



Road Ready Medicals

Public Policy Pack

Last updated: 12th September 2026

Road Ready Medicals is the trading name of **Road Ready Medicals Limited**, company number **17267054**.

This pack contains the public-facing policies recommended for launch. It does not contain the general Terms and Conditions, which is prepared separately.

1. Medical Outcome, Further Information and Reassessment Policy

1.1 Purpose of the medical

The fee paid to Road Ready Medicals covers the doctor's time, clinical assessment, relevant screening checks and completion of the appropriate medical form where it is clinically and legally appropriate to do so.

Payment does not guarantee that:

1. You will meet the relevant medical standard;
2. The doctor will be able to complete or sign the form;
3. The DVLA, local authority, employer or another licensing body will grant, renew or continue a licence; or
4. Further medical evidence, tests, treatment or specialist review will not be required.

The Road Ready Medicals doctor must provide an honest and independent assessment. The doctor cannot omit, alter or minimise a relevant clinical finding because a medical has been paid for or because a licence, application or livelihood may be affected.

1.2 Who makes the final licensing decision

Road Ready Medicals carries out the medical assessment and records the findings requested on the relevant form. The final decision about a driving licence, taxi or private-hire licence, employment clearance or other authorisation is made by the DVLA, local authority, employer or other relevant body.

Completing or signing a medical form does not itself guarantee approval.

1.3 Possible outcomes

Following the assessment, the doctor may:

5. complete the form based on the information and findings available;
6. record a finding that may require review by the licensing body;
7. explain that you do not currently appear to meet a relevant medical or eyesight standard;
8. ask for further GP, hospital, specialist, optometrist or medication information;
9. defer completion until adequate information is available; or
10. decline to complete or sign the form where doing so would be unsafe, misleading, outside the doctor's competence or contrary to professional obligations.

The doctor will explain the reason wherever reasonably possible and advise you about the next appropriate step. This may include contacting your GP, specialist, optometrist, the DVLA or your local licensing authority.

1.4 Eyesight screening

Any eyesight check carried out by Road Ready Medicals is a driver-standard screening assessment. It is not a full eye examination and does not replace assessment by a registered optometrist.

If you do not meet the relevant screening standard, the doctor will explain the result and may advise you to attend an optometrist. You may require a full sight test, updated corrective lenses, treatment or completion of a separate eyesight section before a further driver medical can be considered.

Road Ready Medicals is not responsible for the cost of external optometry, treatment, investigations or reports.

1.5 Blood pressure and other clinical findings

Blood pressure naturally varies. We will use suitable equipment and take readings in a clinically appropriate manner. Please arrive early and avoid rushing immediately before the appointment.

If your readings or another clinical finding do not meet the standard applicable to your medical, the doctor will record the findings accurately and explain what should happen next. You may be advised to consult your GP, obtain further readings, undergo investigation or treatment, or return for reassessment.

If a finding appears to require urgent medical attention, the doctor may advise you to contact your GP, NHS 111, an urgent treatment service or 999, depending on the circumstances.

1.6 Further information

Where the doctor needs further medical evidence, it is your responsibility to obtain and provide it. This may include a GP summary, hospital letter, specialist report, medication record, optometrist report or correspondence from the relevant licensing body.

At the doctor's discretion, a form may be held temporarily while a limited piece of evidence is obtained. Road Ready Medicals is not obliged to keep an assessment open indefinitely. A new appointment may be required if:

11. a further examination or repeat measurements are needed;
12. the information materially changes the assessment;
13. a substantial period has passed;
14. the relevant form or licensing standard has changed; or
15. the doctor considers that a fresh assessment is clinically necessary.

Missing documents, identification, medical records or information that should have been brought to the original appointment are dealt with under our Appointments Policy and do not automatically qualify for a reduced reassessment.

1.7 Refunds following an unsuccessful or incomplete medical

No refund is provided merely because:

16. you do not meet the relevant standard;
17. the doctor records an adverse or potentially relevant finding;
18. the form cannot be signed on clinical grounds;
19. further information, investigation or treatment is required;
20. an external authority delays, refuses or places conditions on an application; or
21. you disagree with an accurate clinical finding.

This is because the booked clinical service has been provided. This does not affect refunds or remedies that are due because of an error by Road Ready Medicals or under your statutory rights.

1.8 Reduced reassessment fee

If you require a repeat appointment for the **same medical, same application and same clinical issue**, Road Ready Medicals offers one reduced reassessment for **£40**, which is 80% of the standard £50 fee.

To qualify:

22. the original assessment must have been completed by Road Ready Medicals;
23. the repeat must relate to a medical finding rather than missing documents, incorrect booking details or failure to follow appointment instructions;
24. you must have followed any reasonable advice given and bring the evidence requested;
25. you must contact us by either calling us, WhatsApp or email us to arrange the reassessment within 90 calendar days of the original appointment; and
26. the doctor must consider a repeat appointment appropriate.

The reduced fee applies once only. Any later reassessment is charged at the standard current fee.

A new or different medical, a different applicant, a materially different form, a different licensing requirement, or an assessment requiring substantially additional work is charged at the standard current fee.

Reassessment appointments remain subject to our cancellation, rearrangement, lateness and non-attendance rules. Paying the reassessment fee does not guarantee a successful outcome.

1.9 Errors made by Road Ready Medicals

If Road Ready Medicals has made a clerical or clinical-recording error, we will review it promptly. We will correct an error without charging you where it is lawful and clinically appropriate to do so.

If a repeat appointment is required solely because of our error, no further appointment fee will be charged.

An accurate clinical opinion or measurement is not an error merely because it affects an application or is later disputed.

1.10 Queries and complaints

Please contact us as soon as possible if you believe information on your form is factually incorrect. Where possible, check the form before submitting it to the relevant authority.

You may use our Complaints Policy if you are dissatisfied with the service or believe the assessment was not conducted appropriately. A complaint cannot require a doctor to change an honest clinical finding or require a licensing body to approve an application.

2. Complaints Policy and Procedure

2.1 Our commitment

Road Ready Medicals aims to provide a professional, respectful and clinically appropriate service. We welcome concerns and complaints because they give us an opportunity to put matters right and improve our service.

We will:

27. make it straightforward to raise a concern;
28. treat you fairly and respectfully;
29. investigate proportionately and without avoidable delay;
30. respond openly, fully and honestly;
31. apologise and take corrective action where appropriate;
32. protect confidentiality; and
33. ensure that making a complaint does not lead to less favourable treatment.

There is no charge for making a complaint.

2.2 What can be complained about

You may complain about any aspect of our service, including:

34. booking, payment or communication;
35. conduct, dignity, privacy or accessibility;
36. an appointment delay or cancellation;
37. the way an assessment was carried out;
38. the accuracy or completion of a form;
39. the handling of personal information; or
40. whether our published policies were followed.

A complaint can review the service provided and whether clinical findings were recorded appropriately. It cannot overturn a decision made by the DVLA, a local authority, an employer or another licensing body. Concerns about an external licensing decision must be directed to that organisation using its review or appeal process.

2.3 How to complain

You can complain:

41. by email to info@roadreadymedicals.com;
42. through the contact form on our website; or
43. by post to Road Ready Medicals Limited, Unit A, 82 James Carter Road, Mildenhall, United Kingdom, IP28 7DE.

Please provide, where possible:

44. your full name and contact details;
45. your booking reference and appointment date;
46. what happened and when;
47. the outcome you are seeking; and
48. copies of any relevant correspondence or documents.

2.4 When to complain

Please complain as soon as possible while events can be investigated properly. We normally ask that complaints are raised within 12 months of the event, or within 12 months of you becoming aware of the issue.

We may investigate a later complaint where there is a good reason for the delay and it remains possible to investigate fairly.

2.5 Complaints made on behalf of someone else

You may complain on behalf of another person. We will normally require their written consent before sharing confidential information, unless you have legal authority to act for them or another lawful exception applies.

We will consider reasonable adjustments for anyone who needs support to make a complaint.

2.6 Informal resolution

Straightforward concerns may be resolved immediately or within three working days. Informal resolution may include an explanation, correction, apology, refund where due or other practical action.

You can still request a formal investigation if you remain dissatisfied.

2.7 Formal complaints

We will acknowledge a formal complaint within three working days.

The complaint will be handled by a director or complaints lead who was not directly involved wherever possible. If the complaint concerns one Road Ready Medicals director, the other director will normally lead the review. If both directors were involved or an independent clinical opinion is needed, we may seek review from a suitably qualified independent doctor or professional adviser.

We may:

49. review booking records, correspondence and clinical records;
50. speak to the doctor or any other person involved;
51. ask you for clarification or further evidence;
52. consult our indemnity provider, insurer, data protection adviser or another appropriate professional adviser; and
53. consider relevant professional standards and Road Ready Medicals policies.

We aim to provide a final written response within 28 calendar days of receiving the formal complaint. If this is not possible, we will explain the reason for the delay and provide a revised response date.

2.8 Our response

Our final response will normally include:

54. a summary of the complaint;
55. the information considered;
56. our findings and reasons;
57. any apology, correction, refund or other remedy offered;
58. any learning or service change identified; and
59. how to request an internal review or approach an appropriate external body.

2.9 Internal review

If you remain dissatisfied, you may request an internal review within 20 working days of our final response. Please explain what you believe was overlooked or misunderstood.

The review will be conducted by a person who was not the original investigator wherever reasonably possible. We aim to respond within 28 calendar days. This will normally complete the Road Ready Medicals complaints process.

2.10 External routes

Depending on the subject of the complaint, you may also be able to contact:

60. the Information Commissioner's Office for concerns about personal-data handling at ico.org.uk;
61. the General Medical Council for a serious concern about a doctor's fitness to practise at gmc-uk.org;
62. the DVLA or relevant local authority about its licensing decision or process; or
63. Citizens Advice or an independent legal adviser about consumer or contractual rights.

The GMC does not act as a general refund or customer-service appeal body. The DVLA and local authorities do not investigate Road Ready Medicals' general customer service.

If a relevant independent alternative dispute resolution scheme becomes available to Road Ready Medicals, details will be provided in our final response where appropriate.

2.11 Data protection and confidentiality

Complaint information will be accessed only by people who need it for investigation, advice, regulatory reporting or legal purposes. Clinical information will not be shared with another person without a lawful basis.

Complaints involving personal-data handling will also be reviewed by the person responsible for data protection. Complaint records will be retained in accordance with our Privacy Notice.

2.12 Learning and review

We will maintain a complaints log containing the issue, investigation, outcome, action taken and closure date. The directors will review complaints and recurring themes at least quarterly and record any necessary improvement.

3. Equality, Accessibility and Reasonable Adjustments Statement

3.1 Our commitment

Road Ready Medicals is committed to providing a respectful and accessible service. We will not unlawfully discriminate against, harass or victimise a customer because of:

- 64. age;
- 65. disability;
- 66. gender reassignment;
- 67. marriage or civil partnership, where protected by law;
- 68. pregnancy or maternity;
- 69. race, nationality or ethnic origin;
- 70. religion or belief;
- 71. sex; or
- 72. sexual orientation.

We apply the same professional and licensing standards to every driver. Equality does not require a doctor to disregard a medical standard or alter an accurate clinical finding.

3.2 Reasonable adjustments

We will consider reasonable adjustments for disabled customers who would otherwise experience a substantial disadvantage when booking, attending or communicating with us.

Depending on the circumstances and what is reasonable, adjustments may include:

- 73. providing information in a clearer or alternative format;
- 74. allowing additional communication time;
- 75. allowing a companion, advocate or assistance dog;
- 76. arranging an appropriate appointment time or clinic room;
- 77. explaining the physical access arrangements before booking;
- 78. using an alternative accessible venue or appointment where reasonably available; or
- 79. adapting an administrative process without changing the required clinical assessment.

We will not charge a disabled customer for a reasonable adjustment that we are legally required to provide.

Please contact us before booking or as early as possible to discuss what you need. We will not ask for more health information than is reasonably necessary to understand and arrange the adjustment.

3.3 Clinic access

Accessibility differs between venues. The booking page or confirmation should describe relevant access information. If a booked venue is unsuitable, contact us promptly and we will discuss a reasonable alternative where one is available.

3.4 Communication and interpreters

The doctor must be satisfied that you understand the questions being asked and that your answers are reliable. If communication difficulties prevent a safe and accurate assessment, the doctor may be unable to complete the medical.

Where support is required because of disability, we will consider reasonable communication aids or arrangements. If you require interpretation for another reason, contact us before booking. We may permit a suitable interpreter or explain how interpretation can be arranged. A companion may support you but cannot answer clinical questions on your behalf unless this is appropriate and agreed by the doctor.

3.5 Companions and privacy

You may ask to have a companion present, subject to your consent, confidentiality, available space and the doctor's ability to conduct an accurate assessment. The doctor may need to speak with you alone for part of the appointment.

3.6 Clinical and legal limits

A reasonable adjustment can change how the service is accessed or delivered. It cannot:

80. change the medical standard set by the DVLA or licensing authority;
81. require the doctor to omit or alter a clinical finding;
82. remove an identity, consent or evidence requirement that is legally or clinically necessary; or
83. require an unsafe or misleading form to be completed.

3.7 Concerns

If you believe you have been treated unfairly or an adjustment has not been considered properly, contact us using our Complaints Policy. Raising a concern will not affect how you are treated.

The directors will review this statement and the accessibility of our services at least annually and whenever there is a material change to a clinic or booking process.

4. Privacy Notice

Publication status: complete the marked contact, supplier and cookie details before use.

4.1 Who we are

Road Ready Medicals Limited, company number 17267054, trading as Road Ready Medicals, is responsible for the personal information described in this notice and will usually act as the data controller.

Registered office: Unit A, 82 James Carter Road, Mildenhall, United Kingdom, IP28 7DE.

Privacy contact: roadreadymedicals@gmail.com

Telephone: 07349 748805

ICO registration number: ZC232930

If an employer, operator or another organisation arranges a medical, that organisation may also be a controller for information it collects or receives. Its own privacy notice should explain how it uses that information. Road Ready Medicals remains independently responsible for medical confidentiality, clinical records and its professional obligations.

4.2 Scope of this notice

This notice explains how we collect and use personal information when you:

84. visit our website;
85. contact us;
86. book, pay for or attend a medical;
87. are referred or booked by an employer or another organisation;
88. request a reassessment;
89. provide feedback or make a complaint; or
90. otherwise interact with Road Ready Medicals.

Our services are intended for adults. We do not knowingly use the website to offer driver medicals to children.

4.3 Information we collect

Depending on the service, we may collect:

91. **identity information**, such as name, title, date of birth, driving-licence or passport details and signature;
92. **contact information**, such as address, email address and telephone number;
93. **booking and transaction information**, such as appointment type, clinic, time, payment status, invoice and refund details;
94. **medical and health information**, such as medical history, medication, GP or specialist information, relevant medical records, eyesight, blood pressure, examination findings and the outcome recorded on a medical form;
95. **licensing and employment information**, such as licence category, local authority, employer or referring organisation where relevant;
96. **communication and complaint information**, including emails, messages, call notes, feedback and supporting evidence;
97. **accessibility information**, where you request a reasonable adjustment;
98. **technical and usage information**, such as IP address, device, browser, website activity and cookie preferences; and
99. **limited financial information**. Payments are processed through an external payment provider. We do not normally receive or store your complete payment-card number.

Health information is special category personal data and receives additional legal protection.

4.4 How we obtain information

We may receive information:

100. directly from you;
101. from records or documents you choose to provide, including information displayed through the NHS App;
102. from an employer, operator or referrer that books with your knowledge;
103. from the DVLA, local authority or another body where you ask us to review correspondence or where disclosure is otherwise lawful;
104. from our website, booking, payment and communication providers; and
105. from a representative acting with your authority.

4.5 Why we use information and our lawful bases

We use personal information only where we have a lawful basis. These bases may include:

Purpose	Main UK GDPR basis
Taking and managing bookings, payments, cancellations and refunds	Performance of a contract; legitimate interests in administering the service
Carrying out the assessment, maintaining a clinical record and completing the form	Performance of a contract; legitimate interests; for health data, Article 9 conditions for health or occupational medicine and assessment of working capacity, together with applicable Data Protection Act 2018 conditions
Requesting or considering further medical evidence	Performance of a contract; health or occupational-medicine condition; explicit consent where specifically required
Sending appointment confirmations, reminders and service messages	Performance of a contract; legitimate interests in reducing missed appointments and managing the service
Responding to enquiries, complaints and legal claims	Legitimate interests; legal obligations; establishment, exercise or defence of legal claims
Accounting, fraud prevention, insurance, professional and regulatory compliance	Legal obligation; legitimate interests; legal claims where relevant
Protecting life or responding to a medical emergency	Vital interests; applicable emergency condition for health data
Optional marketing	Consent, or another lawful basis only where electronic-marketing law permits it
Non-essential analytics or advertising cookies	Consent

We do not rely on consent where another basis is more appropriate for core clinical records. Where we do rely on consent, you may withdraw it, although this will not make earlier lawful processing unlawful.

4.6 Medical confidentiality and disclosure

Doctors working with Road Ready Medicals are bound by professional duties of confidentiality.

We will normally give the completed medical form to you. We will not routinely send it to the DVLA, local authority, employer or another person unless:

106. you ask us to do so or give valid consent;
107. the service has been arranged under a clearly explained referral process with an appropriate lawful basis;
108. disclosure is required by law or a regulator; or
109. disclosure is justified to prevent a serious risk of harm.

An employer or another person paying for the appointment is not automatically entitled to your full clinical information. We will explain what information, if any, is to be shared.

4.7 Who we may share information with

Where necessary and proportionate, information may be shared with:

110. the assessing doctor and authorised Road Ready Medicals personnel;
111. website, booking, cloud-storage, IT-support, email, SMS and communication providers;
112. payment processors, banks, accountants and payment-dispute services;
113. clinic or venue providers, limited to information they genuinely need;
114. insurers, medical-indemnity organisations, legal advisers and professional consultants;
115. the DVLA, a local authority, employer or referrer where you authorise this or another lawful basis applies;
116. the ICO, GMC, police, courts, HMRC or another regulator or public authority where required or lawfully justified; and
117. emergency services or healthcare professionals where necessary to protect life or safety.

Our suppliers must handle information only for authorised purposes and with appropriate security and contractual safeguards.

4.8 International transfers

We aim to use UK-based processing where reasonably possible. Some technology suppliers may process information outside the UK. Where this occurs, we will use an applicable adequacy regulation or approved safeguards such as the UK International Data Transfer Agreement or UK Addendum, together with appropriate risk assessment where required.

4.9 Security

We use proportionate technical and organisational measures designed to protect personal information from accidental loss, misuse, unauthorised access, alteration or disclosure. Access is restricted to people with a legitimate need and duties of confidentiality.

No internet or storage system is completely secure. We maintain a process for responding to suspected data incidents and will notify affected people and the ICO where legally required.

4.10 Retention

We keep information only for as long as reasonably necessary for clinical, legal, regulatory, tax, insurance and complaint purposes. Our proposed standard periods are:

Record	Normal retention period
Driver-medical clinical record and copy of relevant assessment documentation	8 years after the last relevant contact
Booking, contract and routine correspondence records	6 years after the service or closure of the account
Payment, invoice and accounting records	6 years, or longer where tax law requires
Complaint records	6 years after closure, or 8 years where retained as part of the clinical record
Enquiries that do not lead to a booking	Normally 12 months
Marketing preferences	Until consent is withdrawn or the record is no longer needed, with a minimal suppression record retained where necessary
Cookie information	As stated in the final cookie table

We may retain information longer where there is an active complaint, investigation, legal claim, regulatory requirement or safeguarding concern. We may securely anonymise information for service evaluation, in which case it is no longer personal data.

4.11 Your rights

Depending on the circumstances, you may have the right to:

118. request access to your personal information;
119. ask us to correct inaccurate or incomplete information;
120. ask us to erase information;
121. ask us to restrict its use;
122. object to processing based on legitimate interests;
123. receive certain information in a portable format;
124. withdraw consent where consent is the basis used; and
125. complain to the Information Commissioner's Office.

These rights are not absolute. For example, we may need to retain an accurate clinical record even where erasure is requested. We will normally add a note recording a disputed clinical fact or opinion rather than deleting the original record.

We do not make solely automated decisions using health information that produce legal or similarly significant effects.

4.12 Marketing

Appointment confirmations, reminders, safety information and messages needed to provide the booked service are service communications, not marketing.

We will send optional promotional messages only where permitted. You can unsubscribe at any time. We will not sell your medical information or share it with third parties for their own direct marketing.

4.13 Cookies

Our website uses essential cookies and may use optional analytics or other technologies. Please read our Cookie Policy and use the website's consent controls. Non-essential cookies will not be used until the required consent has been obtained.

4.14 Contact and complaints

Contact roadreadymedicals@gmail.com if you have a question, wish to exercise a data right or are concerned about our handling of personal information.

You may also complain to the Information Commissioner's Office at ico.org.uk/make-a-complaint. We would appreciate the opportunity to address the concern first.

We may update this notice when our services, suppliers or the law change. The current version and date will be published on our website.

5. Cookie Policy

Publication status: this is a framework. It must be completed after the finished website has been scanned and before non-essential cookies are activated.

5.1 What cookies are

Cookies are small text files placed on a device when a website is used. Similar technologies may include pixels, local storage and software-development-kit identifiers. In this policy, “cookies” includes these similar technologies where appropriate.

5.2 How we use cookies

Road Ready Medicals may use:

- 126. **strictly necessary cookies**, which support security, booking, payment, load balancing and consent preferences;
- 127. **functional cookies**, which remember choices or improve optional features;
- 128. **analytics cookies**, which help us understand website use and performance; and
- 129. **advertising or social-media cookies**, only if these tools are introduced and valid consent is obtained.

Strictly necessary cookies may operate without consent because the requested website or booking service cannot function properly without them. Optional cookies will be off unless and until you consent.

5.3 Consent choices

When you first visit the website, the cookie banner should allow you to:

- 130. accept all optional cookies;
- 131. reject all optional cookies; or
- 132. choose individual categories.

Rejecting optional cookies should be as easy as accepting them. You can change or withdraw your choice at any time through the cookie-settings link. Withdrawal will not affect the lawfulness of earlier use based on consent.

5.4 Third-party services

Depending on the final website configuration, cookies or similar technologies may be used by:

- 133. the website and booking platform;
- 134. the payment provider, such as Stripe;
- 135. security and fraud-prevention services, such as reCAPTCHA;
- 136. email or SMS functions; and
- 137. analytics services, if enabled after consent.

Third parties may process information under their own privacy notices. Road Ready Medicals will configure services to minimise unnecessary collection and will use appropriate supplier agreements.

5.5 Browser settings

You may also block or delete cookies through your browser. Blocking strictly necessary cookies may prevent booking, payment or other parts of the website from working.

5.6 Contact

For questions about cookies or personal information, contact roadreadymedicals@gmail.com or read our Privacy Notice.