

Call us 01233 884 552

Kennington Road, Ashford, Kent TN24 0YS

Celebrating Six Years of Excellent Care

This month, One Ashford Hospital will be celebrating its 6 year anniversary since first opening in 2016.

During this period, we have seen a tremendous amount of change and have overcome numerous challenges, with COVID-19 being the greatest to date. In March 2020, we gave full control of the hospital to the NHS to support them in treating urgent cases that could not be carried out in the local hospitals.

We are pleased to continue providing our support to the NHS in tackling the ever increasing waiting lists, and we have also welcomed back our self-funding and insured patients.

Inspected and rated

Good



We are seeing an increase in patients choosing to fund their own treatment, and if you would like to find out more about our prices and payment options, please speak to a member of our Self-Pay team (further details can be found on the back page).

With over 100 Consultants specialising in a wide range of conditions, One Ashford Hospital is an excellent choice for receiving first class care in a relaxing environment close to home.

You can find a list of the most popular services we offer on page 3, and further information on all of our procedures can be found on our website. Please do not hesitate to call our friendly Reservations team if you would like to book an initial consultation or if you have any questions about our services.



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 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

Keeping our patients safe at all times

Patient safety and quality of care are at the centre of everything we do. We are rated GOOD by the Care Quality Commission for services that are safe, effective, caring and well-led.

To ensure the continued safety of our patients, and to remain a COVID-19 secure hospital, protective measures are still in place.



Frozen Shoulder with Mr Nik Bakti

Consultant Orthopaedic Shoulder and Elbow Surgeon

What is Frozen Shoulder?

Frozen shoulder is a condition that causes the shoulder to be extremely painful and stiff. It is also sometimes referred to as adhesive capsulitis. The condition itself can take a long time to resolve and in some circumstances, can take up to 24 months to resolve. The shoulder joint is surrounded by a lining that is normally soft and very flexible. In frozen shoulder, this lining becomes very inflamed and swollen resulting in the pain. In the long term, the lining becomes scarred resulting in shoulder stiffness.

Who can develop Frozen Shoulder?

Frozen shoulder is a very poorly understood condition. It can happen spontaneously without any obvious trauma and is strongly associated with other medical conditions such as Diabetes, thyroid disease, high cholesterol levels and heart diseases. The female population, particularly in the fourth or fifth decade of life, is also at higher risk of developing frozen shoulder compared to males. Occasionally, adhesive capsulitis can also develop following shoulder operations.

What are the symptoms of Frozen Shoulder?

There are three distinct phases of frozen shoulder; the freezing, frozen and thawing phases.

In the first stage, also known as freezing stage, the lining around the joint becomes inflamed and swollen and this results in severe pain to the effected shoulder. The pain is often described as a dull pain that is present even at rest or when the shoulder is not moving. Movement of the shoulder itself is not affected in this phase. This phase can last for up to nine months.

In the second stage, the frozen stage, the shoulder remains painful but the movement of the joint starts to reduce and stiffness starts to set in. This is when the lining around the shoulder joint starts to become stiff due to long term inflammation and swelling. This phase can again last for several months.

In the final phase, the thawing stage, pain is no longer the dominating symptom. The stiffness starts to resolve and can last up anywhere between twelve months to several years. It is important to note that

most patients who suffer from frozen shoulder do not recover all the movement that they had prior to suffering from frozen shoulder.

How do you treat it?

Non-surgical treatment is the mainstay of treatment for adhesive capsulitis. This is based around managing the pain to allow patients to participate in physiotherapy. If normal strong painkillers are not sufficient to control the pain, an injection to the shoulder joint can be performed. Most patients that suffer from adhesive capsulitis are managed in this manner.

Rarely, despite efforts with physiotherapy, patients are unable to achieve acceptable shoulder range of motion. In this case, surgery can be performed to help restore shoulder movement. Surgery is rarely offered in the early phases of the condition.

Manipulation under anaesthesia (MUA) of the shoulder is one option of treatment following failed conservative treatment. During an MUA, the shoulder is put under steady force to help stretch the stiff and scarred capsule. This procedure is performed under general anaesthesia and no cuts are made on the skin. If this procedure does not yield satisfactory result, then a keyhole operation to surgically release the stiff and scarred capsule. Often an MUA of the shoulder is also performed following a surgical release of the capsule.

Mr Nik Bakti is a Consultant Orthopaedic Surgeon specialising in shoulder and elbow conditions.

He has a particular interest in arthroscopic and shoulder replacement surgeries.



To learn more on Mr Bakti, following the below link:

<https://bit.ly/3wCTVkb>



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one-healthcare

Our most popular services include:

- Cardiology
- Children and Young People
- Cosmetic Surgery
- Dermatology
- Diagnostics (MRI, Ultrasound, X-ray)
- Endocrinology
- Endoscopy
- ENT
- Gastroenterology
- General Surgery and Colorectal
- Gynaecology
- Orthopaedics
- Pain Management
- Physiotherapy and Sports Injuries
- Podiatric Surgery
- Rheumatology
- Spinal Surgery
- Urology
- Vascular Surgery

For a full list of our services, visit our website at www.oneashfordhospital.co.uk

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

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

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'

 **Patient Satisfaction** February 2022

Call 01233 884 552 | visit oneashfordhospital.co.uk | email ashford.info@onehealthcare.co.uk

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	£12,000
Total hip replacement	£11,500
Knee arthroscopy	£4,000
Carpal tunnel release*	£1,110
Trigger finger release*	£1,075
Facet joint injections	£1,500
Gall bladder removal	£6,000
Hernia repair	£5,000
Hysterectomy (total)	£6,000

* Fixed-price package. Carried out as an outpatient procedure. Prices are correct at time of going to print.

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

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).

We're Recruiting!

At One Ashford Hospital, we are passionate about our people and we are proud of the quality of staff that we have, priding ourselves on the exceptional level of service we deliver, from our administrative support through to our clinical teams. We value our employee's contributions and are continually looking at ways to nurture talent. We are always on the lookout for exceptional people who can connect with our culture and values to help us write the next chapter of the One Ashford story.

We currently have both administrative and clinical vacancies available, so if you are interested in joining us, follow the link below to find out more:

<https://www.onehealthcare.co.uk/ashford-jobs/>

