#### How much is a consultation? - Paying for your own treatment

New patient consultation fees can range from £120 - £500. It's always best to check with your local hospital before booking an appointment. You can check the consultation fees and book an appointment online with many of our consultants.

## How much is a consultation? - Using your health insurance

For most patients using health insurance, consultation fees are based on agreements with your insurer and payment will be made direct by your insurance company. We advise that you check with your insurance company if they will pay the full fee for our chosen consultant or if there is an excess.

#### How much is a consultation? - NHS patients

The NHS covers all the costs of your consultation. You can read about receiving NHS treatment at a Spire hospital.

#### Why do some consultants charge more than others?

Consultants involved in your care are independent practitioners and are not employees of Spire Healthcare. They set their professional fees themselves and in doing so they may have taken into account the time that they will spend as well as their knowledge and experience and their professional and administrative expenses. Therefore consultants who practice at Spire may charge different fees for the same type of treatment.

# Where can I find out the cost of my procedure/treatment? - Paying for your own treatment

Prices can vary between hospitals. View prices for the most common procedures available for each hospital.

# Where can I find out the cost of my procedure/treatment? Using private health insurance

For most patients, treatment costs are based on agreements with your insurer and payment will be made direct by your insurance company. We charge for our hospital services such as nursing, use of our facilities, medical consumables etc. Our consultants - surgeons, anaesthetists and physicians - charge independently for their time and expertise. Learn about using your medical insurance.

#### Where can I find out the cost of my procedure/treatment? - NHS patients

The NHS covers all the costs of your treatment with us. You only pay for extra personal items, such as phone calls or newspapers, just as you would in an NHS hospital. Find out more information on receiving NHS treatment at a Spire hospital

## Do you offer finance options?

We offer a range of payment plans from 0% APR interest free credit over 10 months to higher interest bearing loans at 9.9% APR if you wish to spread your payments over 12 months or more (up to 60 months). The loan can be personalised based on how much you'd like to pay per month, how long you want the payments to be spread over and how much deposit you'd like to pay. <a href="https://www.spirehealthcare.com/how-to-book/medical-loans/">https://www.spirehealthcare.com/how-to-book/medical-loans/</a>

### How can I book my follow up appointment?

You can book a follow up appointment at the hospital following your first visit. Alternatively, you can book your follow up appointment by contacting the outpatient appointments team at your chosen Spire hospital.

#### Can I book a follow up appointment online?

No, you can't book a follow up appointment online. You can only book your initial appointment using our online booking portal. Follow up appointments can either be booked in person at the hospital following your first appointment or by contacting the outpatient appointments team at your chosen Spire hospital.

## How can I cancel my appointment?

To cancel your appointment, contact the outpatient appointments team at your chosen Spire hospital. Please note that due to GDPR regulations you are not authorised to cancel an appointment on behalf of someone else unless they have given prior consent to the hospital.

# Where can I park?

All of our 39 hospitals and eight clinics have free on-site parking available to patients and visitors.

# Will I have my own room?

In the majority of cases, on your return from theatre, you will enjoy the comfort of your own room, though in some facilities you may have shared areas or bathrooms. Each room also has access to WiFi, so feel free to bring your laptop with you. A member of our housekeeping team will service your room every day, and we will provide towels. A member of the catering team will also visit you daily to discuss your meal requirements. As our chefs cook and prepare all of the food on the premises, we are able to adapt menus to suit any special dietary needs.

#### What are the risks of a general anaesthetic?

General anesthesia is medicine you get before some types of surgery or other medical procedures, which puts you in a sleep-like state and prevents you from feeling pain. The use of modern anaesthetic has made many types of surgery possible. For most people, the benefits are much greater than the disadvantages. However there is still the risk of side effects and complications. General anaesthetics have some common side effects. Your consultant anaesthetist will discuss this with you prior to going for surgery. Most side effects do not last long and happen immediately after your operation. Possible side effects include nausea, vomiting or drowsiness. If you have any queries or concerns, please speak to your anaesthetist or nurse.

#### What should I do if I feel unwell after I have been discharged?

If you feel unwell or have any concerns following your surgery, call the ward directly. If you experience continuous bleeding, sudden onset of shortness of breath/ difficulty breathing or chest pain, contact the emergency services immediately, by dialling 999. Inform our hospital nurse in charge of any emergency treatment you receive.

#### What pain relief will I be given to take home?

We will provide you with at least a three day supply of painkillers. You will be given instructions and general advice about the dose and any precautions you should take. Some patients may be charged a small amount for these medicines. If you need more than your initial supply of painkillers, you can buy Paracetamol and Ibuprofen from your local pharmacy. If you need other stronger painkillers, you must get a prescription from your GP. Take your painkillers as instructed throughout the day to keep pain under control and especially at bedtime. This will help you to get a good night's sleep.

## When will my stiches/sutures be removed?

The medical term for stitches is sutures. Other methods used to close a surgical wound include metal clips or staples and adhesive dressings or tapes. Some stitches are dissolvable and don't need to be removed by a nurse or doctor. If removal is necessary, we will make an appointment for you before discharge. Stitches, clips and staples are usually removed between three and 21 days after treatment, depending on the type of operation you have, and your consultant will advise on this.

# Should I change my dressing?

The original dressing should be left in place and kept dry as advised by your consultant or nurse. If you need your dressing changed, contact the hospital who will give you advice on what to do. Don't attempt to change your dressing yourself without prior instruction from the hospital. If your dressing gets wet or your wound is bleeding, contact the hospital. It's important that the wound is kept clean to reduce the risk of infection and that the healing wound is not touched with your fingers. If you are instructed to change your dressing, wash your hands with soap and water before removing it.