



The Nuffield Health Promise

Our prices are totally transparent, inclusive of all costs*. That means no hidden surprises.

We promise to equal any comparable price sold with the same service conditions.**

Our relationship with you doesn't end when you walk out of our hospitals - there are no time limits on your aftercare.***

The Nuffield Health Promise.

Our unique promise for patients who are paying for themselves



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.***

The Nuffield Health difference

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

The Nuffield Health Promise

Our prices are all-inclusive.*

We will equal any comparable price.**

There are no time limits on your aftercare. ***

* 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.

The Nuffield Health Promise

Our unique promise for patients who are paying for themselves

The Nuffield Health Promise is our unique commitment to our patients. It is composed of three key elements:

- An all-inclusive price
- Aftercare with no time limits
- A guarantee to equal any comparable price

All-inclusive prices

We understand that coming into hospital can be stressful and sometimes your care pathway can be complex. We will support you through this journey.

Our all-inclusive prices ensure that you know the total and final cost of your surgical procedure and exactly what is included in the price of your care, so there are no hidden surprises.

Once you have seen your specialist Consultant and had any diagnostic scans tests or investigations required, your Consultant will discuss your treatment options and make a recommendation for treatment.

Your all-inclusive procedure price will include everything; your pre-assessment appointment, your surgical procedure and any diagnostic scans/tests that form part of your procedure, your stay in hospital, any equipment to help with your at-home recovery, post-operative care such as suture removal, your physiotherapy (if required), take home drugs and all follow up care with the nursing team and your Consultant.

We list the prices of our most common procedures at each hospital on our website nuffieldhealth.com/hospitals/pricing

Aftercare - with no time limits

At Nuffield Health we are committed to our patients. If you have a clinical complication linked to your original surgical procedure, we promise to assist you to receive any follow up advice, treatment or care that is clinically required, free of charge.

Your Consultant will explain the anticipated outcome of your recommended procedure, including any variations to the procedure which may occur, prior to you giving consent to surgery.

We will equal any comparable price

We understand that if you're paying for your own healthcare then you want to get a fair price and you may compare costs across a number of hospitals. We promise to equal any comparable price from a local private hospital, where the procedure is sold with the same service conditions.

This applies to private hospitals within a 15 mile radius of your chosen Nuffield Health hospital, and we ask that you provide us with a written quotation in order for us to equal any alternative price. This does not include private patient units at NHS hospitals.



FAQs.

Does the Nuffield Health Promise cover all treatments?

The Nuffield Health Promise applies to all surgical procedures where patients are paying for themselves. Medical treatments and the treatment or surveillance of long-term conditions are not covered by the Nuffield Health Promise as these have more complex treatment plans involving multi-disciplinary teams. If you have any queries about whether your treatment would be covered by the Nuffield Health Promise, please contact your local Nuffield Health hospital.

What's included in my all-inclusive procedure price?

Your procedure price will include all aspects of your procedure pathway, including your pre-assessment appointment, Consultant fees, Anaesthetist fees, the cost of your procedure, prosthesis (if applicable), your stay in hospital, take home drugs, post-operative care (e.g. physiotherapy or clinical nurse specialist appointments), any equipment to help with your at-home recovery and post-operative Consultant appointments through to clinical discharge. Initial consultation(s), diagnostic scans/tests and investigations required to establish a diagnosis are not part of your procedure price.

How can Nuffield Health offer these commitments to patients?

As a not-for-profit organisation, Nuffield Health is in a unique position - we can truly put our patients first. We do not have shareholders to satisfy and we reinvest any surplus we make into continually improving patient care. We are committed to improving outcomes, patient experience, transparency and the wellbeing of the communities in which we work.

How does the Nuffield Health Promise compare to what I might get at another private healthcare provider?

We are proud to be the only provider to offer all-inclusive prices for surgical procedures which are not subject to change following pre-assessment so long as you are suitable for surgery.

We ensure that you are fully informed of the total cost of your procedure. Other providers cannot offer this transparency and may levy extra charges to you in the event of complications of surgery.

What happens if another condition is discovered at pre-assessment?

You will have a pre-assessment appointment ahead of your surgery. If at this appointment an additional clinical need is identified (which alters your treatment pathway, but not the required procedure), and you are fit for surgery, no additional fees will be charged. If the additional clinical need identified alters the procedure required, but you are fit for surgery, your Consultant will explain any proposed changes to the recommended procedure and any price differential of the new procedure.

If another (secondary) condition is identified at your pre-assessment appointment, which means that you are not fit for surgery, treatment of the secondary condition is not considered part of the treatment pathway of your original procedure. Treatment of this medical condition will be required before you are surgically fit for the original procedure. The medical condition may require a new treatment pathway or procedure, which will incur costs accordingly. Your hospital team will ensure you are fully informed of the costs for treatment of the secondary condition before any consent to treatment is agreed.

What happens if my surgery is postponed following pre-assessment?

If your surgery is postponed for a clinical reason following pre-assessment, for example whilst a secondary condition is treated - then your price will remain valid for 60 days. If surgery cannot be rebooked during this period you will receive a full refund.

What happens if my surgery is cancelled following pre-assessment?

If your clinical team cancels your procedure following pre-assessment, for example because you are not fit to undergo surgery - then you will receive a full refund. If you cancel your procedure prior to admission to hospital, you will be charged for aspects of your package already undertaken. Additionally, if specialist equipment or prosthesis has been ordered for your procedure that cannot be returned, you may also be charged for these.

Post-operative care and support

Under the direction of your Consultant we will support your clinical needs following surgical treatment through to your discharge from care. It is important that you follow the post-operative recommendations made by your Consultant and clinical team as these are all intended to support your long term outcome and health.

How do I get referred for self-pay treatment at Nuffield Health?

You can be referred for treatment, either by your GP or by contacting the hospital enquiry team directly (see reverse for contact numbers). If you know the Consultant you want to see, your GP can make a direct referral, if not, then your GP can make an open referral and we will pass this to one of our Consultant specialists.

Where can I find out information about Nuffield Health Consultants?

Profiles for each of our Consultants can be found on nuffieldhealth.com. If you know the name of your preferred Consultant you can search directly by name. If you would like to see all options for your required speciality, then you can see a full list of our Consultants.

What if I need to 'mix-and-match' my private medical insurance (PMI) and pay for some of the treatment myself?

We recognise that depending on your insurer and the scheme of which you are a member, the level of cover or treatments covered may vary. It is important that you liaise with your private medical insurance provider to understand what is and what is not included in your scheme. Our enquiry and booking teams can support you through this process.

What if I had my procedure before the Nuffield Health Promise was launched?

Nuffield Health launched the Promise in June 2013 to support our desire for transparency and to provide more certainty for our patients.

Nuffield Health has always supported our patients in the event of unforeseen clinical complications and patient feedback has shown that this commitment to safe, clinical outcomes is a key factor in deciding to have surgery.

If you believe that you have a complication of your original surgery, please speak with the Hospital Director at the Nuffield Health hospital that you attended for treatment.

Our 31 hospitals across the UK

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

Don't wait. Contact us now.

Nuffield Health Hospitals.

 **0333 130 2517**

 nuffieldhealth.com/hospitals

 advicecentre@nuffieldhealth.com

Regulated by



All Nuffield Health Hospitals in England are regulated by CQC

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