

Call us 01233 884 552

Kennington Road, Ashford, Kent TN24 0YS

## Professional Service. Personal Care

This time last year we were in the early stages of supporting the NHS in response to the COVID-19 pandemic. In the 12 months since then, we are proud to have treated in excess of 6,500 patients to help ease the burden on our NHS colleagues. With the lifting of certain restrictions, we can now welcome back our private patients, whilst continuing our support for the NHS to help reduce extensive waiting lists in East Kent.

One Ashford Hospital first opened in 2016, and we are proud of our achievements since then. We take great pride in the reputation that the hospital has for its exceptional care, compassion and safety. Credit must go to the cohesive team approach and the effort that is made to ensure the service we deliver is safe, effective and is bespoke to each and every one of our patients.



### Our Services

- Audiology
- Cardiology
- Colorectal surgery
- Cosmetic surgery
- Dermatology
- Diagnostics (CT, MRI, X-ray, ultrasound)
- Ear, nose and throat
- Endocrinology (thyroid, diabetes, hormone imbalance, osteoporosis)
- Endoscopy
- Gastroenterology
- General surgery
- Gynaecology
- Neurology
- Orthopaedics
- Paediatrics
- Pain management
- Physiotherapy and sports massage
- Psychology services
- Renal and urology
- Rheumatology
- Spinal
- Vascular surgery

### We're proud of our feedback!

 **100%**  
said they would be likely or extremely likely to **recommend us**

 **100%**  
said their overall **quality of care** was 'good or better'

 **100%**  
said they always had confidence and trust in their **nurse**

 **100%**  
said they rated the **catering** as 'good or better'

 **100%**  
said they always had confidence that their **consultant** would deliver appropriate care

 **100%**  
said their **room** was 'good or better'

Inspected and rated

**Good**



 **Patient Satisfaction** May 2021

# Injections for Joint Pain

Joint injections are a popular option when it comes to treating inflammatory joint conditions. Mr Rohit Jain, Consultant Orthopaedic Surgeon at One Ashford Hospital takes us through the different types of injections for knee pain, how they help and how long their effects last for.

## When are joint injections needed?

Steroids can be used as a conservative treatment for a range of inflammatory conditions in tendons and joints as well as for inflamed and entrapped nerves. Common conditions which usually respond to steroid injections include Osteoarthritis, Rheumatoid arthritis, Gout, Joint impingement, Golfer's elbow, Tennis elbow, De Quervain's tenosynovitis, Plantar fasciitis, Morton's neuroma, Carpal tunnel syndrome.

Other substances that are often effective include:

### • Hyaluronic acid

Hyaluronic acid is a naturally occurring substance that the body produces. It attracts water and thus it functions to keep tissues lubricated and moist. It's usually present in the joint fluid. It has no animal proteins and is unlikely to cause any allergic reactions.

### • PRP (platelet-rich plasma)

PRP uses the healing power of your platelets to improve the health of the existing articular cartilage. The blood has 3 types of cells, part of these cells responsible for healing are the platelets. The blood is spun in a machine which separates the platelet-rich plasma, and then it is injected into the joint.

### • nStride APS injections

The fourth form of injection is nStride, also called Autologous Protein Solution. This injection has anti-inflammatory cytokines and anabolic growth factors prepared from the patient's own blood.

These recreate a healthy balance of good proteins in the joint which help to improve the health of the existing articular cartilage.

## How long do injections last for?

Steroid injections have both local anaesthetic and steroids combined together. Local anaesthetic starts acting in a few minutes but lasts a couple hours and steroids can take three to ten days to start showing an appreciable improvement which can last from six weeks to six months. It's quite variable, depending on how bad the knee is inflamed. Some patients don't respond to it. By and large, on average, it can last from six weeks to six months.

Hyaluronic acid generally last for about 3 months. If you need more than three injections a year, it's highly likely it's just not working.

As for PRP and nStride, approximately 80% of patients respond to this treatment. Recent research shows after having an nStride injection, 70% of patients report pain relief for almost three years, and with just the PRP injection, the effect can last almost 12 months.



Mr Rohit Jain

"My consultation, subsequent treatment and follow up has been of an exemplary standard. Mr Jain is friendly and takes time to explain everything in detail too"

If you are interested in learning more on joint injections, contact the hospital on 01233 884 522 to find out more.

## Get Back on Track with Our Physiotherapy Team

Our dedicated, highly experienced physiotherapy team have adapted to the new ways of working during the pandemic, and are available to treat neck and back pain, nerve pain, arthritis, women's health conditions, posture problems, sport and workplace injuries, plus many more.

Our team have direct access to Imaging and a broad range of specialist Consultants, should you require treatment beyond physiotherapy.

Your care will be personally tailored to fit your individual needs, along with advice and guidance to help you along your road to recovery.

To make an appointment, you can contact the Physiotherapy department direct on 01233 423 260 or email [physiotherapy@onehealthcare.co.uk](mailto:physiotherapy@onehealthcare.co.uk)

**one Physiotherapy**  
& Sports Injury Clinic

# Orthopaedics

## Keeping You Active and Injury Free

Whether you have a simple sprain or need a new hip, One Ashford Hospital offers the latest in sports injury repair, joint replacement surgery and a wide range of other orthopaedic services. You can rely on us for exceptional care at a place that's close to home.

### • Keeping Your Joints Healthy

Joint pain is not an inevitable part of ageing. While genetics can play a part in whether you will experience joint deterioration, your lifestyle can have a huge effect on maintaining joint health.

Try these simple lifestyle changes to keep your joints in top shape.

### • Eat healthy

Antioxidants are thought to slow the progression of arthritis inflammation, whilst Vitamin E has anti-inflammatory properties and Omega-3 has been linked to reduced joint pain and stiffness.

### • Lighten up

With regard to optimal joint health, it is necessary for us to maintain our ideal body weight. Carrying excess weight adds stress to our joints, especially weight-bearing joints such as the knees. Even small changes can have a big impact in reducing knee pain, function and stiffness associated with knee osteoarthritis.

### • Move that body

Gentle exercise and stretches focused on your hips and knees can make a big difference to your ability to avoid and recover from injury and reduce wear and tear on the joints.

### • Stop Smoking

Most people are unaware that smoking increases the risk of osteoporosis and bone fractures. Smoking also increases the likelihood of injuries involving bursitis or tendonitis. Smokers also have a higher risk of low back pain and rheumatoid arthritis.

## Why Choose One Ashford Hospital?

- Access to leading Consultants within 48 hours\*
- Finance options available\*\*
- Competitive fixed-price packages
- Modern purpose-built hospital
- Fast access to diagnostics including CT, MRI, X-ray and Ultrasound
- Private, air-conditioned, ensuite rooms
- Specialist Physiotherapy and nursing teams
- Little waiting time for surgery
- Calm, dignified experience

\* Dependent on Consultant availability

\*\* Terms and conditions apply

To book a consultation or learn more about the services we provide, contact the hospital direct on 01233 884 552 or email [ashford.info@onehealthcare.co.uk](mailto:ashford.info@onehealthcare.co.uk)

## See Our Leading Orthopaedic Consultants

One Ashford Hospital's team of leading Orthopaedic Consultants specialise in:

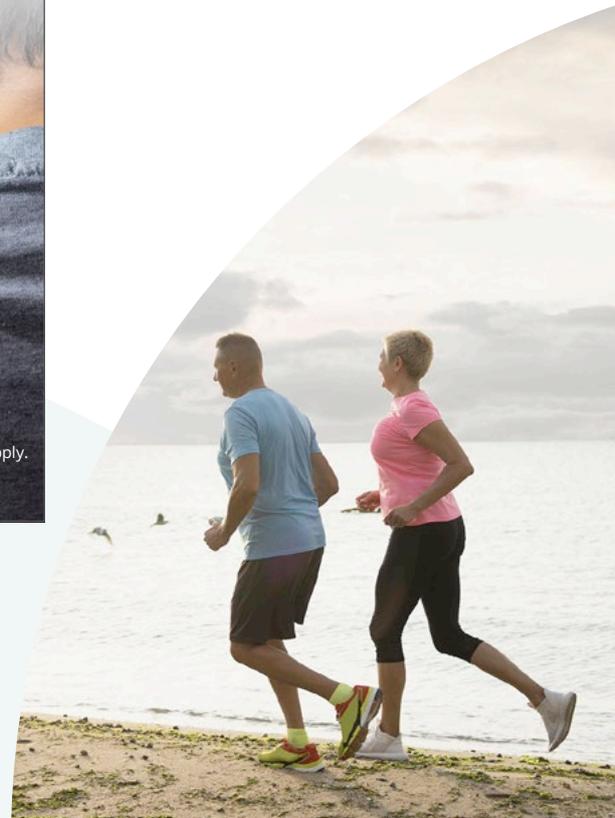
- foot and ankle
- hand and wrist
- shoulder and elbow
- hip and knee
- back conditions
- pain management

### We are proud to offer:

- Minimal waiting times for an initial appointment
- Direct referral to CT, MRI, X-ray and ultrasound
- Treatment covered by all major insurance companies
- Self-pay, fixed price packages (finance options available)\*

\*Terms and conditions apply.  
Subject to availability.  
Subject to status.

If you are experiencing joint pain and would like to see a Consultant Orthopaedic Surgeon, contact the hospital on 01233 884 552 for further information.



# One Ashford Hospital Outpatient Department

One Ashford Hospital offers a wide range of Outpatient services, meaning you will not require an overnight stay if having surgery that day.

Since the onset of COVID-19, One Ashford Hospital has seen a sharp increase in the number of patients undergoing surgical procedures, with the largest growth in the following specialties:

- Orthopaedics
- Dermatology
- ENT
- Cosmetic surgery

A number of people would prefer to avoid a general anaesthetic if possible, and with so many surgical procedures now available under a local anaesthetic, including dermatology, cosmetic surgery and hand surgery, more people are agreeing an outpatient treatment plan with their specialist Consultant.

Our outpatient appointments are available between 8:00am – 8:00pm, Monday to Friday, with certain specialist clinics available on a Saturday morning.



Our facilities include:

- Pre-assessment
- 7 consulting rooms
- 3 treatment rooms
- 1 minor operating theatre
- 10 day case bedrooms

## Diagnostics & Imaging at One Ashford Hospital

One Ashford Hospital has a specialist Diagnostics & Imaging department that is staffed by a friendly team of professional radiographers, providing the following services:

- CT
- MRI
- Ultrasound
- X-ray

If you are self-paying, your GP can refer you directly to our Imaging department. Those using private health insurance will need to be referred by a Consultant; however, our waiting times are minimal and you are likely to be seen within 48 hours. Chiropractors, Osteopaths and appropriately-trained Physiotherapists are also able to refer their patients for scans.

Our diagnostic department offers appointments from 8:00am – 8:00pm, with competitively priced scans:

- CT from £495
- MRI from £390
- Ultrasound from £210
- X-ray from £110

If you have a question about a scan or availability, our Imaging department is available over the phone to help where they can.

You can contact them directly on 01233 423 269 or email [imaging@onehealthcare.co.uk](mailto:imaging@onehealthcare.co.uk)

### Why Choose One Ashford Hospital?

- Images reported by specialist Consultant Radiologists
- Fast access and convenient appointment times
- Rapid results, usually within 48 hours



# Ear, Nose & Throat (ENT)

## Globus (Lump in the Throat)

Globus sensation is the feeling of having a lump, bump, or swelling in the throat without there actually being one.

Mr Chris Theokli, Consultant ENT Surgeon at One Ashford Hospital discusses common symptoms, causes and how Globus can be treated.



### What are the Symptoms of Globus?

The most common symptom is a feeling of a lump in the throat. People can often describe this as a pressure, or a sense of tightness. Sometimes, people report that their throat is in spasm or that mucus accumulates in the throat which they are unable to get rid of. Because of this feeling, people often report that they must throat clear, but nothing 'comes up'. Their throat could become dry and sensitive which leads to a chronic, irritable cough. This again is a common symptom of Globus. These sensations can increase with stress and worry. Patients often report at this point that their voice might become hoarse if they talk for long periods of time. Often, this adds further anxiety to what is already a stressful situation.

### What Causes Globus?

The most common cause of Globus is thought to be acid reflux. Acid is produced in the stomach but on occasion it can escape and travel up the food pipe (the oesophagus) and overflow in the throat causing irritation. This process is called reflux. Acid reflux interferes with how your swallowing muscles relax, leading to a feeling of tightness and constriction which can lead to Globus.

Sometimes there can be a low-grade infection present in the throat, such as thrush, which can also be easily treated. Sometimes the sense of mucus in the throat can originate from the nose in the form of post-nasal drip. This is where excess mucus in the nose drips down the back of the throat.

On occasion, when we examine patients, no abnormalities are found. This too is common but it is often very reassuring for patients that they have been investigated and examined to ensure the cause is not a sinister one such as cancer.

If you feel you are experiencing symptoms of Globus, contact the hospital on 01233 884 522 to book a consultation.

### What are the Investigations for Globus?

If patients have symptoms consistent with Globus they will require referral to an Ear, Nose and Throat (ENT) Consultant to ensure there are no other conditions that could explain their symptoms. A full, careful history will be taken and then a thorough clinical examination of the throat will take place. This is done by performing a camera test called "flexible Nasendoscopy". A small, flexible camera is inserted into the nose and passed to the back of the nose and hovers at the top of the throat. From here the whole of the throat (the pharynx and larynx) are visualised and any abnormalities can be confidently seen. The whole process itself takes less than a minute to perform. Usually, no local anaesthetic is required and patients only normally say it feels a little uncomfortable as it passes through the nose and brings a little tear to their eye.

Often this is all that is required to make a diagnosis. If any other investigations are required subsequently, then this can be discussed at the time with the patient.

### What are the Treatments for Globus?

For many people with Globus, understanding the reasons for their symptoms may be all that is required. For others, various treatments may be suggested including:

- Treatment for acid reflux including medication, lifestyle and dietary advice
- Treatment for candida
- Treatment for post-nasal drip such as steroid sprays

Often, the reassurance that there is nothing more sinister causing the symptoms is all that is required for patients' peace of mind. Things that individuals can do to help themselves include:

- Drinking lots of water during the day to keep well hydrated – aim for 1.5 – 2 Litres of water per day.
- Reduce the amount of caffeine (coffee and tea) and alcohol which is consumed per day.
- Avoid eating late at night which can exacerbate the symptoms of reflux.

Find us at:



/oneashfordhospital



@oneashford



@oneashford

# Paying for Your Treatment

## Accessing Treatment at One Ashford Hospital

### Paying for Yourself

At One Ashford Hospital we offer fixed price packages, fully inclusive of hospital and consultant fees, leaving you with the reassurance of no hidden costs or additional bills following your procedure.

Please find below guide prices for some of our most common procedures that patients choose to pay for themselves. You'll find more prices on our website.

Total knee replacement	£10,500
Total hip replacement	£10,000
Knee arthroscopy	£4,000
Carpal tunnel release*	£1,075
Trigger finger release*	£1,075
Facet joint injections	£1,500
Gall bladder removal	£6,000
Hernia repair	£4,000
Hysterectomy (total)	£6,000

\* Carried out as an outpatient procedure.  
Prices correct at time of printing and subject to change.

You can pay as a lump sum or apply to pay in monthly instalments over 6-60 months as suits you. We offer 0% interest on payment plans of 12 months or less (subject to status, please see our website for more information).

### Contact us



For further details, contact Sarah Winter or Emily Crane in our Self-Pay department directly on 01233 423 241 or email [ashford.selfpay@onehealthcare.co.uk](mailto:ashford.selfpay@onehealthcare.co.uk)

Read more patient reviews on independent review site

**iWantGreatCare**

"All staff were superb, from the moment I arrived to the moment I left. I have complex dietary requirements but they were all catered for with no fuss. Staff were happy to answer any questions I had and were very reassuring when I told them I suffered from anxiety."

### Private Medical Insurance

A number of patients do not realise that the cost of their treatment is covered by their private health insurance policy but instead, find themselves waiting for months on an NHS waiting list. If you yourself have private health insurance (through work or a policy you took out yourself), it is worth checking to see if you could be covered.

We are recognised by all major insurers and you can use your insurance for the majority of the services and treatment available at One Ashford Hospital.

### Four easy steps to making a claim:



Visit your GP to discuss your symptoms and tell them you have private health insurance.



Ask for a referral to see a specialist at One Ashford Hospital to identify the treatment you may require.



Ring your insurance company after you have seen your GP to discuss your referral and obtain authorisation.



Contact us at One Ashford Hospital on 01233 884 552 to arrange an appointment (your insurance company may do this on your behalf).

# Cosmetic Surgery

## Blepharoplasty – All You Need to Know

Blepharoplasty, or eye lift or eyelid surgery is a cosmetic procedure that tightens the skin around the eyes. It aims to reduce the signs of ageing by solving problems such as hooded upper eyelids, wrinkles and crow's feet around the eyes, along with the sagging look under the eyes that many people develop as they get older.

### How is Blepharoplasty performed?

#### Upper Eyelid Surgery

The surgery to fix upper eyelids is performed as an outpatient procedure and includes an incision made along the skin, or the naturally occurring wrinkle on the upper eyelid. This is cut and removed with great precision. The cut is stitched back to give a smoother and tighter skin above the eye.

#### Lower Eyelid Surgery

Incisions are the most commonly used technique for lower eyelid surgery. The surgeon can make an incision either on the edge of the eyelid to transfer fat or inside the eyelid. At times, laser resurfacing is also used to tighten the skin and remove wrinkles. Dissolvable stitches are usually used so that these simply disappear as the tissue heals.

### When should I consider Blepharoplasty?

Skin elasticity begins to decline in the 30s, making anyone over 35 a candidate for eyelid surgery, although it is performed most often on people over 50.

### How to prepare for Blepharoplasty

You can take a number of steps to ensure you get the best possible result following surgery. These include:

- Stop smoking at least 6 weeks before surgery, and do not consume any alcohol for 2 weeks prior to surgery as both can prolong your recovery time.
- Keep yourself hydrated for safe recovery and an optimum outcome.
- Do not take any aspirin or anti-inflammatory medication such as ibuprofen 2 weeks before surgery as this can increase bleeding.
- Do not wear any make-up, creams or other cosmetics on the day of your procedure. You will also be required to remove contact lenses, false eyelashes or jewellery on the day of surgery.

### Post-Operative care following Blepharoplasty

You might experience the lingering effects of the sedation following surgery, so make sure someone can take you home as you will not be able to drive for at least 24 hours.

The eyelids tend to swell and bruise after surgery, but this naturally subsides during the recovery stages. However, you can facilitate the process by applying ice cubes and keep your head elevated.

Sometimes there is discolouration around the area, or even in the white of the eye. This does not cause any pain or impair vision, and usually disappears within 7 - 10 days.

Avoid bending, straining the eyes or lifting heavy objects for at least 1 week following surgery. You should also avoid smiling or yawning excessively as this can cause unnecessary strain on the muscles around the eyes, and may open the stitches.

Sleep in an upright position and keep your head elevated. Use extra pillows if needed.

If you do experience any pain following surgery, you can take paracetamol, but avoid aspirin and ibuprofen to reduce your risk of bleeding.

### Are there any complications following Blepharoplasty?

Blepharoplasty is considered a safe procedure, but as with any invasive surgery, complications can occur. Although they are rare, they can include infection, bleeding, dry eyes and abnormal colouring of the eyelids. If you experience any of these symptoms following Blepharoplasty, you should contact your surgeon or the hospital immediately.

Blepharoplasty is available at One Ashford Hospital from £3,000. If you would like to learn more on the procedure or would like to book a consultation, contact the hospital directly on 01233 884 552, or email [ashford.info@onehealthcare.co.uk](mailto:ashford.info@onehealthcare.co.uk)



# How to Find Us

Getting to One Ashford Hospital couldn't be easier. We are located just off junctions 10 and 10A of the M20, opposite the William Harvey Hospital.

Approximate travel times by car to One Ashford Hospital from:

Folkestone	20 minutes
Hythe & Sandgate	20 minutes
Dover	30 minutes
Canterbury	30 minutes
Faversham	30 minutes
Tenterden	30 minutes
Maidstone	35 minutes
Herne Bay	40 minutes
Ramsgate	55 minutes
Margate	55 minutes

