

A guide to accessing private healthcare

Nuffield Health
FOR THE LOVE OF LIFE®

Hospitals
+ Health Checks + Physio + Gyms

A different type of treatment. The Nuffield Treatment.

Our different approach to healthcare is why we have always had matrons at the heart of all of our hospitals, ensuring our patients receive compassionate and professional care. And why we are the only private hospital group to have received NHSLA Level 3, the highest level of accreditation for healthcare risk management.

No wonder our overall satisfaction levels are consistently high at 95%.*

Nuffield Health is an independent not-for-profit organisation formed over 50 years ago, independent of shareholders and government, and dedicated to our charitable aim to improve Britain's health.

Our unique model means that we can always put the best interest of our patients first and are able to reinvest any surplus we make back into continually improving our facilities and ensuring high quality care.

* Patient Satisfaction Survey November 2014 to April 2015.



How you can pay for yourself at Nuffield Health hospitals.

ACCESSING PRIVATE HOSPITAL TREATMENT WITH NUFFIELD HEALTH HOSPITALS

You're in need of medical treatment. Do you have private health insurance?

NO

I don't have private health insurance



Enquiry

You have a medical problem and you DON'T have private health insurance.

Contact Nuffield Health to guide you through the process or to book an initial consultation appointment.



Your Initial Consultation

This is scheduled at a Nuffield Health hospital of your choice.

There is a one-off payment for this appointment.



Tests and Investigations

You may need further tests or investigations as recommended by your Consultant.

These are paid for as and when required.



Treatment

If you need surgical or non-surgical treatment,this will be arranged at a time to suit you.

You will be given a guaranteed all-inclusive treatment price ahead of the procedure.



Aftercare

All aftercare is included within your treatment.

The Nuffield Health Promise means there are no time limits on your aftercare.***

You don't need health insurance to get all the advantages of private healthcare. You can pay for yourself.



Your first consultation appointment

Our specialist Consultants and anaesthetists are independent practitioners who will charge you for your initial consultation and diagnosis. Consultation fees start from £100.



Diagnosis

Your Consultant may recommend that you require an investigative procedure or scan to help with the diagnosis of your condition. This could include an X-ray, MRI scan, or blood test.



Treatment

Following your initial consultation and diagnosis you will receive a personalised quotation for treatment. Your quotation for treatment will include all costs, with no hidden surprises.

Our treatment prices are guaranteed, so you can be confident that the price you are quoted is the final price you will pay for your treatment.

Your quote will include:

- All Consultant and Anaesthetist fees relating to your treatment
- All hospital services during your hospital stay
- All drugs and prosthesis charges
- Critical care as clinically required
- All outpatient treatment related to your procedure after you leave the hospital, including Physiotherapy

Nuffield Health hospitals work with First Medical Loans to offer interest free loans. T&Cs apply.

How do I pay?

You can pay for your treatment direct by debit or credit card. We ask that you pay for your treatment or procedure 7 days in advance, as this enables us to allocate the relevant rooms, equipment and staff for your needs.

You will pay your Consultant separately for your initial consultation and any time spent on tests, scans or treatment. Any tests, scans or treatment for diagnosis will be charged additionally. These will need to be paid for by debit or credit card, either on the day or upon receipt of an invoice.

Interest free loans†

Our financial partner First Medical Loans offers interest-free loans, to help pay for all or part of your treatment. There is no deposit required and you simply pay back the cost of your treatment with 6 or 10 equal monthly payments, completely interest free. If you opt for a loan for all or part of your treatment then the loan will be paid directly to your Nuffield Health hospital, enabling you to go ahead with your treatment without a delay or worrying about payment. Interest bearing loans are also available over 1-3 years. The advisors at First Medical Loans can help you to work out what the best options are. In many hospitals you can also complete this application with a member of the customer services team, either in person or over the phone. This is an online application and can provide an immediate decision regarding loan approval.

Come into one of our hospitals, or contact First Medical Loans directly on **0845 564 6440** to speak to an advisor and find out if you are eligible for a medical loan. Lines are open 09:00 to 18:30, Monday to Friday, 09:00 to 13:00 Saturday.

† Subject to status. Full terms and conditions available on request. A £55 administration charge applies. All loans are subject to status. Exclusions apply. Subject to First Medical Loans terms and conditions.

The Nuffield Health Promise.



You don't need medical insurance to get all the advantages of private healthcare. You can pay for yourself and benefit from our unique Promise.

Our Pricing Promise

Our prices will always be totally transparent and when you are quoted an all-inclusive procedure price it will be inclusive of all costs – with no hidden surprises.* If you find an alternative private hospital in your local area offering a better price for the same procedure, sold with the same service conditions, we'll lower our price to equal it.**

Our Treatment Promise

We promise to guide and support you through every stage of your treatment at Nuffield Health. You will be looked after throughout by your Consultant. At the same time, our matrons will ensure you receive the highest standard of compassionate and professional care.

Our Follow Up Promise

Our relationship with you doesn't end when you walk out of one of our hospitals. As a Nuffield Health patient, subject to the clinical needs related to your procedure, there are no time limits on your aftercare.***

We can make this Promise because Nuffield Health is a not-for-profit organisation. We don't have shareholders, which means we can reinvest any surplus we make into continually improving patient care.

* Initial consultation(s), diagnostic scans/tests and investigations required to establish a diagnosis are not part of your procedure price.

** Not including Private Patient Units at NHS hospitals. Local area defined as within 15 miles of your chosen Nuffield Health hospital. We will match against written quotes only.

*** Where necessary, we promise to assist you to receive any follow up advice, treatment or care that is clinically required. Where a prosthesis is required for your procedure, this is guaranteed for the manufacturer's expected prosthesis lifetime. Clinically required indicates where further intervention and/or monitoring of your condition is deemed necessary as a direct result of your procedure. The Nuffield Health Promise applies for patients paying for themselves and excludes fertility services.

How you can use your health insurance at Nuffield Health hospitals.

ACCESSING PRIVATE HOSPITAL TREATMENT WITH NUFFIELD HEALTH HOSPITALS

You're in need of medical treatment. Do you have **private health insurance**?

YES

I do have private health insurance



Enquiry

You have a medical problem and you DO have private health insurance.

Contact Nuffield Health to guide you through the process or to book an initial consultation appointment.
Don't forget to check with your insurer that your policy covers you for treatment at Nuffield Health.



Your Initial Consultation

This is scheduled at a Nuffield Health hospital of your choice.

You will need your insurance policy number and pre-authorisation code, and a referral letter from your GP.



Tests and Investigations

You may need further tests or investigations as recommended by your Consultant.



Treatment

If you need surgical or non-surgical treatment,this will be arranged at a time to suit you.

We will arrange payment directly with your insurance company.



Aftercare

All aftercare is included within your treatment.

You can get fast access to assessment, diagnosis or treatment at one of our hospitals by using your private health insurance.

- Visit your GP and ask to be referred to a Nuffield Health hospital.
- Your GP can write an 'open referral letter' which will detail the care you need or they may suggest a Consultant, in which case the GP will write a 'direct referral letter'.
- Call your insurance provider and check that your policy covers you for treatment at your preferred Nuffield Health hospital. They will issue you with a pre-authorisation number which you will need to provide to the hospital.
- Contact the Nuffield Health hospital of your choice and arrange an appointment that suits you.

To find out more contact us on:

0845 004 7611

advicecentre@nuffieldhealth.com

nuffieldhealth.com/hospitals



Frequently asked questions.

Q: Isn't private healthcare treatment too expensive?

A: Most of our patients are pleasantly surprised at how affordable private treatment can be. To find out more about the cost of our procedures visit our website at nuffieldhealth.com or phone us on 0845 004 7611.

Q: If I have private treatment can I still get NHS treatment in the future?

A: Yes, NHS treatment will always be available to you.

Q: Do I need a referral to come to a Nuffield Health hospital?

A: In some cases your GP will need to refer you to our hospitals. For treatment such as Cosmetic surgery you can refer yourself.

Give us a call on 0845 004 7611 if you have questions about getting a referral.

Q: Do I need private health insurance to get treated at a Nuffield Health hospital?

A: You can use your insurance policy if it covers the treatment you need, but you can also get treatment at our hospitals if you pay for yourself. You can make a one-time payment or you may be eligible to use our financial partner First Medical Loans to spread your payments over a 6 or 10 month period (subject to status).

Q: Do I need permission from my insurance company?

A: Yes, if you have private health insurance, just call your provider to verify the healthcare professionals and the treatment you need are covered under your policy. They will issue you a pre-authorisation number that you can use when booking your appointment.

Q: I'm worried about "hidden extras". What is included in the price of my treatment?

A: We will quote you an all-inclusive price meaning you won't have any surprises. If additional tests or procedures are needed we will give you all the details ensuring no cost is incurred without your full consent.

Q: Can I choose my Consultant?

A: Yes. If you know the name of a Consultant please ask your GP for a 'direct referral letter.' You can research our Consultants on our website at nuffieldhealth.com or call us on 0845 004 7611 for help in finding one.

Below are some of our most popular specialties and procedures:

Specialty	Procedures
Assisted conception	IVF*
Bariatric	Gastric banding*
Cosmetic surgery	Breast enlargement, Breast reduction, Breast uplift, Ear pinning, Eye lift, Face lift, Liposuction, Nose reshaping, Tummy tuck
Diagnostics	CT, MRI, Ultrasound, X-Ray
General surgery	Gallbladder surgery, Repair of inguinal hernia
Ophthalmology	Cataract surgery, Laser eye surgery*
Orthopaedic surgery	Arthroscopy of the knee, Carpal tunnel release, Hip replacement, Knee replacement
Urology	Bladder examination, Vasectomy reversal*
Vascular surgery	Varicose vein treatment

For a full list of our other treatments go online at **nuffieldhealth.com/treatments**

*May not be available in your local hospital. Please call 0845 004 7611 for your nearest Nuffield Health hospital.

31 hospitals nationwide.

Bournemouth Hospital	01202 901 705	Glasgow Hospital	0141 530 2526	Shrewsbury Hospital	01743 817 264
Brentwood Hospital	01277 889 385	Guildford Hospital	01483 610 512	Taunton Hospital	01823 476 552
Brighton Hospital	01273 806 201	Haywards Heath Hospital	01444 847 787	Tees Hospital	01642 918 999
Bristol Hospital	01179 113 209	Hereford Hospital	01432 818 629	Tunbridge Wells Hospital	01892 883 528
Cambridge Hospital	01223 853 941	Ipswich Hospital	01473 851 205	Warwickshire Hospital	01926 676 416
Cardiff & Vale Hospitals	029 2083 6700	Leeds Hospital	01133 506 403	Wessex Hospital	02380 983 944
Cheltenham Hospital	01242 806 959	Leicester Hospital	01162 985 419	Woking Hospital	01483 610 506
The Grosvenor Hospital, Chester	01244 459 423	Newcastle Hospital	0191 543 6330	Wolverhampton Hospital	01902 212 864
Chichester Hospital	01243 885 743	North Staffordshire Hospital	01782 478 548	York Hospital	01904 891 636
Derby Hospital	01332 897 253	The Manor Hospital, Oxford	01865 987 503		
Exeter Hospital	01392 247 601	Plymouth Hospital	01752 546 866		

Don’t wait. Contact us now.

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