

# Referrer Debrief



**Ramsay**  
Health Care

## Ramsay Health Care UK's response to COVID-19

With the support of our teams and Consultants, Ramsay Health Care UK has provided an outstanding response to COVID-19 and our support to the NHS has been invaluable. To provide an overview of what this contribution looks like, we have provided:

- Access to over **1,000** beds and **100** operating theatres across **33** Ramsay Hospitals.
- Loaned **53** ventilators and over **100** other items of specialist equipment for use by the NHS.
- **205** Ramsay team members have worked in NHS ICU or palliative care wards carrying out **3,500** shifts overall.
- Treated over **4,000** urgent NHS referrals each month.
- Undertaken over **50** new procedures including urgent cancer surgery and chemotherapy services.
- Carried out almost **10,000** MRI and CT scans.
- Welcomed **600** new Doctors into our hospitals to help ensure the optimum provision of care.



**#WeAreRamsay**

**#PeopleCaringforPeople**



## Reassurance for our patients and for you

Ramsay is pleased to be reopening our services, and we are working hard to resume normal access for your patients as quickly as possible. This is combined with an ongoing focus on maintaining the hospital environment and ensuring the infection prevention standards are delivered to the highest levels providing assurance to you and your patients when choosing any Ramsay hospital for treatment.



## National Contract with the NHS and Resuming Services and Access for patients

The national contract with the NHS has been formally agreed and extended until the end of October, with an absolute backstop of December. The terms of this agreement have been modified through ongoing discussions between the Independent Sector and NHS England.

- Ramsay has explicitly agreed with NHS England that we are able to retain 25% of our own capacity for our own NHS, insured and self-pay activity.
- We are pleased all of our hospitals now have the capability to support remote outpatient consultations. In addition, we now have direct booking access in place with Bupa, AXA and Aviva. Any patients requiring face to face assessment for surgical interventions and necessary post-surgery follow-ups will be able to attend in person.
- We continue to review our patient pathways and the latest clinical advice on an ongoing basis. Maintaining our green theatre pathways allows us to evaluate capacity requirements and become more responsive with our service delivery.
- We are now able to extend services to all of our patients; however, it will be with local agreement when it is appropriate to start some services.

Ramsay's overarching concern is how, as a responsible provider, we are able to collaborate to ensure we offer services which are in the best interests of patients, teams and doctors. Our teams are working hard to manage the pipeline of NHS and privately funded patients appropriately.



## Accessing Services

**NHS Patients:** Mount Stuart Hospital continues to assist the NHS by making 75% of total hospital capacity available for NHS patient regardless of provider. As part of the new terms of the over-arching national NHSE contract, Mount Stuart Hospital is working in line with the local trust to ensure that all patients, regardless of provider are treated in order of clinical priority; clinically urgent patients continuing to be treated first, with next priority given to the longest waiting patients. Those patients that are waiting for surgery have received regular well being reviews. Mount Stuart Hospital has reinstated its e-RS Gynaecology service and is gradually reinstating other services.

**Private Patients:** Private patient services have resumed with 25% of total hospital capacity being ring-fenced for private activity. Virtual or telephone continue to be the default method of consulting with patients with the option of face to face appointments for those where this is clinically necessary.

Please don't hesitate to get in touch with GP Liaison, Carla Forbes with any questions regarding services.

# Digital Working *within Ramsay*

The use of technology within Ramsay is vital in supporting our ability to continue to provide first class services for patients and ease of interaction with our referring partners. All of the digital systems we use are designed to add value to the patient, doctor and referrer experience, extend our reach out to our consumers and provide efficiencies in our ways of working.



## Virtual Clinics

We use the Attend Anywhere system to connect our patients and doctors and physiotherapists for virtual outpatient appointments. This system has proved popular with both doctors and patients, with benefits including:

- Video or telephone consultation options available.
- Easy to use system with a virtual waiting room for patients to 'wait' in, minimising disruption and any lost time within clinics.
- Ability to bring in another consultant for a second opinion or a medical language translator.
- Patients are able to have someone with them for their consultation, something we are not able to offer for physical appointments.



## Webinars

Connecting our doctors with GPs, patients and wider referring community online. Our GP Liaison and Private Patient Managers run a number of virtual events with our key referrers and patients throughout the year, something of benefit for your patients to learn more about the treatment they need and the consultant who can do this for them from the comfort of their own home.



## Patient Forms

Ramsay is introducing online registration forms and medical questionnaires for our patients to complete at their ease and convenience.



## Direct Booking with insurers

This allows key insurers to access our clinics, improving visibility, accessibility and the overall patient experience.



## Clinical Audit

Ramsay is introducing Perfect Ward, an easy to use online tool to conduct clinical audits to be used in all clinical departments across our network of hospitals. The system is used to make quality inspections more efficient, and allows evidence based decisions around care quality and patient safety to be reached quickly.

*All systems used by Ramsay are subject to rigorous information governance and security testing to ensure patients, staff and doctors can use them with confidence and peace of mind.*

## How to find us

Mount Stuart Hospital

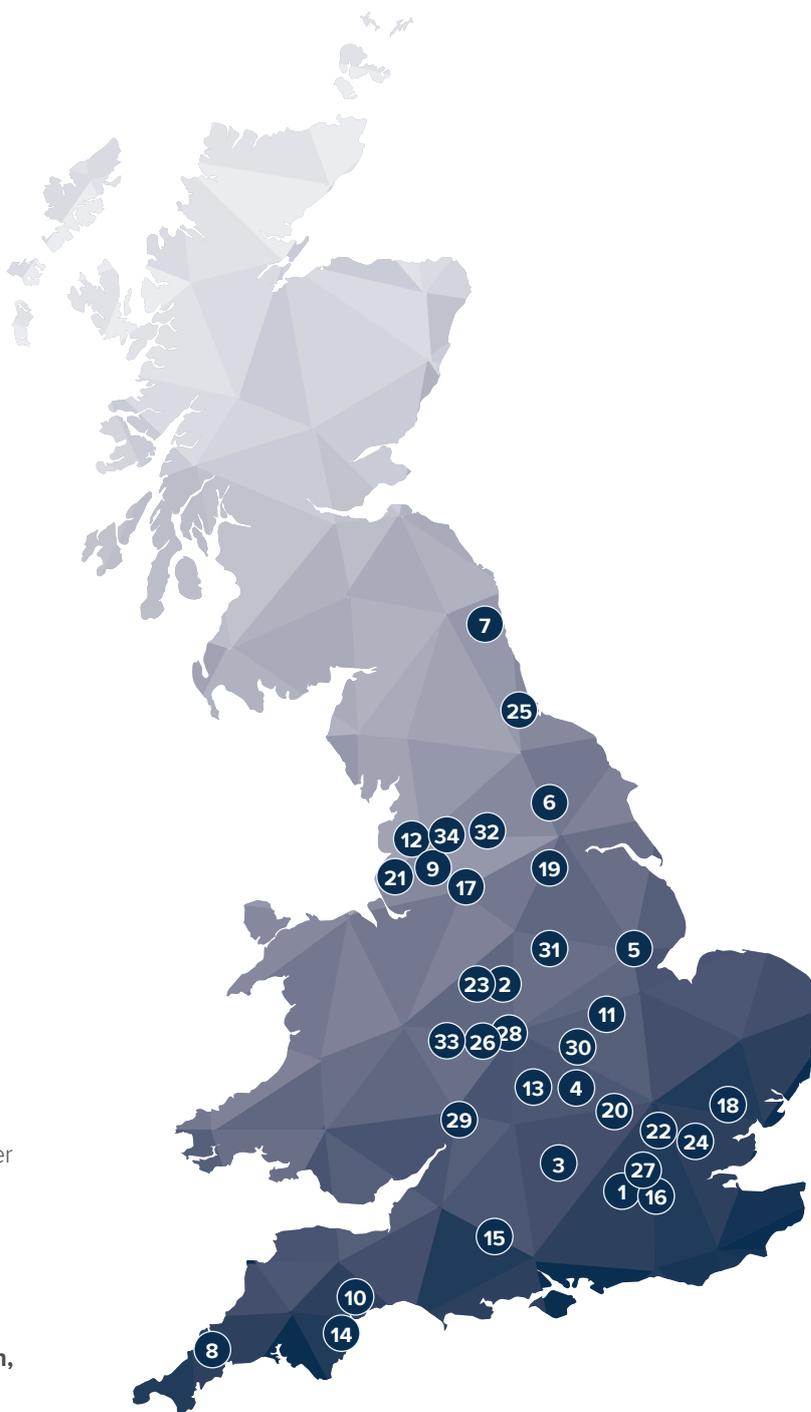
St Vincent's Road,

Torquay, Devon,

TQ1 4UP

## Ramsay UK Facilities

1. **Ashtead Hospital**, Ashtead
2. **Beacon Park Hospital**, Stafford
3. **Berkshire Independent Hospital**, Reading
4. **Blakelands Hospital**, Milton Keynes
5. **Boston West Hospital**, Boston
6. **Clifton Park Hospital**, York
7. **Cobalt Hospital**, North Tyneside
8. **Duchy Hospital**, Truro
9. **Euxton Hall Hospital**, Chorley
10. **Exeter Medical**, Exeter
11. **Fitzwilliam Hospital**, Peterborough
12. **Fulwood Hall Hospital**, Preston
13. **Horton Treatment Centre**, Banbury
14. **Mount Stuart Hospital**, Torquay
15. **New Hall Hospital**, Salisbury
16. **North Downs Hospital**, Caterham
17. **Oaklands Hospital**, Salford
18. **Oaks Hospital**, Colchester
19. **Park Hill Hospital**, Doncaster
20. **Pinehill Hospital**, Hitchin
21. **Renacres Hospital**, Ormskirk
22. **Rivers Hospital**, Sawbridgeworth  
**Orchard Lea Retirement Village**  
**Gardens Neurological Centre**  
**Jacobs Neurological Centre**
23. **Rowley Hall Hospital**, Stafford
24. **Springfield Hospital**, Chelmsford
25. **Tees Valley Hospital**, Middlesbrough
26. **West Midlands Hospital**, Halesowen
27. **West Valley Hospital**, South London
28. **The Westbourne Centre**, Birmingham
29. **Winfield Hospital**, Gloucester  
**The Dean Neurological Centre**, Gloucester
30. **Woodland Hospital**, Kettering
31. **Woodthorpe Hospital**, Nottingham
32. **The Yorkshire Clinic**, Bingley
33. **The Stourside Hospital**, Stourbridge  
opening September 2020
34. **New daycase hospital opening in Preston**,  
Summer 2021



[mountstuarthospital.co.uk](http://mountstuarthospital.co.uk)

 /MountStuartHospital