

Referring patients to **Duchy Hospital**

The Ramsay Health Care online Patient Referral system has been designed to allow you to refer private patients easily, quickly and securely to your Ramsay hospital of choice. As well as being quick and easy to complete, using the online system will also help reduce your postage costs and speed up the referral process - all in a secure, online environment.

To make a private referral, simply visit ramsayhealth.co.uk/patientreferral and complete the short form.

Duchy Hospital is equipped to receive both Private and NHS referrals. NHS Referrals are received via the Referral Management Service (RMS) or Devon Referral Support Services (DRSS).

Should you have any further queries, please contact your dedicated GP Liaison Officer or who will be happy to help.

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Making a **private referral online**



1 In your browser go to ramsayhealth.co.uk/patientreferral. Login with Username: **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

If the consultant is unknown please select 'specialty referral only'



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 secure email) and the hospital processes the referral

Clinical Exclusion Criteria: Patients with an incapacitating disease that is a constant threat to life, Patients under 18 years of age or Patients who have an unstable mental condition and are receiving psychiatric treatment.

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Access to Services



**Duchy
Hospital**

Part of Ramsay Health Care

Our Services

Ramsay Health Care UK looks after a broad range of healthcare needs, and as leaders in the day care model we are able to treat over 80% of our patients in a day case pathway. We are pleased to be able to allow our patients back home at the earliest opportunity whilst ensuring a high quality and patient centred experience is delivered. We also deliver varied highly complex surgery from Orthopaedics, Spinal Surgery, General Surgery, Gynaecology, Women's Health, Men's Health, eye surgery and ENT. We are particularly proud of our Neurological Rehabilitation centres, which provide the highest quality care to some of our most vulnerable patients in a dignified and safe setting with an outstanding multi-disciplinary teams.

With vast and extensive experience throughout the UK and globally, the company is able to attract leading healthcare practitioners to work in its facilities and utilise this to share best practice and learnings across the globe.

Partnership with the NHS



Ramsay is committed to **developing partnerships** with the NHS to work **collaboratively** and meet the **health needs** of communities to deliver **efficient** and **safe** care to all. Ramsay believes every patient has the right to decide where they are treated, and actively seeks **opportunities** to build capacity in areas of **unmet demand** to satisfy locations where health inequality is clear. With **strong financial stability**, Ramsay is well positioned for continued growth and management of our facilities.

Patient Choice



As the NHS Long Term Plan challenges the healthcare sector for patients to have more **options**, **better support** and **properly joined up care** at the right time in the **optimal care setting**, Ramsay is ready to play a central role in ensuring this takes place and work within our local health networks collaboratively to see this happen. As the leading provider of the e-Referral Service and considered best in class for our comprehensive slot management, Ramsay is at the forefront of **proactively assisting** patients to have rapid access to the care they need, when they need it.

Quality



As of March 2019, 90% of Ramsay facilities are rated 'Good' by the Care Quality Commission and the company has a clear strategy and quality agenda for this to be 100%. Ramsay Health Care UK is committed to continually improving clinical standards and transparency within the Independent Sector to ensure our patients and staff feel safe and well looked after, that is why we are the leading independent healthcare provider for data submission to Private Healthcare Information Network (PHIN) to support the drive for **greater sharing** and **transparency** of **clinical governance** within the Independent Sector. We are **serious** about healthcare and ensuring **patient safety** is at the fore of all we do. This is also why we are the first independent healthcare provider in the UK to have rolled out a **'Speaking up for Safety'** programme, which creates an environment that encourages teamwork and communication, empowering staff to speak up if they feel practice is unsafe.

At Duchy Hospital we offer fast access to the highest standards of care, so people know they can trust us to help them get better quickly. As the biggest provider of NHS procedures after the NHS you can count on first class treatment.

We offer consultant led care from some of the most well-qualified and experienced specialists in their field of expertise.

Our Areas of Expertise



Bone & Joint Pain



Ear, Nose & Throat Conditions



Cosmetic Surgery



General Medical Conditions



General Surgery



Physiotherapy



Eye Care



Skin Concerns



Pain Relief



Men's Health



Cardiology



Spinal Pain



Women's Health



Diagnostics

