

PRACTICE INFORMATION

Please read and keep this for future reference - but remember that details may change and that my website "Practice Information" page will always be up to date.

THE OFFICE - 01737 226338

My office is at my Reigate practice.

Reception is open:

- Wednesday and Thursday Mornings (9.00 - 12.30).
- Tuesday Afternoons (2.00 - 5.00) - intermittently

During these times my staff are available to make appointments for my Reigate or Biolab surgeries and to answer any queries either by telephone, letter, email or in person. If you find the telephone line busy - please keep trying, or alternatively leave a message on the answerphone or send an email.

ANSWERPHONE

The answerphone is on whenever the office is not open and when staff are here but engaged with patients or other urgent tasks. Messages are dealt with by my staff during the times the office is open (so only Wednesday and Thursday mornings). Please do leave a message - if staff are here but cannot answer the phone at that moment they will phone you back asap. The answerphone gives my home telephone number, my mobile phone number and the phone numbers of my colleague for use in emergencies if I'm not available.

E-MAIL

If you would like to contact us by e-mail, our address is: **office@dr-forsyth.com**

BOOKING APPOINTMENTS: 01737 226338

If you wish to make an appointment for any of my clinics, please telephone my office on Wednesday or Thursday mornings. Please don't try and book appointments by email, the dairy can change between emails.

SURGERIES

Reigate: Tuesday afternoons (alternate weeks until the end of 2018, then these will cease), Wednesday mornings.
Biolab Medical Unit: Thursday afternoons.

CONSULTATIONS

Consultations are by appointment only.

The appointment system runs on multiples of 10 minutes; follow-up visits are usually 30 or 40 minutes, but you are welcome to book longer ones.

If you are a new patient, I usually recommend booking a 90 minute appointment, but if you would prefer a longer one, please request this when you phone to make the appointment.

Although I do my best to keep to the appointment times, due to the holistic nature of my work, I quite often run late - please be understanding and allow for this in your schedule.

TELEPHONE CONSULTATIONS

Please telephone the office (01737 226338) soon after 9.00 am on Wednesday or Thursday mornings to arrange a suitable time to speak to me. Please be aware that I charge my usual hourly rate for telephone consultations.

EMAILS

Emails are definitely not the best way to communicate with me.

I am almost constantly overloaded with emails and they have become the bane of my life!

- Do not expect rapid replies - you will be lucky if you receive a reply from me in less than a week - sometimes much longer.
- Please be considerate - do not email me unless you have to. Telephoning my office is always your first option.
- Do not send me information that can wait until you can bring it to your next appointment.
- If I have asked you for copies of reports or test results - please send them by post (unless specifically requested otherwise).
- Please be aware that I make a charge for any email that requires a reply from me - and the charge is based on my hourly rate. It takes me longer to put something in print than it does to speak it - so telephone consultations may be more cost effective!
- I have to have a priority system - first priority is booked face to face consultations, second priority is booked telephone consultations, next is doing the casework outstanding from these consultations and then if I have any time in my day I will try and deal with some emails.

EMERGENCIES

Wednesdays and Thursdays: please telephone my secretary (01737 226338) *in the morning* to make an urgent appointment or to arrange a suitable telephone consultation time.

At other times: please ring me on my mobile phone: 07802 293006 - but please only in truly urgent situations, remembering that I may be with a patient. If you are not able to contact me, please telephone your GP or visit your local A&E department.

Holiday Medical Cover

When I am holiday, please contact my colleagues:

- For Homeopathy: Dr Jonathan Hardy 02392 471757 or Dr David Owen 01962 856310
- For Ecological Medicine: Dr Jenny Goodman 0208 216 3751 or Dr Franziska Meuschel 07946 552064

It is Essential that you are Registered with an NHS GP, as I am not able to offer a guaranteed emergency service and home visits are very rarely possible.

DISABLED ACCESS

Please ring the office to let us know your requirements at least 24 hours before your appointment. If we cannot meet your needs on the premises, it may be possible to arrange a home visit.

Reigate Practice - North Cottage

Access to the surgery is across a gravel drive, but it is possible to park within a few metres of the front door. There is wheelchair access into the waiting room and consulting rooms, but it is not possible to take one into the toilet.

Central London Practice - Biolab

There is a short flight of steps from the street to the front door and two steps from the entrance hall in to the unit. If we know in advance we can ensure that there are people around to lift you and your wheelchair over the steps. It is not possible to take a wheelchair into the toilet.

CHILDREN

Children, who are old enough, are welcome to stay in the waiting rooms unsupervised when necessary, but remain the responsibility of their parent/guardian. There may not always be a member of staff around. If attending for a new patient appointment, please try to bring a spare adult if bringing a child under seven years old - taking a detailed history can be difficult if they require a lot of attention.

Reigate Practice

Please note that the waiting room door opens directly onto the drive where cars may be manoeuvring, and from which there is access to Dovers Green Road and the garden, where there is a pond.

Central London Practice - Biolab

The waiting area opens directly onto the reception area, which in turn opens into a hallway.

SEMI-RETIREMENT PLANS

In 2017 I decided to make a marked reduction in my clinical availability, which I have been gradually phasing in since. My plan at present is that as of the beginning of 2019 I will be holding just two clinics a week, Wednesday mornings in Reigate and Thursday afternoons at Biolab, London, also taking frequent holidays and trying to confine all my medical work to Wednesdays and Thursdays. However, life never stands still and my plans may change! At the moment I am not accepting new patients, but this may change depending of appointment availability. For the foreseeable future I have no plans to fully retire. I have been looking for one or more suitable trainee doctors to join me, to try and provide greater availability of on-going care for my patients. The aim would be that those current patients who are not able to consult me as soon as they would like, could see my trainee, who could then discuss their case with me, where necessary. Unfortunately I have been unsuccessful in this so far - sadly there are still so few doctors in the UK practicing or training in ecological / functional medicine or homeopathy. For up-to-date information please see my website: http://www.dr-forsyth.com/Dr_Charles_Forsyth/My_Semi-Retirement_Plans.html

YOUR TREATMENT

Please note that my areas of expertise are homeopathic medicine (I am a member of the Faculty of Homeopathy, from whom I have specialist accreditation) and nutritional medicine, allergy and environmental medicine (and am a member of the British Society for Ecological Medicine). I am a generalist, like your GP, in that I see all ages and types of problems, and refer patients to specialists for expert assessment and treatment where appropriate.

CHAPERONE

I am not able to provide a chaperone for physical examinations. If you think you may require a chaperone, please bring someone who can act in this capacity.

FEES

Most fees are according to my hourly rate, which at present is £210 in Reigate and £230 at Biolab.

Consultation Duration (minutes)		30	40	60	90
Fee (£)	Reigate	105	140	210	315
	Biolab	115	153	230	345

The fee charged is for the time actually taken - I will endeavor to let you know when we are approaching the end of our time booked. These fees include:

Face to Face Consultations

- New patient appointments are usually booked for 90 minutes, which in Reigate is therefore £315 and at Biolab is £345. Longer sessions and over-run time are charged according to my hourly rates.
- Follow up consultation duration is as required, commonly 30, 40 or 60 minutes, but may be booked for longer.

Telephone Consultations

These are booked according to estimated requirement and charged at my hourly rates.

Correspondence

Letters, emails, medical reports, summaries, action plans, referral letters, prescriptions, etc. are charged at my hourly rates.

Case Work

This includes reading or preparing lengthy summaries, letters, reports, etc - is charged for at the same hourly rates.

Medicines

Homeopathic medicines, nutritional supplements, conventional drugs, etc. are *not included* in the above fees.

Investigations

Laboratory tests, x-rays, scans, etc. are *not included* in the above fees.

When conventional investigations are required, your GP may be happy to arrange for these on the NHS and supply me with copies of the results.

Late Cancellations, Missed Appointments, etc

- Late cancellations and missed appointments will usually result in the full consultation fee being charged.
- Arriving substantially late for an appointment will usually be charged for.
- We cannot be held financially responsible for you having to cancel travel arrangements or accommodation if in the very rare instance Dr Forsyth has to cancel an appointment due to ill health or other unforeseen circumstance.

Settlement of Fees

- Fees should be settled at the time of consultation.
- Payment can be made by cash, cheque or bank transfer (account details are available on request).
- *We do not have card facilities.*
- Any outstanding fees incur the additional charge of £5 per month.

Fee Reviews - fees are reviewed annually on 1st April.

Private Medical Insurance (BUPA, PPP, etc.)

I used to be recognised as a specialist by most Medical Insurance Companies, but unfortunately since the increasing hostility towards homeopathy in the last few years, fewer and fewer companies recognise homeopathy as a valid medical discipline.

If your medical insurance company does recognise me - please note:

- It is your responsibility to check before you attend a consultation that your company will cover you and to what extent they will cover you.
- Some companies do not cover conventional medical investigations, and many do not cover private unconventional laboratory investigations (eg. Biolab, Acumen, Genova, MTM, etc).
- Some companies have an upper limit per consultation and may not cover the whole fee for a consultation.
- A letter of referral from your GP is often necessary.
- *It is essential that you settle fees at the time of consultation - we will provide a receipt so that you may reclaim the fee from your insurance company. We now do not accept fees direct from medical insurance companies.*

For further details please contact my secretary.

NHS Referrals - are possible, *but entirely depend* on your GP and his Primary Care Group policy or the Area Health Authority/Trust (the latter for an Extra-Contractual Referral). I will require a letter from your GP confirming this well before your consultation.

CANCELLATIONS

- Please give us as much notice as possible if you need to cancel an appointment - we have patients waiting for the opportunity of earlier appointments - due to a very long waiting list.
- If you need to cancel an appointment, *please, please give us as much notice as possible and at least a minimum of FIVE full working days notice.*

FEEDBACK

Together with my staff, I try to maintain the highest standard of care. Please let me know if you feel that we are succeeding or failing in any areas or not meeting your wishes or requirements. Constructive criticism is always welcomed. If you have any reason to make a complaint a copy of our Complaints Procedure is available on request from the office or for download from the website.

This information is available in large print format, on request.