

Call us 01233 364 374

Kennington Road, Ashford, Kent TN24 0YS

Summer 2021

Building Strong Partnerships



We are maintaining all of our safety measures for the time being and your patients can be assured that we are taking every effort to remain a COVID secure site.

One Ashford Hospital opened in 2016 and in that time we have formed some strong partnerships with our local Consultants, covering a wide range of specialties, worked closely with East Kent Hospitals and our CCG, as well as our GP colleagues. We have developed a strong culture of CPD and our consultants are very engaged to help deliver these educational sessions to you, even if they have been via Zoom for the last year.

We have some exciting plans for the future and are always looking at ways in which we can support you and your patients, whether they are privately or NHS funded, so we hope our newsletters are helpful in keeping you up to date.

Thank you for your support in referring patients to One Ashford Hospital and please remember if you have any feedback or comments, do contact us.

Jo Nolan, Hospital Director.

This time last year we were in the early stages of our enhanced support for the NHS in response to the COVID-19 pandemic and we are very proud that One Ashford Hospital was able to support surgical, outpatients and diagnostic services. In the 12 months to March 2021 we treated over 6,500 NHS patients, with more than 2,000 surgical procedures, running as a green, COVID secure site. We put in place very stringent mechanisms and introduced some significant infection control measures to ensure safety of our patients and our staff.

Professionals Zone

The One Ashford website has recently undergone some changes, and we have updated our 'Professionals Zone' for all healthcare professionals. Here you can find details on how to refer to the hospital, an online version of our Consultant directory, latest training events, plus much more.

We are continually looking at ways to improve the quality of information we provide to our



colleagues, so please feel free to send us any feedback that you feel will be helpful to you.

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
- Neurology
- Orthopaedics
- Paediatrics
- Pain management
- Physiotherapy and sports massage
- Psychology services
- Renal and urology
- Rheumatology
- Spinal
- Vascular surgery

Inspected and rated

Good

 CareQuality
Commission

One Ashford Hospital Outpatient Department

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

Since the onset of COVID-19, One Ashford 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

Our Outpatient appointments are available between 8:00am – 8:00pm, Monday to Friday, with additional capacity for Saturday clinics.

Our facilities include:

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

Rapid Diagnosis

Our diagnostic department offers appointments from 8:00am – 8:00pm, with the following competitively-priced facilities:

- CTfrom £495
- MRIfrom £390
- Ultrasoundfrom £210
- X-rayfrom £110

If you have a question about a scan or availability for your patients, 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



Why Choose One Ashford Hospital?

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



Physiotherapy

We cover all areas of physiotherapy, but our team specialises in sports injuries, musculoskeletal disorders, women's health conditions and hand therapy. Our private physiotherapy service can offer patients:

- Highly-experienced musculoskeletal clinicians with many years' experience in their chosen specialty
- Clinicians skilled in diagnosing problems, along with optimal management of a patient's condition
- Treatment options tailored to your patient's individual condition and personal goals
- Access to some of the UK's leading Orthopaedic Consultants
- Minimal waiting times

Globus with Mr Christopher Theokli, Consultant ENT Surgeon at One Ashford Hospital

Mr Christopher Theokli discusses Globus, along with management and treatment of the condition.

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.

What Causes Globus?

The most common cause of Globus is thought to be acid reflux. Sometimes there can be a low-grade infection present in the throat such as thrush. There may also be a sense of mucus in throat which can originate from the nose in the form of post-nasal drip. On occasion when I examine patients, no abnormalities are found; however it can be reassuring for patients that they have been investigated and examined to ensure the cause is not a sinister one such as cancer.

What are the Investigations for Globus?

If patients have symptoms consistent with Globus they will require referral to an 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 by performing a flexible Nasendoscopy.

Often this is all that is required to make a diagnosis. If any other investigations are subsequently required, 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.

Meet Our New Consultants



Mr Raman Thakur

Consultant Orthopaedic Surgeon



Miss Shamim Toma

Consultant ENT Surgeon



Dr Philip Mayhead

Consultant Gastroenterologist



How to make a referral

Mr Christopher Theokli accepts referrals for patients who are self-funding or insured.

To make a referral, contact the hospital on 01233 364 374 or email ashford.info@onehealthcare.co.uk

"All staff were exceptionally professional, kind and caring throughout my stay at One Ashford Hospital which made a traumatic procedure so much easier to deal with. The dedication and kindness of the nurses who cared for me were exceptional and made my stay such a comfortable one."

Self-Pay Referrals to One Ashford Hospital

Our Private Practice team are available throughout a patient's journey at One Ashford Hospital, providing expert advice on:

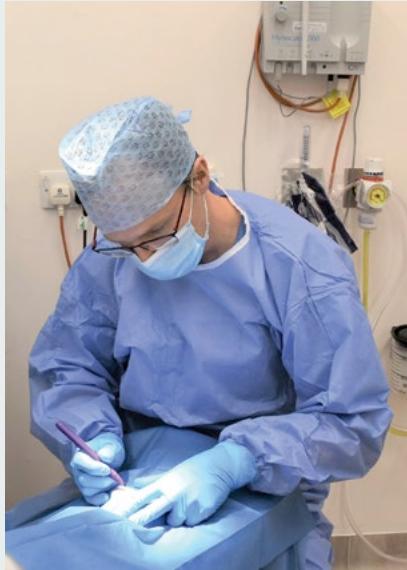


- Competitive fixed-price packages
- Available finance options*
- Consultant information
- A tour of the hospital prior to their stay
- Prompt access to treatment procedures
- Peace of mind and confidence in their choice of hospital

Sarah Winter and Emily Crane can be contacted directly on 01233 423 241

Alternatively you can email them at sarah.winter@onehealthcare.co.uk or emily.crane@onehealthcare.co.uk

*Terms and conditions apply



Insured Referrals to One Ashford Hospital

We accept all major insurers and patients can use their insurance for the majority of services and treatments we offer. The process is very easy.

- The patient visits their GP to discuss their symptoms and inform you they have private health insurance.
- The patient is referred to see a specialist at One Ashford Hospital to identify the treatment they require.
- They will be required to contact their insurance company once they have seen their GP to discuss the referral and obtain an authorisation code (this will need to be provided for each appointment).

Patients can request to be seen at One Ashford Hospital, or they can contact the hospital directly to book an appointment.

A GP referral letter is usually required to ensure the correct pathway of care is undertaken. Patients will be referred back to their GP at the end of their treatment.

Consultant-Led CPD Training Events

One Ashford Hospital is running a regular CPD programme throughout the year, covering a range of specialties by expert speakers.

We are continuing to run all courses online at present, but we plan to offer blended learning once it is safe to do so, whilst ensuring we comply with government guidelines.

Our upcoming CPD events include:

Orthopaedic: Lower Limb Conditions

Sat 12th June, 9:00am – 11:00am

Speakers: Mr Bal Dhinsa & Mr Raman Thakur

Gastroenterology: Beyond IBD

Wednesday 15th June, 7:00pm – 8:00pm

Speaker: Dr Phillip Mayhead

Dermatology: Put your questions to the Consultant

Thursday 24th June, 7:00pm – 8:00pm

Speaker: Dr Kurt Ayerst

Rheumatology: Psoriatic Arthritis

Wednesday 14th July, 7:00pm – 8:00pm

Speaker: Dr Philip Bull

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iWantGreatCare

One Ashford Hospital is proud of the feedback we receive from our patients. To read some of our fantastic reviews, follow the link below:

<https://www.iwantgreatcare.org/hospitals/one-ashford-hospital>