

WHERE TO FIND US:

Galen Health
9 Harley Street
London
W1G 9AL

T 020 7079 2141

E enquiries@galen-health.co.uk

W www.galen-health.co.uk

HOURS OF CLINIC:

The practice hours are 09:00 – 17:30 with evening sessions available from 18:00 – 20:00, Monday to Friday. We also commit to provide out-of-hours care to those patients signed up to receive the out-of-hours service.

Out-of-hours care is defined as care between 18.00 and midnight, seven days a week. This will be covered by an on-call Galen Health GP on a rota basis with dedicated, direct telephone triage.

APPOINTMENTS & ENQUIRIES:

If you would like to make an appointment or an enquiry, please call: **020 7079 2141** (Monday – Friday, 09:00 – 17:00)

If you are seeking more information about Galen Health, our full services, or location, it is worthwhile visiting our website at:

www.galen-health.co.uk

You can also make online appointments via the website and can submit any enquiries you may have.

CARE QUALITY COMMISSION:

Galen Health is bound by the Care Standards Act 2000. The Care Quality Commission enforces this Act.

You can contact the Care Quality Commission at:

The Care Quality Commission, East of England Team,
1st Floor, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG.

T 020 7448 9200

W www.cqc.org.uk



CORPORATE HEALTH OPPORTUNITIES



www.galen-health.co.uk

Your health in Your hands.

www.galen-health.co.uk



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WELCOME TO GALEN HEALTH CORPORATE

- Q What makes Galen Health different to any other private healthcare provider?
- A True primary preventative healthcare and true patient choice.

'PHYSICAL AND MENTAL WELLBEING SHOULD BE PUT FIRST BEFORE ANY OTHER GOAL IN LIFE. PROMOTION OF PRIMARY HEALTHCARE AIMS TO SCREEN, INVESTIGATE AND TREAT POTENTIAL CHRONIC ILLNESS BEFORE IT LEADS TO SERIOUS ILL HEALTH LATER IN LIFE.'

- Q So what is true 'primary preventative healthcare' and what benefits will it have for you the patient?

A Looking after yourself in the here and now, eating the right food and getting regular exercise is a great start towards primary preventative healthcare, but what does your 'future health' hold in store for you? Good primary preventative healthcare with Galen Health allows you to no longer remain 'reactive' to possible health complications, and instead to be 'proactive' and have access to world-class diagnostics and treatments. At Galen Health you will be given the opportunity to work with your Galen Health GP to design a healthcare package bespoke to you and your health needs, for today and the future. At Galen Health you will be given the opportunity to try to remain healthier for longer, remove the anxiety and worry of trying to second guess the 'what if' and save yourself money on expensive 'reactive' treatments and procedures. The healthier you are, the less need you will have for expensive health plan premiums. Why continually pay for services that you don't actually need or use? Why not pay for what you need right now as well as being aware of what you might need in the future, proactively working with your Galen Health GP to avoid ill health? If this sounds sensible to you, then all you need is right here at Galen Health. Regardless of your age and / or current health requirements, we do not discriminate. At Galen Health we will work and evolve your healthcare package with you and your future health in mind; together we can truly put your health back in your hands.

YOUR HEALTH IN YOUR HANDS

Galen Health is a new and affordable healthcare company that focuses on providing the medical cover that you and your employees both need and will actually use.

Galen Health provides you and your employees with world-class, in-house diagnostics and treatments combined with bespoke healthcare packages designed with either you the individual or you the company in mind. Every employee, regardless of age and / or pre-existing medical conditions, will receive a full medical consultation that will NOT look to exclude that individual from cover or result in increased premiums, as is so often the case with traditional medical insurance (PMI) companies. Instead Galen Health will design a specific healthcare package that covers all the health needs of that individual.

“‘YOUR HEALTH IN YOUR HANDS’ IS OUR SLOGAN FOR A REASON; TO DATE THE UK HEALTHCARE SYSTEM WORKS ON ‘REACTIVE HEALTH’ TO CURE AND SOLVE HEALTH ISSUES AS AND WHEN THEY ARISE. CONVERSELY, IN MOST OTHER ASPECTS OF OUR LIVES WE OPERATE A ‘PROACTIVE’ PHILOSOPHY, FOR EXAMPLE IN BUSINESS WE FORECAST, PLAN, STRATEGISE, RESEARCH, AND TEST, ALL TO ENSURE OUR BUSINESS REMAINS HEALTHY YEAR ON YEAR. EVEN OUR CARS RECEIVE REGULAR SERVICES AND INSPECTIONS; WE CHECK THE OIL, THE WATER, THE TYRES AND ALL TO PREVENT A LARGE BILL OR A PROBLEM FURTHER DOWN THE ROAD. WHY NOT DO THIS WITH YOUR HEALTH, YOUR FAMILY’S HEALTH AND YOUR EMPLOYEES’ HEALTH? AFTER ALL, HEALTH IS YOUR BIGGEST ASSET IN LIFE. WHY WAIT UNTIL ILL HEALTH COMPLICATES YOUR LIFE? WHY NOT BECOME TRULY PROACTIVE ABOUT YOUR PRIMARY HEALTH AND WORK TO AVOID SERIOUS COMPLICATIONS LATER ON? WHY NOT UTILISE WHAT GALEN HEALTH HAS TO OFFER AND WHY NOT HAVE ‘YOUR HEALTH IN YOUR HANDS’?”

Dr J Lidder – Clinical Lead

PREVENTING FUTURE MEDICAL COMPLICATION

At Galen Health we pride ourselves on preventative medicine (primary prevention) and not only look for early intervention using world-class, in-house diagnostic technology and up-to-date treatments, but we also actively promote good general healthy living advice. Galen Health works in close partnership with the healthy living industry providing our clients with not just diagnostics and treatments but also corporate gym and health club opportunities, as well as access to nutritionists and much more. As people get older and take their place in society with respect to career, relationships and family, many forget the core basis of health and only consult a medical professional if they fall ill, whether it is with a cough or cold, or something more serious. Bearing in mind that as we begin to reach middle age, there is an increased risk of more serious cardiovascular diseases and cancers, you have to ask the question, ‘Why are these risks not dealt with or minimised earlier in someone’s life?’ This is where primary prevention plays an important role. The best way to explain the importance of primary prevention and care is to use a parallel example of someone’s life, one with primary prevention and one without the input.

Patient aged 30-60 with primary care prevention

Reduced incidence of heart disease due to healthy lifestyle

Early detection of cancer. Treatment, if needed, more likely to be successful due to early detection

Patient aged 30-60 without primary care prevention

Early onset of blood pressure and heart disease which needs treatment

Obesity leads to diabetes

Poor lifestyle leads to complications



REDUCING SICK DAYS & INCREASING PRODUCTIVITY

As an employer, you will be able to relax in the knowledge that any employees you have using Galen Health will be receiving the best possible medical services and encouraged to live a healthy lifestyle.

With good physical health comes good mental health and in a time where stress and fatigue leads to days off sick, it is important to ensure that your employees are at the peak of their physical and mental fitness.

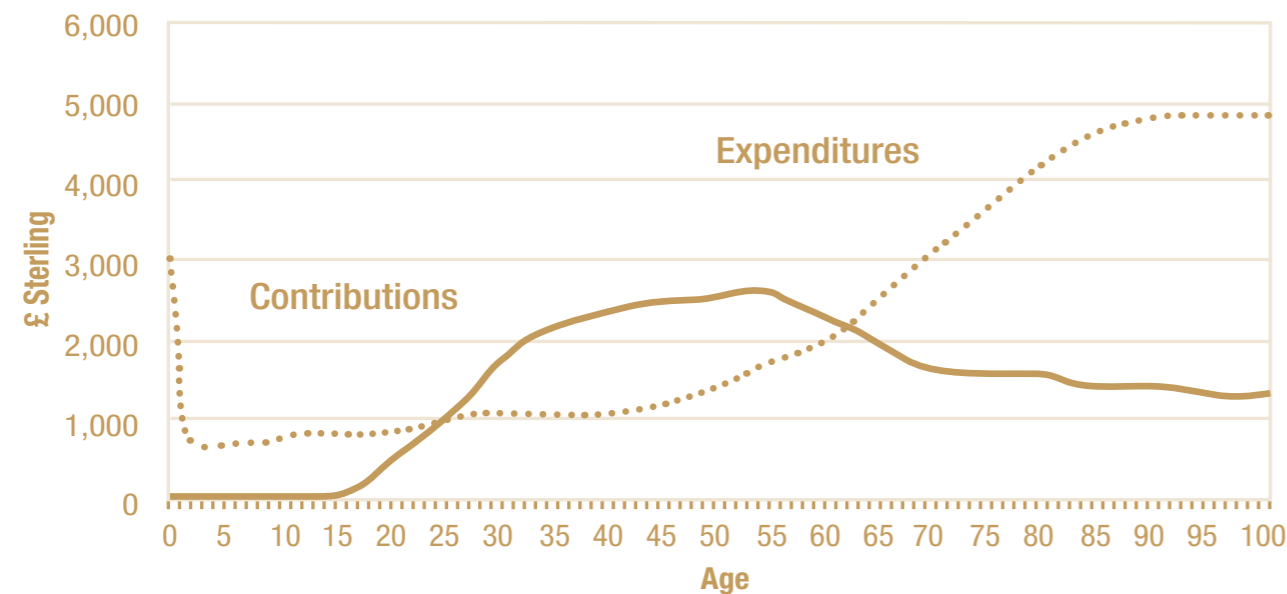
Sickness absence cost the UK economy £13.2 billion in 2007 as the average employee took 6.7 days off sick, while the gulf between absence rates in the public and private sectors grew.

The health of a business depends on the health of its management and staff. That's why Galen Health has been developed exclusively for both individual members and company employees.

- According to the CIPD Absence Management Survey 2007, minor illness, back pain, musculo-skeletal injuries, home and family responsibilities and stress are all cited as the main reasons for short term absence of staff
- The survey also reported that an increasing number of employers are now focusing on promoting employee wellbeing as a means of reducing absence costs and boosting productivity – 42% in 2007 compared to 26% the previous year

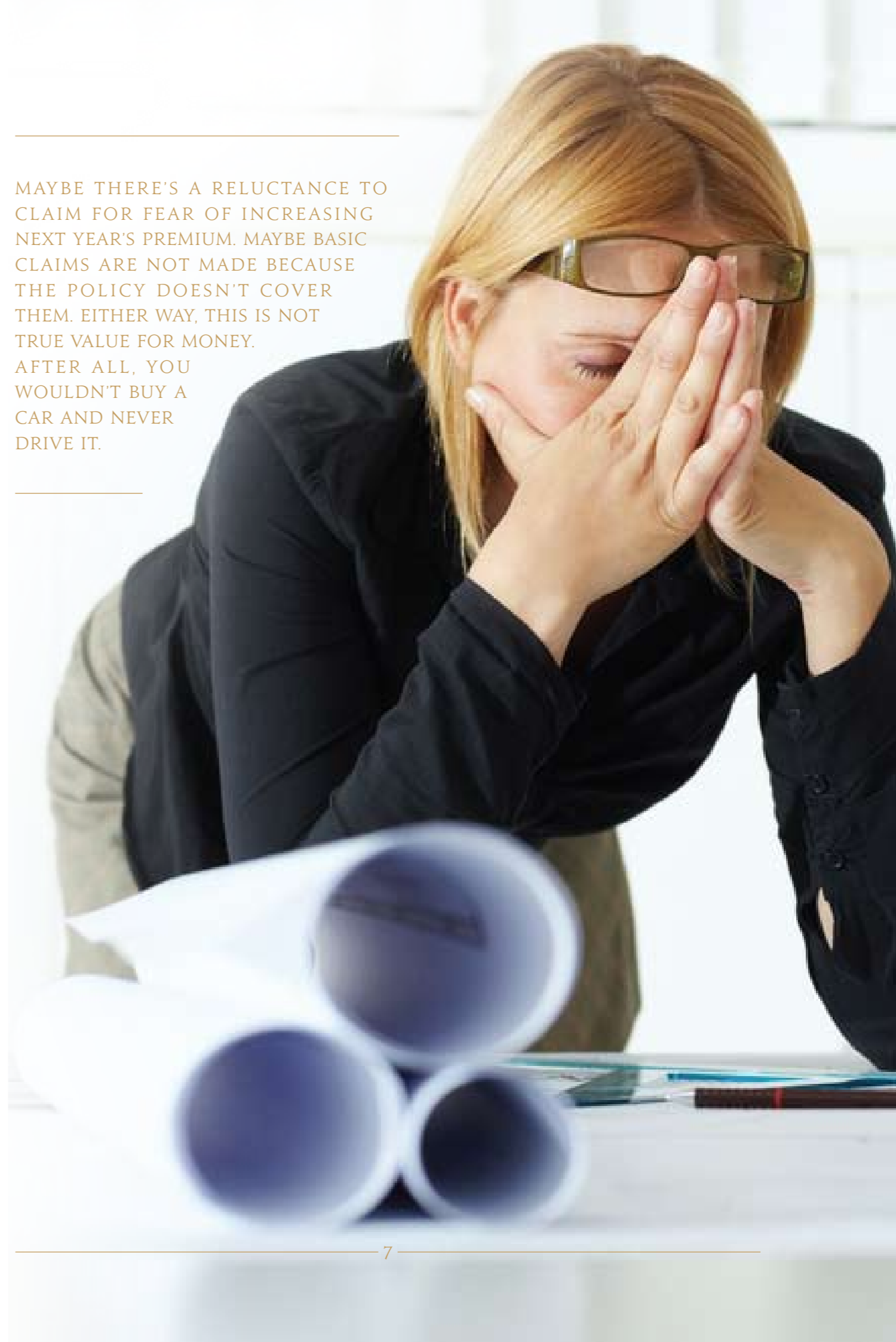
REDUCING EXPENDITURE

Recent studies have looked at the expenditure by individuals and companies on private medical insurance compared to claims made. Conclusive evidence has shown that during the working life of your employees, very few claims are made, despite continued annual premium payment.



Source: Oberhauser, Raffelhuachen, Ehrlicher, Francke: Die Nachhaltigkeit der gesetzlichen Kranken- und Pflegeversicherung: Diagnose und Therapie. Freiburg 2005

MAYBE THERE'S A RELUCTANCE TO CLAIM FOR FEAR OF INCREASING NEXT YEAR'S PREMIUM. MAYBE BASIC CLAIMS ARE NOT MADE BECAUSE THE POLICY DOESN'T COVER THEM. EITHER WAY, THIS IS NOT TRUE VALUE FOR MONEY. AFTER ALL, YOU WOULDN'T BUY A CAR AND NEVER DRIVE IT.

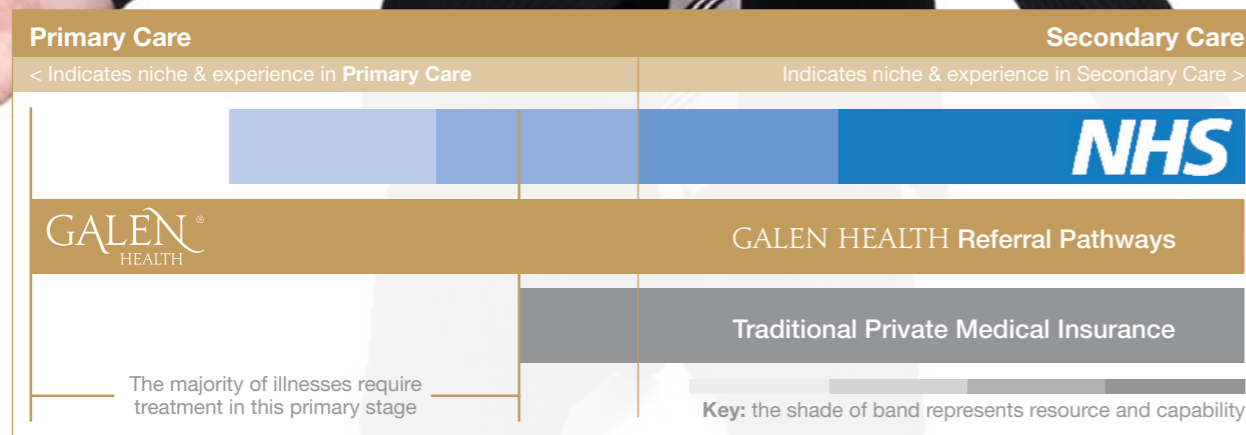
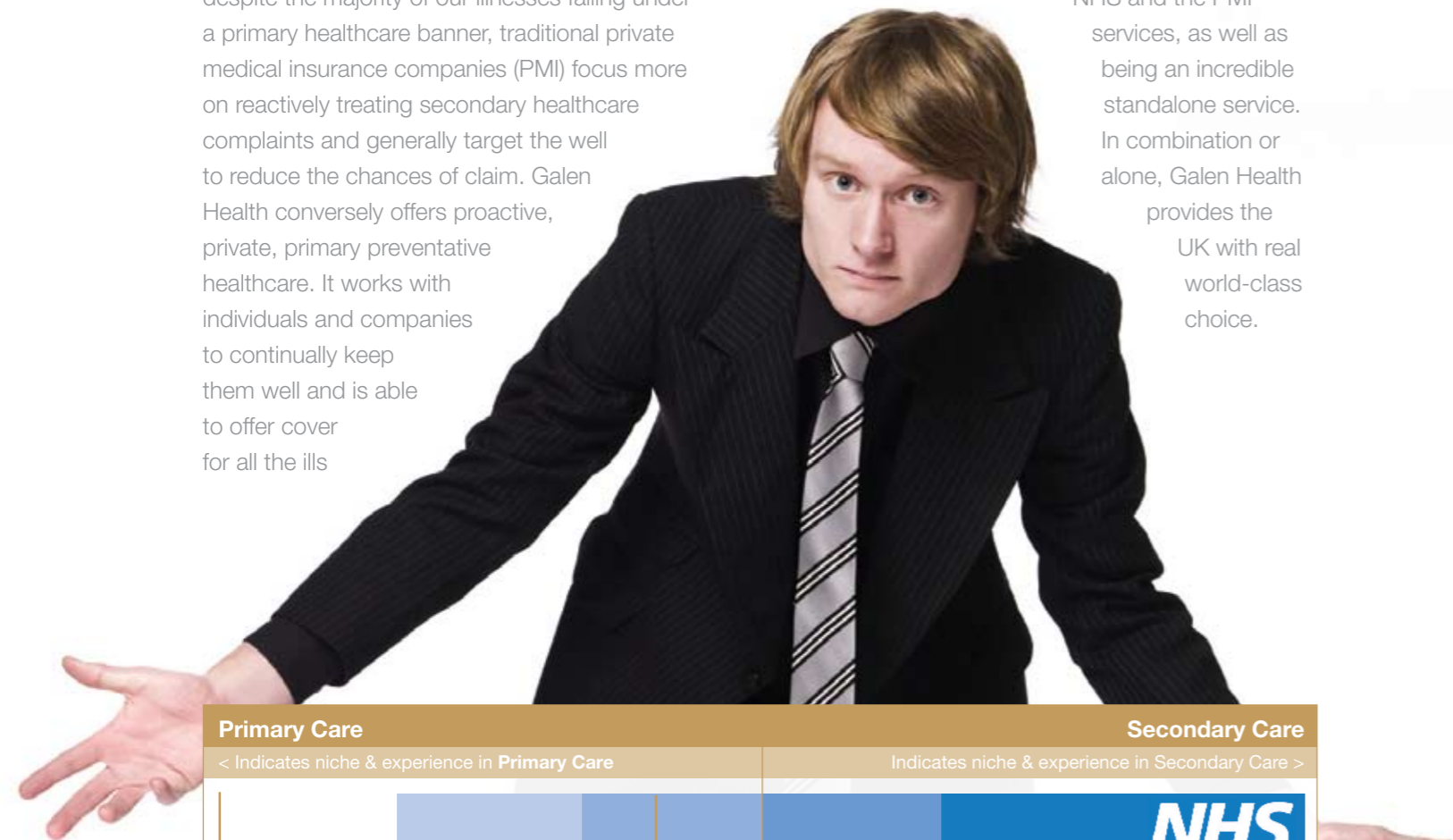


OFFERING COMPLETE CHOICE

Contrary to popular belief, the NHS provides a remarkable, world-leading service but is simply overwhelmed and under-resourced. For serious conditions, and the care of the young and the old, the NHS is second to none. However as a result of financial pressures, general medical care, and especially primary healthcare, suffer. In fact, despite the majority of our illnesses falling under a primary healthcare banner, traditional private medical insurance companies (PMI) focus more on reactively treating secondary healthcare complaints and generally target the well to reduce the chances of claim. Galen Health conversely offers proactive, private, primary preventative healthcare. It works with individuals and companies to continually keep them well and is able to offer cover for all the ills

that traditional PMI companies overlook. Galen Health routinely treats the majority of illnesses as well as more complicated and chronic conditions, regardless of age or pre-existing medical conditions. Galen Health promotes healthy living and prevents illnesses developing into more serious conditions.

It complements both the NHS and the PMI services, as well as being an incredible standalone service. In combination or alone, Galen Health provides the UK with real world-class choice.



It's not only important to get what you pay for, but also to only pay for things that you actually need and will actually use. Galen Health is designed to be there whenever you need it and not just when there are problems. Galen Health offers its five star healthcare service to each and every one of its members, 365 days a year, in-house, at home, or at work.

OFFERING IDEAL HEALTHCARE

Galen Health provides the medical services that individuals actually need and will actually use, making it the most cost effective way of receiving the best possible medical treatments for anyone willing to invest in their health.

Services included in medical cover	Private Insurance	Galen Health	Ideal health cover
All private GP services	✗	✓	✓
Cover inclusive of pre-existing conditions	✗	✓	✓
Cover for long term / chronic conditions i.e. diabetes and asthma	✗	✓	✓
Routine health checks	✗	✓	✓
Premium increase dependant on age	✓	✗	✗
Difficulty understanding medical cover and associated costs	✓	✗	✗
Difficulty understanding which policy best suits you	✓	✗	✗
Discrimination of cover based on diagnosis e.g. if you have raised blood pressure you will not be covered for hypertension, ischemic heart disease, etc.	✓	✗	✗

NO HIDDEN COSTS, CLAUSES OR PREMIUMS

With Galen Health your annual bill will reflect the exact needs of the individuals included in the scheme. We will assess and examine all new members and make an ethical medical diagnosis of required medical interventions and cost these accordingly. We will continue to assess and examine existing members annually via routine health checks and amend these annual costs accordingly to that individual's health requirements.

Generally, if a scheme member receives quality primary preventative healthcare, that individual will have the best possible chance of experiencing positive health improvements. As a result, their need for medical services will ultimately reduce. Year on year, this could result in reduced overall healthcare expenditure.

Baseline Health

Baseline Cost

BUILT WITH YOU IN MIND

Galen Health will work with you and your employees to build a bespoke, full healthcare package that will cover you for both the 'here and now' and the future, the cost of which will vary according to the package requirements.

Each package will be specific to each and every individual, ensuring that money is not wasted. Instead it is invested in the areas of health that will keep you, your employees and your business fit and well, increasing productivity and reducing the need for expensive claims and time off sick.

If however, you feel your organisation would benefit from a more blanket healthcare approach, Galen Health offers three corporate packages. Each one has been designed to offer the very best return on investment for you, your business and your employees, ensuring cover for both major and minor illnesses.

Full screening on entry to all our healthcare packages:

- Full medical history
- Systems review
- Medical examination
- Blood pressure
- Urine testing, including drug screen
- Food intolerance testing
- BMI
- Height
- Weight
- Cardiovascular risk screen
- Medicines management
- Current medical problems and guided investigation and treatment plans
- ECG
- Blood work – FBC, U/Es, LFTs, lipid profile, TFTs
- Lifestyle assessment
- Nutrition and diet assessment
- Personal dietician and exercise trainer to tailor exercise programmes

Fees and payment terms:

Annual membership fees can be paid monthly by direct debit.

All fees must be paid at the time of the consultation / treatment. We accept Visa, Mastercard and Switch. We also accept cheques with guarantee card, and cash. We provide receipts for all your payments.

If invoices are not settled at the time of the consultation, surcharges will be applied, unless we have agreed to send the invoice to your establishment for those patients on Galen Health packages. A £10 per week surcharge will be made on all accounts not paid in full within 30 days of the consultation. Patients with outstanding invoices will be seen and

treated at the discretion of the Clinical Lead, Dr J Lidder.

Insurance companies in the UK do not currently cover fees for visits to Galen Health GPs. However, tests and X-rays are usually covered.

If you are guaranteed by an embassy and have corporate membership cover, the embassy / company will be invoiced directly and payment will only be required for those services outside of the agreed service package/s. For those guaranteed by an embassy, please ensure you bring a letter of guarantee with you on the day of your appointment.

Tests / consultations outside of the primary care service may not be covered by Galen Health. Please contact our

practice manager for more information.

Regulation: Galen Health practitioners work in line with evidence-based practice and follow the values and principles required by the General Medical Council (GMC). In addition to this we are subject to an annual inspection by the Care Quality Commission, as the regulatory body for independent healthcare. The medical practitioners of the clinic are all subject to regular appraisal, and adherence to the process of continuing medical education.

All clinicians are on practice performance lists and are registered both with the General Medical Council (GMC) and a medical defence union.

BRONZE

Medical cover five days a week, Monday – Friday, 09:00 – 17:00 (excluding bank holidays)

- Unlimited consultations with practice GPs
- Dedicated doctor available at all times on the phone and in person
- Urgent appointments
- Booked appointments
- Medical assessments and medical reports for members
- Influenza vaccine
- During the annual membership, individual can see a medical professional at any time for chronic and acute illness
- Dedicated post consultation follow-up and continued aftercare
- In-house referrals to specialists
- Access to investigations
- Tailored exercise programmes
- Nutritional input
- All results of blood tests available within 24 hours
- Stress management and mental health input
- Annual full blood work and ECG and lifestyle assessment to prevent illness and to promote a healthy lifestyle
- Cervical smear test (as clinically appropriate every three years)
- Discount to immediate family members of patient

SILVER

24 hour medical cover, seven days a week (excluding bank holidays)

Our Silver package includes all the features of our Bronze package plus the following additional benefits:

- Influenza vaccine for immediate family members
- Unlimited blood tests and urine screens, (FBC, U/Es, LFTs, lipids, infection screen, glucose)
- Access to investigations, one ultrasound and one X-ray included per annum in membership (others at extra cost)
- Bi-annual full medical with full blood work and ECG and lifestyle assessment to prevent illness and to promote a healthy lifestyle
- 5% discount on world-leading imaging screening investigations including heart and lung scanning

GOLD

24 hour medical cover 365 days a year (including bank holidays)

Our Gold package includes all the features offered with our Bronze and Silver packages plus the following additional benefits:

- Option for home visits
- Access to investigations, one ultrasound and two X-rays included per annum in membership (others at extra cost)
- Four-monthly full medical with full blood work and ECG and lifestyle assessment to prevent illness and to promote a healthy lifestyle
- Free travel vaccine / travel advice
- Free heart scan (calcium score) at the European Scanning Centre which is renowned for its advances in technology and uses revolutionary imaging technology which is non invasive
- Well man / well woman screen
- Invitation to annual health seminar at the practice or option of bi-annual GP drop in session at the place of work

THE ORGANISATIONAL STRUCTURE OF GALEN HEALTH

The practice hours are 09:00 – 17:30 with evening sessions available from 18:00 – 20:00, Monday to Friday with a commitment to provide out-of-hours care. Blood tests are routinely taken at the practice and results available within 24 – 48 hours, with the exception of where the test requires further analysis time. On-site imaging is provided, inclusive of X-ray, ultrasound, MRI and CT Scans.

Range of needs which services are intended to meet

We pride ourselves on our approach in that we offer patients not only access to a Galen Health GP but a wide range of services, which meet a wider breadth of their primary healthcare needs, from health promotion and health screening to management of healthcare plans, all with the goal of positive health outcomes.

Our services and staff provide patients with time in a comfortable and fostering environment with a clinician who has the relevant knowledge and expertise to help them in most areas of their healthcare. Our aim is to empower patients to make the right health choices, providing them with the relevant expertise, information and access to a range of services, to help them lead healthier lives.

If Galen Health is not able to provide the expertise required on-site, it will make referrals to the appropriate health professionals and facilitate the patient pathway. All referrals have a dedicated pathway and protocol procedure in place.

Facilities which are available for the benefits of patients

- Galen Health offers patients easy access to a doctor during normal operational hours Monday – Friday, with the option of out-of-hours care and home visits
- The availability of on-site diagnostics and phlebotomy services offer our patients the complete solution to their healthcare tests, assessments and primary care consultations
- On-site diagnostics inclusive of X-ray, ultrasound, MRI and CT scan with electronic reporting which can be viewed by the GP during the consultation with the patient. This enables a more informed discussion with them about the results of their diagnostic test, including agreement on the next steps to be taken
- Patients have access to a comfortable and clean waiting area with varied reading material, where they can relax whilst waiting to see a clinician
- Galen Health uses an integrated, computerised electronic patient record and reporting system. The software helps patients as it summarises their records, treatment and results and enables easier and timely data collection, recall and follow-up care



The arrangements made for consultation with patients about the operation of Galen Health

All patients are encouraged to complete a patient satisfaction questionnaire following their consultation. In addition to this questionnaire, patients have the option to provide feedback verbally and in writing directly to a clinician or the practice manager. They also have access to our complaints procedure.

Consultation with patients concerning the operational and clinical aspects of the practice takes place during the initial meeting, where the contract is clearly described. In particular, the clause which states that they retain their NHS GP alongside a private GP is firmly reiterated. The Personal Care Package is available for those who do not have an NHS GP.

The arrangements for dealing with complaints

We endeavor to provide a service of the highest standard at all times, in relation to service delivery and our commitment to work in partnership with our patients to deliver their healthcare in a way that meets their needs. Galen Health acknowledges complaints as a serious matter, and is committed to rectifying areas that may cause concern or dissatisfaction for our patients.

Below is an outline of our complaints policy.

- Patients are advised to put their complaint in writing
- All complaints will receive written confirmation within two working days upon receipt of the complaint, outlining the stages of the investigation
- A full response will be made in writing within 20 days of receipt of the complaint, outlining the investigation process, steps taken, and outcomes and actions taken following the investigation of the complaint

Patients are also advised of their right to address their complaint with the Care Quality Commission. In such circumstances, patients are advised to write to the Care Quality Commission at: Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG. Tel. 020 7448 9200

The arrangements for respecting the privacy and dignity of patients

All staff members of Galen Health are committed to respecting the privacy and dignity of patients at all times. We appreciate and value patient cultural diversities and strive to provide a service which meets their health needs.

For clinical examinations, there is access to a separate treatment room, enabling patients the privacy and dignity to prepare for examinations as required. Patients have the option to see either a male or female GP. Upon the request and consent of a patient, a chaperone can accompany the patient during the examination. We obtain full consent from the patient for all examinations.

SUMMARY OF STATEMENT OF PURPOSE

Aims and objectives of Galen Health

Our philosophy is to provide general medical services with an emphasis on primary care prevention, health promotion and management of health. Core to our philosophy is joint partnership working with our patients to ensure service provision that meets their needs. We foster a flexible working approach, encompassing feedback from patient satisfaction surveys and patient involvement in all developments. Our aim is to provide services which demonstrate continuous improvement and the adoption of best practice.

We feel our strongest and most valuable asset as a general medical practice is offering a wide range of on-site diagnostics, and extensive in-house referral treatment pathways. Our services include disease prevention, health promotion, and management of acute and chronic diseases. All chronic disease management is done with evidence-based medicine and adheres to strict protocols with evidence and guidance from medical sources such as NICE. We also offer a full range of in-house diagnostics inclusive of X-ray, ultrasound, MRI and CT scan, an extensive range of blood tests with a phlebotomist attending the practice to minimise the need for our patients to go off-site, comprehensive health screens including cardiovascular screening, well woman and well man screening, sexual health screens and exclusive pre-employment screening,

OUR STAFF ARE COMMITTED TO DELIVERING A SERVICE OF THE HIGHEST STANDARD, WITH A COMMITMENT TO ENSURE HIGH LEVELS OF PATIENT SATISFACTION.

executive corporate health screening specific to the needs of our clients, immunizations, travel health, and specialised health assessments inclusive of screening in line with preventative health and early detection.

Galen Health offers all its patients a commitment to regularly review patient feedback and encompasses patient views into future service developments. Our staff are fully trained and value our promise to offer patients respect in relation to dignity and privacy at all times.

Galen Health is located on the third floor at 9 Harley Street, and can be accessed by lift. The third floor consists of two consulting rooms and one treatment room/examination room, all of which have secure doors and full privacy for maintaining confidentiality and the dignity of patients. All rooms are compliant with health and safety standards for clinical use. Patients' WCs are located on the ground floor and on the third floor.

