independent information IT security company, Westgate IT manages all aspects of our electronic information security requirements.

Within practice we adhere to the strict guidelines of GDPR by ensuring that:

- we will process all personal data fairly and lawfully
- we will only process personal data for specified and lawful purposes
- we will endeavour to hold relevant and accurate personal data, and where practical, we will keep it up to date
- we will not keep personal data for longer than is necessary
- we will keep all personal data secure
- we will endeavour to ensure that personal data is not transferred to countries outside of the European Economic Area (EEA) without adequate protection

The IGP is registered with The Information Commissioner of England and Wales.

The Data Protection officer for the IGP is Kieran Reynolds.

*Should you have any concerns regard the way your service has been provided with regard to any of the above mentioned terms and conditions, please use the complaints procedure that follows to raise your concerns.*

# COMPLAINTS

## OUR AIM

The Independent General Practice (The IGP) is committed to providing a quality service for its patients and working in an open and accountable way that builds the trust and respect of all our stakeholders. One of the ways in which we can continue to improve our service is by listening and responding to the views of our patients and stakeholders, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

## PREAMBLE

Definition: IGP defines a complaint as 'any expression of dissatisfaction (with IGP, with a member of staff, or with an IGP service) that relates to IGP and that requires a formal response'.

Purpose: The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

IGP's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to IGP's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of staff in IGP;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow IGP a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond IGP's control.

Responsibility for Action: All staff of IGP.

Confidentiality: Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and IGP maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

Monitoring and Reporting: The Board of IGP will receive annually an anonymized report of complaints made and their resolution and complaints will be dealt with in accordance with IGP's Privacy Policy.

## FORMAL COMPLAINTS PROCEDURE

### Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the member of staff who dealt with you, or their manager, so that he or she has a chance to put things right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within 7 working days of receipt. You should get a response and an explanation within 20 working days.

Our contact details can be found on the Contact Us part of the IGP Website.

### Stage 2

If you are not satisfied with the initial response to the complaint then you can write to IGP's Practice Manager and ask for your complaint and the response to be reviewed. You can expect the Practice Manager to acknowledge your request within 7 working days of receipt and a response within 20 working days.

IGP's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### Final Stage

If you are not satisfied with the subsequent reply from IGP's Practice Manager, then you have the option to seek independent adjudication from the Independent Sector Complaints Adjudication Service (ISCAS).

This stage is only available to complainants who remain dissatisfied once Stage 1 and Stage 2 are exhausted.

A complainant should then request the Adjudication by writing to the Secretariat:

Independent Sector Complaints Adjudication Service  
Centre Point  
103 New Oxford Street  
London  
WC1A 1DU

This written request for adjudication must be made within twenty-five days of the final determination by IGP at Stage 2. The complainant at Stage 3 should provide reasons to explain the dissatisfaction with the outcome of Stage 2. The ISCAS Secretariat will seek confirmation from IGP that Stage 2 has been completed.

The ISCAS Secretariat will notify the IGP of a request for Stage 3 made directly within ten days. The Secretariat will then be the main contact for the complainant once Adjudication is started. A complainant accessing this service will be asked to consent to release of records from the IGP relevant to the complaint and a report will be made to the complainant and the IGP.

Additional information for patients about ISCAS can be found at:  
<https://iscas.cedr.com/patients/complaints-process/>

The Healthcare Inspectorate Wales

Some healthcare services are required to be registered by the Healthcare Inspectorate Wales (HIW) which regulates Health and Adult Social Care Services in Wales. The HIW does not investigate complaints but considers relevant information about practices providing regulated activities within the terms of the legislation. They can be contacted at:

Healthcare Inspectorate Wales  
Government Buildings  
Rhydycar Business Park  
Merthyr Tydfil  
CF48 1UZ

Relevant websites:

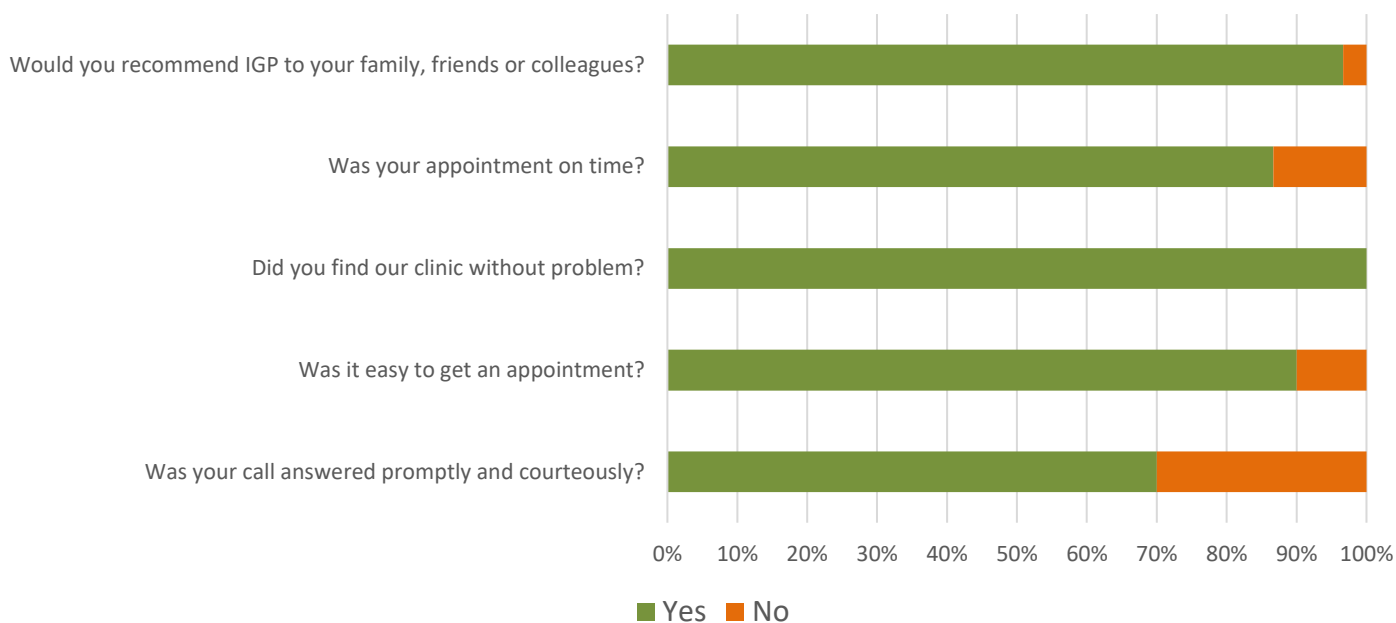
The Independent General Practice  
Independent Sector Complaints Adjudication Service  
Health Inspectorate Wales

[www.theigp.co.uk](http://www.theigp.co.uk)  
[www.iscas.cedr.com](http://www.iscas.cedr.com)  
[www.hiw.org.uk](http://www.hiw.org.uk)

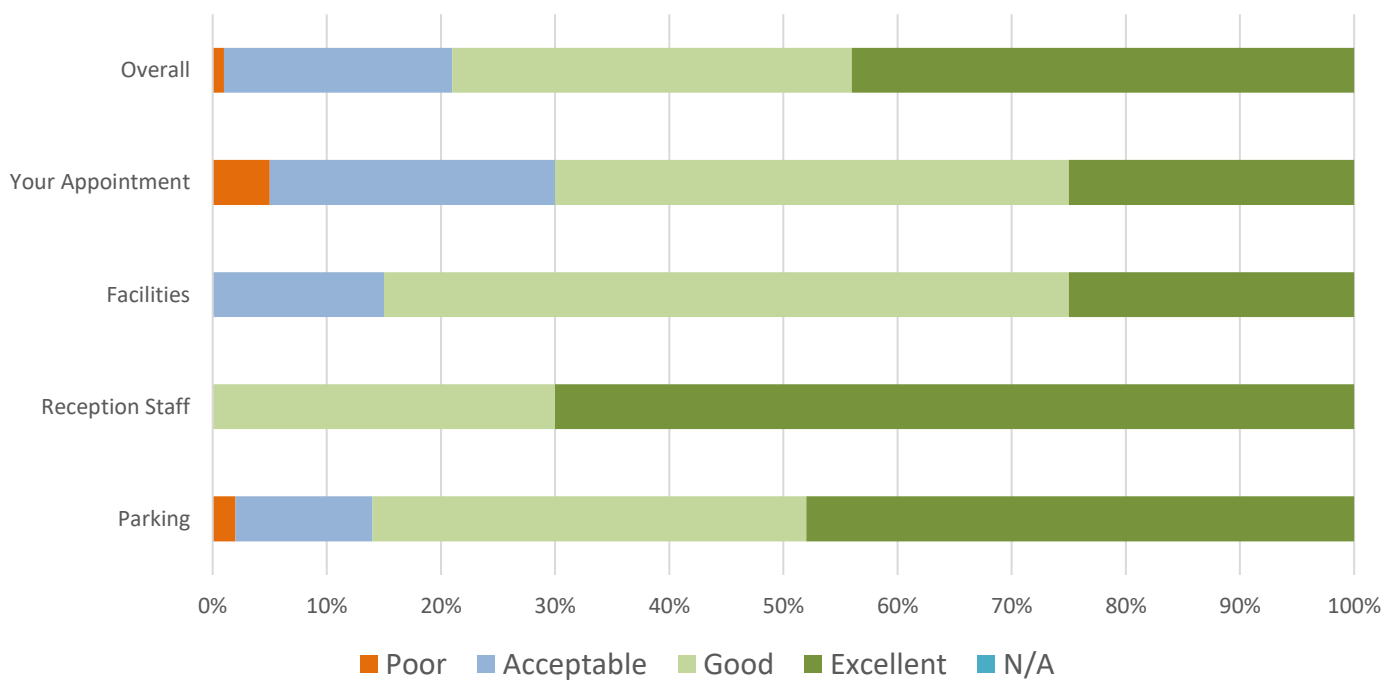
# PATIENT FEEDBACK SURVEY 2022

## Summary of patient feedback survey 2022

### IGP Feedback Questions 1 - 5



### IGP Feedback Questions 6 - 10 (Customer Experience)



# PRICE LIST

GP & NURSING SERVICES	COST (£)
GP F2F Consultation (first time)	129
GP F2F Consultation (follow up)	99
GP Remote Consultation (15 mins)	79
GP Remote Consultation (30 mins)	119
Prescription only	30
Vitamin B12 Injections	59
Ear irrigation	99
Coil Removal	149
HPV Smear (+ PAPT If Positive)	169
Cryotherapy 1 – 3 lesions (Initial)	139

MEDICALS TESTS & SCREENS	COST (£)
The IGP Wellness Medical	949
Level Check Basic Health Screen	129
Level Check Standard Health Screen	169
D4 Driver Medicals (HGV/LGV/PSV)	120
Genetic Testing Cancer	495
Genetic Testing Cardiovascular	495
ECG with Cardiologist review	165
Adult Consultation, ECG & Echocardiogram	595
Paed' Consultation, ECG & Echocardiogram	695

VACCINES	COST (£)
Chicken Pox	90
Cholera	88
DTP	60
Gardasil 9 (HPV)	176
Hepatitis A	90
Hepatitis B	66
Hep A & B Combined	120
Hep A & Typhoid	125
Japanese Encephalitis	125
Measles	155
Measles & Rubella	165
Meningitis ACWY	90
Meningitis B	140
Rabies	104
Shingles (Zostavax)	199
Shingles (Shingrix)	240
Tick Borne Encephalitis	90
Triple MMR	155
Typhoid	65
Yellow Fever	115

For a full price list of all our services please visit [www.theigp.co.uk](http://www.theigp.co.uk)