



HARLEY STREET

*Sessional & Occasional
Consulting
Rooms*



HARLEY STREET

The House

Harley Street is known worldwide as a centre of medical excellence and 10 HARLEY STREET guards its reputation jealously - the house has been offering medical facilities for over thirty years and the name is known throughout the profession.



This House is a Grade II listed Georgian property, built in 1827, and is situated close to Cavendish Square. Each room is beautifully proportioned and some have magnificent moulded ceilings - all this helps to create the impression you need - well established and totally professional.



HARLEY STREET

The Service

Our medical house is open seven days a week. We are able to offer you rooms to meet your changing needs.

Your patients will be greeted by our friendly and efficient receptionists who can also book your appointments.

From the minute your patients come into the building to the moment they leave, they will find our staff sympathetic and helpful. Everyone will be treated with absolute discretion.





HARLEY STREET

The Benefits

- A Harley Street practice with full administrative support in an elegant Grade II listed building.
- Personalised telephone answering.
- Professional and friendly receptionists to greet your patients.
- Secretarial support.
- Total flexibility to enable you to have your own consulting rooms when you need them.
- All consulting rooms are furnished and equipped to a high standard.
- Simple agreements giving early access.
- No set up costs - no long term commitments.





HARLEY STREET

10 Harley Street

10 HARLEY STREET offers you sessional and occasional rooms on very flexible terms enabling you to see your patients in elegant surroundings. The rooms are traditionally decorated and equipped to a very high standard. A life serves all floors.

Your telephone calls will be answered with your practice's name and calls can be seamlessly transferred to other locations.



Rooms are reserved on a regular sessional basis or as they are required. Our highly trained staff will provide full reception facilities and arrange your appointments.

You will find that 10 HARLEY STREET provides the professional solution to running your central London practice without a long term commitment or administrative burden.



HARLEY STREET

Opening Hours

- Weekdays 9.00am to 9.00pm
- Weekends 9.00am to 5.30pm

Sessional Details

MONDAY - SUNDAY

- Morning 9.00am to 1.00pm
- Afternoon 1.30pm to 5.30pm

MONDAY - FRIDAY

- Evening 6.00pm to 9.00pm

Other times by arrangement.

Rooms available for seminars and group work.



10 HARLEY STREET LONDON W1G 9PF TEL: 020 7467 8301 FAX: 020 7467 8312

EMAIL: info@tenharleystreet.co.uk WWW.TENHARLEYSTREET.CO.UK

OCCASIONAL USER LICENCE OPTION

- **Licence fee:** £88/month
- **Deposit:** £250 for one practitioner; £400 for more than one
- **Hourly rate:** £41.00/hour at peak times (Tuesday 1.00pm to 5.30pm, Wednesday and Thursday 9.00am to 5.30pm)
£37.00 at mid price times (9am to 1.00pm Tuesday and Saturday)
£33.00/hour at all other times

Benefits	Limitations
<ul style="list-style-type: none"> • This Licence gives total flexibility - you may visit as little or as often as you wish, which is particularly helpful when setting up a new practice until a pattern of demand becomes clear. • It is an extremely cost-effective option because you only pay for the time you use or reserve. Charges are calculated by the quarter-hour (<i>Minimum charge = 1 hour</i>). • You receive a personalised telephone number. Calls are answered in your name or your practice name and handled according to your instructions, such as a seamless transfer to your principal office number. • You have immediate access to prestigious medical consulting rooms in Central London as required, even at short notice. • We have long opening hours, seven days a week. • Your patients are greeted by friendly, professional, staff at all times. • There is a short notice period to terminate your Licence - just three months (<i>after initial commitment of 3 months has expired</i>) • You may add up to six Nominated Consultants* to your Licence, enabling you to share the cost of the Licence fee. (A Nominated Consultant(s) must be a registered partner, associate or employee of the Licensee's practice, business or company) • It is very easy to upgrade to another type of Licence. 	<ul style="list-style-type: none"> • All of our 25 consulting rooms are decorated, furnished and equipped to high standards. While we always try to accommodate preferences, under this Licence you <i>may</i> be offered a different room each time you visit. However, the <i>same</i> room is guaranteed with a Sessional Licence and this option should be considered for certain specialities. • Other Licences carry lower hourly rates, some as low as £9 per hour, in exchange for committing to take a minimum number of hours each month. However, we recommend that you estimate your usage conservatively at the beginning. Remember, you can always upgrade easily to another Licence. • The Appointment Booking service is included free of charge on the Sessional Licence only. If you need this support, our experienced medical secretaries are available to provide a diary service (<i>optional extra cost – See Tariff Sheet</i>). • From the third month of your Licence, we include a charge for 2 hours' use at the mid-price hourly rate (£35.50/hour) for a single user (<i>or a charge of 4 hours' use with two users and then one additional hour's use for each subsequent user up to a maximum of six</i>). Obviously by that stage you are likely to be using much more time with us.

SESSIONAL USER LICENCE OPTION

- **Licence fee:** **£88/month**
- **Deposit:** **15% of annual value of Licence**
- **Hourly rates** **Between £9 and £45, depending on size and location of preferred room and consulting time**

Benefits	Limitations
<ul style="list-style-type: none"> • You may enjoy some of the lowest possible hourly rates and reduced rates apply to your session rate when more than one session is taken, that is: <ul style="list-style-type: none"> 2nd session = 5% reduction 3rd session = 10% reduction 4th session = 15% reduction 5th and subsequent sessions = 20% reduction • Any additional hours used outside your session time are at an advantageous rate (<i>see Tariff Sheet</i>) • The Appointment Making service is included in this Licence, <i>free of charge</i> • A personalised telephone number is included. Calls are answered in your name, or your practice name, and handled according to your instructions, such as a seamless transfer to your principal office number • Guaranteed use of the same room at each of your sessions, giving your patients a sense of continuity • Storage space (where available) is offered <i>free of charge</i> • Access to prestigious medical consulting rooms in Central London as required, even at short notice • Long opening hours, seven days a week • Your patients are greeted by friendly, professional staff at all times • A short notice period to terminate your Licence - just three months (<i>after initial commitment of 3 months has expired</i>) • You may add up to six Nominated Consultants to your Licence, enabling you to share the cost of the Licence fee. (A Nominated Consultant(s) must be a registered partner, associate or employee of the Licensee's practice, business or company.) 	<ul style="list-style-type: none"> • There is no rebate, exchange or carry-over of unused time. If your usage is likely to be irregular, the Occasional User or Committed Hours option might be more cost effective. • We require three months' notice if you wish to convert to another Licence option • The Licensee will be charged an additional £30.00 per month for each Nominated Consultant added to the Licence.

Ten Harley Street, or elsewhere? What's the difference?

Naturally, we would be pleased to have an opportunity to show you around the House, and to tell you more about our facilities and services. But perhaps it's **what others say about us** that really counts. Here are just a few *unsolicited* comments taken from practitioners' letters to us:

"Thank you again and again for your courtesy to patients, your efficiency, your kindness over my administrative errors, and the elegance, safety and security of the environment you have created. I am very grateful for the 'looking after' you have given me and will continue to recommend No.10 to any interested colleagues."

Ms V.S., Consultant Research Psychotherapist

"I would like to compliment you on the way No.10 is run. All my patients have spoken very positively about contacts, without exception. Tracey [Medico-Legal Services] is wonderful and patients have been particularly complimentary about how sensitively she responds to their enquiries."

Dr S.C., General Practitioner

"Thank you for a great party – the best ever! I say that because I knew more people, which makes it more fun, but it also helps us to make a wide range of professional contacts. You really run a great show."

Mr T.B., Psychotherapist

"The Harley Street address was an important factor in my choice for a medico-legal practice and, from an economic point of view, sessional letting is excellent. What I had not anticipated was the quality of the staff. I know that when my patients make contact with No.10 they are going to be treated well."

Mr J.W., Consultant Orthopaedic Surgeon

We found that, amongst the selection of consulting rooms around Harley Street, No.10 is clearly an outstanding option and we are delighted with our choice. Our patients need not only calm and comfortable facilities, but also sensitive management. They often comment on the kind, thoughtful attention of the staff, and that makes a real difference to the success of our practice.

Professor J.D. and Dr N.B., Physicians

A SUMMARY OF FEATURES OF EACH LICENCE OPTION

FEATURES	OCCASIONAL LICENCE	COMMITTED HOURS	SESSIONAL LICENCE
MONTHLY LICENCE FEE	£88	£88	£88
HOURLY RATES AT PEAK TIMES <ul style="list-style-type: none"> • TUESDAY FROM 1PM TO 5.30PM, WEDNESDAY AND THURSDAY FROM 9 AM TO 5.30 PM 	£41.00	Sliding reductions to a minimum of £30.75	£22.79 - £46.84 depending on size of room
HOURLY RATES AT OFF-PEAK TIMES <ul style="list-style-type: none"> • EVENINGS, ALL DAY SUNDAY, FROM 9 AM TO 5.30 PM MONDAY AND FRIDAY, AND SATURDAY FROM 1 PM TO 5.30 PM 	£33.00	Sliding reductions to a minimum of £23.75	£11.52 - £42.08 depending on size of room
HOURLY RATES AT MID TIMES <ul style="list-style-type: none"> • TUESDAY AND SATURDAY FROM 9 AM TO 1 PM 	£37.00	Sliding reductions to a minimum of £28.00	£21.29 to £43 depending on size of room
PERSONALISED TELEPHONE NUMBER AND USE OF ADDRESS ON STATIONERY	Included	Included	Included
APPOINTMENT MAKING SERVICE	Optional	Optional	Included
SAME ROOM GUARANTEED AT EACH VISIT	No	No	Yes
REDUCTIONS APPLY TO ADDITIONAL HOURS	No	No	Yes
NOTICE REQUIRED TO UPGRADE	No	No	Not applicable
NOTICE REQUIRED TO 'TRADE DOWN' OR LEAVE (AFTER INITIAL 6 MONTH COMMITMENT)	3 months	3 months	3 months
<ul style="list-style-type: none"> • UP TO SIX NOMINATED CONSULTANTS* PERMITTED ON ONE LICENCE (* Nominated Consultant(s) must be a registered partner, associate or employee of the Licensee's practice, business or company)	Yes	Yes	Yes

COMMITTED HOURS LICENCE OPTION

- **Licence fee:** **£88/month, included within the monthly payment**
- **Deposit:** **15% of annual value of Licence**
- **A sliding scale of hourly rates, to a minimum of £26.25 (peak times), £23.50(mid-rate) and £20.50 (off-peak)**

Benefits	Limitations
<ul style="list-style-type: none"> • You enjoy considerable savings over the Occasional User hourly rates - the greater the number of hours you commit to take, the more you save. • This Licence gives total flexibility - you use your committed hours, and more, wherever you wish • Charges are calculated by the quarter-hour. Only the time you use or reserve is deducted from your number of committed hours (<i>minimum charge = 1 hour per visit</i>) • You receive a personalised telephone number. Calls are answered in your name or your practice name and handled according to your instructions, such as a seamless transfer to your principal office number • You have immediate access to prestigious medical consulting rooms in Central London as required, even at short notice • We have long opening hours, seven days a week • Your patients are greeted by friendly, professional staff at all times • There is a short notice period to terminate your Licence - just three months (<i>after initial commitment of 3 months has expired</i>) • You may add up to six Nominated Consultants* to your Licence, enabling you to share the cost of the Licence fee (* A Nominated Consultant(s) must be a registered partner, associate or employee of the Licensee's practice, business or company) • It is very easy to upgrade to a Sessional Licence if your needs change 	<ul style="list-style-type: none"> • All of our 25 consulting rooms are decorated, furnished and equipped to high standards. While we always try to accommodate preferences, under this Licence you <i>may</i> be offered a different room each time you visit. However, the <i>same</i> room is guaranteed with a Sessional Licence and this option should be considered for certain specialities. • The Sessional Licence can offer lower hourly rates, some as low as £9 per hour and is the ideal option if you plan to visit at the same time each week • There is no rebate or carry-over of unused time. If your usage is likely to be irregular, the Occasional User option might be more cost effective • The Appointment Booking service is included free of charge on the Sessional Licence only. If you need this support, our experienced team are available to act as diary secretaries (<i>optional extra cost – see Tariff sheet</i>) • The Licensee will be charged an additional £30.00 per month for each Nominated Consultant added to the Licence. • We require three months' notice if you wish to convert to an Occasional Licence

10 QUESTIONS AND ANSWERS

1. *You offer a variety of flexible Licence options. What are they?*

At Ten Harley Street we offer three Licence options designed to meet the varied needs of the private medical community:

- ***Sessional Use Licence***
Here, you book a room at the same time each week. Each session lasts four hours during the day, and three hours during the evening. You select the room you prefer and pay according to its size, location, and time zone. This gives you an enormous choice of facility and cost, with rates ranging from £11.52 to £46.84 per hour.
- ***Occasional Use Option***
You would choose this option if you do not wish to use a room at a regular time each week. This Licence gives you access to consulting rooms as and when you need them at an hourly rate, giving maximum flexibility. Depending on when you use the House, you pay either £33.00, £37.00 or £41.00 per hour, charged in quarter-hour units.
- ***Committed Hours Option***
This Licence gives you all the flexibility of the Occasional option, but allows you to enjoy a scale of discounts - the more time you commit to buy, the lower the hourly rate.

Our staff would be happy to help you decide which Licence would be the most suitable for your practice.

2. *How much does it cost to work from Ten Harley Street?*

To ensure that we appeal to practitioners across the spectrum of healthcare, we have divided the working week into two zones:

- Peak hours: 1.00 pm to 5.30pm Tuesday; 9am to 5.30pm Wednesday and Thursday (*most expensive time*)
- Mid Rate hours: 9am to 1.00pm Tuesday and Saturday
- Off-peak hours: All day Sunday, Monday, Friday, Saturday 1.00 pm to 5.30pm and all evenings (*after 5.30pm*).

All our Licences carry the same monthly fee of £88, which covers all the facilities you require to run your private practice.

- ***Sessional Licence Case Study:***

Dr Richard Smith, a dermatologist, holds a weekly clinic and is happy in a small clinical room. A four hour session on a Tuesday afternoon (*peak time*) costs £97 per session, so Dr Smith pays £88 per month Licence fee, plus his weekly room rate. His total cost is therefore £508 per month.

For one year, a clinic once a week at Ten Harley Street will cost him only £6,096 at peak times. At off-peak times, the same room could cost as little as £3,603.

He also has the benefit of using the House at a *reduced* hourly rate if he needs to see a patient at other times. (See Tariff sheet)

- ***Occasional Licence Case Study:***

Mrs Kate Jones, an osteopath, requires only two hours per month in Harley Street. She uses the consulting room that has a specifically designed hydraulic couch. Her patients prefer to visit at weekends or in the evenings after work.

For the first two months she pays £88. Thereafter, she pays £88 plus two mid-price hours at £37.00 per hour, that is £162 per month.

For one year an occasional room in Harley Street will cost just £1,944.

▪ ***Committed Hours Licence Case Study:***

Alicia Johnson is a Chartered Clinical Psychologist who sees a number of patients each month but, because of NHS commitments, cannot commit to a fixed session time.

Therefore she agrees to use at least 22 hours each month, usually in the off-peak zone. She pays only £25.25 per hour for those committed hours, rather than £33.00 (occasional rate). Her monthly commitment is £643.50, which includes the £88 Licence fee.

For one year a committed hours room in Harley Street will cost only £7,722.

3. Are there any hidden costs?

Absolutely not. There is no VAT on room rental or Licence fees and no extra charges unless you choose to use one of our support services shown on the enclosed Tariff Sheet.

Our staff will be pleased to calculate the exact hourly, weekly, or monthly cost for you, once we know your precise requirements.

And what other facilities or support are available?

- Fully air conditioned consulting rooms
- Experienced medical secretaries to provide telephone support, typewriting or patient account management as required, either on a permanent basis or in addition to your own staff
- Full administrative facilities (fax, photocopier, postage, mail forwarding, couriers, etc)
- Chaperon service
- Private access for patients who wish to enter the House discreetly and portable ramps to give comfortable wheelchair access.
- Access to professional financial, taxation, and legal advice
- A silent personal security alarm for your safety while consulting, if required

4. What is included in the Licence fee?

- All the costs normally associated with maintaining an address in this prestigious location - heating, lighting, rates, insurance, refurbishment, staff, refreshments, etc
- A wide range of consulting rooms from which to choose, all well presented, some with specialist equipment
- A telephone answering service and a personal number which is answered in your name.
- Friendly reception staff to greet your patients and handle your telephone calls seven days

- a week
- Appointment booking facilities (free of charge to Sessional users)

5. *What is my commitment to 10 Harley Street?*

Many practitioners are understandably hesitant about signing up to a long lease in Harley Street. That is why we offer a real alternative. Your initial commitment is only six months and thereafter we require just three months' notice from you on any of our Licence options. This gives you great flexibility and, more importantly, peace of mind.

6. *How does this compare to the rest of Harley Street?*

No.10 provides extremely cost-effective facilities for small and medium-sized practices. We urge you to make comparisons with other establishments in Harley Street, since we believe our elegant accommodation and experienced administrative staff represent exceptional value for money. Successful practitioners are key to our business.

7. *What sort of person consults at 10 Harley Street?*

A wide range of established medical practitioners work from No.10 - surgeons, physicians, general practitioners, psychiatrists, psychologists, plus many respected complementary therapists. Some are world leaders in their field; others are just embarking on private practice in central London.

Ten Harley Street is highly cautious about those whom it accepts as Licensees. We screen each applicant to ensure that they meet the accreditation criteria agreed with our Advisory Panel, carry appropriate professional insurance, and fit with the ethos of the house. This is important to maintain our reputation as a centre of excellence, and to ensure that you will feel comfortable with fellow practitioners.

8. *How long has 10 Harley Street been providing medical facilities?*

No.10 is an established medical House and has provided facilities for over thirty years. It is widely recognised and respected throughout the medical community for its professionalism, support, and commitment to quality service.

9. *How do I find 10 Harley Street?*

No.10 is just off Cavendish Square and is easy to reach. Oxford Circus and Bond Street tube stations are close by and the area enjoys excellent bus services. Multi-storey car parking is available nearby and there are meters along Harley Street itself. Parking is free after 6.30pm on weekdays and all day on Sundays.

10. *What do I do now?*

If you would like to find out more about Ten Harley Street, please call our House Manager, David Briggs, on (+44) 020 7467 8301. He will be happy to show you around our facilities, discuss your requirements, and answer your questions. We look forward to hearing from you.

TARIFF SHEET 2010 OPTIONAL SERVICES

<ul style="list-style-type: none"> • PERSONALISED TELEPHONE NUMBER • ADDITIONAL TELEPHONE NUMBER • MAKING APPOINTMENTS , TAKING TELEPHONE MESSAGES, OR DIRECT DIVERTING OF INCOMING TELEPHONE CALLS 	<ul style="list-style-type: none"> ▪ One telephone number included per Licence ▪ £35 per line per month ▪ Sessional Users - no charge ▪ Occasional Users – see Diary Secretary below 															
<ul style="list-style-type: none"> • DIARY SECRETARY - a nominated secretary to handle all incoming calls • PATIENT ACCOUNTS CLERK – a nominated clerk to collect fees • COMBINED DIARY SECRETARY / ACCOUNTS CLERK 	<ul style="list-style-type: none"> ▪ From £105/month or £50/wk ▪ From £105/month or £50/wk ▪ From £180/month or £90/week 															
<p>WORD PROCESSING SERVICE - ROUTINE TYPING WORD PROCESSING SERVICE - URGENT TYPING (WITHIN 4 HOURS)</p>	<ul style="list-style-type: none"> • £6.00/quarter hour or part • £9.00/quarter hour or part 															
<p>CHAPERON, OCCASIONAL ADMINISTRATION, PROVISION OF REFRESHMENTS - For example, cancelling clinics, liasing with hospitals, contacting patients, etc.</p>	<ul style="list-style-type: none"> • £6.00/quarter hour or part 															
<ul style="list-style-type: none"> • DUPLICATE INVOICES OR DEBT MANAGEMENT CORRESPONDENCE • ANALYSIS OF INVOICES FOR LICENCEES AND NOMINATED CONSULTANTS 	<ul style="list-style-type: none"> ▪ £20 per item ▪ £25 per report 															
<p>ADDITIONAL CONSULTING HOURS (payable on time reserved/used) –</p> <ul style="list-style-type: none"> • Sessional User • Occasional User • Minimum Use Rate • Nominated Consultant monthly charge for Sessional and Committed Licences <p>Reserved Time: Any period of time booked by the Licensee and/or Nominated Consultant(s) for use of consulting rooms and agreed by the Company. The Licensee will be charged for a minimum of one hour per visit at the appropriate Tariff rate.</p> <p>Cancellation Fee: Should the Licensee and/or Nominated Consultant(s) cancel Reserved Time without 48 hours' notice, a charge of one half of the value of that Reserved Time will be payable. If a cancellation is made within 24 hours of the Reserved Time then the full charge will become payable</p> <p>Time charged: Each visit is charged at one full hour, then in quarter hour units.</p>	<table border="0" style="width: 100%;"> <tr> <td style="text-align: center;"><u>Peak</u></td> <td style="text-align: center;"><u>Off-peak*</u></td> <td style="text-align: center;"><u>Mid**</u></td> </tr> <tr> <td style="text-align: center;">£32.50</td> <td style="text-align: center;">£29.50</td> <td style="text-align: center;">£31.00</td> </tr> <tr> <td style="text-align: center;">£41.00</td> <td style="text-align: center;">£33.00</td> <td style="text-align: center;">£37.00</td> </tr> <tr> <td style="text-align: center;">£37.00</td> <td></td> <td></td> </tr> <tr> <td style="text-align: center;">£30.00</td> <td></td> <td></td> </tr> </table> <p>*Off-Peak Hours: All evenings after 5.30pm and all day Sunday, Monday, Friday, and Saturday afternoon</p> <p>** Mid Rate Tuesday & Saturday mornings (9 am to 1 pm)</p>	<u>Peak</u>	<u>Off-peak*</u>	<u>Mid**</u>	£32.50	£29.50	£31.00	£41.00	£33.00	£37.00	£37.00			£30.00		
<u>Peak</u>	<u>Off-peak*</u>	<u>Mid**</u>														
£32.50	£29.50	£31.00														
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£30.00																
<ul style="list-style-type: none"> • Telephone calls (outgoing charged at the standard rate – per unit. Please note that Premium Rate calls will be charged at a higher rate – details can be given on request.) • WiFi • Facsimile In (per sheet) • Facsimile Out (per sheet) <ul style="list-style-type: none"> - UK - Europe - SA & Caribbean - Australia & other • Mail <ul style="list-style-type: none"> - retained for collection within 2 weeks - daily redirection - redirection after two weeks • DX facility • Storage space - free of charge to Sessional Licensees • Couriers • Stationery Supplies • Photocopying • Use of photographic images (internal & external & location map) of 10 Harley Street • LCD Projector Hire • TV & Video/DVD Player Hire - set up time only (no charge for unit hire) <p style="text-align: center;">All Services Attract VAT at the Current Rate</p>	<p>10 pence</p> <p>£5.00/month</p> <p>20 pence</p> <p>50 pence</p> <p>£1.00</p> <p>£1.50</p> <p>£2.00</p> <p>No charge</p> <p>£30.00/mth, plus postage</p> <p>£30.00/month</p> <p>Postage cost, plus 20% £20/mth per stored unit or £25/mth per locked unit</p> <p>1 x sec unit + Cost, plus 20%</p> <p>See separate price list</p> <p>10 pence per side</p> <p>£50 per medium (CD bitmap, jpeg)</p> <p>£50 per day or part thereof</p> <p>£12.00 (2 x ¼ hour units @ £6)</p>															