



Frequently Asked Questions for self pay patients

1. What is self pay?

Self pay is an alternative way of getting the treatment you need by paying for yourself. You might want to choose this option if you are not eligible for NHS-funded care, want to be seen sooner, or don't have private health insurance. Our aim is to make high quality hospital care as accessible and flexible as possible, to help you get back on your feet sooner.

2. How much does treatment cost?

The cost of surgery depends on which procedure you are having. Our indicative price list can be found at careukselfpay.co.uk/devizes. Because we offer high quality care from our established treatment centre, without the costly extras you might associate with private hospital treatment, we are able to offer you more affordable prices; fast access to great treatment doesn't have to break the bank. The final cost of your treatment will be determined following your initial consultation and will be unique to your individual needs.

3. I've already been consulted on the NHS, but have been told I have to wait for treatment – can I still pay for myself?

We know that being treated sooner can have a huge impact on your quality of life, so if you would like to explore the option of paying for yourself please speak to our Self Pay Advisors on [0330 053 6376](tel:03300536376) or selfpay.emersons@careuk.com. Changing your path from the NHS to self pay is simple, and you may even see the same consultant, as all of our doctors also treat NHS patients.

4. How and when do I pay?

You can pay by debit card, credit card, cheque, or bank transfer (BACS). Payment is required before your surgery date, but after your initial consultation. Alternatively, you can pay monthly via a credit agreement with our finance partner, Chrysalis Medical Finance. 0% interest options are available to help you spread the cost. Find out more about our finance options at careukselfpay.co.uk/devizes.

5. Do I need a GP referral?

Yes, you need to ask your GP for an 'open referral' before attending your consultation with us. We can also accept open referrals from other healthcare professionals, such as physiotherapists, optometrists or dentists.

6. How quickly can I be treated?

We pride ourselves on our short waiting times, so your access to treatment could be significantly quicker with us. Please contact our Self Pay Advisors on **0330 053 6376** or selfpay.emersons@careuk.com for further information on access times.

7. Can I choose my consultant?

In order to keep our waiting times low and provide the best possible service to all of our patients, we do not give you the option to choose your consultant. This allows us to schedule your care as quickly as possible, so you don't have to wait any longer than necessary. However, we will guarantee that you see the same consultant throughout your journey with us; they will be with you every step of the way, from consultation, to treatment, to aftercare.

8. What if I have a problem after my surgery?

We have a dedicated patient helpline number for you to call if you have any queries or concerns following your surgery. You will receive a telephone call from one of our clinicians the day after you return home, and you will have a check-up appointment and/or physiotherapy depending on the type of surgery you've had. We'll make sure that you're looked after for as long as you need our care.

Please note: Some of our surgical procedures will be carried out at our in-patient hospital, Emersons Green NHS Treatment Centre, near Bristol. All pre-operative and post-operative appointments can be offered at Devizes NHS Treatment Centre depending on patient preference.



For further information about paying for your treatment, please contact our Self Pay Advisors at selfpay.emersons@careuk.com or call us on **0330 053 6376**

careukselfpay.co.uk/devizes