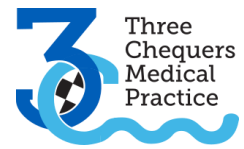


Three Chequers Medical Practice incorporating:

Endless Street Surgery
Three Swans Surgery
Winterslow Surgery
Porton and Old Sarum Surgery



Non-NHS and Medical Reporting

Three Chequers Medical Practice outsource their Non-NHS and medical reporting work to an NHS Digital accredited company called Lalu. Most of the Non-NHS requests that you submit will be dealt with by Lalu, however, there will be certain requests such as DVLA reports and Medical examinations that will still need to be completed with GPs at the Practice.

You can submit your request online by visiting www.3chequers.co.uk, selecting SystemConnect, choosing 'Other admin request' and completing the questionnaire; You can also submit a request by visiting any of our surgeries or by emailing three.chequers@nhs.net to complete a consent and request form. We take patient confidentiality very seriously; therefore, we will not proceed with any requests from patients or third parties unless we have received a complete consent form.

What happens now?

All Non-NHS requests will be received by our Non-NHS Administrator at Three Chequers Medical Practice. Once you have completed a consent form your request will be assessed and if applicable it will be sent to Lalu to be processed and completed. Once Lalu has received your report, they will invoice you directly to make a payment. If the report required is a DVLA or request for a Medical examination then you will be contacted by a member of the Practice team to make a payment at one of our surgeries (Endless Street, Winterslow, Porton & Old Sarum) before the GP Partner is able to complete the report.

How long does it take?

Once you have submitted your request in person or via email, we have **one calendar month** to fulfil your request. However, until we have received confirmation of what information should be included and consent for the practice to share your medical records with the requesting third party the statutory timeframe of **one calendar month** will be paused. The period will remain paused until such consent is provided. Therefore, if the report you require has a deadline, then please ensure you allow enough time for this to be completed as we will not be able to fulfil short notice requests.

If your request is particularly complex or requires further investigation, then we will contact you before the end of **one calendar month** to inform you that we require more time to complete your Non-NHS request.

How do I check whether my report is ready?

Once your report has been submitted to Lalu, please allow **one calendar month** for your report to be completed. If after **one calendar month** you have a query regarding your report, you can do this by contacting a member of their team directly with the information provided below. **Please do not contact the surgery.**

Tel: 0333 3055 774

Email: customerservice@lalu.co.uk

If a GP Partner has completed your report, then you will be contacted by our Non-NHS Administrator to arrange a suitable surgery for collection. Please be aware that if you require your work to be sent via email then you will need to set up an Egress account to ensure we can send your report through a secure channel.

For more information about our Non-NHS process, please visit our website at <https://www.3chequers.co.uk/private-fees>

Non-NHS Administration team
Three Chequers Medical Practice