

**Mr Paul Montgomery FRCS**

**Consultant Ear, Nose, Throat & Vertigo/Dizziness Doctor  
(Adults Only Service)**

GMC no. 2923635

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4<sup>th</sup> August 2020

Dear Sir/Madam

**Fees, Preparations For Face to Face and Virtual Consultation**

Thank you for choosing to consult with me.

**Face-to-face Consultations**

This will be in a Hospital setting.

Please contact the Hospital of your choice to arrange your consultation:-

King Edward VII's Hospital,  
5-10 Beaumont Street,  
Marylebone,  
London,  
W1G 6AA  
Appointments Tel. 0207 467 4344  
Medical Questions & Results: +44 (0) 7880 558 383

Bupa Cromwell Hospital  
164-178 Cromwell Road  
London  
SW5 0TU  
Appointments Tel 0207 460 5700  
Medical Questions & Results: +44 (0) 7880 558 383

For Ear, Nose, Throat & Vertigo/Dizziness complaints the consultation duration is 30-minute for an initial consultation with a follow-up consultation of 15 minutes.

If you have hearing loss it may be helpful to make sure you have no wax in your ear canals by visiting Boots or another national provider (<https://www.bootshearingcare.com/ear-wax-removal/>) which can inspect your ear and remove any wax for about £35 for one ear and £60 for both ears. Afterwards they can perform a free hearing test (<https://www.bootshearingcare.com/hearing-test/>).

If they can provide a picture of your ear drums after cleaning, I would be most grateful if you can obtain this. Afterwards they can perform a free hearing test (<https://www.bootshearingcare.com/hearing-test/>) which I would also be most grateful if you can bring with you.

If the removal of wax, having a normal hearing test result and your ear complaints disappearing then we do not need to have a consultation.

### **Phone or Video consultation**

This is an innovative method of clinical consultation and has many advantages but also some disadvantages, in particular, of me not being able to physically examine you. However, working in partnership together will minimise the disadvantages. It is a mandatory requirement for this service that you have a smartphone capable of sending me any relevant photographs.

### **To maximise the advantages**

I would be most grateful if you could send me a summary of your clinical problem using one of the ear, nose, throat or dizziness complaints medical questionnaire forms which are on my website (<https://thelondonearandthroatclinic.co.uk/>). Please download the blank form and complete it by hand then scan or photograph it and email it to [office@paulmontgomery.co.uk](mailto:office@paulmontgomery.co.uk) – it is your decision if you want to encrypt the email.

Please could also complete the blank registration form which is also on my website (<https://thelondonearandthroatclinic.co.uk/>). Please download the blank form and complete it by hand then scan or photograph it and email it to [office@paulmontgomery.co.uk](mailto:office@paulmontgomery.co.uk) – it is your decision if you want to encrypt the email. In particular it is **very important** that you fill in your email address **and the email address of your GP surgery** so that I can send both you and your GP the letter of your consultation.

Please complete your medical questionnaire, and send it to me, a minimum of 48 hours before your consultation as this will improve the quality and effectiveness of our consultation allowing more time to discuss your concerns.

### **Scheduling of a consultation**

We will agree by email a mutually convenient time for me to phone you and agree if it is to be an audio or videophone call

Make sure that when we have our consultation you are in a private area so that you cannot be overheard.

### **Ear Complaints: A 15-minute initial consultation**

As with face-to-face consultations if you have hearing loss it may be helpful to make sure you have no wax in your ear canals by visiting Boots or other national provider ( <https://www.bootshearingcare.com/ear-wax-removal/>) which can inspect

your ear and remove any wax for about £35 for one ear and £60 for both ears. If they can provide a picture of your ear drums which I would be most grateful if you can send me a copy.

Afterwards they can perform a free hearing test (<https://www.bootshearingcare.com/hearing-test/>) which I would also be most grateful if you can e-mail me a copy.

If the removal of wax and a normal hearing test results in your ear complaints disappearing, then we do not need to have a consultation.

*Nose Complaints: This is a 15-minute initial consultation*

*Throat Complaints: This is a 15-minute initial consultation.*

I shall be using the risk stratification tool recommended by ENT UK for telephone triage (<https://www.entuk.org/ent-uk-cancer-telephone-triage-service-evaluation>)

*Balance Complaints: a 15-minute initial consultation*

Again, if you have hearing loss it may be helpful to make sure you have no wax in your ear canals by visiting Boots or another national provider (<https://www.bootshearingcare.com/ear-wax-removal/>) which can inspect your ear and remove any wax for about £35 for one ear and £60 for both ears. If they can provide a picture of your ear drums which I would be most grateful if you can send me a copy.

You can download from my website (<https://thelondonearnoseandthroatclinic.co.uk/>) instructions on how you can assist me in examining you using a video phone call.

*To minimise the disadvantages*

The disadvantage of a phone or video consultation is me not being able to physically examine you. This means **it is critically important** for us to work together in partnership and agree communication over investigations and follow-up.

In particular it is important to agree a follow-up communication with me, specifically when, and whether your problem has completely resolved, improved, no change or worsened.

I will make a recommendation based on your response as to further follow-up and treatment or the need to have a face-to-face examination with either myself or another doctor.

***If you do not follow-up based on an agreed communication plan of how you are responding it may harm your health and I cannot take responsibility for this.***

**Written Communication from me to you and your GP.**

After the consultation I will be writing a letter to your GP and email it to you using the encryption technology provided by egress (we will agree a password so that you can open these emails with ease). Please advise me if you would like me to send a copy of the letter in the post to your GP **or** for you to print out the letter and hand it into your GP surgery yourself.

Please advise me if you would not like me a copy of the letter sent to GP.

**Other information important for you.**

This letter also sets out some important information that I am required by law to provide to you. This is for your information only and is not a bill. As this includes information for and about my charges, if you do not have private medical insurance but somebody else will be paying your bill, you may wish to pass a copy of this letter to them. Please note that even if someone else is paying your bill or you have private medical insurance, you are responsible for paying any charges which they do not pay.

Please note I do not accept letters of guarantee.

**Consultation Fees**

**Face-to-face**

This will be in a Clinic/Hospital setting.

The initial consultation fee for Ear, Nose and Throat & Vertigo/dizziness complaints will not exceed £225 and my fee for any follow-up consultation will not exceed £165.

My fees for procedures performed during an outpatient consultation will not exceed the following: -

Flexible laryngoscopy/pharyngoscopy: £157

Flexible or rigid nasal / sinus endoscopy: £141

Nasal septum cauterisation: £117

Aural toilet / Microsuction : £91

Sémont's/Epley's Manoeuvre: £25

If there are any fees which will be charged by the Hospital for the use of their equipment in relation to any of the tests I advise that you should have, I will let you know what those will be.

The approximate costs of typical procedures that the King Edward VII's Hospital charge for the use of their equipment are:-

Flexible laryngoscopy/pharyngoscopy (E2500): £155  
Flexible or rigid nasal / sinus endoscopy (E1780): £103  
Nasal septum cauterisation (E0380): £239  
Aural toilet / Microsuction (D0702): £75

You may require a hearing test provided by London Hearing at 150 Harley Street.

The cost is approximately: -  
Pure Tone Audiogram - £100  
Tympanometry - £85

The approximate costs of typical procedures that the Bupa Cromwell Hospital charge for the use of their equipment are:-

Flexible laryngoscopy/pharyngoscopy (E2500): £170  
Flexible or rigid nasal / sinus endoscopy (E1780): £145  
Nasal septum cauterisation (E0380): £155  
Aural toilet / Microsuction (D0702): £92

You may require a hearing test provided by the Bupa Cromwell Hospital.

The cost is approximately: -  
Pure Tone Audiogram - £97  
Tympanometry - £87

#### Phone or Video consultation

The fee for initial a consultation will not exceed £70 and my fee for any follow-up consultation will not exceed £35.

These estimates are correct at the date of this letter.

#### Surgery

If my opinion, surgery is the appropriate treatment for you, I will refer you to a specialist in that are as I no longer perform surgery.

I will forego 80% of my consultation fee should surgery be my recommendation.

Please note, in approximately 90% of ear nose and throat conditions, and nearly 100% of vertigo and dizzy conditions, surgery is not required.

#### Tests

Following your consultation you may need certain tests (such as blood tests or imaging, for example an X-ray, MRI or CT scan) to help me diagnose your

condition. If the test is undertaken by a healthcare facility, and not by me, the fees for those tests will be determined by the healthcare facility and charged to you, or your private medical insurer, separately.

If there are any fees which I will charge in addition to a healthcare facility in relation to any of the tests I advise that you have, I will let you know what those will be.

### Cancellation

Should you cancel your appointment with 24 hours' notice, a cancellation fee of up to 15% of the appointment charge OR the amount of £35 (initial consultation) and £25 (follow-up consultation) may be charged.

### Private Medical Insurance

If you have private medical insurance, please contact your insurer before your consultation, to check the terms of your policy, particularly the level and type of outpatient cover you have, including any reimbursement limits on individual consultant fees and whether they will insure a phone or video consultation.

**Please confirm with your insurer that they will pay for a tele-consultation as set out above.**

I am recognised by the private medical insurers listed at the end of this letter, however, please do check with my secretary if your insurer is not listed below. Please note you are responsible for any fees not covered by your insurer.

### Data Protection

All of my systems are data protected and I am registered with the Information Commissioner's Office. All my patient data is password protected and encrypted.

I will be writing a letter to your GP and emailing it to you using the encryption technology provided by egress (we will agree a password so that you can open these emails with ease).

it is your decision if you want to encrypt or not encrypt any email communications to me such as sending completed the ear, nose, throat or dizziness complaints medical questionnaire and registration template forms. My email address is [office@paulmontgomery.co.uk](mailto:office@paulmontgomery.co.uk)

### Financial interests

I am legally obliged to tell you if I have any financial interests in any healthcare facilities or any equipment there. I can confirm I do not have any such financial interests.

Quality information

You can compare independent information about the quality private treatment offered at the hospital and other private health care providers from the Private Healthcare Information Network (PHIN) website: [www.phin.org.uk](http://www.phin.org.uk)

I look forward to discussing your concerns.

Yours sincerely,



**Mr Paul Montgomery, FRCS**  
**Consultant Ear, Nose, Throat & Vertigo/Dizziness Doctor**

I am recognised by the following private medical insurers: -

Bupa  
AXA PPP  
Aviva  
Cigna  
Bupa International  
Cigna International  
CS Health  
Healix  
Intl SOS  
Vitality Health  
WPA  
Alliance Surgical  
Allianz

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