

Referrer Debrief



As a valued partner, we are delighted to inform you that Oaks Hospital, part of Ramsay Health Care UK, is resuming elective services for your patients from the **01 July 2020**.



Why can we resume **elective services**?

Over the past 12 weeks, Ramsay Health Care has been working in support of the NHS in response to COVID-19. However, the de-escalation process of this national agreement has now been triggered meaning that providers are able to start to re-open services for patients and provide access to treatments we know are vitally needed.

Further to receiving the express agreement of our local partners, Oaks Hospital can now carry out more urgent work, and resume routine services; however we remain part of the national agreement with the NHS, and will continue to provide capacity as needed.



Who does this **apply to**?

This applies to all privately insured, self-pay and NHS patients existing within our system from pre-COVID and any new referrals made throughout the pandemic.



Prioritisation of patients

Oaks Hospital, are working in concurrence with our local Trust clinical prioritisation model, to ensure equitability of access for all patient groups.



Access into our Hospital

NHS access to services will continue to be managed via the eRS system. This will enable the optimum management of referral timelines, and ensure patients are not disadvantaged.

Privately Insured / Self-Funded access can be made via **GP Online**, Ramsay's National Enquiry Centre or directly to one of our Consultants.

Advice and guidance remains a tool that can be utilised by GPs for support in managing patient conditions.



- ✓ From 01 July 2020 ✓ Resuming elective services
- ✓ Supporting our local NHS partners

Taking every step to keep you safe and well



Ramsay
Health Care



**Friendly
hospitals**



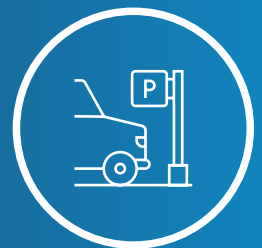
**Consultant
led care**



**Excellent infection
prevention**



**Virtual
consultations**



**Free, on-site
parking**

The safety of our patients and teams is of paramount importance to us, that's why we have introduced a number of initiatives and new ways of working to minimise the risk in spread of COVID. We are now providing remote consultations to patients where appropriate to significantly minimise the need for face to face contact.

Further details on the clinical pathways introduced at Oaks Hospital, can be provided via your local GP Liaison Officer, Gemma Frost - 07748 987 705 or Gemma.Frost@ramsayhealth.co.uk.