

Mr Paul Montgomery FRCS

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

GMC no. 2923635

24th January 2021

Dear Sir/Madam

Fees, Preparations For Face to Face or Phone Consultations and Data Security

Thank you for choosing to consult with me.

Face-to-face Consultations

This will be at either of the following hospitals: -

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 5700/0207 460 5913

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*.

In any consultation, it is possible that a serious underlying condition is evolving so that a condition which is not apparent at the time of the initial consultation becomes more obvious and might be very clear a little later on.

It is therefore very important that the following steps are taken after the consultation: -

1. Monitor the progress of your problem. Serious conditions tend not to get better. I will give you advice on what symptoms signify concern.
Please contact me via text, mobile or email if you have concerns.
If there is a dramatic or serious deterioration, seek medical help, do not delay - either through your GP or, if appropriate, A&E.

2. In particular it is important to agree a follow-up communication with me, specifically if 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 another face-to-face examination with either myself or another doctor.

If you do not contact me, based on an agreed communication plan of how you are responding, it may harm your health and I cannot take responsibility for this.

3. If you are not happy with the consultation arrange another consultation - probably through the same channels that the initial consultation was arranged - GP, Private Health Insurance, Private Hospital etc. This could be with a new specialist by way of a second opinion. The choice is yours.

Phone 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.

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 complaint medical questionnaire forms which are on my website (<https://thelondonearnoseandthroatclinic.co.uk/>).

Please download the form and complete it. This can be done by either by inputting your comments directly into the word documents or printing it and completing it by hand and then either scanning or photographing the form.

Please return the completed form to me.

Data Security

If you want to send me this form in an unencrypted form please email it to office@paulmontgomery.co.uk.

If you want to send me this form in a secure encrypted form please:-

- i) email it to me using your own encryption software to office@paulmontgomery.co.uk.

OR

- ii) send the file or pictures of the completed form to my WhatsApp address Paul Montgomery Mobile 07880 558383 as this is end-to end encrypted.

Please could also complete the blank registration form which is also on my website (<https://thelondonearnoseandthroatclinic.co.uk/>) and send it to me as described above. 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.

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

Duration of the consultation

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.

To minimise the disadvantages of Phone Consultations

To minimise the disadvantages

A “virtual” or “remote” consultation by telephone does have potential concerns as a complete examination is impossible with this type of consultation. Therefore, the information available to the specialist in order to make a diagnosis is more limited than in a more conventional, face to face, consultation. However, working in partnership together these disadvantages can be minimised, and it is often possible to make a preliminary diagnosis and to potentially offer a trial of treatment, if appropriate.

The specialist can also go through the problem with you to check that there are no “red flag” symptoms that would suggest a serious underlying condition. In this way the specialist may be able to reassure you that it is unlikely (but not impossible), that your symptoms are associated with anything very serious.

However, in any consultation, (including face to face), it is possible that a serious underlying condition is evolving so that a condition which is not apparent at the time of the initial consultation becomes more obvious and might be very clear a little later on. This risk is likely to be greater with virtual consultations where an examination does not take place. Consequently, it may be more difficult to be sure that there is not a serious condition causing your symptoms and additional care will be required to make sure that treatment of a serious condition is not delayed.

It is therefore very important that the following steps are taken after the consultation: -

1. Monitor the progress of your problem. Serious conditions tend not to get better. I will give you advice on what symptoms signify concern.

Please contact me via text, mobile or email if you have concerns.

If there is a dramatic or serious deterioration, seek medical help, do not delay - either through your GP or, if appropriate, A&E.

2. In particular it is important to agree a follow-up communication with me, specifically if 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 contact me, based on an agreed communication plan of how you are responding, it may harm your health and I cannot take responsibility for this.

3. If you are not happy with the consultation arrange another consultation - probably through the same channels that the initial consultation was arranged - GP, Private Health Insurance, Private Hospital etc. This could be with a new specialist by way of a second opinion. The choice is yours.

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 consultation

I am compliant with the remote consultation fee schedules of private medical insurers.

For self-pay remote consultations I charge for initial a consultation £120 and my fee for any follow-up consultation £60.

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 area 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 consultation.

Please confirm with your insurer that they will pay for a phone 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 (password protected and encrypted) 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

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

I look forward to discussing your concerns.

Yours sincerely,



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

* 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.

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

Mobile: 07880 558383

Email: office@paulmontgomery.co.uk