



HARLEY STREET

*Sessional and Occasional
Consulting Rooms
Information Pack 2017*





HARLEY STREET

The Facilities

10 HARLEY STREET is located directly on Harley Street, renowned internationally as an area of medical excellence. Situated close to Cavendish Square, our prestigious Grade II listed Georgian buildings have offered consulting facilities to the medical community for over forty years and the name and reputation of 10 Harley Street is greatly respected throughout the profession.

Rooms are sympathetically decorated in keeping with the ethos of a grand building whilst remaining clinically appropriate to the specialty, allowing the user to present their private practice professionally in pleasant surroundings.



The Service

- We are open seven days a week, excluding Bank holidays.
- We offer medical consulting rooms and seminar facilities under totally flexible terms to meet your changing needs.
- Your patients will be greeted by friendly and professional Administrators who can offer additional office services as required.
- Everyone is treated with respect, dignity and absolute discretion.

The Benefits

- A Harley Street practice with administrative support, tailored to your practice requirements.
- Elegant facilities directly on Harley Street.
- Air-conditioned rooms, fully furnished and equipped to a high standard.
- Total flexibility with simple agreements to offer cost effective solutions, early access and ongoing support of your personalised private practice.
- No set up costs – no long term commitments.
- Supportive, tailored administration
- Personalised telephone answering.
- Secretarial support.



HARLEY STREET

Medical Consulting Rooms

10 HARLEY STREET offers sessional and occasional consulting rooms on flexible terms.

Rooms vary in size and style and on a Sessional licence you can, whenever possible, choose the same room each time you visit or have an available room allocated for you on booking.

Rooms are equipped for clinical use and examination. A lift serves all floors.

Administrative services include : meet and greet and reception duties, a personalised telephone answering service which will ensure your calls are answered with your practice name if required and these can then be transferred to other locations. An option to take on an appointment management service.

10 HARLEY STREET provides a professional flexible solution to managing your private practice at a Harley Street address with or without a long term commitment, minimizing your administrative burden.



Opening Hours

WEEKDAYS

9am to 9pm

*Excluding Bank and Public Holidays
when the facilities are closed*

WEEKENDS

9am to 5.30pm

Sessional Details

MONDAY – SUNDAY

Morning: 9am to 1pm

Afternoon: 1.30pm to 5.30pm

MONDAY – FRIDAY

Evening: 6pm to 9pm

Other times by arrangement.

Catered conference and seminar facilities are
available on request.



A Summary of Features of Each Licence Option

FEATURES	OCCASIONAL LICENCE	COMMITTED HOURS	SESSIONAL LICENCE
Monthly Licence Fee	£104	£104	£104
Peak Rates per Hour: 9am to 5.30pm Tuesday, Wednesday and Thursday	£54	Sliding reductions to a minimum of £43	£38.00– £71.00 depending on size of the room
Off-Peak Rates per Hour: 9am to 9pm Saturday, Sunday, Monday and Friday	£48	Sliding reductions to a minimum of £36.00	£18.00 – £60.00 depending on size of the room
Personalised Telephone Number and Use of Address on Stationery	Included	Included	Included
Appointment Making Service	Optional	Optional	Optional
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 Three Month Commitment)	3 months	3 months	3 months
Up to Six Nominated Consultants* Permitted on One Licence <small>(*Nominated Consultant(s) must be a registered partner, associate or employee of the Licensee's practice, business or company)</small>	Yes	Yes	Yes



Occasional User Licence Option

Licence fee: £104/month

Deposit:

£250 for one practitioner | £400 for more than one or Corporate
£750 Overseas

Hourly rates:

- £54/hour at peak times: Tuesday, Wednesday and Thursday
9am to 5.30 pm
- £48/hour at all other times

Benefits

- This Licence gives total flexibility – you may visit as little or as often as you wish.
- You have immediate access to prestigious medical consulting rooms in Central London as required, even at short notice.
- Open 7 days per week, excluding Bank Holidays.
- Cost-effective because you only pay for the time you use or reserve. Charges are calculated by the quarter hour (**minimum charge = 1 hour**).
- Your patients will be greeted by friendly, professional staff at all times.
- You receive a personalised telephone number. Calls are answered in your name or your practice name and handled according to your instructions.
- There is a short notice period to terminate your Licence – just three months (**after initial commitment of three months has expired**).
- 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).
- Easy to upgrade to another type of Licence.

Limitations

- We always try to accommodate preferences but under this Licence you may be offered a different room each time you visit. However, the same room is generally guaranteed with a Sessional Licence and this option may be more appropriate for certain specialities.
- Other Licences carry lower hourly rates, 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 as you can always upgrade to another Licence.
- An Appointment Booking service is an optional additional service. If you need this support, our experienced medical secretaries are available to provide a diary service at an optional extra cost – please see Tariff Sheet).
- From the 3rd month of your Licence, we include a charge for minimum 2 hours' use for a single user, or a charge of 4 hours' use with 2 users and then 1 additional hour's use for each subsequent user up to a maximum.



Committed Hours Licence Option

Licence fee: £104/month

Deposit:
15% of annual value of Licence

Hourly rates:
A sliding scale of hourly rates, to a minimum of:
• £43 peak times • £36 off-peak

Benefits

- 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 (**minimum charge = 1 hour per visit**).
- You receive a personalised telephone number. Calls are answered in your name or your practice name and handled according to your instructions.
- You have immediate access to prestigious medical consulting rooms in Central London as required, even at short notice.
- Open 7 days per week, excluding Bank Holidays.
- Your patients are greeted by friendly, professional staff at all times.
- There is a short notice period to terminate your Licence – just three months (**after initial commitment of three months has expired**).
- 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).
- Easy to upgrade to another type of Licence.

Limitations

- We always try to accommodate preferences but under this Licence you may be offered a different room each time you visit. However, the same room is generally guaranteed with a Sessional Licence and this option may be more appropriate for certain specialties.
- The Sessional Licence can offer lower hourly rates, may be a better 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.
- An Appointment Booking service is an optional additional service. If you need this support, our experienced medical secretaries are available to provide a diary service at an optional extra cost (**please see Tariff Sheet**).
- The Licensee will be charged additionally per month for each Nominated Consultant added to the Licence.
- We require 3 months' notice if you wish to change to another Licence type.



Sessional User Licence Option

Licence fee:

£104/month

Deposit:

15% of annual value of Licence

Hourly rates:

Between £18 and £71, depending on size and location of preferred room and consulting time.

Benefits

- You may enjoy some of the lowest possible hourly and reduced rates when more than one session is taken.
- Any additional hours used outside your session time are charged at an advantageous rate (see **Tariff Sheet**).
- The Appointment Making service is included in this Licence, **free of charge**.
- A personalised telephone number is included. Calls are answered in your name, or your practice name, and handled according to your instructions.
- Immediate access to prestigious medical consulting rooms in Central London as required, even at short notice.
- Open 7 days per week, excluding Bank Holidays.
- Your patients are greeted by friendly, professional staff at all times.
- Guaranteed use of the same room at each of your sessions, giving your patients a sense of continuity.
- Storage space (where available) is offered free of charge.
- A short notice period to terminate your Licence – just three months (**after initial commitment of three months has expired**).
- You may add up to six Nominated Consultants* to your Licence, enabling you to share the cost of the Licence fee. (*Nominated Consultant(s) must be a registered partner, associate or employee of the Licensee's practice, business or company).

Limitations

- There is no rebate, exchange or carry-over of unused time. If your usage is likely to be irregular, the Occasional User option might be more cost effective.
- The Licensee will be charged an additional £40 per month for each Nominated Consultant added to the Licence.
- We require three months' notice if you wish to convert to another Licence option.



HARLEY STREET

10 Harley Street - Tariff Sheet 2017 - Optional Services

All reception and Secretarial services are subject to VAT at the current rate

LICENCE FEE	£104	
RECEPTION SERVICES	FEE	
Personalised Telephone Number	One Inclusive per License (Excluding Ad Hoc License)	
Additional Telephone Number	£40 per line per month	
PDQ Telephone Line Connection	£30 per line per month	
Individual Credit Card Transaction Fee	£10	
Making appointments telephone messages or direct divert of incoming calls	See Diary Management below	
Telephone Calls	50p connection fee + Standard unit fee thereafter	
Duplicate printed invoices	£35 per request	
Photocopies	B&W 30p per Page Colour 50p per page	
Facsimile In	30p per page	
Facsimile Out (UK)	70p per page	
International	£1.75 per page	
Document Scanning	30p per page	
Postage	Post Office rates + 20%	
Post: Retained for collection within 14 days	No charge	
Post: Daily redirection	£35 per month + Postage	
Post: Redirection after 7 days	£15 per month + Postage	
In house Storage Space	£25/month per stored unit £30/month per locked unit	
Couriers	£20 + Cost	
Chaperone, occasional administration and Secretarial Unit	£15 per 15 mins	
Provision of refreshments	From £15	
A4 Practitioners Headed Paper	30p per sheet	
Business Cards	250 Cards: £180 500 Cards: £250	
Medical Fridge Storage	£40 a month	
Wi-Fi	No charge	
Web Builder	1 page £10 per month 2 pages £12.50 per month	
Use of photographic material	£75 per medium	
Seminar & Conference Facilities	<i>Please ask the Reception Manager for further information including prices</i>	
Projector and Screen Hire	£75 per booked session	
TV, Video and DVD Player hire	£100 per booked session	
Secretarial Services - Available through 10 Harley Street		
Diary Secretary - Nominated secretary to manage all incoming calls	From £200 per month	
Patient Accounts Clerk - Nominated Secretary to collect fees	From £200 per month	
Combined Diary Secretary and Patient Accounts Clerk	From £350 per month	
Routine Typing Service	£15 per 15 mins	
Urgent Typing (Within 4 hours)	£25 per 15 mins	
Additional Hours (These are not subject to VAT)		
	Peak Hours	Off-Peak Hours
Sessional Licence	£51	£43
Occasional Licence	£54	£48
Minimum Use Rate	£51	N/A
Nominate Consultant monthly charge for sessional and committed licences	£50	N/A
Ad Hoc Licence	£99	£80
Reserved Time: Defined as any period of time booked by the Licensee and / or nominated consultant for use of the consulting room and agreed by the company. Charged at one full hour and then per quarter hour units thereafter.		
Cancellation Fee: Chargeable if reserved time is cancelled or amended by the licensee or nominated consultant within 48 hours notice.		
	Outside 48 hours	No Fee
	Within 48 hours	25% of the value of the reserved time will be charged
	Within 24 hours	50% of the value of the reserved time will be charged



HARLEY STREET

Q&A

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.

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.

COMMITTED HOURS OPTION

This Licence gives you all the flexibility of the Occasional Use option, but allows you to enjoy a scale of discount – the more time you commit to buy, the lower the hourly rate.

How much does it cost to work from 10 Harley Street?

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

PEAK HOURS:

Tuesday, Wednesday and Thursday
9am to 5.30 pm

OFF-PEAK HOURS:

All day Monday, Friday, Saturday,
Sunday and all evenings from
5.30pm

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



Q&A

Are there any hidden costs?

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.
- High Speed wireless internet.
- Experienced medical secretaries to provide telephone support, word processing 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).
- Chaperone 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.

What is my commitment to 10 Harley Street?

For some, there is understandable hesitation about signing up to a long lease in Harley Street which 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.



Q&A

What is included in the Licence fee?

- All the costs normally associated with maintaining an address in the Harley Street 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.

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.

Who consults at 10 Harley Street?

A wide range of established medical practitioners work from No.10: surgeons, physicians, general practitioners, psychiatrists, psychologists, allied Healthcare Professionals including Physiotherapists and Osteopaths plus complementary therapists.

Ten Harley Street Ltd follows a stringent and robust administrative process and is thorough and challenging of those it accepts as Licensees. We screen each applicant to ensure that they precisely meet accreditation criteria, are members of an accredited professional body, carry appropriate professional insurance and their practice fits with the ethos of the house. This is important to maintain our reputation as a Centre of excellence.

How long has 10 Harley Street been providing medical facilities?

No.10 is an established medical House and has provided facilities for over 40 years. It is widely recognised and respected throughout the medical community for its professionalism, support, and commitment to quality service.

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. Secure car parking is available in Cavendish Square nearby and there are meters along Harley Street itself. Parking is free after 6.30pm on weekdays and all day on Sundays.

What do I do now?

If you would like to know more about 10 Harley Street, please call on (+44) 020 7467 8300 to arrange a viewing, discuss your requirements and answer your questions.

We look forward to hearing from you.



10 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

«»»

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

«»»

I would like to compliment you on the way No.10 is run. All my patients have spoken very positively about contacts, without exception. The team are wonderful and patients have been particularly complimentary about how sensitively they respond to their enquiries.

Dr S.C., General Practitioner

«»»

Thank you for a great networking event – 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

«»»

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., Physician