

From: [REDACTED] ([LATHAM HOUSE MEDICAL PRACTICE](#))
To: [Licensing](#)
Subject: RE: Taxi medicals
Date: 04 August 2023 11:01:02
Attachments: [image002.png](#)
[image003.png](#)

Hi Sarah

So we have finally made some progress with regards to Taxi medicals.

The Partners have agreed to use the paperwork your attached which mirrors a Group 2 medical report, although I am not sure if this is the final version or still a draft?

The cost would be the same as the HGV, currently £90, however, due to increase to £125 shortly.

For those drivers who wear glasses to drive, they will also need to get an optician report, (this should have been done within 3 months of the medical) as we only have access to a Snellen Chart and cannot assess the dioptries.

As this is non NHS work, we will only have limited appts for these, therefore, timeframes could potentially be problematic for your drivers. We did consider trying to put on extra clinics just for this non NHS work, however, due to the current pressures within Primary Care at the moment, we agreed that we would continue to try and do what we can. If we cannot help within the timeframe, then we would need to advise your drivers to find an alternative private provider. On a positive note, I do think that a private provider will probably be able to offer better timeframes as well as the actual time of the appointment being better. In the past, some of your drivers have been disgruntled that our appointment times often coincide with their prebooked commitments which has naturally been a cause of frustration for them.

We would like to encourage drivers looking at alternative providers to get the NHS app and request full access to their full medical records. This would mean that they should not need to have a SAR printed as the clinician covering the Taxi Medical would be able to see the drivers full and current records. If this is not an option, we would need to print them a full summary.

Thank you for your patience and I apologise for taking so long to get what appears to be a simple solution in place

Until I hear otherwise, we will continue to use the current paperwork and the current fee of £60, however, this is also due increase once we have completed our review on "fees" for non nhs work.

Please let me know if you require any further information

Kind regards

[REDACTED]

From: Licensing <licensing@melton.gov.uk>
Sent: 24 May 2023 15:15
To: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE) [REDACTED]
Cc: Simon Greensmith <sgreensmith@melton.gov.uk>
Subject: RE: Taxi medicals

Hi [REDACTED]

Thank you very much for your reply. We are looking at updating the form to reflect more closely the Group 2 medical report. What would the rough cost of this be for the drivers please? What would the new charge have been if the form remained just the two page document you are used to? I'm trying to demonstrate that this is a good time to change the form to bring it in line with the group 2 requirements

Would the information on the NHS app still be sufficient for an external doctor to complete the form attached which mirrors a Group 2 medical (work in progress form attached)? I know other local authorities tell their patients they must first contact their own medical surgery and request a subject access for their medical summary to be released to them. This can take between 28 to 40 days. Is this just the old way of doing it?

If its easier I am happy to chat to on the phone or pop down to see you. Whilst I appreciate we don't need permission from yourselves to use the extrenal companies I want to ensure you're on board and have covered all the bases so it's a smooth transition and the taxi drivers see the benefit in offering them the option of going elsewhere, as well as diverting work away from your extremely busy team.

Looking forward to speaking to you again soon.

Kind regards

Sarah Flower
Licensing and Compliance Officer
T: direct dial: 01664 502 328
T: switchboard: 01664 502 502
M: 07920008105

Please note, my usual working days are Wed/Thur/Fri (18.5hrs/week)



[Follow us @MeltonBC](#)

[Visit our website for the easy way to access services 24/7](#)

From: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE) [REDACTED]
Sent: Wednesday, May 17, 2023 5:23 PM
To: Licensing <licensing@melton.gov.uk>

Subject: RE: Taxi medicals

Hi Sarah

So sorry for the delay in replying.

I have been waiting for an agreement to come from Exec Management Team.

Having thought about this, I would say that your drivers should not need our approval anyway, it is their choice where they go for the taxi medical, so long as it is approved by yourselves

Saying that, I have finally received an approval, however, during that same meeting an updated fee's list was agreed and shared with the building last Friday. I am currently debating this with our finance team.

Unfortunately, our Reception Team were given the updated fee's list this Monday, but was pulled Tuesday and fees reverted to the original list. I have no doubt that there will be an increase in the cost of the taxi medical and I will let you know as soon as it has been agreed. I am letting you know this, as I believe that a driver came in on the Monday and was very unhappy with the increase in fee.

Also, can I confirm that you will be continuing to use the current paperwork as we have discussed updating this to be more in line with the HGV medicals? If you are continuing to use the current paperwork I can make a bespoke summary print out for them to request, this will be free of charge.

For those drivers who have the NHS App, they shouldn't need any print out as have access to their medical records via the App

Once I know if you are continuing with the current paperwork I can confirm the price of the medical

Kind regards

■

From: Licensing <licensing@melton.gov.uk>

Sent: 17 May 2023 11:40

To: ■ (LATHAM HOUSE MEDICAL PRACTICE) <■>;

■ (LATHAM HOUSE MEDICAL PRACTICE) ■

Subject: FW: Taxi medicals

Importance: High

Some people who received this message don't often get email from licensing@melton.gov.uk. [Learn why this is important](#)

Hi

I still don't appear to have received a response. Please can you assist with the below. We are trying to divert work away from your surgery to ease the pressures and just need a little more information before I can do this.

Thank you

Kind regards

Sarah Flower
Licensing and Compliance Officer

T: direct dial: 01664 502 328

T: switchboard: 01664 502 502

M: 07920008105

Please note, my usual working days are Wed/Thur/Fri (18.5hrs/week)



Melton
Borough
Council



[Follow us @MeltonBC](#)

[Visit our website for the easy way to access services 24/7](#)

From: Licensing <licensing@melton.gov.uk>

Sent: 27 April 2023 12:50

To: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE)' [REDACTED] t>; [REDACTED]

Subject: Taxi medicals

Importance: High

From: Licensing <licensing@melton.gov.uk>

Sent: 23 March 2023 13:04

To: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE)' [REDACTED]

Subject: RE: Taxi medicals

Importance: High

Hi [REDACTED]

I hope you're well. I'm just checking how the meeting has gone with the executive committee in relation to their thoughts on taxi medicals being completed by external bodies who are GMC registered?

I have done some research and other local authorities ask their drivers to make a subject access report to their GP surgery for their medical summary to be released. Does this provide the same information in the same detail to people as signing up to the NHS app? If not, what would be the process of drivers applying for a subject access report from yourselves please?

Please feel free to call me to discuss.

Kind regards

Sarah Flower
Licensing and Compliance Officer

T: direct dial: 01664 502 328

T: switchboard: 01664 502 502

M: 07920008105

Please note, my usual working days are Wed/Thur/Fri (18.5hrs/week)



Melton
Borough
Council



[Follow us @MeltonBC](#)

[Visit our website for the easy way to access services 24/7](#)

From: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE) [REDACTED]

Sent: 01 March 2023 10:31

To: Licensing <licensing@melton.gov.uk>

Subject: RE: Taxi medicals

Hi Sarah

Since sending this email I have also had a reply from our data governance manager who has shared the following information regarding what patients can see if they sign up to the app

Accelerated access will allow patients to see:

What will be included in the online view?

- Appointments
- Medication lists (Both acute and repeat in all apps, whilst past drugs also show in the NHS App)
- Allergies
- Documents / letters
- Test results
- Coded data, including Problem lists
- Consultation entries – codes and free-text
- Immunisations

Plus ALL data entered from 1/11/2022

I would have thought that having this information would be enough for any Taxi driver wishing to use an alternative provider. I think they will still probably need the optician to provide their visual acuities, unless this comes as part of the price/package being offered elsewhere

Kind regards



From: Licensing <licensing@melton.gov.uk>

Sent: 01 March 2023 09:27

To: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE) [REDACTED]

Subject: RE: Taxi medicals

You don't often get email from licensing@melton.gov.uk. [Learn why this is important](#)

Hi [REDACTED]

Thank you for getting back to me and I look forward to hearing back from you in a few weeks, to hopefully have some answers to the questions.

Take care

Kind regards

Sarah Flower
Licensing and Compliance Officer
T: direct dial: 01664 502 328
T: switchboard: 01664 502 502
M: 07920008105

Please note, my usual working days are Wed/Thur/Fri (18.5hrs/week)



[Follow us @MeltonBC](#)

[Visit our website for the easy way to access services 24/7](#)

From: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE) <s[REDACTED]>

Sent: 28 February 2023 18:20

To: Licensing <licensing@melton.gov.uk>

Subject: RE: Taxi medicals

Hi Sarah

Please accept my apologies in the delay yet again

I have asked our Executive Manager, Paul Crosbie to add this item to our Executive Committee meeting to see if I can get the answers.

Patients are free to request a copy of their medical records, Subject Access Request. We could even consider setting up a bespoke summary record that would include only the necessary information required by the external agency.

I will see what our Exec Committee agree and get back to you. They meet fortnightly, so hope to be in touch within the next two weeks.

In the meantime I will check with my colleague, what information is available to patients using the on line App. This may be all they require for an external appt.

Even if our GP's say they are happy to continue here, it would be helpful to your drivers to have other options that may suit them better

Kind r [REDACTED]
[REDACTED]

From: GENERAL.ENQUIRIES (LATHAM HOUSE MEDICAL PRACTICE) [REDACTED]
[REDACTED]
Sent: 21 February 2023 08:43
To: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE) [REDACTED]
Subject: FW: Taxi medicals
Importance: High

From: Licensing for External <LicensingExternal@melton.gov.uk>
Sent: Tuesday, February 21, 2023 8:26 AM
To: [REDACTED] (LATHAM HOUSE MEDICAL PRACTICE) [REDACTED]
[REDACTED]
Subject: Taxi medicals
Importance: High

You don't often get email from licensingexternal@melton.gov.uk. [Learn why this is important](#)

From: Licensing for External
Sent: 17 February 2023 11:31
To: [REDACTED]
Cc: Licensing for External <LicensingExternal@melton.gov.uk>
Subject: Taxi medicals

Dear Team,

I was wondering if you had had time please to consider my email sent on the 9th November 2022 and 1st December 2022 (attached below). I am hoping to try to divert work away from the surgery to make things a bit easier for your staff but I need to establish a few answers to the below queries before I can do this. I would be obliged if someone could get back to me about this.

Thank you

Kind regards

Sarah Flower
Licensing and Compliance Officer

T: direct line: 01664 502 328

T: switchboard: 01664 502 502

M: 07920008105

Please note, my usual working days are Wed/Thur/Fri (18.5hrs/week)



From: Licensing for External

Sent: 09 November 2022 14:17

To: [REDACTED] Medical (LATHAM HOUSE MEDICAL PRACTICE)' [REDACTED]

Cc: Licensing for External <LicensingExternal@melton.gov.uk>

Subject:

Dear Latham House team,

RE: TAXI MEDICALS

During Covid the licensing team at Melton Borough Council looked in to making changes to the way taxi medicals are performed at your surgery. We have encouraging signs that we might be in a position to divert taxi medicals from your Doctors, and instead use other GMC qualified companies who specialise in taxi medicals. My questions are:

1. Would this be something your doctors and team would encourage and support?
2. Would you prefer to keep them in house?
3. Many authorities use external companies already (eg D4 drivers), but require patients to request a summary of their medical records from their GP. Would you be able to assist drivers with this? What is the turnaround if they request this information? Can patients access the same information on the NHS app?

Any thoughts on this matter would be greatly appreciated. I hope you see it as a positive step forward which will help free up resources but if you have any concerns I would be happy to discuss these as we only want to proceed if it is a safe and practical way forward.

Kind regards

Sarah Flower
Licensing and Compliance Officer

T: direct line: 01664 502 328

T: switchboard: 01664 502 502

M: 07920008105

Please note, my usual working days are Wed/Thur/Fri (18.5hrs/week)