

One Ashford Hospital, Kennington Road, Willesborough, Ashford TN24 0YS.

# Get Your Health Back On Schedule

Throughout the COVID-19 pandemic we have been proud to support our colleagues in the NHS by providing additional capacity to treat patients awaiting urgent surgery and requiring diagnostic investigations.

We expect this important partnership to continue for the remainder of 2020 and it is a privilege for everyone at One Ashford Hospital to offer our assistance during these unprecedented times.

Meanwhile, we are extremely pleased to confirm we have recommenced our surgical and outpatient procedures, providing a full range of services for private patients.

## Why choose One Ashford Hospital for your treatment during COVID-19?

- ✓ Peace of mind that you are receiving treatment in a COVID-19 secure hospital
- ✓ Be seen by a specialist Consultant for a consultation within 2 weeks\*
- ✓ Undergo surgery within 3 months of referral\*\*

\* Dependent on your choice of Consultant

\*\* Waiting times will reduce to normal lead times of 7 working days over the course of 2021

"A huge thank you to the 'One' for working with the NHS to ease the burden whilst we are going through the Covid-19 episode. It is the best all round scenario when private meets state for the benefit of the patients."

## Keeping you, our colleagues and other patients safe during COVID-19

To ensure the continued safety of our patients, and to remain a COVID-19 secure hospital, we have introduced a number of changes to the way in which the hospital functions.

Whilst we strive to provide a seamless and high quality service, please be mindful of the unique circumstances in which we are currently operating and the necessary safety measures we have implemented. Safety measures are under continual review and led by guidance from Public Health England and the National Institute for Health and Care Excellence.

### Cleanliness

We have increased our cleaning routines and removed some 'high touch point' equipment such as leaflet holders and water dispensers.



### Social Distancing

We have added new signage, indicating where to sit, stand or walk while social distancing from others, as well as screens to provide a safety barrier between our patients and colleagues.



### COVID-19 Testing

For surgical patients, our COVID-19 testing takes place in line with the latest guidance and our teams will contact you to book a time for you to have your test. We have a strict process for admissions at the hospital too. Patients are required to isolate for 72 hours after their test, prior to coming in for surgery. You will be given comprehensive guidance on how and when to isolate once your surgery is booked.



### Personal Protective Equipment (PPE)

To help ensure we remain a COVID-19 secure hospital, patients are required to wear a face covering when visiting us. Staff and Consultants are required to use the correct PPE according to government guidelines.



### Need Assistance?

If you rely on assistance in order to move safely, one person may accompany you to the hospital. Our friendly colleagues will be on hand to help you from reception onwards.



### No Visitors

Unfortunately, we are unable to accept any visitors to our inpatient wards at present, as we need to limit the number of people in our hospital to ensure social distancing. We understand this will be difficult for many of our patients, but rest assured that our colleagues will be doing all they can to make your stay with us as comfortable and relaxed as possible.



# Wide Awake Surgery with Mr Chris James

## Consultant Orthopaedic Hand and Wrist Surgeon



Following the advent of the COVID-19 pandemic, the safety of our patients is becoming even more crucial than ever. Usually, operations are performed under general anaesthetic with the patient asleep, but medical advances have made it possible to operate with the patient awake. This is done via injections at the top of the arm (regional block) or around the operation site (local infiltration).

The benefits for patients include:

- Avoidance of complications from the general anaesthetic
- More rapid recovery from surgery
- Longer duration of pain-operative pain control
- Some patients wish to watch parts of the surgery!

We are able to perform over 90% of the hand and wrist operations in this way at One Ashford Hospital and this allows a safer pathway for patients, especially during these difficult times. We have the use of a specific minor operating theatre

designed for routine cases under local anaesthetic.

Common procedures performed in this way are:

- Carpal Tunnel Decompression (nerve releases)
- Trigger Finger Release
- Hand lump / mass / cyst removal
- Dupuytren's Contracture Release

Costs for the following procedures under Mr James are as follows:

**Trigger Finger Release £1,075**

**Carpal Tunnel Release £1,075**

To book a consultation, contact the hospital directly on 01233 884 552.

"Brilliant! I have previously had operations with Mr James, but watching the op on the monitor and Mr James explaining the procedure was amazing!"

## 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

## 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 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.

**To make an appointment, call 01233 884 552**

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# Understanding Endometriosis with Mr Abhijeet Shah

## Consultant Obstetrician and Gynaecologist



Endometriosis is a chronic and debilitating condition that causes painful or heavy periods. It may also lead to infertility, fatigue, chronic pelvic pain, bowel and bladder problems. Around 1.5 million women in the UK are currently living with this condition. Endometriosis can affect all women

and girls of a childbearing age, regardless of race or ethnicity.

There have been several advances in the treatment of endometriosis including the formation of the BSGE (British Society of Gynaecological Endoscopy) endometriosis centre affiliated to the RCOG.

Early diagnosis and prompt treatment are crucial as it can have devastating effects on fertility and invasion in the sigmoid/rectum and/or bladder and ureters.

It's important we are aware of the updates and recent evidence-based approach in diagnosing and managing endometriosis.

If you wish to be referred for consideration of treatment, please contact One Ashford Hospital directly on 01233 884 552.

"Mr Shah was very kind and professional. I was very happy and impressed with his kind manner."

## Services at One Ashford Hospital

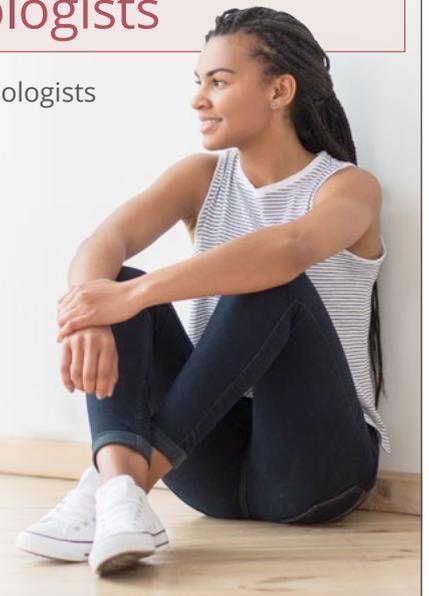
- Audiology
- Cardiology
- Children & young people
- Colorectal surgery
- Cosmetic surgery
- Dermatology
- Ent (ear, nose & throat)
- Endocrinology (diabetes, thyroid, hormone imbalance)
- Endoscopy
- Gastroenterology
- General surgery
- Gynaecology
- Imaging & diagnostics
- Neurology
- Non-invasive aesthetics
- Orthopaedics
- Pain management
- Physiotherapy
- Podiatric surgery
- Psychotherapy
- Rheumatology
- Urology
- Vascular surgery

## Specialist Gynaecologists

Our team of excellent Consultant Gynaecologists offer weekly appointments helping with:

- **General gynaecology**
- **Endometriosis**
- **Menopause and HRT**
- **Recurrent miscarriage**
- **Urinary concerns**

One Ashford Hospital now operates a regular Outpatient Colposcopy clinic for further investigation following abnormal cervical screening. Waiting times are minimal and you can usually see a Consultant within 2 weeks from referral.



## Get Fast Access to Imaging

One Ashford Hospital is fully equipped with the latest imaging equipment including a digital X-ray, MRI scanner and Ultrasound. 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.

- MRI** from £390
- Ultrasound** from £210
- X-ray** from £110

\*Prices vary depending on the number of body parts requiring imaging

### Why Choose One Ashford Hospital?

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



Inspected and rated

Good



## The Best You is What We Do

### Cosmetic Surgery at One Ashford Hospital

One Ashford Hospital offers a wide range of cosmetic procedures, including (but not limited to):

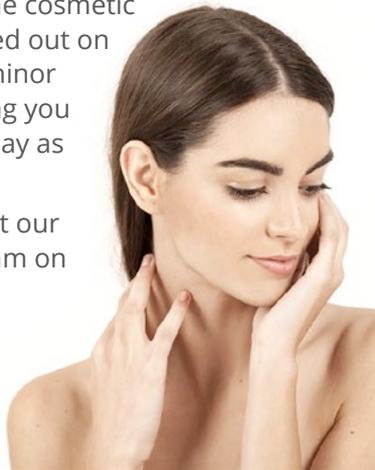
<b>Breast enlargement</b>	<b>£5,670</b>
<b>Breast reduction</b>	<b>£5,850</b>
<b>Breast uplift</b>	<b>£5,415</b>
<b>Brow lift</b>	<b>£2,130</b>
<b>Facelift</b>	<b>£7,525</b>
<b>Nose reshaping</b>	<b>£5,800</b>
<b>Tummy tuck</b>	<b>£6,500</b>

(All prices listed for cosmetic procedures are guide prices only and may cost more than stated above)

Wherever possible, our expert team of Cosmetic Surgeons endeavour to ensure that treatments are minimally invasive in order to keep your recovery time to a minimum. Some cosmetic procedures can be carried out on a day case basis in our minor treatment room, meaning you can go home the same day as your surgery.

To find out more, contact our friendly Reservations team on 01233 884 552.

Alternatively you can email the hospital at [ashford.info@onehealthcare.co.uk](mailto:ashford.info@onehealthcare.co.uk)



## Paying for Your Treatment

### How to access 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.

<b>Total knee replacement</b>	<b>£10,000</b>
<b>Total hip replacement</b>	<b>£9,500</b>
<b>Knee arthroscopy</b>	<b>£3,500</b>
<b>Hernia repair</b>	<b>£2,600</b>
<b>Gallbladder removal</b>	<b>£5,200</b>
<b>Epidural injections</b>	<b>£1,200</b>
<b>Colonoscopy</b>	<b>£1,900</b>

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)

For further details, contact our self-pay department directly on 01233 423 241 or email [ashford.selfpay@onehealthcare.co.uk](mailto:ashford.selfpay@onehealthcare.co.uk)

## Ear, Nose and Throat (ENT)

Problems with your ears, nose or throat are often painful and complex. Our Ear, Nose and Throat (ENT) service provides accurate diagnosis, non-surgical management and surgery for all related medical conditions. You will be cared for by a team of highly experienced Consultants who are dedicated to your well-being. Our procedures include:

- Ear wax removal
- Tonsillectomy
- Grommet insertion
- Septoplasty
- Thyroidectomy
- Endoscopic sinus surgery



Hearbase is the leading local digital hearing company and have been working in audiology for more than 25 years. They are Kent's largest independent hearing organisation and offer a quality, clinically-based, private hearing aid service at One Ashford Hospital. They use the latest diagnostic techniques, combined with first class care and support.

You can arrange a free assessment with a Hearbase Audiologist by emailing [admin@hearbase.com](mailto:admin@hearbase.com) or by telephoning 0800 028 6179 to arrange your appointment.

### 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.

#### Four easy steps to making a claim:

1. Visit your GP to discuss your symptoms and tell them you have private health insurance.
2. Ask for a referral to see a specialist at One Ashford Hospital to identify the treatment you may require.
3. Ring your insurance company after you have seen your GP to discuss your referral and obtain authorisation.
4. Contact us at One Ashford Hospital on 01233 884 552 to arrange an appointment (your insurance company may do this on your behalf).