

ROUTES TO A REFERRAL TO A RAMSAY HOSPITAL

Route 1 – You see your GP

1. You have been to see your GP who says you need to see a Consultant.
2. You can see the Consultant on the NHS or privately.
3. If you go through the NHS your GP will send the letter of referral to the local Trust hospital who will send you an appointment. You can contact the hospital to find out the length of wait for an appointment or you can check on the NHS Waiting Times website www.doh.gov.uk/waitingtimes
4. You may see the Consultant on the NHS or a member of the team.
5. If you decide to go privately you can use your Health Insurance if you are covered. Please note you should check with your Health Insurance Company that your policy covers you for an Outpatient Consultation and tests that you might require.
6. If you do not have Health Insurance you can come as a Self-pay patient.
7. Two things can now happen

Your GP contacts your local Ramsay Hospital for you	You contact your local Ramsay Hospital directly
Your GP will send the letter of referral to the hospital who will make you the appointment with the Consultant.	You make the appointment yourself by ringing the hospital directly. You contact your surgery to get them to send a letter of referral to the hospital (or you can collect it and bring it to your appointment)
You will need a letter of referral from your GP to see the Consultant.*	
The hospital will then send you a letter confirming date and time of your appointment and in most cases a Registration form for completion. You will always see a Consultant	
*This may not be the case at some hospitals with regard to Cosmetic Surgery. Please contact your local hospital for their guidance on referral letters	

8. When you make an appointment at your local Ramsay Hospital you will be asked for the following information:
 - (a) Your name, address and telephone number
 - (b) Your date of birth
 - (c) Your Health insurance details or if you are paying for yourself
 - (d) Your GP's details
9. If you have already been seen by a Consultant on the NHS about your condition please tell the person making the appointment as they may be able to arrange to get your NHS notes from the hospital for the Consultant to review.
10. An appointment will be made for you with either the Consultant named by your GP or a Consultant of the Speciality that you require if your GP has not specified a name.
11. The length of wait for your appointment depends on how busy that Consultant is but you generally should be able to see a named Consultant within 1 – 4 weeks.
12. If your GP has indicated that your need to see the Consultant is particularly urgent and there are no readily available appointments, the hospital will contact the Consultant to see if they are able to fit you in at an earlier time.

Route 2 – You have seen a Consultant on the NHS

1. You have already seen a Consultant on the NHS who has said you need to have a procedure or operation. You can contact the hospital to find out the length of wait for your procedure or you can check on the NHS Waiting Times website www.doh.gov.uk/waitingtimes
2. You decide you want to have your operation done at your local Ramsay Hospital. You can use your Health Insurance if you are covered. Please note you should check with your Health Insurance Company that your policy covers you for this procedure or operation. They will send you any necessary documentation for you to complete.
3. If you do not have Health Insurance you can pay yourself under the Fixed Cost Care Scheme which gives you a fixed priced for your procedure including the Hospital, Surgeon and Anaesthetist fees where the Consultant participates in this scheme. If the Consultant does not participate in the scheme or you are not eligible for a Fixed Cost Care package most hospitals also offer a Personally Tailored Payment Option where you are given an estimate of the Hospital costs and Consultants fees and you pay for the services you use.
4. You contact your local Ramsay Hospital directly to say that you would like to have your operation done there. They can arrange to get your NHS notes to the Consultant who will decide if a further Outpatient Consultation is necessary (this is dependent on how long it has been since you last saw the Consultant on the NHS)
5. If the Consultant needs to see you again you can make the appointment yourself (see Step 8 of Route 1)

Route 3 – You have not seen your GP

1. Occasionally you may decide that you want to have a procedure done (eg Cosmetic) and you have not seen your GP but want to see a Consultant.
2. You make your appointment at your local Ramsay Hospital (see Step 8 of Route 1)
3. You will still need a letter of referral from your GP. However, very often, you do not need to see your GP but can ring your surgery and ask them to send a letter of referral to your local Ramsay Hospital to a named Consultant.
4. Steps 5 and 6 of Route 1 still apply with regard to Health Insurance or Self-Pay options.

Route 4 – You self-refer

1. There are certain procedures at your local Ramsay Hospital that you do not require a GP referral for. These include procedures like:
 - Physiotherapy
 - Healthscreening
 - Private GP service
 - Other services depending on the Hospital
2. Not all Ramsay hospitals do allow direct access to services. Contact your local Ramsay Hospital who will let you know the services that you can access directly from them.
3. Please note that most Health Insurance companies will require a referral from a GP.