

January 2021

**INFORMATION ON COSTS
FOR PATIENTS
IN PRIVATE MEDICAL CARE**

I am required by the Competitions and Markets Authority to inform patients in advance of consultation, treatment and investigation, the costs that these are likely to generate.

You will receive specific letters from me or my office during the process, but this document tries to inform you in advance of what to expect in respect of costs.

If you have any concerns about costs before your treatment,

please contact my clinical secretary;

Mrs Dorothy Cassidy

Keyhole Clinics
New Victoria Hospital
184 Coombe Lane West
Kingston-upon-Thames
Surrey, KT10 8JB

Tel: 020 3376 9324

Email: Secretary@keyholeclinics.com

Or My Accounts Secretary if it concerns an Invoice that has already been raised;

Mrs Janine Willson

Email: Accounts@keyholeclinics.com

Tel: 07840 319493

CONSULTATION COSTS

If you have medical Insurance:

I am recognised by all UK Insurance companies and my outpatient fees are set by the insurance companies. Fees for an initial consultation are £200 (Aviva - £204) and for follow-up appointments are £135 (Aviva - £144) These may change from time to time.

Should you cancel your appointment with less than 24 hours' notice, a cancellation fee of up to 50% of the appointment charge may be charged.

If you have seen me previously appointments for new conditions or related conditions after discharge and six months, are subject to a *new* consultation fee.

Unless otherwise advised, these consultation fees do not include the costs of any further tests or treatment subsequently recommended or carried out.

Please contact your insurer before your consultation to ensure you are covered and determine any tests that are also covered following your consultation. You will be responsible for any fees not covered by your insurer.

If there is an excess on your policy, you will also be responsible for meeting this personally.

I will invoice directly to your insurance company unless otherwise instructed.

If you are paying for yourself:

If you do not have medical insurance, you will be billed directly for your consultation.

Fees for an initial consultation are £200 (30 Minutes) and for follow-up appointments are £135 (15 minutes).

Should you cancel your appointment with less than 24 hours' notice, a cancellation fee of up to 50% of the appointment charge may be charged.

If you have seen me previously appointments for new conditions or related conditions after discharge and six months, are subject to a *new* consultation fee.

Unless otherwise advised, these consultation fees do not include the costs of any further tests or treatment subsequently recommended or carried out.

OUTPATIENT INVESTIGATION COSTS

If you require Outpatient Investigations such as blood tests, x-Rays and Scans I will book these for you with a private hospital that provides these services.

If you have medical insurance, please contact your insurer to ensure your policy will cover these costs. The hospital will bill the insurance company directly or you if there is an excess.

If you do not have medical insurance, please be aware that the hospital will invoice you directly for all investigations.

Having an investigation does not necessarily mean that it will show something positive. Even if this is the case you will be responsible for the cost of the investigation.

I am not involved in setting Hospital fees and Hospitals should be contacted directly for their charges and invoices. My secretary may be able to assist with this.

OPERATION COSTS

It is possible that after your consultation you may need an operation.

If you have medical Insurance;

The fee for the operation is set by the insurers and I will not exceed their quoted price.

Insurance Fees include anaesthetic fees and most hospital fees. The anaesthetists I usually work with are Dr Glyn and Dr Waddington and they adhere to insurance guidelines for billing.

The cost of your surgery does not include the cost of outpatient consultations.

Some hospital costs may not be included in your operation invoice. Please contact the Hospital directly or your insurer for details of anything that may not be covered by your insurance e.g. discharge medicines.

Please note that unless otherwise advised the cost of your operation does not include details of any further tests or treatment subsequently recommended or required that are billed separately.

All surgery or medical treatment carries risk, and it is possible you may develop an unforeseen complication that may, for example, require you to return

to theatre, stay in hospital longer than anticipated, or be transferred to another hospital. Each of these will incur additional costs associated with each of those unanticipated outcomes.

Please contact your insurer before you book your treatment to confirm that your treatment is covered by the terms of your policy. Please note you are responsible for any fees not covered by your insurer including any policy excess.

If you are paying for yourself:

The private Hospitals where I have my practice offer all-inclusive fixed price packages which include the consultant's fee, anaesthetist's fee and the hospital fee for the surgery. These packages provide peace of mind by ensuring you know the full cost of your surgery in advance. Some hospital also offers finance options to facilitate payments if required.

Further information about self-pay fixed prices can be provided by;

New Victoria Hospital

Telephone 0208 949 9010 / 9006 or email patientbilling@newvictoria.co.uk. Details of fixed price packages can be found on their website (www.newvictoria.co.uk). Please follow the links for "Self Pay".

Parkside Hospital (Aspen)

Telephone 020 8971 8000 and ask for inpatient accounts or email pricingqueries@parkside-hospital.co.uk. Details of the hospital's fixed price packages can be found on their website (www.parkside-hospital.co.uk). Please follow links to "Funding Your Treatment" then "Self Pay".

Spire St Anthony's Hospital

Telephone Self Pay enquiries on 020 3131 6676, email info@spirestanthonys.com or make an enquiry via their website (<http://www.spirehealthcare.com/spire-st-anthonys-hospital/>). Follow links to "How to Book and Pay" then "Paying For Yourself".

The fixed price package cost of your surgery does not include the cost of outpatient consultations which are charged at a maximum of £204 for new consultations at 30 minutes and £144 for follow up consultations at 15 minutes. Longer consultations will incur an increased fee. If you have seen me previously appointments for new conditions or related conditions after discharge and six months, are subject to a new consultation fee.

Please note that unless otherwise advised, the fees detailed above do not include the costs of further tests or treatment that may be required prior to or after your surgery.

All treatment carries risk, and it is possible you could experience an unforeseen complication that may, for example, require you to return to theatre, stay in hospital

longer than anticipated or transfer to another hospital. Costs of these may not be included in a package price and you should check with the hospital. Package prices do include any costs of additional outpatient consultations and clinic costs e.g. dressings.

QUALITY INFORMATION:

You can compare independent information about the quality of treatment offered by private healthcare providers from the Private Healthcare Information Network (PHIN) website: www.phin.org.uk.

You may also get further information on an individual clinician at www.iwantgreatcare.com or www.doctify.com.

I trust this helps you to determine if Private Medical Care is for you and the costs that may be incurred through consulting me.

Please contact my secretary if you have any concerns please send an email to my secretary at

secretary@keyholeclinics.com

or via

<https://www.keyholeclinics.com/contact>.

Outpatient appointments can be made directly with the hospitals at which I practice, for details go to <https://www.keyholeclinics.com>.

Best wishes

Peter D Willson

Consultant Surgeon

Reviewed: 05.01.2021
Next Review: 05.01.2022