



PATIENT GUIDE 2007



Patient Guide

Vision

The Number One Health Group is a high quality medical services, client support and medical consultancy provider with its flagship clinic based at 1 Harley Street.

Mission

Excellent quality private health care, products and health screening without barriers to access at convenient times in a central location with long-term customer support provided by a dedicated Number One Team, who make use of the best available supporting technology. We can arrange high-quality onward referral for those medical and surgical services which we do not cover.

Statement of Purpose

The Number One Health Group is a medical service that exists to undertake the following:-

- Visa Medicals for the government of Australia, Canada, New Zealand.
- Visa Medical for all other countries except the United States of America
- Vaccinations for the public and for companies
- Health Screens for the public and companies
- Sexual Health for private individuals
- General medical services for the public and for companies
- Public Health and Occupational Health work and consultancy.



Terms and Conditions of Services to Be Provided for Patients

Travel Medicals

Vaccinations- as per standard list below

Tests- as per standard list below

Patient is advised of his/her well being. Treatment plans are enacted if needed. The cost of pre-travel medicals includes the price of vaccines and products only, if required. If no products or vaccines are required, there is a £25 for a half hour consultation for non-executive pre-travel medicals. The cost of executive assessment travel medicals is £45 per half hour, and includes a full medical history, and certificate of fitness to travel. The cost of post-travel medicals is £100 for initial 30 minute consultation, plus any additional tests and/or treatment. Tests for Malaria and Dengue are sent to the Hospital of Tropical Diseases and the results can be available the same day (within four hours).

Visa Medicals

Australia

Permanent Adult (15 and onwards) - £160 + VAT

Temporary Adult (15 and onwards) - £140 + VAT

Doctor, Nurse or Dentist - £200 + VAT

Child (under 11) – £70 + VAT

NB: For 14 year olds you may prefer to book as an adult as the application process takes few months.

*** Please note some people with tattoos may be asked by the Australian Government to have a hepatitis test ***

Australian E-Clinic

Temporary Adult (15 and onwards) - £190 + VAT

Permanent Adult (15 and onwards) - £140 + VAT

Doctor, Nurse or Dentist - £200 + VAT

Child (under 11 years) - £70 + VAT

***Please note we need to measure your child's circumference*.**

New Zealand

From November 28th 2005 the New Zealand High Commission will not accept any forms, that are **NOT** dated **AUGUST 2005**. So please ensure you come with the correct forms as the prices are also different.

Adult (15 years and above) - £ 300 + VAT

Child (11 to 14 years) - £140 + VAT

Child (under 11 years) - £ 70 + VAT

NB: for 14 year olds we recommend booking as an adult as application process takes a few months

***Please note we need you to sign the form in two areas*.**

Canada

Adult (15 years and above) - £ 190 + VAT

Child (11 to 14 years) - £140 + VAT

Child (under 11 years) - £ 70 + VAT

NB: for 14 year olds we recommend booking as an adult as application process takes a few months.

***Please note we need you so sign the forms in two areas*.**

***Please note we can only carryout the medical if you have either a Schedule D or an Appendix A form*.**

Saudi

Saudi visa medical - £290 + VAT

This includes:

The Chest-X ray
The Medical
HIV and VDRL tests
A Hepatitis Profile
A Liver Function Test
Urinalysis

Any other tests or vaccinations attract additional fees

China

Chinese Visa Medical - £300 + VAT

This includes:

General Medical Examination,
Medical History,
Chest X-ray,
ECG,
HIV and syphilis blood tests.

If you do not know your blood group there is an additional **£40** charge.

Any other tests or vaccinations attract additional fees

***All the above visa charges are VAT inclusive*.**

Administration/International Courier Charges for above - £20

UK Courier Charges for above - £10

Blood Tests- as per standard list below

Follow-ups are charged at our standard rate of £200 per hour.

Different visa medicals have different requirements. The Number One Health Group arranges for the medical to be sent to the intended destination once all test results, xrays, and additional doctor's letters, if needed, have arrived. The client is informed of his/her well being.

Occupational Health Medicals

The inclusiveness of the medicals is pre-arranged with individual companies, as are prices. Please consult your company's guidelines.

Health Screen Medicals

Personal Health - Platinum

Platinum Health European in association with www.europeanscanning.com -

Male

(For men aged 45 and over who have not had a comprehensive medical in the last 5 years). Time – up to 2 hours

Total price £1,200

Electron Beam Heart Scans involve an electron beam computed tomograph of the heart giving a picture of the degree of calcification of the coronary arteries and blood flow plus an associated calcium score used to advise on future lifestyle. Risk factors for such investigation include: family history of heart disease, high cholesterol, high BP, smoking, overweight/sedentary lifestyle/stressful lifestyles, diabetes. Scan advantages include low radiation, ultra fast, perfect images within seconds. Calcium scores vary from 0 to 400 plus. Above 100 may merit statins and aspirin (with cholesterol monitoring) and above 400 may merit electron beam coronary angiogram or routine angiography

Blood tests for full blood count, kidney function, liver function, cholesterol, prostate specific antigen and thyroid function

Personal Health - Platinum

Platinum Health Lifesyne in association with www.lifesyne.com - Male

Total price £1000

The CT Heart Scan is similar to the above but based at 6, Victoria St, SW1H www.lifesyne.com - we arrange a free taxi for you from our clinic.

Blood tests for full blood count, kidney function, liver function, cholesterol, prostate specific antigen and thyroid function

- Full medical examination (blood pressure, pulse, height, weight, body mass index, lung function, basic eye and hearing test, examination of heart, chest, abdomen and nervous system)
- Urine test for sugar, blood and protein
- Standard electrocardiogram
- Stool test kit for colon cancer
- We will examine your testicles for any abnormality and teach you how to
- examine them to detect any signs of testicular cancer.

You will receive all your results within 4 days and 2 CD-ROMs (one with heart scan, the other with all your results)

Personal Health – Platinum - Platinum Health Checks for Women

£1200 as per men but additional options below (For women aged 40 plus who haven't had a comprehensive medical in the last 5 years). Time – up to 2 hours Tests as per men (minus prostate specific antigen) plus:

- Mammogram We will arrange a visit to a nearby imaging centre. £200
- Cervical smear (thin-prep) £60

Personal Health - Gold

(For men aged 35 plus who haven't had a comprehensive medical in the last 5 years)

Time – up to 2 hours

This consists of:

- Blood tests full blood count, kidney function, liver function, cholesterol
- Full medical examination (blood pressure, pulse, height, weight, body mass index, lung function, basic eye and hearing test, examination of heart, chest, abdomen and nervous system)
- Urine test for sugar, blood and protein
- Chest X-ray
- Standard electrocardiogram
- We will examine your testicles for any abnormality and teach you how to examine them to detect any signs of testicular cancer.

During the above we will need to accompany you 3 minutes along the road to have your chest x-ray –

Gold Male - £520

Personal Health - Gold

(For women aged 40 plus who haven't had a comprehensive medical in the last 5 years) Time – up to 2 hours

This consists of:

- Blood tests full blood count, kidney function, liver function, cholesterol
- Full medical examination (blood pressure, pulse, height, weight, body mass index, lung function, basic eye and hearing test, examination of heart, chest, abdomen and nervous system)
- Urine test for sugar, blood and protein
- Chest X-ray
- Standard electrocardiogram
- Mammogram – A screening test for breast cancer. We can offer the US (annual) or the UK (3 yearly) option at a nearby imaging centre which we arrange)
- Cervical smear (thin-prep)

Gold Female - £640

Personal Health – Standard

(Recommended for men of any age)

Time – up to 1 hour

This consists of:

- Blood tests full blood count, kidney function, liver function, and cholesterol
- Full medical examination (blood pressure, pulse, height, weight, body mass index, lung function, basic eye and hearing test, examination of heart, chest, abdomen and nervous system)
- Urine test for sugar, blood and protein
- We will examine your testicles for any abnormality and teach you how to examine them to detect any future signs of testicular cancer

Standard Male - £200

Personal Health - Standard

(Recommended for women of any age)

Time – up to 1 hour

This consists of:

- Blood tests
- The blood test taken is full blood count, kidney function, liver function, cholesterol
- Full medical examination (blood pressure, pulse, height, weight, body mass index, lung function, basic eye and hearing test, examination of heart, chest, abdomen and nervous system)
- We will offer you the option of a breast examination for any abnormality and teach you how to examine them to detect any future signs of breast cancer
- Urine test for sugar, blood and protein
- Cervical smear (thin-prep)

Standard Female - £270

Mini Medicals - £75

Overweight? Unfit? Worried about heart risk?

Within half an hour we will measure your:

- Blood pressure
- Total cholesterol level
- Waist
- Height
- Weight and body mass index
- Urine for signs of diabetes or kidney disease

Mini medicals will give you an idea of your general state of health. We will then be able to give immediate advice on your life style or any further tests that you may require.

This is a fast and efficient ‘drop in service’

NON-PACKAGE

Medical- £200 per hour

Vaccinations- as per standard list below

Tests- as per standard list below

Sensitive Screening

We offer sexual health screening at Number One Health for both males and females. Confidentiality is assured for all clients. Your appointment will be with one of our doctors or nurses who are experts in the field of sexual health. Screening is offered either in package or non package form as the tests required may vary from client to client.

In addition to screening for sexually transmitted infection, women can have cervical cancer screening (cervical cytology). We offer treatment for genital warts and the Cervical Cancer/Genital Wart vaccine is available at this clinic. Emergency post coital contraception is also available.

FOR BOTH MALES AND FEMALES PLEASE DO NOT PASS URINE UNTIL YOU HAVE SEEN THE DOCTOR OR NURSE

Male Package Screen £325

A sexual history is obtained and a full examination of the genital area is performed. A blood test is taken to screen for HIV (result in 15 minutes), Syphilis and Hepatitis B infection.

A urine sample is required to test for Chlamydia and Gonorrhoea. You must not pass urine for at least two hours before seeing the doctor or nurse.

Female Package £325

A sexual history is obtained full examination of the genital area is performed. A blood test is taken to screen for HIV (result in 15 minutes), Syphilis and Hepatitis B infection.

Swabs are taken from inside the vagina and from the cervix using a speculum.

The vaginal swab screens for the presence of Candida (thrush), Bacterial Vaginosis (BV), and Trichomonas.

Two swabs are taken from the cervix one to screen for Chlamydia and one to screen for Gonorrhoea. A cervical smear test can be taken at this time, but this will be at extra cost to the client.

A urine sample may be required depending on patient history.

Results

Instant HIV test result is available at the time of consultation.

Results of all other tests can take up to 48 hours to become available. Cervical smear results may take longer. We will inform you of your results as quickly as we possibly can. If any treatment is required we will ask you to make an appointment to return to the clinic.

Non Package Screening

When having non package screening, a consultation fee of £100 for up to 30 minutes or £200 for up to one hour will be charged.

The previously described tests can be offered individually and other tests are available. The tests performed will depend on the history and the symptoms of the individual.

The cost of individual tests is as follows:

Cervical Cytology - **£75**
Instant HIV test (includes consultation) - **£85**
HIV blood test - **£30**
Chlamydia test (includes consultation) - **£85**
Gonorrhoea test - **£40**
Candida/trichomonas test - **£25**
Syphilis test - **£35**
Syphilis confirmatory test - **£40**
Herpes test - **£60**
Bacteriology swab - **£30**
Urine test for infection - **£30**
Hepatitis A IgG - **£50**
Hepatitis A IgG and IgM - **£80**
Hepatitis B surface antigen - **£30**
Hepatitis B surface antibody - **£30**
Hepatitis B core antibody - **£60**
Hepatitis B profile - **£75**
Hepatitis C IgG antibody - **£55**
Hepatitis C RNA - **£100**
Full Hepatitis screen - **£200**

Cervical Wart Treatment

Cryotherapy for treatment of genital warts is available. The cost is **£100** for the first assessment and treatment. If subsequent treatments are required the cost is **£55** per visit. If treatment is given at the time of package screening the cost is **£20**.

Cervical Cancer/Genital Wart Vaccine

A vaccine is available for the prevention of cervical cancer in females and genital warts in both males and females. The vaccine can be given to females aged between 9 and 26 and males aged between 9 to 15 years. It can not be given to those who have had cervical cancer or genital warts previously. The cost of the vaccine is **£150** per dose and three doses are required over a period of time to acquire immunity.

Emergency Contraception

Emergency contraception is available for up to 72 hours after unprotected sexual intercourse. The cost is **£40** which includes consultation and tablets.

Nurse Agencies Price List

Hep B Surface Antibody Titres £60
Hep B Surface £30
Hep C Antibody £55
Rubella (immunity) £26
Varicella IgG (immunity) £55
Heaf Test £26
HIV 1 & 2 £30
Rubella Vaccine MMR £55
Varicella Vaccine £55
Hep B Vaccine (single dose) £35
BCG Vaccine £36
Hep A Vaccine £48
Diphtheria/Tetanus Vaccine £30

Standard Price List

BCG Vaccine- £36
Bilharzia antibody (results several days)- £50
Blood culture- £40 per test
Blood Group- £40
Blood lead- £25
Bone profile (calcium, phosphate, protein, albumin)- £45
Cervical Smear thin prep- £75

Chest x-ray

£40 for Visa Medicals.

£80 for Executive Medicals.

Mammogram – £200

Arranged, in advance, with London Imaging or other centre.

No radiography is performed on the premises of the Number One Health Group.

Chicken Pox/Varicella Vaccine- £55
Chicken pox/Varicella IgM blood test - £48
Chloroquine and Paludrine 7 week supply- £18
Ciproxin- £4 per tablet
C-Reactive Protein- £30
Diamox Tablets- £4.70 (each)
Diphtheria & Tetanus Vaccine- £30
Doxyclyne Tablets- £0.60 (each)
EBV- £55
ECG (exercising) - £200
ECG (resting)- £50
Electronic Vaccine Records- £60/per annum
Faecal occult stool x 3 - £75 per test
Flu Vaccine- £25
Full blood count, kidney function, liver function, cholesterol (QDL4)- £40
Glucose Tolerance- £100
Cholesterol Test - £25
Hepatitis A Vaccine (ADULT)- £48
Hepatitis A Vaccine (CHILD)- £35
Hep A Antibodies- £50
Hep A/Typhoid Vaccine combined- £75
Hepatitis B Vaccine- £35
Hep B Surface Antigen- £30
Hep C IgG Antibody- £55
Hepatitis Profile- £100
Heaf Test- £36
HIV test (blood test) - £30
HIV Instant Test - £85
Jap B Encephalitis Vaccine- £35
Lariam Tablets - £4 (each)
Stool analysis x 3 Faecal Occult Blood - £75
Malaria blood cells- £55
Malarial Tablets (Malarone)- £4 (each)

Meningitis ACWY Vaccine - £50
MMR Vaccine- £55
MSU (Urinalysis)- £30
Pneumonia Vaccine (Adult) - £35
Pneumonia Vaccine – Child (Prevevenar) - £75
Polio Oral/Injection- £25
Prostate specific antigen- £60
Rabies Vaccine- £50
Referral Letter (special appointments)- £25
Tick Borne Encephalitis Vaccine- £65
Travel “Tummy Kit”- £18
Typhoid Vaccine- £25
Yellow Fever- £52.50
VDRL (Syphilistest)- £50
Drug & Alcohol Screening - £75

Prices effective from 1st July 2006

Complaints and Grievances Procedure - The Number One Health Group

Definition of a Complaint

The Number One Health Group aims to provide a professional, efficient, friendly, accurate, and secure service. If you feel your needs have not been met, there are avenues open for you to express your view. Any expression of dissatisfaction with services rendered is defined as a complaint.

1. If the nature of the complaint concerns discrimination due to gender, age, race, or physical background, the first stage of resolution is to speak or write to (via letter or e-mail) the parties involved. If the nature of the complaint concerns service that is unsatisfactory, the first stage is to speak to the parties involved.
2. If a satisfactory resolution is not reached after speaking to the immediately involved parties, the next stage of resolution is to speak or write to the Managing Director, Charlie Easmon.

If you would like to put your complaint in writing, our mailing and e-mail addresses are as follows:

Mrs Kristina Evangelou
The Practice Manager
The Number One Health Group
1 Harley Street
London W1G 9QD
Fax: 0207-504-3758 (Att: The Number One Health Group)
e-mail: info@numberonehealth.co.uk

We will issue a written response to your complaint within 48 hours.

To contact the Medical Director, Dr Charlie Easmon directly:
e-mail: charlie@numberonehealth.co.uk

Please allow a timescale of a maximum of 20 days for a full and comprehensive response. You will receive written confirmation of the stages of investigation and action concerning your complaint within this timescale.

3. If after speaking to the managing director, you are not satisfied that your complaint has been justly received and resolved after 25 days, you can contact the Health Care

Commission:
The Health Care Commission
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG
Tel: 020 7448 9200
Email: Enquiries.www.healthcarecommission.org.uk