

# Referrer Debrief



**Ramsay**  
Health Care

## Message from **Dr Andy Jones, CEO**



Dear Colleagues,

Since the end of March, we have seen the whole of the UK health service work as one system, in order to ensure maximum capacity and resource is available to its fullest potential to deal with the national COVID-19 crisis.

For Ramsay Health Care UK this has meant our teams have had to adapt to new ways of working, look after more complex cohorts of patients and welcome new colleagues and clinicians into our facilities to ensure the safe delivery of care.

As you will know, all Independent Sector providers were asked to stop all non-urgent elective surgery in order to refocus resources to support the NHS in line with the national agreement. It is now clear that there is increasing capacity in the system, so in addition to accepting urgent referrals, Ramsay is also now able to resume provision of specific types of routine elective care, both NHS and private where prior approval has been gained by NHS England. Every hospital is working with their local NHS Trust to ensure

available capacity can be utilised through a coordinated, workable plan. Our top priority is to ensure treatment is provided on a safe and managed pathway for our patients and staff.

What the world will look like on the other side of COVID-19 is not yet clear, however Ramsay is working hard to ensure we are fully mobilised and ready to resume normal services for patients at the earliest opportunity. Our project team have been tasked with focusing specifically on this to ensure that we are fully engaged with all our stakeholders and remobilisation is carried out without delay or hindrance.

Thank you for your support to Ramsay Health Care UK.

Best wishes

**Dr Andy Jones**  
Chief Executive Officer

## International Response

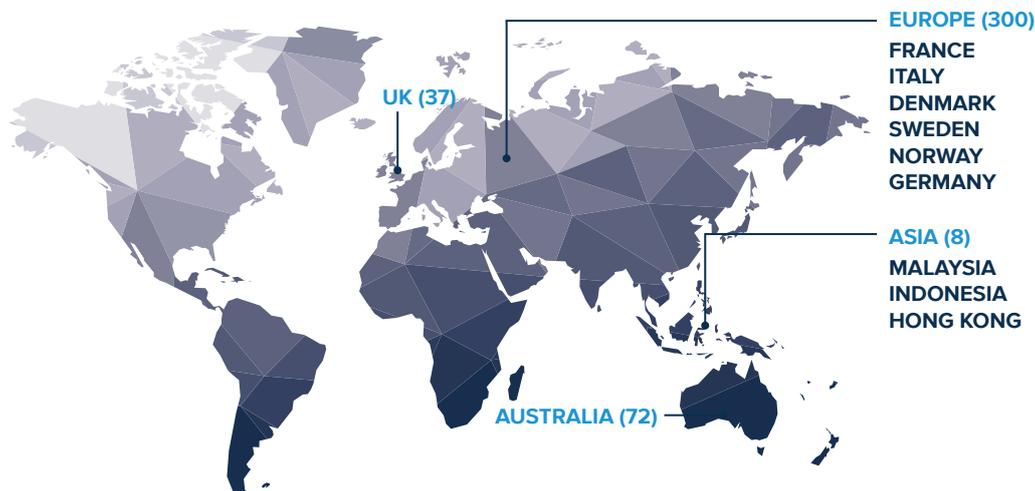
Globally, Ramsay Health Care has pledged to do everything it can to support the government and public sector in all the countries in which Ramsay operates.

Ramsay Santé, which includes France, the Nordics, Germany and a hospital in Italy is in the midst of the European pandemic. Ramsay Santé has taken a lead in Paris, and the nation as a whole, looking after almost 10% of Paris' COVID-19 ICU patients, and 3.5-4% of those hospitalised (including non-ICUs) nationwide. Our Italian orthopaedic hospital is looking after

patients with COVID-19 supporting them with resus and intensive care, and the surgeons' skills have been leveraged and upskilled where required. The rest of the European business has been supporting the hospital with supplies of medicine and equipment as needed.

In Australia, the pandemic is in its earlier stages, however the government is beginning to impose stricter guidelines to the public, and Ramsay is in discussions with both Federal and State Government to provide support to the Public Health System.

## Number of Hospitals **Globally:**



## Making a Referral Pathway Process

### Insured Referrals

Ramsay is now accepting urgent referrals for private patients that require clinically urgent treatment using their private medical insurance.

Private referrals are directed to our Urgent Care Team, along with a virtual nurse triage service to assess and ensure referrals are based on the NHSE classifications clinical guide.

All patients will be considered on the basis of clinical need and level of risk. If urgent and suitable for remote consultation, the referral will continue on a pathway to the consultant to ascertain the level of care required.

To confirm, insured urgent referrals can be accepted however these cannot be seen face to face in the hospital unless it is deemed clinically urgent to enable an appropriate assessment and diagnosis.

Your patient's insurance company is aware of this new process and will organise an appointment on behalf of your patient directly with us.

### Self Funding Referrals:

We are offering virtual consultations for private patients who are self funding. Referrals can be sent through the referral portal. Our National Enquiry Centre will manage the referral and patient from there.

Portal: [ramsayhealth.co.uk/patientreferral](https://ramsayhealth.co.uk/patientreferral)

User name: Ramsayonline

Password: Ramsaygp

If you require any further information or guidance please contact your GP Liaison Officer.

### NHS Referrals

Our referring communities can still refer NHS patients via the e-Referral Service presently. We have activated our 'Patient Booking Window' for each service and are adjusting the availability regularly. You are also able to 'defer' a patient to us and we will assess each referral and schedule appointments appropriately.



## Update from your GP Liaison Officer

To all my GP practices,

**What have we been doing** - Euxton Hall have been working collaboratively with Lancashire Teaching Hospitals NHS Trust & East Lancashire Hospital NHS Trust during the COVID-19 pandemic, caring for people with cancer needing urgent cancer surgery. It has been a real pleasure to be part of a wonderful team here at Euxton Hall as we continue to support our local Trust during these challenging times, our staff have had the opportunity to work with new consultants from the Trust making more friends along the way. We have received great feedback from our patients to say "we have delivered the best care". It doesn't get better than that!

**Referrals** - Your referrals are important to us and we are working very hard to re-schedule all appointments deferred due to the national agreement with the NHSE to work collaboratively with the Independent Sector. All rescheduled appointments will be conducted via a telephone consultation, until such time we return to normality, whatever that may look like. Should you have any questions in relation to your patients referral or our online private patient referral portal please do not hesitate to call me on 07393 766 548, alternatively you can email me on [angela.savage@ramsayhealth.co.uk](mailto:angela.savage@ramsayhealth.co.uk).

**Euxton's GP Education Programme** - On a separate note, our GP educational events are extremely important and we acknowledge that there will be a need for GP's to catch up on their CPD points for 2020. We are committed in Supporting your GP surgery and we have been working on a virtual platform in order to facilitate this. As soon as we have landed on the preferred platform I will be back in touch with you all. I am missing seeing you all at our Euxton Hall events and looking forward to meeting up again so when it is safe to do so. Please do contact me any time if you need my support on any topic.

Thank you and see you all soon,  
Angie Savage

**#WeAreRamsay**

**#PeopleCaringforPeople**