



Ophthalmic Referral Guide

2024



**Pinehill
Hospital**

Part of Ramsay Health Care

Welcome

Located in Hitchin, Pinehill Hospital opened in 1948 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.

Pinehill Hospital offers regular outpatient clinics with Consultant Ophthalmologists in dedicated ophthalmic consulting rooms. Should surgery be required, we have fully equipped operating theatres, comfortable day case facilities and en-suite 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.

This 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

Key Facilities at Pinehill Hospital:

- 27 en-suite bedrooms
- 7 pod ambulatory care unit
- 3 main operating theatres and 1 minor operating/endoscopy theatre
- Full diagnostics including ultrasound, X-Ray and digital mammography plus semi-static MRI and mobile CT
- 10 outpatient rooms including dedicated ophthalmics, ENT and treatment rooms
- Physiotherapy department with 5 treatment rooms and a gym
- 24hr Resident Medical Officer
- CQC registered - 'Good'
- Free onsite car parking
- JAG Accredited
- Silver ANTT accredited



CQC rated Pinehill Hospital - 'Good'

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 October 2023), and analysed independently by Qa Research:



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 7:1 on the ward.

Infection control

Pinehill Hospital maintains strict and effective infection control measures with NO reported MRSA bacteraemia in the last 20 years.



Clinic Listings (NHS and Private)

Name	Speciality	Private	NHS
Mr James Bacon	General ophthalmology. Specialist care of patients with cataracts and glaucoma. Cataract surgery with premium multifocal, toric and monofocal intraocular lenses.	●	●
Miss Faye Barampouti	General ophthalmology, eyelid problems, cataract surgery (phacoemulsification with monofocal, multifocal and toric lens implants), strabismus, chalazion, glaucoma, oculoplastics and corneal surgery/disease.	●	●
Mr Samir Mahmood	Cataract Surgery with toric and multifocal intraocular lenses, intravitreal injections, retinal laser, glaucoma and general ophthalmology.	●	●
Mr George Saleh	Surgical and non-surgical eyelid, brow and oculo-facial rejuvenation, eyelid tumours and lid malpositions.	●	
Miss Fariha Shafi	Cataract Surgery, reduced vision, cysts, eyelid lumps and bumps, chalazia, periocular skin cancer, ingrowing eyelashes, eyelid twitching, eyelid reconstruction, drooping lids and eyebrows.	●	●
Miss Humma Shahid	Cataract, glaucoma, ocular hypertension, capsular thickening after cataract surgery, eyelid lumps and cysts, blepharitis and dry eyes.	●	●
Mr Anil Singh	Cataract Surgery, vitrectomy surgery, retinal detachment, macular holes and epiretinal membranes. Diabetic retinopathy and surgical management of diabetic eye disease.	●	
Mr Michael Toma	Small incision phacoemulsification refractive cataract surgery and medical retinal disease including diabetic retinopathy, age related macular degeneration and retinal vein occlusions.	●	●

Referring patients to **Pinehill Hospital**

The Ramsay Health Care online portal has been designed to enable you to refer private patients easily, quickly and securely to their Ramsay hospital of choice.

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

Pinehill Hospital is able to receive self-funding, medically insured and NHS referrals. To refer an NHS patient, please use the e-Referral Service (e-RS).

Should you have any queries, please contact your dedicated Business Relations Manager or Private Patient Manager who will be happy to help:

Jackie Rush-Collins - **07469 196 776** | **jackie.rush-collins@ramsayhealth.co.uk**

Simone Barnard - **01462 427 227** | **simone.barnard@ramsayhealth.co.uk**



Simply send a referral letter via our secure online system.



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



If your patient does not contact us, we will contact them to arrange an appointment using the details provided on the referral.

Other useful **contact numbers**

Reception

01462 422 822

Business Relations Manager - Jackie Rush-Collins

07469 196 776

Private Patient Manager - Simone Barnard

01462 427 227

Outpatient Appointments

01462 427 221

Physiotherapy Team

01462 427 215

National Enquiry Centre

01245 200 018

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-authorised 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-authorisation on a case-by-case basis is therefore strongly recommended.

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
- 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 e-Referral Service (e-RS) and paper referrals for contracted services (listed below). Local ICB referral pathways should be followed, whilst respecting patient choice.

For any queries regarding our e-RS Cataract clinic, please contact our NHS Team Lead on 01462 427 218 | Edwina.Patch@ramsayhealth.co.uk

Clinic	Relevant Conditions	NHS Team Lead
Cataract Clinic	Cataract	Edwina Patch

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 anaesthetic, 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 start from £3,010 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.





**we
care.**

...when you need it most.

**Feel supported,
on your road to better health.**

See why we care [ramsayhealth.co.uk](https://www.ramsayhealth.co.uk)



Ramsay
Health Care

Notes

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How to find us

Pinehill Hospital
Benslow Lane
Hitchin, Hertfordshire
SG4 9QZ

pinehillhospital.co.uk

 /PinehillHospital

Your nearest hospital

East Cluster

You'll receive the best possible care from all the hospitals in the Ramsay Health Care group. Our hospitals in **your area** include:



Rivers Hospital

Part of Ramsay Health Care

Sawbridgeworth



Boston West Hospital

Part of Ramsay Health Care

Boston



Fitzwilliam Hospital

Part of Ramsay Health Care

Peterborough



Blakelands Hospital

Part of Ramsay Health Care

Milton Keynes



Pinehill Hospital

Part of Ramsay Health Care

Hitchin



Oaks Hospital

Part of Ramsay Health Care

Colchester



Springfield Hospital

Part of Ramsay Health Care

Chelmsford