

# For patients & visitors

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## Private Patients

### Why choose Private treatment in an NHS hospital?

#### What Facilities Are Available To You?

By choosing to have your treatment as a private patient within an NHS hospital, you are assured of a comprehensive range of general and specialist medical services on-site, around the clock. There will always be a doctor who can see you in an emergency, with adequate support from specialist trained nursing staff. The Hospital has the latest up-to-date clinical facilities, including intensive care and high dependency units. Our operating theatres are fully equipped to undertake a wide range of surgery. The administration of your admission to Hospital will be managed by our Private Patients Office; you will be allocated a named administrator who is available to you in order to liaise with your insurance company on your behalf to ensure that you are adequately covered for the treatment you need and to assist with any other queries that you may have before your procedure. We realise what an anxious time this can be for patients and our aim is to make this process as smooth as possible.

#### Team Work

Consultants who treat private patients within Southend Hospital NHS Foundation Trust do so as the Hospital is their work base and it is where they have developed their specialist team. Back-up is also available from a comprehensive range of on-site expert care, including specialist nurses and therapists.

#### Our Charges

Southend Hospital's pricing structure is based on the principle that it should be simple, fair and competitive.

#### Self Funding Patients

Many patients without insurance are opting to fund their own private treatment. For some procedures it is possible to choose a fixed cost package which enables you to know the total cost before the start of your treatment. All self-funding patients will be requested to pay the full cost of their treatment prior to admission. Payment may be made by credit or debit card, banker's draft or cheque.

#### Fixed Price Packages

Southend Hospital offers fixed cost surgery packages in some areas allowing people who do not have insurance, or where the policy does not cover them for this particular procedure, to benefit from private treatment. Please note; fixed cost surgery is available for set procedures only. By using a fixed cost arrangement you can be aware of the full cost of treatment before it starts. In general, the fixed price means there will be no additional consultant or hospital charges for the inpatient or outpatient treatment of a known medical condition once the price has been agreed.

## What does this include?

Once agreed, the fixed cost package will include: accommodation; nursing care; operating theatre fees; diagnostic tests; treatment and meals given during your stay in hospital; all drugs and dressings during your stay; and Consultant fees whilst an inpatient. Please note the fixed cost surgery does not include private outpatient consultations before or after inpatient treatment or any ambulance transfers. Many procedures can now be undertaken as a day case. You will still be under the personal care of your Consultant who will undertake the procedure.

## Insured Patients

Please be aware that you are responsible for any costs not covered by your insurance policy. Your insurers will advise you of any limits or restrictions in your cover and whether Southend Hospital is in their chosen network of hospitals. When contacting the Private Patient's Office, please ensure you have all relevant details regarding your insurance; i.e. policy/membership number etc.

Where Do I Start?

Private medical treatment often begins as a result of an NHS appointment with your GP, at which you identify your wish for private treatment. Your GP will refer you to an appropriate Consultant who will see you for a private consultation. The Consultant will require a referral letter from your GP before the consultation. Most of our consultants have dedicated private clinics off site, although some patients are seen at Southend Hospital outpatients before or following NHS clinics.

## Supporting The NHS

Income generated by private patients is invested back into Southend University Hospital NHS Foundation Trust in order to assist in supporting the services, facilities and improvements provided to NHS patients; this benefits all patients who come to the Hospital. In many cases, the ward you stayed on receives a percentage of these funds, in some instances 100% of the money claimed goes back to that ward/unit.

## Who Do I Contact For Further Information?

The Private Patients Office based at Southend Hospital will be pleased to assist with any enquiries

**Telephone:** 00 44 1702 385336 (option 1)

**Facsimile:** 00 44 1702 385901

**E-mail:** [claire.wood@southend.nhs.uk](mailto:claire.wood@southend.nhs.uk)

## Consultant list

View our list of Consultants and their specialties.



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