

Mr G J STRANKS BSc FRCS Ed (Orth)

CONSULTANT TRAUMA AND ORTHOPAEDIC SURGEON

G and J Ortho Ltd

PATIENT INFORMATION: Financial Aspects

Mr Stranks sees private patients at The Hampshire Clinic or Candover Suite at The North Hampshire Hospital on a Monday afternoon, and occasionally at other times.

He usually operates privately at the Hampshire Clinic on Wednesday afternoons, but can also operate privately at The North Hampshire Hospital.

Mr Stranks' practice is recognised by all of the major medical insurance companies: Axa (inc. Simply Health and Exeter), Aviva, AIG, Bupa, Alliance, Allianz, Cigna, CS Healthcare, Beneden, General Medical, WPA and Vitality Health (formerly Pru Health).

Whether you are insured or not, a consultation and any future treatment is between Mr Stranks and yourself.

The fees charged by Mr Stranks for outpatient services are as follows:

New consultation £210.00

Follow-up consultation £100.00

Mr Stranks does have agreements with some insurance companies, with the aim of keeping shortfalls to a minimum. The fees have not been increased since April 2014.

You will receive accounts separately from the Hampshire Clinic or Candover clinic for the use of the outpatient facilities and for any X – rays or scans and blood tests if they are required to help with your diagnosis.

IN-PATIENT TREATMENT:

If you require surgical treatment this might be undertaken as a day case or may require a stay in hospital. The cost of this treatment is usually broken down into 3 parts.

1. Mr Stranks' charge.
2. Anaesthetist's charge.
3. Clinic charge.

You or your insurance company will receive invoices separately for each part. There are too many procedures to list them all here.

If you have any questions regarding the approximate cost of treatments, or would like a quotation, please enquire from Mr Stranks' secretary. At the time of booking your procedure a written quotation will be provided.

Sometimes proposed operative treatments need to be changed for your benefit at the time of operation. The fee charged will be for the actual procedure undertaken.

HEALTH INSURANCE:

If you have health insurance your costs will be covered up to the limit that your policy dictates. Please contact your insurance company before the start of your treatment to check the terms of your policy and how much cover you have, both for outpatient and inpatient treatment.

You will need to provide Mr Stranks' secretary with your policy number and any authorisation codes that you may have been given.

Insurance companies have not increased surgeons' fees for some considerable time. If you have any concerns regarding your level of cover please discuss this with your insurance company or with Mr Stranks' secretary.

Please be aware that you will be responsible for settling any fees not covered by your insurance company. Your insurers will let you know if there is a shortfall or excess. Mr Stranks' fees are in line with those set by some of the major insurance companies and he does have agreements with some insurers (Fee Assured) with the aim of keeping shortfalls to a minimum.

We are happy to invoice the insurance companies on your behalf and will send you copies of the invoices if you ask us to. Let Mr Stranks' secretary know if you require this. Please be aware that some of the major insurance companies (Bupa and Vitality) have moved away from paper billing and require invoices to be sent electronically via their secure portals.

If there is a dispute with your insurance company it would be appreciated if you could settle Mr Stranks' account yourself during your negotiations.

If you do not have medical insurance all invoices will be sent directly to yourself.

REMINDERS:

If accounts are not settled, reminders will be sent through to you only.

Please be aware that as previously stated the contract for services is between you and Mr Stranks .

FIXED PRICE PACKAGE:

The Hampshire Clinic and the North Hampshire Hospital offer fixed price surgery for patients who are not insured. The price quoted will include all pre-op tests, the surgery and all your outpatient follow-up appointments for the 6 months following your surgery. It does not include the cost of the initial consultation fees or follow up appointments after 6 months from the date of operation if required. Please make enquiries through Mr Stranks' secretary if you require a formal fixed price quotation.

ENQUIRIES:

If you require any clarification regarding the costs or any other matter, please do not hesitate to contact Mr Stranks' secretary at the Hampshire Clinic.

Mr Stranks Secretary Contact Details

01256 377689 or 07842 410198

secretary@stranksoorthopaedic.co.uk

or

Juliet Stranks – 07776 254108

accounts@stranksoorthopaedic.co.uk

Payment

BACS and Cheques accepted.

BACS Details -

G and J Ortho Ltd

Sort Code - 20 05 00

Account Number - 73890015

Please make cheques payable to **G and J Ortho Ltd**.

Send to - Mulberry Corner, Ibworth Road, Hannington, Hampshire RG26 5TL

G and J Ortho Ltd Information and Data Policy:

Mr Stranks collects and stores information about you and your medical conditions and communicates with other medical professionals and hospitals concerning your treatment. He retains the information as he is obliged to do by the General Medical Council. It is stored on a computer-based system, which complies with all the Data Protection Regulations.

He never sends or shares your information with anybody, apart from your GP, medical and allied professionals involved in your treatment, without your specific permission. Mr Stranks does retain the information after your discharge in case further treatment is needed or problems arise. (He is obliged to do so by the GMC)

Mr Stranks always tries to send you copies of the information he sends to other medical professions, in order to keep you informed.

If you do not wish information to be passed on to other medical professionals, please let Mr Stranks or his secretary know. If you would like to see the information that Mr Stranks keeps, again, please contact his secretary.

Mr Stranks is registered with the Data Protection Authority. A full copy of G and J Ortho Ltd Information and Data Policy can be found on Mr Stranks' Web site www.stranksorthopaedic.co.uk and can be read or downloaded.

Financial Interests

Mr Stranks is legally obliged to tell you if he has any financial interests in the Hampshire Clinic, Candover Clinic or any equipment used there. He can confirm that he does not have any such financial interests.

Quality Information

You can compare independent information about the quality of private treatment offered at the hospital and other private healthcare providers from the Private Healthcare Information Network website (www.phin.org.uk).