



Mount Stuart Hospital

Referral Guide



Mount Stuart Hospital

Part of Ramsay Health Care

Introducing the team



Carla Forbes, GP Liaison Officer

Carla Forbes is our GP Liaison Officer at Mount Stuart Hospital. Her main role is to ensure that GPs have seamless access to Mount Stuart Hospital, are aware of the services that we offer. This includes assisting with referrals, providing updates on new consultants, services and treatments.

Part of Carla's role is coordinating our GP Education events. She can also arrange to bring consultants to your practice, at a date/time to suit you, to give guidance and education around their speciality.

Carla works closely with our Private Patient Account Manager, Jodie Herbert, who can further assist with referring patients. You'll find more information about Jodie's role below.

07975 522 122 | carla.forbes@ramsayhealth.co.uk



Jodie Herbert, Private Patient Account Manager

We understand that coming into hospital can be a stressful and worrying time. Our aim is to make it as easy and straightforward as we can.

With this in mind, we offer our private patients the services of our Private Patient Account Manager, Jodie Herbert. Jodie will support private patients through every stage of their care from referral to discharge and can assist with everything from arranging transport and helping with medical insurance claims, to little things such as arranging for a favourite magazine or newspaper to be delivered to a patient's room.

01803 321 633 | jodie.herbert@ramsayhealth.co.uk

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About Mount Stuart Hospital

Mount Stuart Hospital is one of Devon's leading private hospitals with an excellent reputation for delivering high quality healthcare. The hospital is located in a quiet residential area in Torbay, providing a peaceful environment to aid recovery.

Facilities include:

- 26 en-suite bedrooms to ensure complete privacy
- 3 fully equipped theatres
- Ambulatory care unit
- Day surgery unit
- TSSU decontamination unit
- 24 hour on-site Resident Medical Officer
- Endoscopy suite with JAG accreditation
- 9 consulting rooms
- Outpatient department
- Physiotherapy department
- Cosmetic suite
- X-Ray and Imaging services including MRI and DEXA



Our Surgeons

Mount Stuart Hospital is proud to work in partnership with some of the most well-qualified and experienced specialists in their field. We deliver a consistent continuity approach to care, from the very first appointment, through to treatment and follow-ups.

Our Patients

Private patients can arrange their treatment at times convenient to them as we offer appointments throughout the day, including early morning, evening and Saturday clinics. Our visiting times for private patients are flexible, allowing friends and family members to visit at convenient times. There is ample parking at the hospital in addition to good train and bus links for non-drivers.



	Fast and flexible appointment times to suit you
	Your own choice of consultant who you will see throughout your treatment
	Freshly prepared menu and catering for special dietary requirements
	Single en suite room and individual physiotherapy sessions
	Individual pre-assessment and priority discharge

Patient Testimonials

Here are some of the lovely things our patients have said about us:

“The care and kindness of every member of staff has been amazing. Thank you all so much.”

Private patient, June 2017

“This is my second stay here. Extremely good consultant and all staff very pleasant and efficient.”

Private patient, June 2017

“I have been treated very well. All the staff have been brilliant and very friendly. Service at the hospital is 5 stars, my surgeon was excellent. All the theatre staff where fabulous.”

Private patient, June 2017

“I cannot fault any aspect of my care, everybody without exception has been so friendly and caring. Absolutely an excellent experience!”

NHS patient, June 2017



GP Education

At Mount Stuart Hospital we hold regular educational seminar events for all local GPs in conjunction with the RCGP. A list of forthcoming topics can be found on our website in the events section.

These events are a great opportunity to get to know the consultants at Mount Stuart Hospital and network with other GPs from the local area. At the end of the event we will provide you with a certificate for your personal development portfolio.

With ever growing constraints on your time, we are also able to bring education sessions to your surgery. These sessions are proving a very popular way to continue your learning development. We can be flexible to suit your practice requirements and more than happy to attend for morning, lunchtime or evening sessions.

The meeting can take the format of your choice:

- A specific topic and the latest developments
- Q&As on a particular specialty
- Simply meet a new consultant
- Discussion on challenging cases

All attendees will receive a certificate of attendance.

For more information on our education sessions please contact Carla Forbes, our GP Liaison Officer.

07975 522 122

carla.forbes@ramsayhealth.co.uk



NHS services at Mount Stuart Hospital

Thanks to the government's Patient Choice policy, patients in England now have the option to attend Mount Stuart Hospital, and indeed, other Ramsay Health Care private hospitals for NHS treatment.

Patient Choice is a government initiative introduced to give NHS patients more choice about where, when and what time they are treated. NHS patients in England who require hospital treatment can now choose Mount Stuart Hospital.

NHS patients at Mount Stuart Hospital

Patients choosing to have their NHS treatment at Mount Stuart Hospital will benefit from the following:

- Consultant-led care
- Treatment in a small, personal hospital
- Comfortable facilities and great food
- Low risk of infection
- Extremely low rates of 'on-the-day' cancellation of surgery
- Free parking

Did you know?

96%
of patients would recommend Mount Stuart Hospital to family members

Specialties available to NHS patients

- Dermatology services
- Ear, Nose and Throat services
- Gastroenterology services
- General surgery including hernias
- Gynaecology services
- Orthopaedic services
- Ophthalmology services
- Oral surgery
- Urology services



The Premium Care Difference



When patients choose to have their treatment on a **private** basis at Mount Stuart Hospital, they receive a package of exclusive 'Premium Care' benefits, from great food and a relaxing environment, to priority access and appointments to suit their lifestyle. We aim to make people feel like a guest as well as a patient.

Premium Care includes:

- Services of our Private Patient Account Manager, Jodie Herbert
- Rapid access to diagnosis and treatment
- Choice of consultant who will care for the patient throughout their treatment
- Choice of appointment times including evenings and Saturdays
- Fast track admission and priority discharge
- Single room with en suite accommodation
- Premium Care menu
- Individual physiotherapy sessions

For more information or a quote, please call:

01803 321 633

Email: mountstuart.enquiries@ramsayhealth.co.uk



Jodie Herbert
Private Patient
Account Manager



TotalCare for Self Pay Patients



Our TotalCare scheme is designed for patients who wish to fund their own private healthcare directly, without the use of an insurance policy. TotalCare offers a range of packages to cover treatment paths, from initial consultation through to the operation and aftercare, in **one fixed price quote**. This gives patients the peace of mind of knowing everything they need is covered. Should patients need to stay in hospital longer than initially thought and quoted for, we cover the cost. This will include additional inpatient treatments and tests.

The offer of TotalCare is subject to consultation and a written offer from the hospital. It will usually include:

- Inpatient consultant and anaesthetist's fees
- All medical and nursing care (excluding CT and MRI scans)
- Operating fees and any drugs or dressings required
- Private, en suite accommodation

It does not, however, include the initial outpatient consultation, outpatient tests and the cost of follow-up consultations. Personal expenses, such as meals for visiting friends and relatives, and phone calls, will be charged in addition to the TotalCare price.

Payment can be made by bankers draft, credit card or cash and is required in full prior to admission.

Accessing treatment without a GP referral

For a select number of treatments patients can refer themselves for treatment without a GP referral including physiotherapy, healthscreening, and cosmetic surgery.

Choosing a consultant, and knowing that they themselves will be delivering the care, is a key element of Premium Care. Please use the online search on our website to review our consultant profiles.

www.mountstuarthospital.co.uk/specialists

Treatments available privately at Mount Stuart Hospital are:

- Bariatric surgery
- Cardiology (non-admitters)
- Cosmetic surgery
- Cosmetic (non-surgical)
- Dermatology
- ENT
- Gastroenterology
- General surgery
- Gynaecology
- Health screening
- Neurology
- Ophthalmology
- Oral & Maxillofacial
- Orthopaedics
- Pain management
- Physiotherapy
- Radiology
- Urology
- Vascular
- Spinal Surgery
- Closer Care (stepdown and respite)

Insured Patients

Please ask your patient whether they have medical insurance.

Did you know? Just asking this question could save your NHS practice **£1,750** per patient!

Benefits for insured patients at Mount Stuart Hospital:

- Services of our Private Patient Account Manager
- Fast referral and an appointment time to suit
- Choice of consultant
- Priority referral to treatment
- Fast tracked admission
- Single room with en suite accommodation
- Individual physiotherapy sessions

GP referrals for Insured Patients

Please refer your patient to a consultant who practises at Mount Stuart Hospital. A full list of our consultants by specialty can be found at the back of this brochure. Once the referral letter has been sent, either you or your patient can contact us to arrange their first outpatient appointment.

Insurance Company Authorisation

If your patient is insured, it is necessary that they gain authorisation from their insurance company, **prior** to attending the hospital for consultation and possible diagnostic tests during their visit. They will need to confirm with their insurance company if there is an excess to pay. Their insurance company will tell them whether their policy will cover the treatment and how to make a claim.

Insurers who work with Ramsay Hospitals

Ramsay hospitals operate a direct link with BUPA, BUPA International, AXA PPP, Standard Life, Aviva, CIGNA, Helix, Exeter Friendly, Simply Health, WPA, and Prudential.

How our Private Patient Account Manager can help



One of the reasons that patients who have private medical insurance decide not to use it, is because they are confused about the process they need to go through, to be able to do so. Call centres, authorisation numbers etc. can be intimidating to those unused to using them. Our Private Patient Account Manager, Jodie Herbert, can help with liaising with insurance companies and getting insured patients booked in with their preferred consultant quickly following your referral.

Jodie's number is:

01803 321 633

Email: Jodie.herbert@ramsayhealth.co.uk

Clinical Information

0.1% average return
to theatre
(rate in 2015/16)
of admissions

96.2% of patients would
recommend us to a
friend or family member
(Q1, 2016)



93.8%
of patients rate our **Quality
of Care as Excellent**
(July 2016)

We have had

0% reported **MRSA
Bacteraemia** in
six years

99.5%
of our patients agreed that
they were treated with
respect and dignity

How to Refer

General Referrals

GPs can refer a patient for an outpatient consultation, diagnostic tests or treatment by writing to the appropriate consultant.

GP Referral Hotline:
01803 321 690

Online referrals for private patients

GP practices can refer private patients online via our Online Private Patient Referral System.
www.ramsayhealth.co.uk/patientreferral

**For more information please contact
Carla Forbes, GP Liaison Officer on:**

07975 522 122

Mount Stuart Hospital Exclusion Criteria

At Mount Stuart Hospital, we are unable to treat certain groups of patients for medical reasons, or because our CQC registration does not cover them. These include:

- Patients under 18 years of age.
- Any patient who has an unstable mental condition and is receiving psychiatric treatment.
- Unfortunately, we are unable to undertake surgery on patients who have a significant medical history which would increase their clinical risk. This would include major cardiac problems, neurological disabilities or a BMI above 40. Our BMI limit for hips, knees, foot, ankle, shoulder and elbow, however, is 35. Patients in this category would be more suitable for surgery at Torbay Hospital where HDU/ITU/CCU facilities are available.
- However, if you have any queries concerning the suitability of a patient, please feel free to call our Matron, Jasek Szymanski on **01803 321 640** to discuss any health issues you feel might be relevant.



Diagnostics

For plain films, appointments can be offered as early as the day of referral. For other procedures, depending on the preparation and speciality, an appointment will be offered within the next 5 days.

GPs can now refer directly for MRI, CT and Ultrasound. We have a mobile MRI & CT scanner which is at Mount Stuart Hospital every two weeks and reported back to the GP within 5 days.

Imaging Department Opening Hours

Monday - Friday: 9am-5pm

Direct Number:

01803 321 619

Our imaging department is staffed by experienced professionals and is equipped with state of the art equipment, including its own Siemens CT scanner and Siemens 1.5 Tesla MRI Scanner, ultrasound, mammography and a Dexa Scanner.

The range of services on offer includes:

- Ultrasound scanning
- Musculo skeletal
- Aortic aneurysm
- CT
- Breast
- MRI
- Doppler (vascular)
- MRCP
- Abdominal
- MRA
- Renal
- Neurology
- Barium enema
- Dexa scanner for osteoporosis
- Barium swallow
- Herniograms
- Micturating cystograms (uro-dynamics)
- Arthrograms
- Intravenous urograms (IVU)
- Mammography (not digital)
- Symptomatic
- Screening (over 40s)
- Plain films
- Dental OPGs



Physiotherapy Services

Our Physiotherapy Department is staffed by professional and experienced clinical Chartered Physiotherapists. At Mount Stuart Hospital we work to Physiotherapy Chartered Society standards supporting best practice and will strive to provide the best in patient care.

The department contains two treatment rooms and four cubicles in a large fully equipped gym. All physiotherapy patients have a treatment plan established on assessment by their physiotherapist, which is regularly reviewed during the course of physiotherapy treatment.

We aim to see urgent referrals within 48 hours of referral and non urgent referrals within 5 working days. Referrals are accepted from consultants and GPs. Self paying patients may refer themselves for physiotherapy. Discharge reports are sent to the patient and their GP or consultant when the patient has completed treatment. Packages of care can be provided for patients with long term rehabilitation requirements.

The department is open:

Monday - Thursday: 8am-7pm

Friday: 8am-5pm

Direct line is:

01803 321 636



Information for GPs

Private Referrals

GPs can refer a patient for a private outpatient consultation, diagnostic tests or treatment by writing to the appropriate consultant, or by calling our GP hotline to book the right appointment faster.

Online referrals for private patients

GP practices can refer private patients online via our Online Private Patient Referral System.

www.ramsayhealth.co.uk/patientreferral

For further information on this service email Carla Forbes, our GP Liaison Officer:

carla.forbes@ramsayhealth.co.uk

MAKING AN ONLINE REFERRAL

1



In your browser go to www.ramsayhealth.co.uk/patientreferral. Login with Member ID: **Ramsayonline** and Password: **Ramsaygp**

2



Select the Ramsay hospital that you wish to send the referral to from the drop-down list

3



Attach a copy of the referral letter by clicking on 'Select' and adding the file or copy and paste it directly into the form

4



Complete the remainder of the form noting the mandatory fields marked with an asterisk

5



Once you have completed the form, press the 'Submit' button to send the referral directly to the Ramsay hospital

6



You see an immediate confirmation that the referral has been received (also sent by email) and the hospital processes the referral

Useful Contacts

Private Patient Account Manager:	01803 321 633
Reception/Switchboard Mount Stuart Hospital	01803 313 881
Clinical Departments	
Radiology	01803 321 619
Physiotherapy	01803 321 636
Wards	01803 321 623

NHS Patients	
NHS Services (Including appointments)	01803 321 690

Hospital Management	
General Manager	01803 321 655
Matron	01803 321 620

mountstuart.enquiries@ramsayhealth.co.uk
www.mountstuarthospital.co.uk

To make a private referral please use the
Online Private Patient Referral System
www.ramsayhealth.co.uk/patientreferral



Directions to Mount Stuart Hospital

St Vincent's Road, Torquay, Devon TQ1 4UP

Tel: 01803 313 881

www.mountstuarthospital.co.uk

By Road

From A380 – Exit onto A3022 Riviera Way. Continue until turning left at the sixth set of traffic lights. Old Woods Hill (Mount Stuart Hospital signposted).

Follow to roundabout and turn right onto Barton Road. Then take second left onto St Vincent's Road. Mount Stuart Hospital is on the left.

