

## Lawson Road Surgery – Non-NHS Services Policy

### What is a Non-NHS Service Request?

A non-NHS service request refers to any request for a GP to provide medical information in the form of a private letter, report, or certificate that is **not covered under the NHS GP contract**.

These requests are completed outside of routine NHS care and require a fee to cover the clinician's time and administrative costs.

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### How to Make a Non-NHS Service Request (For Yourself)

You can submit a request using any of the following methods:

- Complete our **secure online request form**
- Telephone the practice
- Submit a written request by post

You can access the online form here:

#### **Medical Report Request**

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### Making a Request on Behalf of Someone Else

Requests can also be made on behalf of:

- A child
- An individual you have legal responsibility for
- A deceased patient

Please note that medical records are confidential. You will need to provide **appropriate proof of authority** before we can process your request.

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### Submitting Your Request

Due to the confidential nature of medical information, we strongly recommend using our **secure online form** when possible.

Dr M Hunt, Dr A Shiner, Dr H Harper, Dr H Fox  
James Hipperson MPharm

If you do not have internet access, written requests will be accepted by post.

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## **Fees and Payment**

All non-NHS work is **chargeable**. Fees must be paid before work is completed.

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## **No Refund Policy**

Please note that Lawson Road Surgery operates a **strict no refund policy** for non-NHS services.

Once work has commenced on your request, fees cannot be refunded. By submitting a request, you confirm that:

- You understand the nature of the service requested
  - You agree to the applicable fee
  - You accept the no refund policy
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## **Amendments to Reports or Letters**

Amendments may be possible; however:

- Requests will be reviewed by the practice
  - Additional fees will apply where appropriate
  - Any additional costs will be confirmed in advance
  - Payment must be received before amended documents are issued
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## **Incomplete Applications**

Incomplete requests will be returned.

To avoid delays, please ensure all required information and supporting documentation are provided at the time of submission.

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## Our Response Times

We aim to process requests within **30 days**, provided:

- Full payment has been received
- The request aligns with the information held in your medical records

In some cases, we may contact you within this timeframe to:

- Request further clarification
- Advise on amendments to your request

Where further review is required, processing times may be extended by **up to 60 days**.

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Policy review by Maisie Aldous Operations Lead – 19.05.26

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