

INFORMATION ABOUT YOUR REFERRAL

WHO ARE ONE HEALTH GROUP?

One Health Group is commissioned by the NHS to provide elective (non-emergency) NHS services to NHS patients. We are based in Sheffield and have been established since 2004.

You have been referred to us by your GP through the **NHS e-Referral system**, which allows patients to choose their healthcare provider. Your appointment is booked with one of our specialists, who will either be a Consultant Surgeon or an Extended Scope Practitioner.

You will be assigned a dedicated **Patient Liaison Team** member who will arrange your appointments and assist you throughout the process.

WHY CHOOSE ONE HEALTH GROUP?

We may be able to offer you **shorter waiting times** and provide your care **nearer to where you live**. You can choose your Consultant and our dedicated Patient Liaison Team is on hand to help throughout the process.

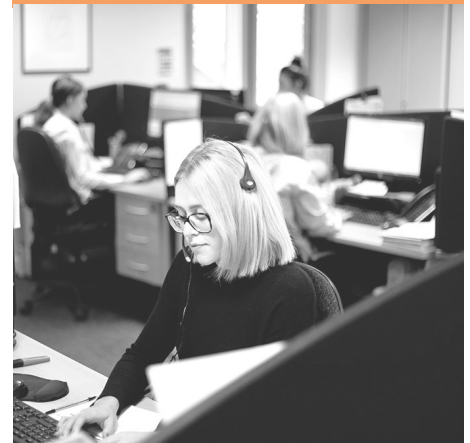
Your surgery may be carried out at one of the following hospitals:

- Claremont Hospital**, Sheffield
- BMI Thornbury Hospital**, Sheffield
- BMI Huddersfield Hospital**, Huddersfield
- Spire Elland Hospital**, West Yorkshire
- Barlborough NHS Treatment Centre**, Chesterfield
- John Coupland Hospital**, Gainsborough*
- Church Street**, Ossett*

**Spinal injections only*

Please note that not all of our specialists work in all of the above locations. Please contact our Patient Liaison Team for more information.

YOUR APPOINTMENT



What will happen at my appointment?

During your **initial consultation**, your Consultant will discuss the reason for your referral and your symptoms. Your appointment will usually last between 10-20 minutes and will take place in one of our local outpatient clinics.

Following discussion, your Consultant will advise the next steps, which will usually fall into one of the following categories:

Follow-up– Your Consultant may decide to take a ‘watch and wait’ approach to monitor your symptoms and request to see you back in several weeks/months to reassess you. We will send you a letter confirming your follow-up appointment details.

One Health Clinic Locations:



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|--------------|--------------|
| Sheffield | Rotherham |
| Doncaster | Barnsley |
| Ossett | Wakefield |
| Baslow | Chesterfield |
| Gainsborough | Lincoln |
| Huddersfield | Normanton |

Surgery– Your Consultant may suggest surgery and will talk through the benefits and any risks of this. We will contact you to arrange a convenient surgery date and confirm the hospital location.

Investigations– Your Consultant may require you to undergo some further tests or scans before making a decision on how to proceed. Investigations will usually be undertaken at a local hospital, who will contact you directly to arrange this. One Health Group will then arrange your follow-up appointment to discuss these results back in your local clinic with your chosen Consultant.

Discharge– Your Consultant may decide that no action is needed, or you may require conservative management (such as physiotherapy). Your Consultant will inform your GP of this, who will make the necessary arrangements for you (One Health Group are not currently commissioned by the NHS to do this).

What if I cannot attend my appointment?

If you are unable to attend your appointment, you must inform One Health Group **as soon as possible**, so that it can be re-arranged. We may discharge you back to your GP if several appointments are cancelled.

Unfortunately, if you do not attend an appointment without notifying us, you may be discharged to your GP without notice.

What happens if I need surgery?

If your Consultant advises surgery and you decide to go ahead with this option, we will notify you of a **surgery date** and you will receive an **admission pack** from the hospital where your surgery is taking place. The hospital will also contact you to arrange your **pre-assessment** (if applicable).

Your surgery will most likely take place in a **private hospital** and you will be given details about what time to arrive and your expected length of stay. Once you have been discharged from hospital, we will contact you to arrange a **follow-up outpatient appointment**.

NHS 18-Week Referral to Treatment

We endeavour to treat all of our patients within the '18-Week Referral to Treatment' timeframe, as stipulated by the NHS. For this reason, if you are offered two options for surgery dates within the 18-week pathway and cannot attend either of these, you will be referred back to your GP. All of our patients are referred to One Health Group for consideration of elective treatment (non-emergency), if you are therefore not ready to receive treatment in this timeframe, we suggest you re-visit your GP **when you are ready to proceed**.

Will I be charged for my appointments or surgery?

If you have been **referred by your GP** as an NHS patient you will not be charged for any treatment you receive, even if you are seen in a **private hospital**.

What if I'm not happy with my specialist or the outcome of my consultation?

Although we strive to provide our patients with the **best possible experience** through their journey with One Health, if at any time you would like to discuss your care in more detail or raise any concerns, you can contact our dedicated **Patient Liaison Team** who will endeavour to resolve these issues and help you reach the desired outcome as best they can. If you wish to raise a formal complaint, you can write to our complaints department at the address provided.

Our Hospital Partners

One Health Group work closely with our hospital partners to provide the **highest level of care to our patients**.

Although your information and medical records are shared between One Health and the hospital at which you receive treatment, we do operate from the separate systems and you may be asked to complete a registration form on arrival at the hospital. We strongly advise that if any of your contact or address details change that you inform us and the hospital to ensure your records are fully updated.

One Health Group has adopted the NHS **Zero Tolerance** attitude towards abusive behaviour and violence. Any patients who portray this behaviour towards our staff will be immediately discharged back to their GP.

Patient Feedback

Your feedback is important to us.

You may receive a **satisfaction questionnaire** following any treatment with us. We value your feedback to ensure we maintain the **highest quality service for our patients**.

MORE INFORMATION

You can visit our **website** for more information on our surgeons and services:

www.onehealth.co.uk

Our telephone lines are open Monday-Friday from 8:00am-5:00pm (excluding bank holidays).

Main Reception—0114 250 5510

If you need to send us any correspondence, our postal address is:

One Health Group Ltd
131 Psalter Lane
Sheffield
S11 8UX