



# Ophthalmic Referral Guide

2021



**Rivers  
Hospital**

Part of Ramsay Health Care

# Welcome

Located in Sawbridgeworth, Rivers Hospital 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.

Rivers 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 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 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 Rivers Hospital:

- 42 en-suite bedrooms
- 12 bed ambulatory care unit
- 5 operating theatres
- Full diagnostics including ultrasound, X-Ray and digital mammography plus mobile MRI and CT
- 13 outpatient rooms including dedicated ophthalmics, ENT and treatment rooms
- Physiotherapy department with 7 treatment rooms and a gym
- 24hr Resident Medical Officer
- CQC registered - 'Good'
- Free onsite car parking
- JAG Accredited
- Nervous patient service

### 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 5 on the ward.

### Infection control

Rivers Hospital maintains strict and effective infection control measures with NO reported MRSA bacteraemia in 5 years.



CQC rated Rivers Hospital - Good

# Clinic Listings (NHS and Private)

Name	Speciality	Private	NHS
Mr Petros Andreou	Glaucoma, Cataracts & General Ophthalmology	●	
Mr Raj Das-Bhaumik	Oculoplastic / Reconstructive Surgery, Blepharitis, Dry Eyes	●	
Mr Stephen Campbell	YAG Laser & ARMD Injections	●	
Mr Mahmut Dogramaci	YAG Laser, Retinal Detachments, AMD, Cataracts	●	●
Mr Ivan Fawcett	Vitroretinal, AMD, Cataracts & YAG Laser	●	●
Mr Praveen Patel	Diabetic Retinopathy & General Ophthalmology	●	
Mrs Priya Prakash	YAG Laser, Diabetic Retinopathy, AMD, General Ophthalmology	●	●
Mr Venkata Vempali	Cataract, Squint & General Ophthalmology	●	●
Mrs Shazia Hussain	Orthoptics	●	



# Referring patients to Rivers Hospital

The Ramsay Health Care online Patient Referral system has been designed to allow you to refer private patients easily, quickly and securely to your Ramsay hospital of choice. As well as being quick and easy to complete, using the online system will also help reduce your postage costs and speed up the referral process - all in a secure, online environment.

To make a private referral, simply visit [ramsayhealth.co.uk/patientreferral](https://ramsayhealth.co.uk/patientreferral) and complete the short form.

Rivers Hospital is equipped to receive both Private and NHS referrals. To refer NHS patients, please use the Electronic Referral System (ERS). ERS will provide all the required information regarding each Consultant and their availability.

Should you have any further queries, please contact your dedicated GP Liaison Officer or Private Patient Manager who will be happy to help.

Michael Hunter - **07384 810 808** | [michael.hunter@ramsayhealth.co.uk](mailto:michael.hunter@ramsayhealth.co.uk)

Sarah Ward - **01279 602 628** | [Sarah.Ward3@ramsayhealth.co.uk](mailto:Sarah.Ward3@ramsayhealth.co.uk)

## Making a private referral online



In your browser go to [ramsayhealth.co.uk/patientreferral](https://ramsayhealth.co.uk/patientreferral). Login with Username: **Ramsayonline** and Password: **Ramsaygp**



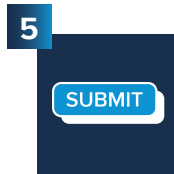
Select the Ramsay hospital that you wish to send the referral to from the drop-down list



Attach a copy of the referral letter by clicking on 'Select' and adding the file or copy and paste it directly into the form



Complete the remainder of the form noting the mandatory fields marked with an asterisk  
If the consultant is unknown please select 'specialty referral only'



Once you have completed the form, press the 'Submit' button to send the referral directly to the Ramsay hospital



You see an immediate confirmation that the referral has been received (also sent by secure 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-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.

**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.

# 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 range from £2,560 - £3,775 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 patients,  
at the heart of all we do. 

To find out more visit [ramsayhealth.co.uk/OurPatients](https://ramsayhealth.co.uk/OurPatients)  
or call **01279 600 282**

\*For full terms and conditions visit [ramsayhealth.co.uk/termsandconditions](https://ramsayhealth.co.uk/termsandconditions)  
Team images were photographed before social distancing measures and guidelines were put into place.



## Other useful **contact numbers**

Reception

01279 600 282

GP Liaison Officer - Michael Hunter

07834 810 808

Private Appointments

01279 602 675

NHS Coordinators

01279 602 672

Physiotherapy team

01279 602 632

## Secure email addresses

NHS office - **[ramsay.rivers@nhs.net](mailto:ramsay.rivers@nhs.net)**

Physiotherapy - **[rivers.physio@ramsayhealth.co.uk](mailto:rivers.physio@ramsayhealth.co.uk)**

Radiology/Imaging - **[rhc.riversradiology@nhs.net](mailto:rhc.riversradiology@nhs.net)**

Private Patient Office - **[rhc.rivers.private@nhs.net](mailto:rhc.rivers.private@nhs.net)**

# Notes

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# How to find us

Rivers Hospital,  
High Wych Road,  
Sawbridgeworth  
CM21 0HH

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

 /RiversHospital

## 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:

