

Safer, better, good value care

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Private Patients

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The Trust operates across three sites: the Royal Cornwall Hospital in Treliske, Truro; St Michael's Hospital in Hayle; and the West Cornwall Hospital in Penzance.

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Why Choose one of our NHS Hospitals for Your Private Treatment?

[Outpatient](#)

Confidence

By having your treatment in a hospital within the NHS, you can rest assured that there is a full range of general and specialist medical services on site, 24 hours a day. There will always be a doctor who can see you in an emergency. You will have access to any additional care which you might need, including a complete range of diagnostic facilities.

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Team Work

Consultants who treat privately in NHS hospitals are there because it is their work base and this is where they have built up a specialist team. There is always backup from a wide range of on-site expert care, including specialist nurses and therapists.

Our Charges

Our pricing policy is based on the principle that it should be simple, open and fair. Our prices are also highly competitive. We never forget that the main reason we are here is to provide all our patients with the best possible treatment and care. All prices are quoted inclusive of VAT.

Working in Harmony with the NHS

Income generated by services provided to private patients within our NHS hospitals will go back into the Trust's finances to support improvements which benefit all patients. Also, it is our guiding principle that no one on the NHS lists will be adversely affected by private treatment but benefit from the extra income generated.

Where Does it Begin?

Private medical treatment often starts as a result of an NHS appointment with your GP, at which you identify your desire for private treatment. Your GP will refer you to an appropriate Consultant specialist who will see you for a private consultation. The Consultant will normally need a referral letter from your GP before the consultation. Once this letter is received the Consultant's office will contact you to arrange a mutually convenient appointment.

If Treatment is Necessary

If the Consultant recommends treatment which requires admission to hospital, he/she will check with the facilities at your local NHS hospital for bed availability and agree a mutually convenient date with you for admission. S/he will also be pleased to discuss timescales at this time. If, however, you need admitting straight away this will be arranged either with Accident & Emergency or from an outpatient clinic.

Pre Admission Arrangements

If you are going to hospital for a planned admission the Paying Patients Office will contact you to confirm the arrangements. In some cases you may be called for pre-operative tests which can be a week or so prior to admission. You will be sent information on what to bring with you, along with the services that are available to you as a private patient.

During Your Hospital Stay

Once you have been admitted you will be under the care of your Consultant who will undertake your operation personally, supervise your post operative care and set a discharge date in conjunction with nursing and therapy staff.

Day Surgery

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.

Payment Arrangements

Insured Patients

Please be aware that you are responsible for checking your level of cover and are liable for any costs not covered by the insurers. You should, therefore, obtain pre-authorisation from your insurance company who will advise you of any limits/restrictions in cover and give you an authorisation number which should be given to the Paying Patients Officer. In these instances, the hospital will usually invoice & deal with the insurers directly. With emergency admissions the Paying Patients team will be happy to liaise with insurers on your behalf. You are also liable to settle your account for personal items such as newspapers, personal telephone calls etc.

Self-funding Patients

Many patients without insurance are electing to fund their own private treatment. A quote or estimate will be given in these instances. For some procedures it is possible to elect for 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 either the full cost of their treatment (where known) or a substantial deposit prior to admission. Payment may be made by credit or debit card, banker's draft or building society cheque. Cash can only be received during standard working hours when the General office is open. Personal cheques are also acceptable provided they are received at least 7 working days prior to admission to allow time to clear.

Fixed Cost Surgery

What is Fixed Cost Surgery?

Fixed cost surgery is offered by the hospital 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 healthcare. Please note, fixed cost surgery is offered and available for set procedures only. Why Use a Fixed Cost Arrangement?

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 it 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; surgical appliances/implants and consultant fees whilst an inpatient. Please note the fixed cost surgery does not include: anaesthetist's fees; outpatient charges before or after the inpatient treatment; prescribed drugs after discharge (these will be on a private prescription); personal charges.

The price only applies if you have obtained a quote and undergone treatment within the timescale covered by the quote.

What Restrictions are there to Fixed Price Surgery?

Your consultant will need to establish that there are no underlying medical conditions likely to give rise to complications or additional treatment. Should an unforeseen secondary problem occur this will be treated as an NHS patient unless you opt to have this as an additional private procedure/treatment programme in which case, this will be charged for separately.

RCHT can only offer fixed price surgery on set procedures where the costs are known. There will be some treatment programmes/ procedures where we are unable to offer this option due to a large variance in the price of implants/prosthetics/equipment and/or where the extent of the problem may not be known until the Consultant has commenced the operation. In these cases we will try to give you a maximum and minimum cost so you have an idea of what you could possibly be expected to pay.

When does the Fixed Price Agreement End?

The fixed cost surgery treatment ends on the earliest of the following dates: The discharge date set by your Consultant; or the day you leave hospital. If you wish to stay in hospital beyond the discharge date set by your Consultant, this may be possible if the bed is not required by another patient but it will be charged for at the appropriate daily rate.

Refunds

No refunds will be given if you leave or are discharged from hospital earlier than expected or if you decide not to proceed with the treatment after admission to the hospital. If you cancel the operation on the day prior to, or of, admission you will be liable for any costs incurred in the set up of the procedure, a bed cancellation charge, the purchase of specific consumables that cannot be used elsewhere or returned to the supplier(s), any other costs incurred that are specifically attributed to your procedure plus an administration fee of £50. Cancellations by you two or more days prior to admission are fully refundable subject to an administration charge of £50.

Cancellation of Procedure by RCHT

Although we try and avoid it where possible, rarely it may be necessary to postpone your operation, for example due to the Consultant being ill. If RCHT is forced to cancel your procedure you will given the option of a full refund or accepting a revised date.

Who do I Contact for Further Information?

The Paying Patient Team based at the Royal Cornwall Hospital in Treliske will be pleased to assist you further. They can be contacted by:

Telephone: 01872 252963

Fax: 01872 272839

Email: Rcht.privatepatients@cornwall.nhs.uk

In Writing: Paying Patients Office, Royal Cornwall Hospital, TRURO TR1 3LJ

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