

**Mr. Darren L. Chester**  
MB ChB MPhil MRCS(Eng) FRCS(Plast.)  
Consultant Plastic Surgeon

**Private Patient Information (2019)**

Thank you for considering me as your plastic surgeon. I would be very grateful if you would read the information below before seeing me to familiarise yourself with my practice. This should allow the process to be more transparent for you.

Appointments are organised via the individual hospitals where you would like to be seen and where I consult. New patient appointments last for up to 30 minutes and follow-up review appointments for up to 15 minutes. Appointments can be re-scheduled if you give more than 24 hours notice, without charge. I will charge a fee of £50 if you fail to attend as I incur expenses.

Please do not hesitate to call my secretary Emma (07528 057554) if you have any concerns regarding appointments or admissions.

**Accounts:**

We will either invoice your insurer or invoice you directly if you are self paying. Maximum standard charges are £204 for new appointments and £144 for reviews. A reduced consultation fee may be applied for those seeking cosmetic procedures in view of the higher costs of surgery (reduced rate of £100). By attending an appointment in my clinic you consent to my consultation fee schedule. Should your insurer fail to pay the invoice in full then you, as the patient, will be liable for the shortfall.

Procedures in clinic incur additional charges to the consultation charge. Cost of procedures will be made clear to you should these be required. Quotes will be provided should surgery be required. Please note the hospital will also make a charge for procedures that I undertake. This is not under my control and the hospitals publish their charges, which are available for you to consult.

You may be required to complete a claim form for your insurer. Accounts should be settled in full within 28 days. Your policy may have an excess that your insurer will expect you to pay directly to me to settle your account.

**Insurance companies:**

I am registered with the following insurance companies: BUPA, AXA, Police Healthcare, Vitality, Simply Health, AVIVA, Cigna, Beneden, Exeter Family Friendly, WPA, Health-on-line, Tricare. It is important that you gain pre-authorisation from your insurance company as they may not retrospectively authorise claims.

**Late Fees:**

I will contact you should there be any query from your insurer or any outstanding fees. You will be expected to settle the account. After 28 days your account will become overdue and interest may be charged on any balance remaining at 8% above bank base rate plus commercial debt recovery fees if necessary.

Finally – if you have any queries regarding the information above please speak to me before we start your consultation.

Mr. Darren Chester MB ChB MPhil FRCS(Plast.)  
Consultant Plastic Surgeon  
GMC Number 4196752  
D.L. Chester Ltd