



Private General Practice at The London Clinic

Patient Information Guide

ABOUT US

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 and bespoke 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
- International and expatriate medical care
- Aesthetic medicine and skin consultations
- Nutritional advice and PronoKal Method for weight loss
- Travel advice and vaccinations including Yellow Fever

Dr Pixie McKenna & Dr Sera Shoukru are highly experienced GPs, working together to provide 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 provide a fully bespoke consultation service, so you tell us when you would like to see us.

Our clinic is open 5 days a week 8.30am to 5.30pm

Appointments can be arranged outside of these hours directly through the medical secretary and at the discretion of the Doctor (8.30-6.30pm).

If you would like a consultation, appointment lines via The London Clinic are open from 8am and through our medical secretary from 8.30am.

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.

Appointments:

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 Secretaries: Alyx Lunn & Agustina Pollaci



Address: **5 Devonshire Place London W1G 6HL**

Mobile: **+44 (0) 7495 847 070**

Landline: **+44 (0) 207 616 7773**

Appointments Team: **+44 (0) 207 616 7693**

Email: **office@pixieandsera.com**

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.

Practice Information

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. You will require a pre-authorisation from your insurance company before attendance.

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-authorised prior to your appointment.

Cancellation Fees:

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

Registered GP appointment: £180

Blood test / Injection appointment: £90

Telephone consultation: £90

Repeat prescription Fee: £40

Referral Letter Fee: £50

Health Screening/ Medicals (including tests):

Well Man Medical **From £595**
(1 hour, comprehensive blood profiles, report and referrals)

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

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 the practice 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.

We comply with the Data Protection Act and the Access to Records Act. We take our duty to protect the confidentiality and security of personal information very seriously and we make every effort to ensure that patient confidentiality is maintained at all times by all members of staff.

Accessing your health records:

You have the right to see and have access to your medical records and may request a copy of your records at any time . 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.

Complaints:

Should a patient be unhappy about any of the services or care that we have provided, a complaints procedure has been set up, ensuring all grievances are dealt with rapidly and efficiently for the benefit of all parties concerned.

Patients are welcomed to contact the practice at any time to register a complaint or discuss any concerns that they have about their treatment. We will make every effort to resolve the complaint in an appropriate manner and to mutual satisfaction.

Patients who are unhappy with the outcome of an informal discussion, or would like their complaint investigated more fully, can make a formal written complaint to the Clinic. We will acknowledge receipt of the complaint within 2 working days.

Complaints about clinical matters will be investigated by the Partners, and where relevant, any other visiting practitioner with practising privileges who may be connected with the complaint. Every effort will be made to complete these investigations within one week. After a thorough investigation, a meeting will then be arranged where the matter can be discussed openly, recorded and hopefully resolved.

A full response in writing, setting out the conclusion of the investigation and any action, is to be made within 20 working days of receipt of the complaint.

We take any complaint or concern very seriously. If you wish to raise an informal complaint please contact Alyx Lunn or Agustina Pollaci at 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.

Register as a patient at Pixie and Sera:

If you would like to benefit from the specialist and dedicated care we offer, you are welcome to apply to join our Practice.

We will always do our best to accommodate new applicants, but of course we also want to maintain the highest standards of care for our existing members.

If you would like to register with the practice, please either contact us directly to book an appointment and register at your first consultation, or in person. You can also download our New patient registration form from our website or we can email you one to complete.

Chaperones:



We can offer chaperones to patients undergoing intimate examinations.

Alternatively, patients are also welcome to bring a friend or relative with them to consultations should they wish.

Dr Pixie Mckenna & Dr Sera Shoukru

www.pixieandsera.com

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