

A close-up portrait of a middle-aged man with short, graying hair and glasses. He is smiling broadly, showing his teeth. He is wearing a dark blue polo shirt with white piping around the collar. The background is a blurred indoor setting, possibly a hospital hallway, with warm lighting and out-of-focus figures in the distance. A dark blue geometric shape is in the top right corner of the image.

Ophthalmic Referral Guide

2024



**Glendon Wood
Hospital**

Part of Ramsay Health Care

Welcome

Located in Kettering, Glendon Wood Hospital provides first class healthcare for patients with health insurance, for NHS patients exercising choice through the e-Referral System or for those patients wishing to self-fund their treatment. By investing in the latest advanced medical technology, the hospital offers a wide range of treatments and services and cares for patients from outpatient consultation and diagnostics through to surgical treatment.

Glendon Wood Hospital offers regular outpatient clinics with Consultant Ophthalmologists in dedicated ophthalmic consulting rooms. Should surgery be required, we have fully equipped operating theatres and comfortable day case facilities enabling us to care for your patients from diagnosis through to treatment for a variety of eye conditions. Our Consultant Ophthalmologists also have access to other specialists within the hospital to work with and refer to as appropriate.

Our Ophthalmic Services:

- Cataract Surgery
- YAG laser
- Oculoplastics
- Glaucoma - **Private Patients only**
- General Ophthalmology - **Private Patients only**

This guide contains information on the referral process, quality outcomes and how we can help support you in your practices. We hope you will find the information useful in helping advise and care for your patients.

Thank you for continuing to entrust us with the care of your patients.

Key Facilities

Key Facilities at Glendon Wood Hospital:

- Ophthalmic Centre
- 1 Large treatment room
- 2 Laminar flow theatres
- Outpatient department equipped with 7 consulting rooms
- Radiology department - Static MRI, CT, Ultrasound, X-Ray and Mammography scanning facilities
- Physiotherapy department with gym
- Free on-site car parking

Glendon Wood Hospital
Opening Hours: 8am-8pm | Reception: 01536 540 106

Quality Outcomes

Patient feedback

Our most recent patient satisfaction survey covering all aspects of our service and care has again shown that we are, on most occasions, exceeding our patients' expectations.

Our Focus on Quality

Patient satisfaction survey

Results taken from Ramsay Health Care Patient Satisfaction Survey (March '23 - February '24), and analysed independently by Cemplicity Research:

97%

of patients would recommend us to **family or friends.**

95.5%

of patients rated the quality of care as **excellent or very good.**

91.8%

of patients received answers from their **doctor that they could understand.**

98.2%

of patients said that they were treated **with respect and dignity.**

99.6%

of patients rated the cleanliness of the room as **excellent or very good.**



Clinic Listings (NHS and Private)

Consultant	Clinical interests	Private	NHS
Mr P Baranyovits	Cataract Surgery, YAG Laser	•	•
	General Ophthalmology, Glaucoma, Botox for Facial Spasms and Migraines	•	
Mr K El-Ghazali	Cataract Surgery, YAG Laser	•	•
	Squint	•	
Mr J Panthagani	Cataract Surgery, YAG Laser, Refractive Surgery	•	•
	General Ophthalmology, Glaucoma	•	
Mr T McMullan	Cataract Surgery, YAG Laser	•	•
	Eyelid Related Problems, Eyelid Cysts, Eyelid Tumors Requiring Exision and Reconstruction, In-Turned Eyelid (Entropion), Out-Turned Eyelid (Ectropion), Droopy Eyelid (Ptosis), Cosmetic Requirments Upper and Lower Blephroplasty, Peels and Azzalure, General Ophthalmology, Glaucoma	•	
Miss V Menon	Cataract Surgery, YAG Laser	•	•
	Oculoplastic Surgery - Eyelid Related Problems, Eyelid Cysts, Eyelid Tumors Requiring Exision and Reconstruction, In-Turned Eyelid (Entropion), Out-Turned Eyelid (Ectropion), Droopy Eyelid (Ptosis), Upper and Lower Blephroplasty, Watery Eyes, Medical Retina, General Ophthalmology, Glaucoma	•	
Mr V Sampat	Cataract Surgery, YAG Laser	•	•
	General Ophthalmology, Glaucoma, Blepharoplasty, Minor Lid Procedures	•	
Mr G Settas	Cataract Surgery, YAG Laser	•	•
	Corneal Laser Refractive Surgery, Lens Refractive Surgery, General Ophthalmology, Glaucoma, Minor Eyelid Procedures	•	
Mr P Tonne	Cataract Surgery, YAG Laser	•	•
	General Ophthalmology, Glaucoma	•	

Referring patients to **Glendon Wood Hospital**

The Ramsay Health Care online portal has been designed to enable you to refer private patients easily, quickly and securely to their Ramsay hospital of choice.

To make a private referral, visit ramsayhealth.co.uk/patientreferral and complete the short form.

Glendon Wood Hospital is able to receive self-funding, medically insured and NHS referrals. To refer an NHS patient, please use the e-Referral Service (e-RS) or via paper referrals.

EeRS coming soon.

Should you have any queries, please contact your dedicated Business Relations Manager or Private Patient Manager who will be happy to help:

**Rebecca Dray - 07436 370 973 | Rebecca.Dray@ramsayhealth.co.uk
or Woodland.PrimaryCare@ramsayhealth.co.uk - Business Relations Manager**

**Private Patient Services Team - 01536 536 891 | PPS.Woodland@ramsayhealth.co.uk
or rhc.pps@nhs.net**



Simply send a referral letter via our secure online system.



In the meantime your patient can contact their local Ramsay Hospital directly to arrange a convenient appointment.



If your patient does not contact us, we will contact them to arrange an appointment using the details provided on the referral.

**COMING
SOON**
Coming mid 2024 - EeRS for Ophthalmology referrals

Other useful **contact numbers**

Reception

01536 540 106

Business Relations Manager - Rebecca Dray

07436 370 973

Private Patient Services Team

01536 536 891

NHS Appointments Team

01536 536 889

National Enquiry Centre - Self Pay Enquires

01536 210 019



Glendon Wood Hospital
Part of Ramsay Health Care

Self-pay patients

Wherever possible, self-paying patients are offered a Total Care package price following initial consultation. This all-inclusive price includes all nursing and medical care, the hospital stay, consultants' fees and follow up consultations, giving patients the peace of mind of knowing that everything they need is covered.

Medical insurance company policies

Rules regarding the accepted referral route for all conditions, including ophthalmic ones, are subject to change. It is therefore strongly recommended that, in line with Ramsay policy, all proposed treatment is pre-authorised in advance by both patients and the hospital. The respective insurer will then confirm if a separate GP referral is required or if an Optometrist referral is sufficient.

Bupa: Bupa will accept a direct referral from an Optometrist for cataract surgery only. All other ophthalmic conditions continue to require a GP referral.

AXA PPP: AXA PPP will accept a direct referral from an Optometrist for cataract surgery. For all other ophthalmic conditions a GP referral is required.

Aviva: Aviva will accept referrals to specialists from Opticians and Optometrists rather than requiring a GP referral. In these cases Aviva will often ask for sight of the referral letter from the Optometrist to ensure sight correction surgery using laser or lens exchange (which are standard policy exclusions) are not being recommended.

Vitality Health: Vitality Health allow referral direct from Opticians / Optometrists and should not require a separate GP referral.

WPA: Position partly depends upon the length of time the patient has been a member. For longer term members a direct referral from an Optometrist may be acceptable, but for others a GP referral will still be required. Pre-authorisation on a case-by-case basis is therefore strongly recommended.

Cigna: Cigna will accept referrals from an Optometrist for acute conditions such as cataract surgery and chronic conditions such as glaucoma.



Why refer privately

More and more people now have private medical insurance or are happy to pay for their treatment themselves in order to benefit from rapid access to treatment and return to their normal lifestyle as quickly as possible.

Benefits of referring privately

- Fast access to diagnostic tests and procedures
- Choice of consultant
- Guaranteed consultant care for high quality outcomes
- Little or no wait for surgery
- Choice of multifocal lens if required
- For procedures that fall outside of current NHS funded guidelines

Benefits of referring to Ramsay Health Care

- Appointments available with no waiting lists, within 72 hours of referral
- Same day consultations for urgent referrals
- Leading Ophthalmic Surgeons
- Effective infection control
- Full aftercare with 24hr nurse support
- Secure online referral system
- Accepted by all major private medical insurers
- Affordable all-inclusive packages for self-funding patients
- Free onsite car parking

NHS Services

As qualified providers of NHS Services, Ramsay Hospitals are able to accept e-Referral Service (e-RS) and paper referrals for contracted services (listed below). Local CCG referral pathways should be followed, whilst respecting patient choice.

Please offer your patient a choice of provider at the time of referral, including Ramsay Hospitals. This is particularly important where referrals need to be directed via local NHS triage centres.

Clinic	Relevant Conditions
Adult Cataract NHS Clinic - Glendon Wood	Cataract
Adult YAG Laser NHS Clinic - Glendon Wood	YAG

Focus on cataracts

Cataract removal surgery is currently being restricted by the NHS in some areas of the UK to those with very advanced symptoms and waiting lists are becoming significantly longer. As a daycase procedure, often performed under local anaesthetic, cataract surgery is now more affordable than you may think, bringing private healthcare within the reach of many more people.

All of this means that at Ramsay Health Care we have noticed a significant increase in patients choosing to pay for their own cataract treatment in order to improve their quality of life more rapidly than NHS waiting times, and service restrictions allow.

Opting for private treatment at one of our hospitals offers people:

- The opportunity for cataract surgery even if their vision is better than the current level required for NHS surgery. We offer surgery when a cataract starts interfering with daily activities such as reading, watching TV or driving.
- A one-stop service with assessment by a consultant eye surgeon and measurement for the new lens at the same visit saving time and inconvenience.
- Surgery will be offered much sooner, often within a couple of weeks.
- Patients will be reviewed by their consultant after the operation, and can discuss operating on the second eye too without the need for further waiting.
- A wider choice of lens implants (which may not be automatically available on the NHS) may be available so we can offer the most appropriate treatment to individual patients.
- Dedicated daycase facilities with the option for surgery to be performed under local or general anaesthetic.

Package prices range from £2971* per eye.

Prices vary depending upon the selection of implant and anaesthesia but are a Total Care package price which includes the hospital and consultants' fees, as well as the cost of lens implant and follow-up consultation. The initial consultation and any associated diagnostic eye tests are not part of the surgical package price.

*(guide price only)



Private Patient **One Stop YAG Laser Clinic**

At Glendon Wood Hospital, we are now offering a one stop YAG laser service for our Private Patients. You can refer your Private Patients with a YAG laser referral, on their first consultation they can now consent for and have their YAG laser treatment on the same day.



Private **Cataract Surgery**

If you have a Private Patient that wants to come to have their surgery at Glendon Wood Hospital, they have more lens choice.

- A standard intraocular monofocal lens (which is a standard on NHS).
- A multifocal lens which aims to give them spectacle independence for adequate visual performance for near and far vision.
- A toric lens (to correct astigmatism) is available at additional cost for Private Patients.

Our Consultant Ophthalmologist can discuss the best lens for your patient upon consultation.

For more information, please contact the Private Patient Team: 01536 536 803



**we
care.**

...when you need it most.

**Feel supported,
on your road to better health.**

See why we care [ramsayhealth.co.uk](https://www.ramsayhealth.co.uk)

Public Information



Ramsay
Health Care

How to find us

Glendon Wood Hospital

Glendon Lodge Farm

Glendon, Kettering

NN14 1QF

glendonwoodhospital.co.uk

 [/RamsayGlendonWood](https://www.facebook.com/RamsayGlendonWood)

Your nearest hospital

Midlands Cluster

You'll receive the best possible care from all the hospitals in the Ramsay Health Care group. Our hospitals in **your area** include:

