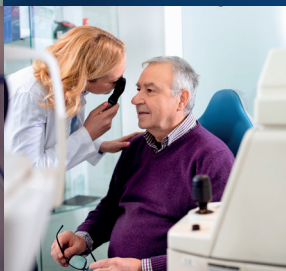




Referrers guide to Ophthalmic services 2019



Oaks Hospital
Part of Ramsay Health Care

Welcome

Located in Colchester, Oaks Hospital opened in 1993 and has provided first class healthcare for patients with health insurance, for NHS patients exercising choice through the e-Referral System or for those patients wishing to self-fund their treatment. By investing in the latest advanced medical technology, the hospital offers a wide range of treatments and services and cares for patients from outpatient consultation and diagnostics through to surgical treatment and rehabilitation.

Oaks Hospital offers regular outpatient clinics with Consultant Ophthalmologists in dedicated ophthalmic consulting rooms supported by a team of Orthoptists and onsite visual fields assessment. Should surgery be required, we have fully-equipped operating theatres, comfortable day-case facilities and ensuite patient bedrooms enabling us to care for your patients from diagnosis through to treatment for a variety of eye conditions. Our Consultant Ophthalmologists also have access to other specialists within the hospital to work with and refer to as appropriate, for example for patients with diabetic eye disease.

Due to the proximity of our neighbouring Ramsay Hospitals we have developed a unique hub and spoke network which enables patients to have outpatient consultations and initial investigations close to home, but still benefit from the specific expertise and technology at any of our units for some specialised treatment.

Ophthalmic Services are also provided at:

- Pinehill Hospital - Hitchin
- Rivers Hospital - Sawbridgeworth
- Springfield Hospital - Chelmsford

The guide contains information on the referral process, quality outcomes and how we can help support you in your practices. We hope you will find the information useful in helping advise and care for your patients.

Thank you for continuing to entrust us with the care of your patients.

Key facilities

- 48 ensuite bedrooms
- 11-bed Ambulatory Care Unit
- Four operating theatres
- Full diagnostics including ultrasound, x-ray and digital mammography plus MRI and CT
- 16 outpatient rooms including dedicated ophthalmics, ENT and treatment rooms
- Physiotherapy department with 6 treatment rooms and a gym
- 24hr Resident Medical Officer
- CQC registered - GOOD - across all five CQC inspection categories
- Free onsite car parking
- JAG Accredited
- Nervous patient service



Our awards

‘Good’ rating from the CQC.

Oaks Hospital are proud to have achieved an overall ‘Good’ rating from the Care Quality Commission (CQC), following an inspection at the end of 2016. The CQC’s report, ranked the private hospital as ‘Good’ in all five of the assessment categories of safe, effective, caring, responsive and well-led.

- BUPA Accreditation
- Accredited breast care centre
- Accredited bowel care centre
- Accredited prostate centre
- Accredited Cataract Full Pathway provider



Standards

In 2016 Ramsay’s Sterile Services Hub, centred in Braintree and serving the Eastern Region hospitals including Oaks, was audited and awarded third party certification for ISO 13485:2012, ISO 9001:2008 and 93/42/EEC Annex V limited to sterility. The reaccreditation demonstrates the continued high quality service delivered over the five years since first gaining this accreditation.

Quality Outcomes

Patient feedback

Our most recent patient satisfaction survey covering all aspects of our service and care has again shown that we are, on most occasions, exceeding our patients' expectations.

Our focus on quality

Patient satisfaction survey

Results taken from Ramsay Health Care Patient Satisfaction Survey (Full year to March 2019), and analysed independently by Qa Research

100%

of inpatients would recommend us to others

100%

of outpatients would recommend us to others

97.6%

of inpatients were satisfied with their overall experience with us

100%

of inpatients were satisfied with their overall experience with us

Nurse to patient average ratio

Nurse to patient ratio is assessed and changed daily to match the acuity of the patients. The average number of qualified staff to adult patients is **1:5** on the ward.

Infection control

Oaks Hospital maintains strict and effective infection control measures with **NO** reported MRSA bacteraemia in over 8 years.







“I have just had cataract surgery on both eyes. The staff are all very helpful and caring and the surgeon did a wonderful job. I would definitely recommend to anyone needing cataract surgery.”



Procedure index

Procedure	Oaks	Pinehill	Rivers	Springfield
Biometry	✓	✓	✓	✓
Botox treatment for squint and eyelid disorders			✓	
Cataract Surgery (standard, toric or multifocal lenses)	✓	✓	✓	✓
Corneal Graft	✓			✓
Cosmetic eye surgery including Blepharoplasty	✓	✓	✓	✓
Diabetic retinopathy	✓	✓	✓	✓
Diagnostic eye tests	✓	✓	✓	✓
Glaucoma including trabeculectomy	✓	✓	✓	✓
Intravitreal injection for Age Related Macular Degeneration (Lucentis, Eylea, Avastin, Jetrea, Ozurdex and Iluvien)	✓	✓	✓	✓
Jetrea injection			✓	
Lacrimal surgery/DCR/Punctoplasty	✓	✓	✓	✓
Macular Degeneration/AMD	✓	✓	✓	✓
Medical Retina	✓	✓	✓	✓
Optical Coherence Tomography (OCT)	✓		✓	✓
Oculoplastic /Periocular lumps and bumps /Chalazion	✓	✓	✓	✓
Orthoptist		✓	✓	✓
Paediatric ophthalmic outpatients			✓	✓
Paediatric probing and syringing from one year of age				✓
Paediatric ophthalmic surgery			From 3yrs	From 1yr
Strabismus/squint	✓	✓	✓	✓
Visual Fields	✓	✓	✓	✓
Vitreoretinal surgery			✓	✓
YAG Laser			✓	✓

Consultant index - Oaks Hospital

Consultants	Clinical interests	Clinics
 <p>Mr Vivek Bansal</p>	<p>Cataract Surgery (Phacoemulsification with Lens implant), Medical Retinal diseases like Age Related Macular degeneration, Diabetic Retinopathy, Inflammatory eye diseases including Uveitis and General Ophthalmology.</p>	<p>Mon eve, Wed am & Fri eve</p>
 <p>Mr Chrysostomos Dimitriou</p>	<p>Cataract Surgery and Intra-Ocular Lens Implants Glaucoma (special interest in Angle Closure and SLT Laser)</p>	<p>Thur am & Sat am</p>
 <p>Mr Gopan Ghosh</p>	<p>General ophthalmology, cataract surgery, glaucoma, lid surgery, and ocular motility/squint.</p>	<p>Mon am & Thur am</p>
 <p>Mr Achyut Mukherjee</p>	<p>Cornea and glaucoma treatment. Cataract surgery (multi-focal lens).</p>	<p>Tue am/pm</p>
 <p>Mr Jignesh Patel</p>	<p>Cataract surgery, diabetic retinopathy, medical retina, macular degeneration, vitreoretinal surgery including retinal detachment, macular hole and macular pucker.</p>	<p>Tue am/pm/eve</p>
 <p>Mr James Sheldrick</p>	<p>Cataract surgery, glaucoma, eyelid surgery (oculoplastics), watery eye, (tear film problems), macular degeneration treatments, ocular coherence tomography (OCT).</p>	<p>Wed am/pm, Thur pm/eve & Fri am</p>

Contact and referral information

Private Patient Online Referrals (preferred option)

Ramsayhealth.co.uk/patientreferral

User name: **Ramsayonline** | Password: **Ramsaygp**

01206 752 121

Appointments

Private Patient Referrals

01206 753 295

Oaks.bookings@ramsayhealth.co.uk

Private Patient Manager (insured patients)

01206 753 286

Private.patient.coordinator@ramsayhealth.co.uk

Self Pay Enquiries (non insured)

01206 987 669

Oaks.enquiries@ramsayhealth.co.uk

Management

Hospital Director - Amy Simpson

01206 753 237

Amy.simpson@ramsayhealth.co.uk

Head of Clinical Services (Matron) - Briony McSweeney

01206 753 242

Briony.mcsweeney@ramsayhealth.co.uk

Operations Manager - Nick Ratcliffe

01206 753 261

Nick.ratcliffe@ramsayhealth.co.uk

Supporting you



Each of our Ramsay hospitals also has a dedicated referral zone on their website where you can access details of our free educational seminar programme, refer a patient online and find out more about our services or Consultants.

Our aim is to provide a personalised service, ensuring that through our experienced and knowledgeable primary care liaison team you have an individual point of contact to help you advise and care for your patients at all times.

Oaks Hospital GP Liaison

Gemma Frost

07748 987 705

Gemma.frost@ramsayhealth.co.uk

Oakshospital.co.uk/referral-zone

How to refer privately

You can refer a patient directly for an outpatient consultation, diagnostic test or treatment. One of the benefits of private healthcare is being able to choose a consultant so you may wish to refer directly to a particular consultant, however, by referring simply to a specialty or outpatient service this enables our appointments team to liaise with your patient to find the earliest available or most convenient appointment across all of our consultants appropriate for your patient's particular condition.

Increasingly patients can now self-refer for certain services or in specific circumstances, such as self-funding patients, however, a referral letter is always very helpful as it will provide your patient's consultant with useful information. Referring your patients is quick and easy.

Simply **send a referral letter** via our secure online system, fax or post

In the meantime **your patient can contact** their local Ramsay Hospital **directly** to arrange a convenient appointment

If the **patient does not contact us we will contact them to arrange an appointment** according to the details provided on the referral

Referring securely online - [ramsayhealth.co.uk/patientreferral](https://www.ramsayhealth.co.uk/patientreferral)

1



In your browser go to www.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 email) and the hospital processes the referral

Self-pay patients

Wherever possible, self-paying patients are offered a Total Care package price following initial consultation. This all-inclusive price includes all nursing and medical care, the hospital stay, consultants' fees and follow up consultations, giving patients the peace of mind of knowing that everything they need is covered.

Medical insurance company policies

Rules regarding the accepted referral route for all conditions, including ophthalmic ones, are subject to change. It is therefore strongly recommended that, in line with Ramsay policy, all proposed treatment is pre-authorized in advance by both patients and the hospital. The respective insurer will then confirm if a separate GP referral is required or if an Optometrist referral is sufficient.

Bupa: Bupa will accept a direct referral from an Optometrist for cataract surgery only. All other ophthalmic conditions continue to require a GP referral.

AXA PPP: AXA PPP will accept a direct referral from an Optometrist for cataract surgery. For all other ophthalmic conditions a GP referral is required.

Aviva: Aviva will accept referrals to specialists from Opticians and Optometrists rather than requiring a GP referral. In these cases Aviva will often ask for sight of the referral letter from the Optometrist to ensure sight correction surgery using laser or lens exchange (which are standard policy exclusions) are not being recommended.

Vitality Health: Vitality Health allow referral direct from Opticians/Optometrists and should not require a separate GP referral.

WPA: Position partly depends upon the length of time the patient has been a member. For longer term members a direct referral from an Optometrist may be acceptable, but for others a GP referral will still be required. Pre-authorization on a case-by-case basis is therefore strongly recommended.

Cigna: Cigna will accept referrals from an Optometrist for acute conditions such as cataract surgery and chronic conditions such as glaucoma.

Why refer privately

More and more people now have private medical insurance or are happy to pay for their treatment themselves in order to benefit from rapid access to treatment and return to their normal lifestyle as quickly as possible.

Benefits of referring privately

- Fast access to diagnostic tests and procedures.
- Choice of consultant.
- Guaranteed consultant care for high quality outcomes.
- Little or no wait for surgery.
- Premium care private rooms with en-suite facilities.
- For procedures that fall outside of current NHS funded guidelines.

Benefits of referring to Ramsay Health Care

- Appointments available with no waiting lists, within 72 hours of referral.
- Same day consultations for urgent referrals.
- Leading Ophthalmic Surgeons.
- Effective infection control.
- Full aftercare with 24hr nurse support.
- Secure online referral system.
- Accepted by all major private medical insurers.
- Affordable all-inclusive packages for self-funding patients.
- Open visiting hours and free car parking.

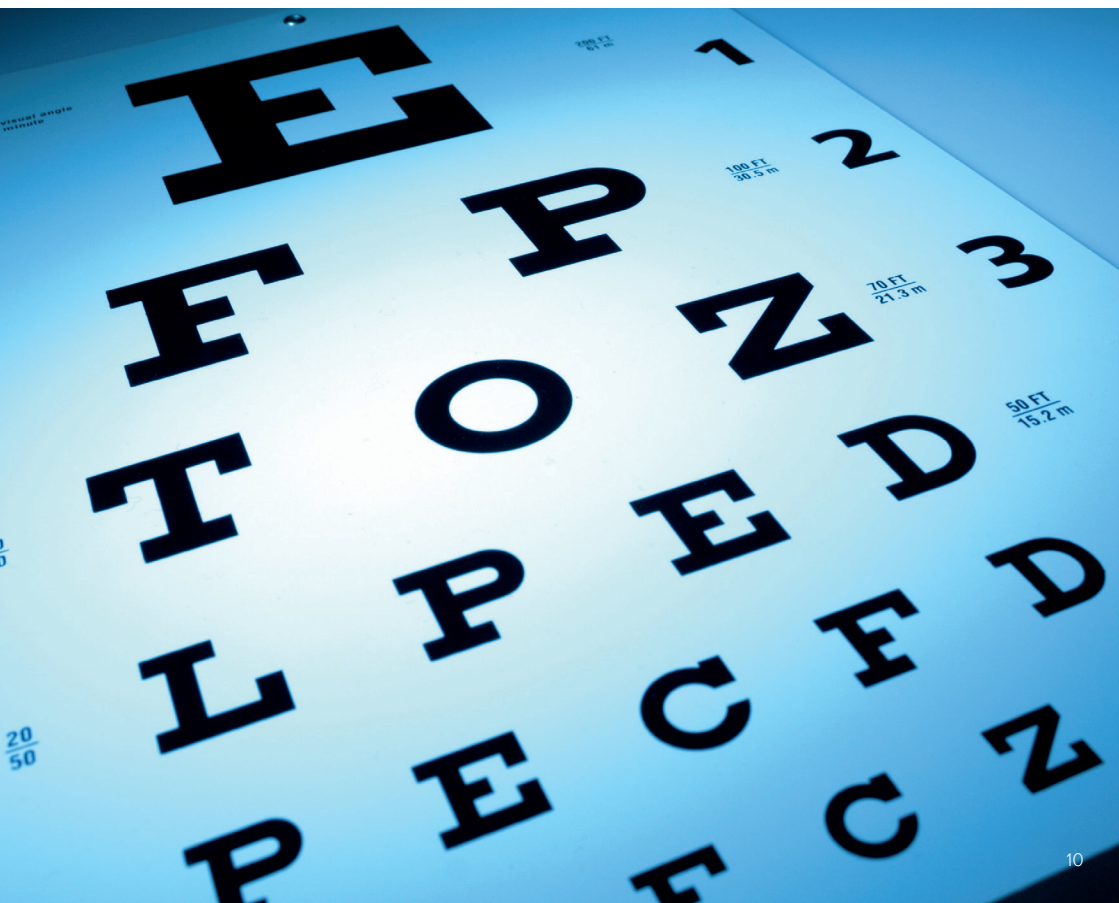


NHS Services

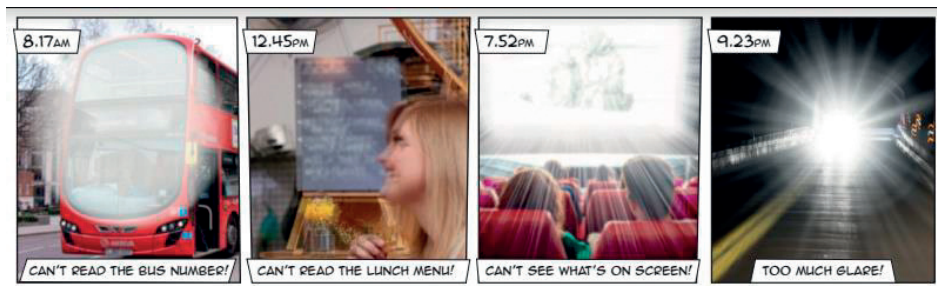
As qualified providers of NHS Services, Ramsay Hospitals are able to accept Choose and Book (e-RS) and paper referrals for contracted services (listed below). Local CCG referral pathways should be followed, whilst respecting patient choice.

Please offer your patient a choice of provider at the time of referral, including Ramsay Hospitals. This is particularly important where referrals need to be directed via local NHS triage centres.

Relevant Conditions	Clinic	Relevant Conditions	NHS Co-ordinator
Oaks	Cataract Clinic	Cataract	NHS Referrals Hotline 01206 753 264 NHS Referral Email RHC.oaks@nhs.net



Focus on cataracts



Cataract removal surgery is currently being restricted by the NHS in some areas of the UK to those with very advanced symptoms and waiting lists are becoming significantly longer. As a daycase procedure, often performed under local anesthetic, cataract surgery is now more affordable than you may think, bringing private healthcare within the reach of many more people.

All of this means that at Ramsay Health Care we have noticed a significant increase in patients choosing to pay for their own cataract treatment in order to improve their quality of life more rapidly than NHS waiting times, and service restrictions allow.

Opting for private treatment at one of our hospitals offers people:

- The opportunity for cataract surgery even if their vision is better than the current level required for NHS surgery. We offer surgery when a cataract starts interfering with daily activities such as reading, watching TV or driving.
- A one-stop service with assessment by a consultant eye surgeon and measurement for the new lens at the same visit saving time and inconvenience.
- Surgery will be offered much sooner, often within a week of consultation.
- Patients will be reviewed by their consultant after the operation, and can discuss operating on the second eye too without the need for further waiting.
- A wider choice of lens implants (which may not be automatically available on the NHS) may be available so we can offer the most appropriate treatment to individual patients.
- Dedicated daycase facilities with the option for surgery to be performed under local or general anaesthetic.

Package prices range from £2,400 per eye.

Prices vary depending upon the selection of implant and anaesthesia but are a Total Care package price which includes the hospital and consultants' fees, as well as the cost of lens implant and follow-up consultation. The initial consultation and any associated diagnostic eye tests are not part of the surgical package price.



Our new private patient pledge is **built around you.**



CHOICE OF CONSULTANT**



NO CANCELLATIONS*



APPOINTMENTS TO SUIT YOU



0% FINANCE



NO WAITING LISTS



TOTAL CARE

**Choice of consultant subject to availability. For more information please visit ramsayhealth.co.uk/termsandconditions
*Cancellations or delays in your treatment can occur for clinical reasons; these will be discussed with you as part of your ongoing care pathway.

Directions to Oaks Hospital

120 Mile End Road, Colchester, Essex CO4 5XR

Tel: 01206 752 121

oakshospital.co.uk

By Road (postcode CO4 5XR)

From A12 - Join A133 Colne Bank/ Cowdray Avenue. Proceed in the direction of Colchester North Station, at the station roundabout, take the 3rd exit (Mile End Road) and continue until you reach Oaks Hospital on the right.

From west (London) - Leave A12 at Junction 28, at the roundabout take the third exit straight over the next 2 roundabouts onto Via Urbis Romanae which joins A134. The hospital is signposted to turn right onto Mill Road. At the end of Mill Road turn left onto Mile End Road until you reach Oaks Hospital on the left.

From east (Ipswich) - Junction 28 take 1st exit then straight over the next two roundabouts onto Via Urbis Romanae which joins A134. The hospital is signposted to turn right onto Mill Road. At the end of Mill Road turn left onto Mile End Road until you reach Oaks Hospital on the left.

Public Transport

Nearest train station is Colchester North Station. This is approximately 5-10 minutes walk from the hospital.

