



Our Terms and Conditions

By requesting to see one of The London Doctors you are stating that you understand and agree with the Terms and Conditions (T&Cs) below.

Your use of this service is governed by English Law and subject to the exclusive jurisdiction of the English courts.

If you do not agree with the T&Cs below then you should not request to see on of The London Doctors and not use our service.

Our Company

The London Doctors provide medical information and referral services. We are not your physician or doctor.

The services provided are in no way designed to replace the services of your local GP, local specialist or local hospital.

We do not provide any emergency services.

The service is for use by independent adults over the age of 18 years old. This service is not to be used by those under the age of 18.

However, it may be used by parents over the age of 18 to discuss medical topics regarding their family members and children.

All material contained in this website (including pictures, videos, diagrams and look-and-feel) is the property of The London Doctors.

The service is operated by Desi Medics Limited, a company registered in England and Wales.

Our services

We do not replace the services of your usual doctor/healthcare services.

The London Doctors is not a service for medical emergencies or acute medical conditions.

The London Doctors do not prescribe medication and will not suggest specific medication as a result of the consultation.

The information and advice provided by us during a consultation should be used to increase your awareness of the options you may have available to

you, but this information should not be used as the basis of a diagnosis or a choice of treatment.

Our doctors are UK General Practitioners (GP), have undertaken post-graduate training in general practice and are GMC registered.

Our doctors are registered doctors and undergo regular appraisals under the mandatory reviews for UK practising doctors.

The London Doctors reserves the right to deny services for potential misuse of services.

If you feel, following your consultation with our doctors that you have been misdiagnosed by your local GP, local specialist or local hospital or that they have given you the wrong treatment we strongly recommend that you return to your local doctor to discuss this with them.

The information and advice provided by The London Doctors is based on the information that you have supplied to us. It is your responsibility to ensure this information is correct and complete and you accept that failure to do so (whether intentionally or not) will affect the information and advice we give to you and, as such, may have consequences for which we are not responsible.

In the event that you do not fully understand any information given during your consultation, it is your responsibility to raise this with your local GP, local specialist or local hospital who will seek to clarify matters for you.

Our doctors advice will be based on UK medical guidelines.

The London Doctors can provide referrals to specialists where clinically appropriate and suitable. The London Doctors will always make best efforts to ensure the most appropriate referral is made.

After a referral is made the patient will be contacted by the relevant specialist and arrangements will be made directly with for the specialist appointment. Payment is made by the patient to the specialist and The London Doctors receives no remuneration from the specialist for the referral.

The London Doctors do not take any responsibility for medical advice given by the relevant specialist. It is your responsibility to discuss this with your local doctor, local specialist or local hospital.

The London Doctors do not take any responsibility for differences in Healthcare regulations and variations in different countries.

If you choose to access the website or its services from outside of the United Kingdom you do so at your own risk and are responsible for compliance with the laws of your jurisdiction.

Information on our website

Any medical information given on the website, videos or through our services, either written, stated or implied, is for information purposes only.

The information is provided “as is” and without warranty of any kind by The London Doctors. For clarity, this includes no warranty or representation that the service provided by The London Doctors will meet your particular needs or requirements, that the service will be uninterrupted, or error-free or that the service provided will meet your expectations.

Links to external websites (such as YouTube, Daily Motion, Facebook or Twitter) may contain information that are specific to and owned by third-party websites. We do not take responsibility for information given on external websites. These links are provided solely as a convenience to you and not as an endorsement or recommendation of the content on such third-party websites or as an indication of any affiliation, sponsorship or endorsement of or by such third-party websites. If you use any links, you will leave the our website The London Doctors are not responsible for the content of linked third-party websites and does not make any representations regarding the privacy practices of, or any information or product or accuracy of materials found on such third-party websites. If you decide to access any of the third-party websites linked to this website, you do so entirely at your own risk.

Patient Data

All information collected and supplied to us will be treated as confidential.

All records are retained in a secure area and are confidentially destroyed once they are no longer required.

We maintain records of the notes made by doctors during their consultations, in accordance with data processing requirements. These records and any personally identifiable information you give to us will be treated as strictly confidential and will not be disclosed without your express permission except under special circumstances, for example in complying with a legal obligation.

Whilst in certain circumstances we may encourage you to inform your local GP, local specialist or local hospital of any health concerns you may have, we will not share your information unless we have your express permission or there is an overriding public interest in disclosing the information without your consent. This is in accordance with the General Medical Council's guidance which may from time-to-time change.

By using our website and services, you agree that any information provided is true and accurate, is not misleading, and is offered in good faith.

Any feedback information provided by users of the website may be used by us to improve the quality of service. It will not be treated as your intellectual property unless specified by you, in writing to info@thelondondoctors.com before any such feedback is given.

We monitor the use of its website for statistical purposes only and to improve the services provided to users.

Electronic transmissions are never completely private or secure and there is a risk, therefore, that any electronic communications sent may be intercepted and potentially read by others. You should, therefore, ensure that any computer or telephone you use to access your online patient record is suitably protected from potential interception.

Limit of Liability

The London Doctors have no liability for the quality or type of service or goods provided by any third party, such as specialist referral or private hospital booking, it may mention or refer to or which may be linked on its website.

The maximum liability of The London Doctors and its directors for any losses or claims arising from use of its website or its services will be the total amount that you have paid for services rendered in the preceding twelve (12) months.

Your use of this website and service is governed by English Law and subject to the exclusive jurisdiction of the English courts.

We reserve the right to change these terms and conditions at any time. The new version will be posted on this website and will take effect immediately upon posting.

Complaints

The London Doctors welcome all feedback and you can contact us by phone on or by email on at info@thelondondoctors.com

If you have a complaint, we will always try to sort out most problems quickly and easily often at the time that they arise.

In the event that you would like to make a formal complaint you should do so as soon as possible. This will help us to establish what happened most easily. If this is not possible, your complaint should be submitted within 1 week of the incident that caused the problem; or within 1 week of discovering that problem.

You should make your complaint in writing by email and should be specific and concise and always include – patient full name, date of birth, address and complaint details.

If you are not the patient, but complaining on their behalf, you must have their permission to do so.

We will acknowledge your complaint and aim to fully investigate, any delays will always be communicated with you.

You will receive a final letter setting out the result of any investigation.