

## One Stop Healthcare GP Membership Terms and Conditions

Please ensure that you read these Terms and Conditions carefully. If you have any questions, concerns or comments, please contact us to discuss. These Terms and Conditions apply to all tiers of GP membership with us, tell you who we are and how we will provide GP Membership Plans to you. They also cover how you may end the agreement.

These Terms and Conditions should be read alongside the following:

1. One Stop Healthcare Privacy Policy.
2. One Stop Healthcare Patient Terms and Conditions.

### 1. Who we are and how to contact us

The Membership Plans are provided by One Stop Doctors Ltd trading as One Stop Healthcare, previously also known as OSD Healthcare ("One Stop Healthcare," "OSD Healthcare", "we", "us" and "our"). One Stop Healthcare is registered in England and Wales with company number 09692848. Registered office is at One Medical House, Boundary Way, Hemel Hempstead, Herts, England, HP2 7YU

To contact us, please email [enquiries@onestophealthcare.com](mailto:enquiries@onestophealthcare.com).

### 2. Membership Plan terms

- 2.1. Your contract with us commences on the start date set out on your GP membership agreement form and will remain in place until terminated in accordance with these Terms and Conditions.
- 2.2. GP Membership is subject to a **minimum term of 12 months**, commencing on the date of sign up.
- 2.3. Your annual membership will **automatically renew for an additional 12 month period** unless you give us a **minimum of 1 calendar month's notice** before the 11<sup>th</sup> month of the agreement, to cancel your annual membership in accordance with the terms below.

### 3. Third Party Services

- 3.1. The services provided as part of the GP Membership Plans are sometimes provided by those employed by One Stop Healthcare ("One Stop Healthcare Services") and sometimes provided by independent GPs, healthcare providers or consultants who are not employed by One Stop Healthcare ("Third Party Healthcare Services").
- 3.2. We will be liable for any care, treatment or procedure that are One Stop Healthcare Services.
- 3.3. Any care, treatment or procedure offered that are Third Party Healthcare Services shall be offered directly to you by the relevant third party healthcare providers. While One Stop Healthcare may carry out administrative and coordination aspects relating to the Third Party Healthcare Services, each third party healthcare provider involved in your Third Party Healthcare Services will be directly responsible for those Third Party Healthcare Services, under their own separate contractual terms with you.

### 4. Membership tiers

#### 4.1. Simply Private GP Membership - Individual

As part of your *Simply Private GP* individual membership, you will be entitled to the following services in each annual membership period:

- Up to 3 complimentary GP appointments
- Up to 3 complimentary follow up GP appointments
- Free follow-up phone calls for test results
- Free optional annual flu vaccine, where clinically appropriate and subject to the terms below

#### 4.2. Enhanced Private GP Membership - Individual

As part of your *Enhanced Private GP* individual membership, you will be entitled to the following services in each annual membership period:

- The option for a Free Annual Vital Health Assessment
- Up to 6 complimentary GP appointments
- Up to 6 complimentary follow up GP appointments
- Free follow-up phone calls for test results
- Up to 2 Same day Priority GP appointments, subject to clinical suitability and availability.
- 10% discount of tests & scans at One Stop Healthcare while as an active GP member
- Free optional annual flu vaccine, where clinically appropriate and subject to the terms below

#### 4.3. Total Private GP Membership - Individual

As part of your *Total Private GP* individual membership, you will be entitled to the following services in each annual membership period:

- Annual Absolute Health Assessment
- Unlimited Same day Priority GP appointments. Same day Priority GP appointments are subject to clinical suitability and availability
- Unlimited GP follow-up appointments
- Unlimited repeat prescriptions where clinically appropriate
- Free follow-up phone calls for test results
- An optional 10 minute 'check-in' telephone call with a nurse/GP per month
- 10% discount of tests & scans at One Stop Healthcare while as an active GP member
- Free optional annual flu vaccine, where clinically appropriate and subject to the terms below

### 5. Family, Child & Third-party Memberships

The link between Payor and the GP member:

- 5.1. Patient confidentiality is key in everything we do. For GP memberships, the payor is not necessarily the GP member. However, membership is only valid with an active direct debit established by a payor.
- 5.2. GP Members themselves can be any individual aged over 1-years old.
- 5.3. Members under-18 years of age will have their usage managed by a named parent or guardian.
- 5.4. Family members and any other third parties, can be financially linked via a payor's agreed direct debit contract(s). However, access to any features and usage of the GP Membership itself, will remain confidential to the individual (or parent/guardian if under-18), and will not be shared with the payor by One Stop Healthcare unless their explicit consent from the patient to do so.

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## 6. Appointment Booking

- 6.1. Our GP membership and access to the online booking portal, is designed to serve the individual member – as above, the member may or may not necessarily be the payor.
- 6.2. Online booking is for over 18s only, with member's appointments being booked via the portal.
- 6.3. Any appointment request for under-18s, will need to be made via the One Stop Healthcare enquiries centre to ensure proper safeguarding checks are in-place and the correct / appropriate level of care is delivered.
- 6.4. You can cancel a booked GP appointment without impacting your 12-month allocation, if done so with **more than** 48 hours notice.
- 6.5. Any appointment booked but cancelled within 48 hours, or where you fail to attend as scheduled, the appointment will be counted as part of your 12-month's allocation.

## 7. Mis-use of Private GP Membership (to ensure "Fair Use")

- 7.1. Membership and its associated appointments are non-transferrable, and are only permitted to the named membership holder.
- 7.2. Repeated non-attendance to booked GP appointments, or where several appointments have been sought for non-clinical matters, will be regarded as mis-use of membership.
- 7.3. Where this is deemed to have occurred, One Stop Healthcare will write to the member informing them of their membership mis-use. Should the situation continue, we reserve the right to cancel the membership with immediate effect.

Also see **12. Cancellation and right to change your mind** section.

## 8. Flu Vaccines and Health Assessments

- 8.1. Annual free flu vaccines are available for members where clinically suitable and need to be requested by the member. A member of the nursing team will be able to discuss suitability on an individual basis as required.
- 8.2. Flu vaccines and Health Assessments are subject to appointment and availability, and must be used within a valid membership 12-month contract.

## 9. Payment Terms

- 9.1. The fees for the annual membership shall be payable monthly by direct debit. The first direct debit will be taken on the date that the direct debit is authorised.
- 9.2. If you sign up to a Membership Plan at your first appointment with us, the first membership payment must be taken at the time of or on the date of such appointment, and you understand you are entering into a contract with a minimum term of 12 months with us.
- 9.3. From time to time, we may change our membership fees. We will aim not to change the fees more frequently than once in a calendar year, and to ensure that any change is reasonable. We will tell you about any change that will apply to you and will give you at least two full calendar months' notice before the change comes into effect.

## 10. Direct Debit Guarantee

- 10.1. This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- 10.2. If there are any changes to the amount, date or frequency of your Direct Debit, One Stop Doctors Ltd will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request One Stop Doctors Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

- 10.3. If an error is made in the payment of your Direct Debit, by One Stop Doctors Ltd or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when One Stop Doctors Ltd asks you to.

## 11. Liability

Where we are liable to you under these Terms and Conditions, our liability to you is limited to the annual fees paid by you. Nothing in these Terms and Conditions shall limit our liability for death or personal injury, or for any other liability that we cannot limit in law.

## 12. Cancellation or Upgrading and right to change your mind

Each membership period is for a full 12-month term. By joining the GP membership scheme, you are agreeing to a 12-month commitment, If you would like to cancel your Membership for the **next** 12-month period, you may do so by email, one full calendar month before the end of the active 12-month membership period.

## 13. Upgrading membership tier mid-term

- 13.1. You can upgrade your membership to a higher tier, at any point within your active 12-month contract. Upon upgrade activation, a new 12-month contract term will begin with benefits accessible to use.
- 13.2. One Stop Healthcare reserves the right to cancel, suspend or withdraw membership in the event of mis-use, non-payment or due to breach of these terms. We will notify you in the event of such cancellation.
- 13.3. In the event of early termination by the member before the expiry of the commitment period, One Stop Healthcare reserves the right to charge the outstanding balance of the annual fee.
- 13.4. You have a legal right to change your mind within 14 days of joining and receive a refund of your membership fees. The 14-day cancellation period commences the day of your membership start date which is stated in your agreement. This is called the 'cooling-off period'.
- 13.5. You must give us written notice of cancellation by letter to:

GP Membership Manager  
One Stop Healthcare,  
One Medical House,  
Boundary Way,  
Hemel Hempstead,  
HP2 7YU

or by email to [enquiries@OneStopHealthcare.com](mailto:enquiries@OneStopHealthcare.com) within 14 days from the date on which your membership starts. If you have had appointments at One Stop Healthcare during your initial 14 days, these (and any of the services provided during this period) must be paid for at full price.

## 14. Changes to these Terms and Conditions

One Stop Healthcare reserves the right to change these terms and conditions to reflect changes in laws or regulatory requirements and to implement adjustments and improvements to our services and will notify you in the event of such changes by reasonable notice to you.

## 15. Governing Law and Jurisdiction

- 15.1. The Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.
- 15.2. The Courts of England and Wales shall have exclusive jurisdiction over any dispute that arises under or in connection with these Terms and Conditions.

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01442 331 900  
[OneStopHealthcare.com](http://OneStopHealthcare.com)

Registered in England: One Stop Doctors Limited trading as One Stop Healthcare Registered Number: 09692848  
Registered Address: One Medical House, Boundary Way, Hemel Hempstead, HP2 7YU.