

Referrer Debrief



Ramsay
Health Care

Message from **Dr Andy Jones, CEO**



Dear Colleagues,

Since the end of March, we have seen the whole of the UK health service work as one system, in order to ensure maximum capacity and resource is available to its fullest potential to deal with the national COVID-19 crisis.

For Ramsay Health Care UK this has meant our teams have had to adapt to new ways of working, look after more complex cohorts of patients and welcome new colleagues and clinicians into our facilities to ensure the safe delivery of care.

As you will know, all Independent Sector providers were asked to stop all non-urgent elective surgery in order to refocus resources to support the NHS in line with the national agreement. It is now clear that there is increasing capacity in the system, so in addition to accepting urgent referrals, Ramsay is also now able to resume provision of specific types of routine elective care, both NHS and private where prior approval has been gained by NHS England. Every hospital is working with their local NHS Trust to ensure

available capacity can be utilised through a coordinated, workable plan. Our top priority is to ensure treatment is provided on a safe and managed pathway for our patients and staff.

What the world will look like on the other side of COVID-19 is not yet clear, however Ramsay is working hard to ensure we are fully mobilised and ready to resume normal services for patients at the earliest opportunity. Our project team have been tasked with focusing specifically on this to ensure that we are fully engaged with all our stakeholders and remobilisation is carried out without delay or hindrance.

Thank you for your support to Ramsay Health Care UK.

Best wishes

Dr Andy Jones
Chief Executive Officer

International Response

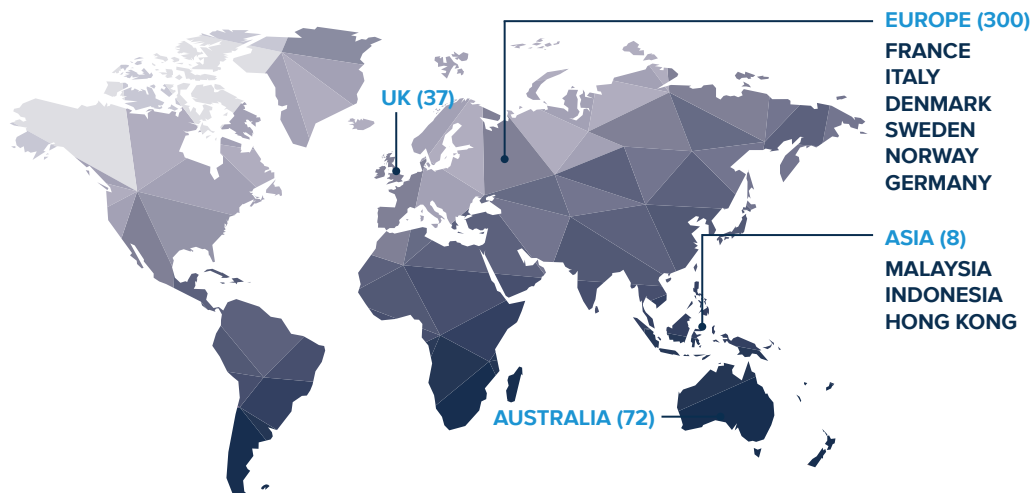
Globally, Ramsay Health Care has pledged to do everything it can to support the government and public sector in all the countries in which Ramsay operates.

Ramsay Santé, which includes France, the Nordics, Germany and a hospital in Italy is in the midst of the European pandemic. Ramsay Santé has taken a lead in Paris, and the nation as a whole, looking after almost 10% of Paris' COVID-19 ICU patients, and 3.5-4% of those hospitalised (including non-ICUs) nationwide. Our Italian orthopaedic hospital is looking after

patients with COVID-19 supporting them with resus and intensive care, and the surgeons' skills have been leveraged and upskilled where required. The rest of the European business has been supporting the hospital with supplies of medicine and equipment as needed.

In Australia, the pandemic is in its earlier stages, however the government is beginning to impose stricter guidelines to the public, and Ramsay is in discussions with both Federal and State Government to provide support to the Public Health System.

Number of Hospitals **Globally:**



Making a Referral - Pathway Process

Insured Referrals

Ramsay is now accepting urgent referrals for private patients that require clinically urgent treatment using their private medical insurance.

Private referrals are directed to our Urgent Care Team, along with a virtual nurse triage service to assess and ensure referrals are based on the NHSE classifications clinical guide.

All patients will be considered on the basis of clinical need and level of risk. If urgent and suitable for remote consultation, the referral will continue on a pathway to the consultant to ascertain the level of care required.

To confirm, insured urgent referrals can be accepted however these cannot be seen face to face in the hospital unless it is deemed clinically urgent to enable an appropriate assessment and diagnosis.

Your patient's insurance company is aware of this new process and will organise an appointment on behalf of your patient directly with us.

Self Funding Referrals:

We are offering virtual consultations for private patients who are self funding. Referrals can be sent through the referral portal. Our National Enquiry Centre will manage the referral and patient from there.

Portal: ramsayhealth.co.uk/patientreferral

User name: Ramsayonline

Password: Ramsaygp

If you require any further information or guidance please contact your GP Liaison Officer.

NHS Referrals

Our referring communities can still refer NHS patients via the e-Referral Service presently. We have activated our 'Patient Booking Window' for each service and are adjusting the availability regularly. You are also able to 'defer' a patient to us and we will assess each referral and schedule appointments appropriately.



Update from your GP Liaison Officer

Dear friends,

First and foremost, my thoughts have been with Dr Ayache and Dr Mirza's families and colleagues. Both were regular attendees at Oaks clinical education events, and both contributed hugely to them over the years. Two wonderful and kind souls that will be sorely missed.



What have I been up to:

All clinical education events were suspended including practice visits. I like to be on the go, so going home with my laptop was not the route I wanted to take, so... I have hung up my high heels for the time being in exchange for a navy pair of crocs!

I am working full time as an Oaks Hospital Porter and absolutely loving the experience. A normal day consists of taking patients to and from theatre, running over to Colchester Hospital (in my porter van - beep beep) to collect blood, theatre sets and equipment.

Clinical Education Events:

Events will be back up and running when it is safe to do so, in the interim we have been working on a virtual platform so that we can deliver interactive sessions. Once the platform has been agreed and I have practiced this new way of working I shall be in contact with you.

I miss you:

I miss seeing you at events or in your practices. Please do reach out, even if it is to say hi! I will be pleased to hear from you, to know that you are well, and also to keep spirits up and the lines of communications open. Feel free to contact me on either

Gemma.Frost@ramsayhealth.co.uk or **07748 987 705** for a chat, text or WhatsApp.

Stay well and safe, and I look forward to hearing from you soon. Gem x

#WeAreRamsay

#PeopleCaringforPeople