

WELCOME TO DR IAN HAY LTD

Our Portland Hospital Practice has now been established for more than 15 years, Dr Ian Hay is the founder member of the Practice with more than 35 years experience in providing Paediatric Care.

In an effort to provide more accessible appointments the Practice has grown and evolved and Dr. Hay has invited several eminent Consultant Paediatricians, to join him as Associates: Dr. Andy Raffles (now lead Consultant), Dr. Raymond Brown, Dr Anne Wright, Dr Ben Ko, Dr Christina Petropoulos and Dr Jonnie Cohen with Locum Associates: Dr Claudine DeMunter and Dr Neil Murray providing inpatient newborn care.

This leaflet is designed to answer some of the common questions that are asked regarding the service which our Practice provides.

Do I need to register my child with Dr Hay Ltd in advance?

No. Your child's details will be taken when you telephone to make your first appointment with the Practice.

How long does my appointment last?

A new appointment will generally last up to 45 mins, follow-ups and immunisation appointments 30 mins and developmental or more complicated problems can take up to one hour.

What if my child needs to be seen and one of the Practice doctors are not available?

We strive to help all patients, however it is not always possible to do so. In these situations and where the next available appointment is not suitable, we suggest you contact your GP, or to telephone the Portland Hospital 'Children's Doc Around the Clock' (CDAC) which is available 24 hrs a day, 7 days a week on an appointment basis for non-emergency but urgent medical issues.

<http://www.theportlandhospital.com/children/childrens-doc-around-the-clock/> or call **0207 390 8022**

Does the Practice provide home visits?

No. Unfortunately, hospital commitments do not allow us to visit sick children at home. If your child is too unwell to travel to the consulting rooms, please contact your local GP who may be able to help with a home visit or the Portland's CDAC.

How do I contact the Practice Doctors in an out of office hours emergency?

If the doctor undertakes the care of your child for a specific complex episode, he will provide alternative telephone numbers for contact out of hours cover. The Portland does not have an A&E Department, however if you need to speak to a Paediatrician in the event of an emergency, out of hours or at the weekend, you may call the Portland's CDAC. If your child needs admission this will be arranged and we will be informed accordingly.

However, it must be stressed that if your child has been involved in an accident or if the emergency is in anyway life threatening, you should go immediately to your nearest A&E Department at an NHS Hospital or dial 999.

When does my child require immunisations?

We provide immunisations according to the current UK schedule e.g. at 2, 3 and 4 months of age initially as standard. However, if your country's immunisation schedule differs, this can also be accommodated. Additional vaccines which are not strictly part of the UK schedule, such as Hep A & B, Chicken-pox, Meningitis B, BCG and Flu vaccines can also be provided upon request.

Dr Hay Ltd is unable to provide travel vaccinations and information regarding these should be obtained from your GP Surgery or Travel Clinic.

My child is due to have his/her immunisation – will the Practice provide this?

The primary immunisation series requires 3 separate visits and these are available to you without charge at your local NHS baby clinic. However, our Practice docs would be happy to provide these at a cost of £185 (+ cost of vaccines) Please note the cost of the immunisations or well child checks are not generally covered by medical insurance companies). It is advisable that these are given only when your child is in good health. We recommend that you purchase some paracetamol prior to the appointment as your child may develop a temperature post immunisation and this will help make him/her more comfortable.

When should my child have routine check-ups?

There is not a pre-defined schedule for general check-ups however it is advisable to have your child initially checked at 6 weeks. As a guide, routine checks can be at milestones such as 6 mths, a year, 18 mths, 2 yrs and annually thereafter.

How much is the cost of a consultation with the Practice?

The cost of a consultation is dependent on the type and length of appt (£185-£350). Payment is required within 14 days, either by cheque, credit card or BACS. Specialised Assessment costs may vary.

Can I claim back the fee from my medical insurers?

This will depend on your personal medical cover and it is essential that you check with your insurers before attending the appointment. If you are covered, we will require the membership number and unique authorisation number for each visit in order to deal directly with them. They may insist on a referral via your GP. We do **not** deal directly with overseas health insurers such as Cigna International and Aetna.

The majority of health insurers recognise all our doctors, but if there is any exception to this you will be advised when calling to arrange an appointment.

