

## Private Work Process

- ✓ **If a private work request has a fee – it will only be processed once payment has been received**
- ✓ **MINIMUM turnaround time is 20 working days and may take longer as GPs complete non-NHS work in their own time**

### Ops Admin

Private work received via email/post or front desk.

**If payment is required** - Take payment, leave admin note on EMIS as PRIVATE WORK REQUEST with receipt number. **If payment is not required**, you do not need to leave a note on EMIS.

Complete and attach Private work checklist sheet. Put request into Private work tray.

- Check PMC Fees 2023.

#### • **We don't charge for:**

Subject Access Requests, Council Tax discount form, Universal credit form, Disability Student allowance (DSA form)

#### • **Free of charge for patient (we invoice the company):**

PIP forms ,DVLA questionnaire no medical examination required, Questionnaires for medical insurance (from solicitors, private health)

### GPA

Only when payment has been taken scan and save into the PW folder (incoming PW, shared drive)

Fill in the private work log sheet detailing all information, place in named GP tray.

- If the named GP is on A/L please use Division of work sheets

### Doctors

GP collects paperwork from their tray and actions request.

Once complete, put back into the private work tray

- Please complete the **original** copy and return to private work tray ASAP

### GPA

Fill in Private work cover sheet with all relevant information  
Scan completed document onto patient record  
Fill in private work log  
Either post back (DVLA, PIP or Universal Credit) / message patient to collect or put in Judith's tray for invoice.

- **We don't charge for:** - Subject Access Requests, Council Tax discount form, Universal credit form, Disability Student allowance (DSA form)

• **Free of charge for patient (Put in Judith tray for invoice): Once Judith has completed she will put back in the private work tray with invoice** - PIP forms ,DVLA questionnaire no medical examination required, Questionnaires for medical insurance (from solicitors, private health)

### GPA

If patient is coming to collect:

Leave a note on EMIS & place in envelope with patient name, today's date & DOB

Leave in folder on the front desk

- Inform someone from The Ops admin team you have left in the folder on the front desk and the patient is coming to collect

### Ops Admin

Patient arrives to collect, ensure you have checked name, DOB etc. Leave admin note on EMIS that patient has collected.

- Request complete