

Dear Sir/ Madam,

We are pleased to welcome you to the Private General Practice of **Dr Pixie McKenna** and **Dr Sera Shoukru** at the London Clinic.

Dr Pixie and Dr Sera offer a wide range of private healthcare services to individuals and companies including: all aspects of General Practice, management of acute and chronic conditions, with a strong focus on well-being and preventative opportunistic screening. Corporate rates and bespoke medicals are offered.

The sub-specialties they offer include:

- Sports and Exercise Medicine
- Women's health and Contraceptive services
- Men's health
- Well-being and focused medicals according to patient needs
- Sexual Health screening
- Visa Medicals and screening
- Pre-employment and Company Medicals
- Media and Entertainment Medicine
- International and expatriate medical care
- Aesthetic medicine and skin consultations
- Nutritional advice and PronoKal Method for weight loss
- Travel advice and vaccinations

Sera and Pixie's passion is to manage the everyday clinical concerns of their patients, in a friendly and professional environment. Referrals and access to all services at The London Clinic will ensure your needs are met promptly.

The routine clinic hours are Monday to Friday 9am – 5.30pm. Appointments can be scheduled outside of these hours through the medical secretary (8.30am up until 6.30pm)

Urgent appointments are available on the same day basis.

Appointments can be booked in person, directly through The London Clinic, via our Medical Secretary, or through online requests via the website: www.pixieandsera.com

Medical Secretary:

Kimberley Edge

07495 847 070

office@pixieandsera.com

Appointments at the London Clinic:

0207 616 7693

Insurance payments accepted * selected insurers only (Cigna, Cigna International, Bupa International, WPA, Allianz). Pre-authorisation is required. Many major insurance companies will reimburse your fees if you inform them of your visit.

Payment for services is due on the same day. We accept all credit & debit cards except American Express. Payment by BACs is also possible.

Patient Information Guide – Terms and Conditions

Dr Pixie Mckenna and Dr Sera Shoukru welcome you to our fully resourced Private General Practice. We are privileged to be an Independent Practice at The London Clinic, where we can offer complete, personalised care in one of London's largest private hospitals in the heart of Harley Street and Devonshire Place. Clinical excellence and bespoke medical care is our highest priority. The London clinic was established in 1932 and situated in the heart of London's medical community, dedicated to providing the best, personalised healthcare with a breadth of surgical and medical expertise. Access to these facilities is designed to provide our patients with prompt, and efficient comprehensive medical care.

This information guide is designed to provide you with the up to date details of our services.

Our services:

- Private GP appointments and referrals
- Coordination of your personalised care
- Health Screening /Medicals
- Sports and Exercise Medicine
- Women's health and Contraceptive services
- Men's health
- Sexual Health screening
- Visa Medicals and screening
- Pre-employment and Company Medicals
- Media and Entertainment Medicine
- International and expatriate medical care
- Aesthetic medicine and skin consultations
- Nutritional advice and PronoKal Method for weight loss
- Travel advice and vaccinations

Dr Pixie McKenna & Dr Sera Shoukru are highly experienced GPs, working together to provide a bespoke, high quality medical care, with developed networks in the Private community. Referrals are quick, easy and of huge benefit to our patients.

Opening Hours:

We are open from 9am to 5pm five days a week (Monday to Friday). Appointment lines via The London Clinic are open from 8am and through our medical secretary from 8.30am. Appointments can be arranged outside of these hours directly through the medical secretary and at the discretion of the Doctor (8.30-6.30pm).

For medical emergencies on the day we do endeavor to offer a walk in / book on the day service.

For out of hours and weekends, we provide details of Private A&E services and home visiting Drs. These services are not regulated or routinely provided by our practice.



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Finding us:

Pixie & Sera

The London Clinic

1st Floor 5 Devonshire Place

London

W1G 6HL

Nearest Tube Stations: Regents Park (5minutes); Oxford Circus, Baker Street (15minutes).

Please do let us know if you have any mobility problems so that we can arrange any further assistance into the building. There is a mobility ramp in operation and lifts available.

Reminders / Recalls:

You will receive reminder SMS text messages from The London Clinic before your appointment. If you would like an email reminder or SMS message from our clinic please do let us know. If you are unable to make the appointment and wish to re-schedule, please let us know as soon as you can so that we can release your appointment to another patient and avoid the risk of a cancellation charge.

Personal information/ contacting you:

It would assist us greatly if you can ensure that your contact details, address, email and mobile number are correct each time you visit. This is to ensure results, letters, prescriptions and referral information reaches you.

Late arrivals:

We understand that from time to time our patients will be delayed for their appointments. We will endeavor to see you at your appointed time. In the event of a late arrival, if you could please call the clinic to inform us and we will try and accommodate you as best we can. In this situation, we will advise whether there is a slightly later appointment that is available or whether you need to re-book.

Our Fees / Insurance / Payment:

Fees are payable on the day of your appointment. We accept all credit & debit cards except American Express. Payment by BACs is also possible.

Insurance is accepted from selected insurers only (Cigna International, Bupa International, WPA, Allianz). Pre-authorisation is required. Many major insurance companies will reimburse your fees if you inform them of your visit. Do however specify that Dr Pixie McKenna & Dr Sera Shoukru are an Independent Private General Practice Surgery.

We charge a fee for the appointment time plus the cost of any tests, vaccines, referrals, medical reports or medications. Our common prices are available on our website www.pixieandsera.com. Our medical secretary and appointments team can also advise you of these prices prior to your appointment and advise you of any additional costs.

Corporate clients:

If you are a corporate client, your company may cover the cost of your appointment/treatment if pre-authorized prior to your appointment.

Cancellation Charges:

Missed appointments and those cancelled within a 12 hour time frame may incur a full appointment fee where the appointment is not filled by another patient. We are an understanding practice, and appreciate that from time to time this may occur. If this occurs on more than 2 events without prior notice, we will invoice you for the missed appointment fee.

Our prices:

We charge for the time spent with the GP. If you exceed the time significantly, the GP will advise you if a further charge is incurred. This will only apply when the appointment time made was unrealistically short for the medical issue of concern.

New patient appointment: £240
(40 minutes)

Registered GP appointment: £180
(30minutes)

Blood test / Injection appointment: £90
(15 minutes – excluding tests/ vaccination)

Telephone consultation: £60
(10 minutes)

Repeat prescription Fee: **From £30 (£30 collection; £40 fax/post; £50 controlled medications)**

Referral Letter Fee: **£50**

Health Screening/ Medicals (including tests):

Well Man Medical **From £575**
(1 hour, comprehensive blood profiles, report and referrals)

Well Woman Medical **£560**
(1 hour, comprehensive blood profiles, reports and referrals, excluding smear)

Common Tests:

Smear test **£130**
Full blood screening **From £180**
ECG **£75**
Sexual Health Screening **From £130**
Prostate test **£160**
Cancer screening tests

We provide a full range of bespoke and flexible “tailor-made’ medicals and screening. The prices above are only a guide to some of the common tests and screens. Please contact our medical secretary for specific requirements and pricing.

Confidentiality:

We guarantee to respect your patient confidentiality at all time and not to communicate any information about you to any third party, without your prior formal consent.

Accessing your health records:

We will provide copies of your medical records within 7 working days of receiving a valid, written consent. We may charge a small administrative fee and will advise you of this upon your request.

Feedback and Complaints:

Your feedback, comments, and suggestions are important to us. Feedback questionnaires are available via The London Clinic and by our reception team. You can also email us at office@pixieandsera.com.

We take any complaint or concern very seriously. If you wish to raise an informal complaint please contact Kimberley Edge on office@pixieandsera.com or on 07495 847 070. If you wish to make a formal complaint, a copy of our Complaints Policy & Procedure is available from our reception team.