

For many people seeking COVID-19 testing, the requirements and procedures can be quite daunting and rather confusing. Sloane Street Testing are here to help you through the testing process. The below information describes our service, what you can expect, what your rights are as a customer of the testing centre, and the procedure from start to finish.

You may also wish to see our [Frequently Asked Questions](#), which is kept up to date in line with changing guidelines.

Using Our Service

Your COVID-19 Testing Experience

About Sloane Street Testing

Sloane Street Testing is the testing centre of The Sloane Street Surgery, a private GP practice offering medical care to patients in the Borough of Kensington & Chelsea for over sixty years. The surgery initially began offering COVID-19 testing solutions to patients in mid-2020. The necessity to cater to the needs of our patients and wishing to offer a high-quality COVID-19 testing service led to the establishment of Sloane Street Testing, which officially launched its services in December 2020.

Sloane Street Testing offer the full range of PCR testing for COVID-19 as well as a blood test to check for antibody response to the SARS-Cov2 spike protein. Testing can be done either at the testing centre (which is based at The Sloane Street Surgery) or at home through the use of a test kit.

Choosing Your Test

Understanding which test you require is sometimes difficult, and we are here to help. We offer testing for the following purposes:

- **Arrival Testing** – arriving into the UK from an amber or green-listed country where the UK government stipulates arrivals must undergo quarantine;
- **Test to Release** – where an arrival is quarantining and wishes to be released early from quarantine (on receipt of a negative test result at day five);
- **Fit to Fly** – testing to prove fitness (the absence of current COVID-19) for departure from the UK;

- **General Testing** – for someone who has symptoms of COVID-19 and would like to undergo a PCR test to check their current status;
- **Antibody Testing** – for understanding one’s immune response to the SARS-Cov2 virus following either a vaccination (done at least four weeks prior) or having previously had the virus.

We are more than happy to discuss with you which test you will need for your own purposes – please email us at testingcentre@sloanestreesurgery.co.uk or phone 0203 879 0019.

Arrival Testing

Arrival testing is a mandatory requirement of the UK government to stop the spread of the virus and indeed the transmission of variant strains of COVID-19 currently circulating overseas. All arrivals into the UK, unless they are exempt (please see the following [GOV.UK information](#) for more details about who fall into this category), will be required to undergo arrival testing.

Booking Process

We will provide you with a booking reference number on completing your order for an arrival testing package. You should then complete a Passenger Locator Form on GOV.UK, inputting the booking reference number when asked. This must be done no earlier than 48 hours before departing for the UK.

A member of our team will reach out to you to arrange the delivery and collection of your kits if you have chosen this option. Please note that for day 2 tests, an appointment at the testing centre or a home visit from one of our swabbing team is not possible due to strict regulations on controlling any potential transmission of a variant. The earliest you can have an appointment carried out in the testing centre is day five, if you have opted into this.

Arrival Testing Information

It is a legal requirement for you to provide information on your isolation and travel arrangements. Your booking confirmation email will contain a personalised link to submit this information. For information on what data we require from you and how this data is shared, secured, and managed, please see the section **Your Personal Data**.

Day Codes

While there are some exemptions as listed [here](#), arrival testing must occur on day two and eight of your arrival into the UK (bearing in mind that your arrival date is day zero). Sloane Street Testing will send you out a day code at midnight on the day that you are due to take your test. Customers undertaking testing at home with the use of a test kit will have received instructions on the use of the day code with their sample.

The purpose of this day code is to ensure that you are taking the test on the day that you should be – the laboratory will not run the test otherwise.

Notification of Results

Results of your arrival tests will be delivered to you by email. By undertaking a test with Sloane Street Testing, you are agreeing for your health and personal data to be shared in this manner.

Your results report will contain:

- Your personal details (full name and date of birth);
- Your identification details (as collected in your arrival testing information);
- Your test result – i.e. positive, negative, or inconclusive
- Advice about your test results and seeking further information (NHS guidance) – you **must** follow the advice on your test report, including isolation for positive or inconclusive results.

Results will be sent in accordance to the test package booked – a same-day result test package will have results reported before midnight on the day that the sample was taken, and a next-day result test package will have results reported before midnight on the day after the sample was taken.

You should keep a copy of your results to hand in the event that you are contacted by government authorities about your quarantine.

Test to Release

Test to Release is an optional test taken at day five of their quarantine. A negative result on this test allows the traveller to be released from quarantine.

Booking Process

We will provide you with a booking reference number on completing your order for a Test to Release package (if you have booked this in conjunction with another test/tests, for example a day 2/8 package, you will receive a single reference number for all tests). You should then complete a Passenger Locator Form on GOV.UK, inputting the booking reference number when asked. This must be done no earlier than 48 hours before departing for the UK.

A member of our team will reach out to you to arrange the delivery and collection of your kits if you have chosen this option.

Test to Release Information

It is a legal requirement for you to provide information on your isolation and travel arrangements. Your booking confirmation email will contain a personalised link to submit this information. For information on what data we require from you and how this data is shared, secured, and managed, please see the section **Your Personal Data**.

Day Code

Test to Release testing must occur on day five of your arrival into the UK (bearing in mind that your arrival date is day zero). Sloane Street Testing will send you out a day code at midnight on the day that you are due to take your test. Customers undertaking testing at home with the use of a test kit will have received instructions on the use of the day code with their sample.

The purpose of this day code is to ensure that you are taking the test on the day that you should be – the laboratory will not run the test otherwise.

Notification of Results

Results of your Test to Release test will be delivered to you by email. By undertaking a test with Sloane Street Testing, you are agreeing for your health and personal data to be shared in this manner.

Your results report will contain:

- Your personal details (full name and date of birth);
- Your identification details (as collected in your arrival testing information);
- Your test result – i.e. positive, negative, or inconclusive
- Advice about your test results and seeking further information (NHS guidance) – you **must** follow the advice on your test report, including isolation for positive or inconclusive results.

Results will be sent in accordance to the test package booked – a same-day result test package will have results reported before midnight on the day that the sample was taken, and a next-day result test package will have results reported before midnight on the day after the sample was taken.

You should keep a copy of your results to hand in the event that you are contacted by government authorities about your quarantine.

Fit to Fly Testing

Travellers leaving the UK must undergo a COVID-19 PCR swab test no more than 72 hours before leaving for the UK (this time is calculated on the time of your flight departure). Your result, and your Fit to Fly certificate (required for most destinations) may be checked both on your departure in the UK and the arrival in your destination country.

Booking Process

We will provide you with a booking reference number on completing your order for a Fit to Fly test package. Unlike arrival testing, there is no requirement to register your test with the UK government.

A member of our team will reach out to you to arrange the delivery and collection of your kit if you have chosen this option.

Fit to Fly Certificate

Most countries require a Fit to Fly certificate as proof of your negative test, and the requirements for this certificate vary. Please check the customs & immigration information for your destination country and then proceed to fill out our Fit to Fly certificate request. You will receive a personalised link to complete this information with your booking confirmation. For information on what data we require from you and how this data is shared, secured, and managed, please see the section **Your Personal Data**.

Notification of Results & Certificate

Results of your Fit to Fly test will be delivered to you by email. By undertaking a test with Sloane Street Testing, you are agreeing for your health and personal data to be shared in this manner.

Your results report will contain:

- Your personal details (full name and date of birth);
- Your identification details (as collected in your arrival testing information);
- Your test result – i.e. positive, negative, or inconclusive;
- Advice about your test results and seeking further information (NHS guidance) – you **must** follow the advice on your test report, including isolation for positive or inconclusive results.

Results will be sent in accordance to the test package booked – a same-day result test package will have results reported before midnight on the day that the sample was taken, and a next-day result test package will have results reported before midnight on the day after the sample was taken.

In addition to your results report, if your test has come back negative you will receive a Fit to Fly certificate containing the following information:

- Your personal details (full name and date of birth);
- Your identification details (as collected in your arrival testing information);
- Your test result;
- Any additional information you added to your certificate request.

What We Require

For the following tests, you will be required to undergo a nasal and throat swab:

- Arrival Testing
- Fit to Fly Testing
- Test to Release
- General Testing

For the following tests, you will be required to have a blood sample taken:

- Antibody testing

Canceling or Rebooking your Test

Your Right to a Refund or Rebooking

We understand that your travel plans may change and are happy to accommodate these requests in the below situations (the list below is non-exhaustive):

- Flight cancellations
- Trip cancellations
- Emergency situations resulting in change to travel plans

We are happy to rebook your testing package for your new scheduled dates. In the above circumstances the customer is entitled to request a refund on our testing packages up to 24 hours before your day zero begins. Please be aware requests will be assessed on a case-by-case basis and our staff may require you to provide evidence to support the reason for your cancellation.

Arrival Testing

Sloane Street Testing are not obligated to provide a refund for customers wishing to engage the services of another testing provider or attempt to cancel their mandatory tests upon arrival in the UK. The issuing of a booking reference number is the commencement of our services to you. If an international arrival requests a refund for their Day 2 and 8 tests after they have entered England where there is no issue with the testing service, they may be committing a criminal offence by refusing to take the supplied tests in accordance with the law.

Appointment Cancellation

Sloane Street Testing reserve the right to charge the full appointment fee (£60.00) or home visit fee (£150.00) if cancellation of an appointment-based product is not actioned within 24 hours of the appointment time.

Your Personal Data

Personal Information

In order to process your sample, we do require some personal information from you. The information we ask of you is strictly necessary for use within our COVID-19 sampling procedures and is not collected for any other purpose. Some of your data will be shared with the laboratory carrying out your sample, namely:

- Your full name;
- Date of birth;

- Your contact phone number (the laboratory will contact you if your COVID-19 test comes back positive).

The above information will also be shared with Public Health England if your COVID-19 test returns a positive result. By using our services, you agree for your data to be shared with the above authorised parties.

Arrival & Quarantine Arrangements – Mandatory Testing & Test to Release

In addition to the above information, we are required by the Department of Health & Social Care to collect information on your travel, identification, and isolation details. We hold this data solely, though we may be required to share this data with the DHSC on request. The following data will be collected from you:

- Your arrival date in the UK;
- Your flight/coach/train number;
- Your vaccination status against COVID-19;
- Your home address (either UK or abroad);
- Your isolation address (if different to the above) and phone number;
- Your identification details (ID card/passport)

Rights to your Data

In line with GDPR regulations, you may request from Sloane Street Testing at any time a summary of the data that we hold about you. Please email testingcentre@sloanestreesurgery.co.uk.

Privacy & Data Sharing Policies

Our privacy & data sharing policies are available at www.sloanestreettesting.co.uk/privacy-policy.