CLINIQUE ALPA
PRIVATE MEDICAL DOCTORS • HOME CARE

UK service, payment and medicine delivery safeguards

Document control

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Owner: Dr Mitesh Parmar, Clinical Director. Next annual review: 20 October 2027.

1. Purpose and scope

Clinique Alpa (Alpa Care Ltd t/a Clinique Alpa) is a CQC-registered clinic in London. Its services are offered only to patients physically in the United Kingdom: England, Scotland, Wales and Northern Ireland. Prescribing and medicine delivery arranged through the clinic are also restricted to the UK. All other countries and territories are outside the service area, including the Republic of Ireland, Jersey, Guernsey, the Isle of Man and British Overseas Territories. Narrower service limits continue to apply.

This geographical scope is a clinic service decision, not a claim that CQC or GMC universally prohibits overseas consultations. Requests from patients found to be abroad are handled as described in section 2. Any future extension of the countries served requires prior review of applicable registration, local law and indemnity, together with accurate website and certification disclosures.

2. Patient location and booking checks

Clinic appointments take place at the London premises. Home visits require a full address within the clinic's accepted service area. A correctly formatted postcode does not establish the country or the patient's physical location.

Video booking requires a recorded declaration that the patient will be in the UK during the consultation. Staff apply the same eligibility check before sending a manual payment link. At the start, the doctor verifies identity and confirms and records the patient's actual location. If the patient is outside the UK, the doctor issues no prescription, arranges no medicine and directs the patient to an appropriate healthcare provider where they are, including local emergency services where necessary. This contact is limited to establishing location and appropriate signposting; the clinic does not offer a routine overseas clinical consultation under this UK-only service.

3. Payment safeguards

For this pathway, Clinique Alpa charges for the consultation separately from the pharmacy's medicine and dispensing charges. Consultation fees are paid by card through the booking system or clinic card terminal, with manual payment links used where applicable. Patients cannot select and purchase prescription medicines on the clinic website.

Staff must check UK eligibility before issuing a manual payment link. Being found abroad does not, by itself, trigger an automatic refund. No prescription or medicine supply is arranged, and the patient is directed to local care. Any cancellation, rescheduling or refund is assessed under the published booking terms and applicable statutory rights, taking account of the service actually provided. A fee does not guarantee a prescription. Staff must record the reason, advice or signposting and any payment resolution.

A payment, UK billing address, bank card origin or payment in sterling does not establish physical location or clinical eligibility. The clinic relies on the booking declaration and manual checks; it does not claim automatic card country, billing country or IP blocking. SmartRx takes medicine payments separately following prescription review.

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Prescribing, delivery and authorisations

4. Prescribing and medicine delivery

Prescribing requires individual assessment by a GMC-registered doctor with a licence to practise, compliance with applicable law and clinic scope, and the patient being physically in the UK. Routine remote controlled-drug prescribing is excluded. Under CA-CD-REMOTE-001 v1.1, Dr Mitesh Parmar may exceptionally prescribe a single bridge of independently verified established treatment for an adult physically in England, after every required safeguard is met. Supply must be the minimum necessary, never more than seven days or the interval to agreed handover, whichever is shorter. New treatment, dose escalation and serial bridges are excluded. Medical cannabis, abortion medicines and prescribing without consultation remain excluded. Clinically justified off-label prescribing must meet applicable GMC and MHRA safeguards.

The dispensing partner is SmartRx Pharmacy, operated by Smartway Pharma Limited, 10 Lyon Road, London SW19 2RL, pharmacy registration 9010774. SmartRx approved the clinic account on 19 October 2026 and confirmed the partnership and certification directly to LegitScript on 20 October. Electronic prescribing is used only where lawful for the medicine. Private Schedule 2/3 community prescriptions in England use the original signed FP10PCD route with the required prescriber identification and particulars. Other schedules follow their applicable requirements. Confirm SmartRx's acceptance, lawful supply and timing for the particular prescription before issue.

Before fulfilment, clinic staff or the prescribing doctor must confirm the full UK delivery address with the patient and enter only a verified UK delivery address into the SmartRx portal. Delivery outside the UK is excluded, including Jersey, Guernsey, the Isle of Man, the Republic of Ireland and British Overseas Territories. Resolve destination uncertainty with the pharmacy before arranging supply. Do not arrange international shipment or knowingly facilitate overseas forwarding. These requirements apply to Clinique Alpa's pathway, not every SmartRx service.

5. Authorisation checks and suspension

The Clinical Director checks and records the clinic's relevant CQC registration, each doctor's GMC registration and licence, and the partner pharmacy's registration and certification before engagement, at renewal where applicable and when notified of a change or concern. Restrictions must be assessed against the actual service offered. Certification is distinct from statutory registration.

If an authorisation no longer permits an activity, stop affected new consultations, prescribing, bookings and payment requests. Disable outstanding payment links and clinic controlled access where possible; urgently request any necessary SmartRx access restriction and confirm action. Review affected appointments and arrange appropriate alternatives or refunds. Unaffected lawful services need not automatically stop.

If the pharmacy's registration is suspended or it otherwise lacks authority for the required supply, stop new referrals and immediately instruct the pharmacy to halt affected unfulfilled supplies, confirming action. No affected prescription may be dispensed or shipped without lawful authority. Review pending prescriptions individually with the pharmacist and follow regulatory directions, arranging cancellation, replacement or transfer to an authorised pharmacy where necessary, without duplicate supply or unsafe interruption of care. A lapse or suspension of LegitScript certification also requires pausing new referrals, requesting a hold on the clinic's pending supplies and resolving acceptable partner status with LegitScript. It is distinct from loss of statutory authority.

Apply the same stop and review process if a product becomes prohibited or cannot lawfully be supplied. Restart the affected activity only after the Clinical Director has documented that the necessary authority and safe arrangements are restored.

6. Records and review

Keep records of location and country eligibility checks, declined bookings, local signposting, payment resolutions, partner status checks and decisions to stop or restart an activity. Retain SmartRx's confirmation and certification evidence. Review this policy annually, before extending country coverage and after relevant regulatory, service or operational changes.

References: LegitScript standards | GMC remote consultation principles | GMC unlicensed medicines | GPhC distance pharmacy guidance | CQC locations | SmartRx patient service | GMC controlled drugs | NHSBSA private prescribing | NHS England EPS