

Call us 01233 423 000

Kennington Road, Ashford, Kent TN24 0YS

## Moving Forward into 2022

2021 was a mixed year for One Ashford Hospital, starting as it did with our continued support for the NHS and in particular, our local hospitals.



From January to March, EKHUFT had full use of one of our theatres every day to support their waiting list initiatives. This we staffed and managed, but ensured the Trust had extra capacity for patients requiring a COVID secure site as well as those waiting the longest. This we did alongside GP referred patients, through eReferral, and this included surgical procedures, outpatient appointments and diagnostics. In total we treated over 1,800 NHS patients during that 3 month period.

Private work continues to grow, with many patients opting to self-fund the cost of their treatment. We have strengthened our team dealing directly with self-funding patients, so we can provide easy access to pricing information as well as appointment availability.

During 2021 we focused on being able to offer a wider range of outpatient surgical procedures, including treatment for hand and wrist conditions, Dermatology and Plastic Surgery.

We purchased new ENT diagnostic equipment and with our seven ENT Consultants, have focused on our Nasendoscopy service, giving patients a wider range of services for that specialty. We have set up outpatient Vasectomy clinics that have been particularly successful (please refer to the article by Mr Ben Eddy). We will continue to further develop services in 2022, offering wider patient choice to our local community.

None of this work would happen without the support from our GP colleagues, and we were pleased to offer a continual programme of CPD, albeit online for the majority of the year. Upcoming events can be found at the back of the newsletter.

Everyone at One Ashford Hospital would like to thank you for your support working alongside us and I wish you all a safe and healthy 2022.

**Jo Nolan**  
Hospital Director

## 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

## ✓ Patient Satisfaction

## November 2021

INPATIENTS

OUTPATIENTS

**95.2%**  
said they would be likely or extremely likely to recommend us

**95.2%**  
rated experience of our service as 'good' or very good

**95.1%**  
said they were definitely treated with respect and dignity

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

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

**94.6%**  
said they always had confidence and trust in their nurse

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

**100%**  
said their welcome on arrival was 'good or better'

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

**100%**  
said they were definitely treated with respect and dignity

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

**92.9%**  
said they were definitely involved as much as they wanted in decisions

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

**90.9%**  
said that staff definitely introduced themselves

**100%**  
said that things were definitely explained in a way they could understand

Inspected and rated

Good



# Vasectomy Clinic at One Ashford Hospital

Vasectomy is commonly regarded as one of the safest forms of contraception, with failure of the procedure in less than 1 in 300 men and long-term pregnancy due to recanalisation in around 1 in 3,000 men. It is commonly performed under local anaesthetic as an outpatient procedure with minimal complications. Although local bruising and tolerable testicular pain for a few days are common, major complications such as scrotal haematomas or return to theatre for bleeding are reported in less than 1% of patients. Men are told to continue to use their current contraception until clear semen analysis is obtained around 4 months after the procedure. In some men 2 samples are needed to show azoospermia.

Mr Ben Eddy, Consultant Urological Surgeon says 'COVID has created a huge backlog in primary care, and men are now seeking a private vasectomy service, due to 18 - 24 month waiting lists within the NHS. We have seen an increase in both self and GP referrals for the procedure and as a result, we have set up a dedicated vasectomy clinic at One Ashford Hospital. Men will be seen within a week of referral and counselled around the pros and cons of vasectomy. The complications of the procedure are discussed and BAUS information guidance is also given to the patients. If in agreement, they are booked for the procedure the following week.

Follow-up semen analysis is organised at 4 months with a phone consultation to go over the results once they are available. For men who do not want to consider local anaesthetic, we are able to perform it under general anaesthetic.'

The new Vasectomy service is a rapid access Consultant Urologist led service, and we are able to treat patients without any waiting list for both clinic and surgery. Patients are provided with the complete package price upfront. If men do not want to wait on the long primary care waiting lists then this may be a viable alternative for them, and we are happy to see them at short notice with a referral or they can contact One Ashford Hospital directly and will be streamlined into the service.

**Mr Ben Eddy** accepts referrals for self-funding vasectomy patients.

To make a referral, contact the hospital on 01233 423 000 or email [ashford.info@onehealthcare.co.uk](mailto:ashford.info@onehealthcare.co.uk)



# Imaging At One Ashford Hospital

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 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](mailto:imaging@onehealthcare.co.uk)

## Our prices are competitive and start from:

CT	£500
MRI	£400
Ultrasound	£220
X-ray	£120

## Why Choose One Ashford Hospital?

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



"I would like to thank everyone involved in my care during a short stay at this impressive hospital. I've had many medical and surgical procedures in other Private and NHS hospitals. The One Ashford is by far the best."

## Meet Our New Consultants



**Mr Omar Mohamed**  
Consultant Orthopaedic Surgeon (Spines)



**Mr Nik Bakti**  
Consultant Orthopaedic Surgeon (Shoulder & Elbow)



**Mr Kemal Tekeli**  
Cosmetic Surgeon (Facial Surgery)

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# nStride® Injections with Mr Rohit Jain, Consultant Orthopaedic Surgeon

## What is nStride?

The nStride injection is used to treat knee osteoarthritis. It is made from blood extracted from the patient's own body and has many anabolic growth factors; special proteins involved in healing processes of the body and anti-inflammatory proteins that suppress inflammation in your knee joints. The nStride output contains the anti-inflammatory cytokines IL-1ra, sIL-1R, sTNF-RI, and sTNF-RII in concentrations well above what is found in native whole blood.

## How does the nStride injection work?

The nStride injection has a high concentration of the anti-inflammatory cytokines and anabolic growth factors that help to heal the damaged cartilage cells and provide relief from osteoarthritis pain. It also prevents further cartilage destruction by reversing the effects of the inflammatory proteins in osteoarthritis affected knee joints.

## The Procedure

A blood sample is drawn from the patient's arm, which is then spun to separate the plasma, the liquid component of blood, from the solid components including the platelets, red blood cells and white blood cells. The plasma is then collected and further processed to obtain a concentrated level of anabolic growth factors and cytokines. The fortified plasma sample is then injected into the knee. This entire procedure may take around 20 to 30 minutes to complete.

## How effective is it?

Research studies have shown that nStride significantly reduces pain and improves function associated with knee OA by up to 3 years. It is found to be effective for patients with Kellgren and Lawrence stage 2 and 3 (mild to moderate OA) following a single injection. 70% improvement in knee pain has been reported at 3 years following a single joint injection. The injection of nStride is well tolerated and safe. It is prepared from the patient's own blood so the chances of having an allergic reaction are almost none. It is suitable for all patients who do not wish to undergo surgery, and the entire process of getting the injection is very fast.



**Mr Rohit Jain** accepts referrals for self-funding nStride patients.

To make a referral, contact the hospital on 01233 423 000 or email [ashford.info@onehealthcare.co.uk](mailto:ashford.info@onehealthcare.co.uk)

# Self-Pay Referrals to One Ashford Hospital

Many patients choose to fund their own treatment to avoid waiting times, particularly with the arrival of COVID. Patients may be able to self-refer for certain procedures, but often a GP referral letter is required.

The cost of the consultation will be provided at the time of booking, and patients requiring further treatment will receive a quote for their procedure following consultation.

If a patient wishes to spread the cost of their treatment, we offer 0% and low interest rate finance options.\*

\*T&Cs apply

Our Self-Pay team can be contacted directly on 01233 423 241. Alternatively, you can email them at [ashford.info@onehealthcare.co.uk](mailto:ashford.info@onehealthcare.co.uk)

## Guide Prices for Common Procedures

Knee Replacement	£12,000
Hip Replacement	£11,500
Carpal Tunnel Release (outpatient procedure)	£1,075
Facet Joint Injection	£1,500
Epidural Injection	£1,200
Hernia Repair	£5,000
Gallbladder Removal	£6,000
Total Hysterectomy	£6,000
Colonoscopy	£2,075
Gastroscopy	£1,575

(A number of our procedures are available as a fixed-price package)

A full list of available treatments can be found at [oneashfordhospital.co.uk/prices](http://oneashfordhospital.co.uk/prices)

## 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 now offer blended learning, with events either delivered online via Zoom, or in-person.

Our upcoming CPD events include:

### Endocrinology: Improving Outcomes in Diabetes

Wed 25th January – 7:00pm-8:00pm

Speakers: Dr Siva Sivappriyan

### Orthopaedics: Management of Osteoarthritis (Lower Limb)

Sat 5th February – 9:00am – 11:00am

Speakers: Mr Bal Dhinsa & Mr Rohit Jain

### Orthopaedics: Management of Osteoarthritis (Upper Limb)

Sat 19th March - 9:00am – 11:00am

Speakers: Mr Chris James & Mr Nik Bakti



## 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>