




**PRIVATE PATIENT GUIDE**  
**Outstanding**  
**Orthopaedics**  
Our Promise to You  
**The Horder Centre**  
HORDER HEALTHCARE





Welcome to  
The Horder Centre

## OUTSTANDING CARE

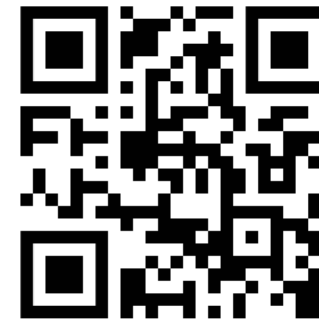
### Welcome to The Horder Centre

The Horder Centre is nationally recognised for its outstanding level of medical and surgical expertise, hospital facilities and environment, and exceptional patient care.

Nestled in the Ashdown Forest, our hospital is a centre of excellence specialising in orthopaedics and physiotherapy. The Care Quality Commission (CQC) rated The Horder Centre as “outstanding” in its latest inspection highlighting the effective, caring and responsive services. Our priority is ensuring our patients lead the healthiest lives they possibly can. Our highly trained clinical team work alongside some of the country’s best surgeons, who are all working for your benefit.

We treat private patients aged 18 years and over for surgery, adults and children aged 16 years and over for non-interventional physiotherapy, and we can provide X-ray diagnostic services to patients aged 12 years and over.

For further details on these services please visit [hordercentre.co.uk](http://hordercentre.co.uk)



Enquiries 01892 620931



## IS PRIVATE HEALTHCARE RIGHT FOR YOU?

If you do not want to wait for your procedure, want to schedule treatment for when you are ready, or require treatments not available on the NHS, then private healthcare is right for you. Our dedicated private service allows patients to enjoy flexible appointment times with treatment typically within six to eight weeks, in a specialist therapeutic environment.

In addition, as a private patient you will also enjoy an enhanced level of service to make your experience more comfortable. Our dedicated team will pay attention to the smallest details of your care, which can make the world of difference to your recovery.

## ACCESSING OUR PRIVATE HEALTHCARE

### Funding Your Private Healthcare

Our private healthcare can be accessed on either an insured basis or as a self-pay patient.

#### Insured Patients

If you have private medical insurance and want to choose The Horder Centre for your treatment, check with your insurer to confirm that you are covered for your treatment as well as any outpatient appointments and tests that may be required. We are recognised by the majority of medical insurance companies.

#### Self-Pay Patients

Patients can self-pay which means paying for their own procedures and services themselves, following an initial consultation. You will get a tailored, inclusive price for treatment based on your condition. Initial consultation and pre-op diagnostics are not included in the treatment package price.

If you would like to access our private healthcare on a self-pay basis, we offer a finance option which can help make the cost of your treatment more affordable.

Self-paying patients at Horder Healthcare are now able to take out loans that cover all fees, including the consultant, anaesthetist and hospital fees. The loan products include interest-free options up to 12 months, and interest-bearing loans repayable in up to 60 months. Subject to approval. For more information including loan rates please contact our Private Patient Team on **01892 620931**.

### Do I Need a GP Referral?

In order to make an appointment to consult a specialist it is best practice to obtain a GP Referral. Once your referral arrives, you will be able to book an appointment with the consultant of your choice at a time that's convenient to you.

### What Do I Need To Do if I Have Private Health Insurance?

If you have private medical insurance then you should also advise your GP that you will be going through your private health insurer and would like to choose Horder Healthcare for your private treatment.

You will need to confirm that you have the appropriate cover for the treatment you require with your insurance provider at each stage of treatment including the initial outpatient appointment. They will provide you with an authorisation number which you will need to provide to us before any treatment can take place. Can I self-refer?

Yes, if you are self-paying and are not using medical insurance, you may self-refer for some services. To discuss whether the service you require is eligible for self-referral please contact the Private Patient Team on 01892 620931.

### How Long Will my Cover Last?

As a self-pay patient your care does not stop once you have left the hospital. You can expect up to 120 days of guaranteed cover should you need further treatment related to your surgery or further advice on your condition.





## OUR PROMISE TO YOU

With a highly therapeutic approach to patient experience and as a specialist provider, we are experts at understanding patient care and recovery within the orthopaedic and musculoskeletal field.

We excel at patient care and our standards of service are reflected in patient feedback. With dedicated and compassionate nursing and clinical teams supporting you through every aspect of your treatment programme, keeping you continually informed of your progress and answering any queries you may have, you can expect the very best outcome from your procedure.

Whether you are insured or self-paying, you will receive:

- a bespoke service where your care needs are met, including a dedicated private patient team who will facilitate and customise your stay;
- appointment dates and times that fit in with your personal requirements and lifestyle, with no hidden costs;
- clinical expertise available to you 24 hours a day, 7 days a week for your wellbeing;
- continuity of care up to and including 120 days following your surgery.

In addition, private patients can expect a range of complimentary services including toiletries and an exclusive guest menu. Meals are freshly prepared by our team of chefs who can cater to all your dietary requirements using locally sourced seasonal ingredients.

**“The care, dedication and compassion and especially the laughter, made my stay so very special.”** Y Vinall

## GUIDE PRICE

Privately insured and self-pay patients receive the highest quality procedures from nationally renowned surgeons. We are committed to providing outstanding quality care and the best possible patient outcomes, whilst also offering exceptional value.

The table below gives a guide price for some of the most common treatments and procedures. The package price will include the main treatment, your stay in hospital and a follow-up appointment.

Guide prices are correct as of January 2023, please visit [horderhealthcare.co.uk](http://horderhealthcare.co.uk) for the latest prices.

Procedure	Description	Cost*
Knee ligament reconstruction	Autograft reconstruction of anterior cruciate ligament (including arthroscopic and meniscectomy)	£7,708
Knee replacement	Total prosthetic replacement of knee joint, with or without cement	£12,751
Arthroscopy of the knee	Arthroscopic meniscectomy	£3,637
Hip replacement	Minimally invasive hip replacement	£12,517
Carpal tunnel	Carpal tunnel release	£2,151
Spinal injection	Facet joint injection (under x-ray control)	£2,517
Rhizotomy	Neurolytic root block (under x-ray control)	£3,041
Surgery on lower back	Posterior excision of disc prolapse including microdiscectomy (lumbar region)	£7,653
Epidural injection	Epidural injection (lumbar/caudal)	£1,556
Shoulder replacement	Total prosthetic replacement of shoulder joint	£13,506
Shoulder surgery	Arthroscopic sub-acromial decompression and excision of distal clavicle	£4,643

\*Initial consultation and pre-op diagnostics are not included in treatment package price.

If you find an alternative private hospital in your local area offering a better price for the same procedure, sold with the same service conditions, we'll lower our price\* to equal it.

\*Terms and Conditions apply. Visit [horderhealthcare.co.uk/self-pay](http://horderhealthcare.co.uk/self-pay), for more information.



### Payment plans available

Horder Healthcare offers a number of finance options, allowing patients to spread the cost of their treatment over a period of time.

**For more information:** Call **01892 620931** or email **pp@horder.co.uk** to contact our dedicated private patient pathway team.

## WHY CHOOSE THE HORDER CENTRE?



**The Horder Centre was rated 'outstanding' by the Care Quality Commission.** Inspectors said the hospital was outstanding for its effective, caring and responsive services. During the inspection patients said staff "went the extra mile and the care they received exceeded their expectations" and The Horder Centre was "like coming to a hotel".



With **over 20 of the UK's leading orthopaedic consultants** and highly experienced nurses and physiotherapists, you are guaranteed to be treated by the very best clinical team.



**The Horder Centre is a specialist orthopaedic hospital and carries out over 2000 hip and knee procedures each year.** Being experts on orthopaedic and musculoskeletal conditions allows us to consistently achieve excellent patient outcomes.



It can be frustrating when joint pain prevents you from living the life you want to live. As a private patient, there are no waiting lists and you can get back to doing the things you love without delay.



To make private healthcare more accessible, **we offer affordable payment plans with 0% APR options.** This is in conjunction with Chrysalis Finance - for further details and how to apply please visit our website\*\*



**Horder Healthcare is recognised by the majority of medical insurance companies.** If you experience any issues accessing our services via your insurance company, please do not hesitate to contact us so that we may provide assistance.

\*Time frames indicated may vary depending on consultant and type of procedure.

\*\*Terms & Conditions apply.

## HOME COMFORTS

The Horder Centre is designed to reflect the natural environment, creating a therapeutic atmosphere of calm, ensuring our patients have all the home comforts during their stay.

Every inpatient has a contemporary private ensuite room, giving them the perfect place to relax and recuperate. The food is homemade by our team of highly experienced on-site chefs, creating nutritionally balanced menus using fresh locally sourced ingredients.

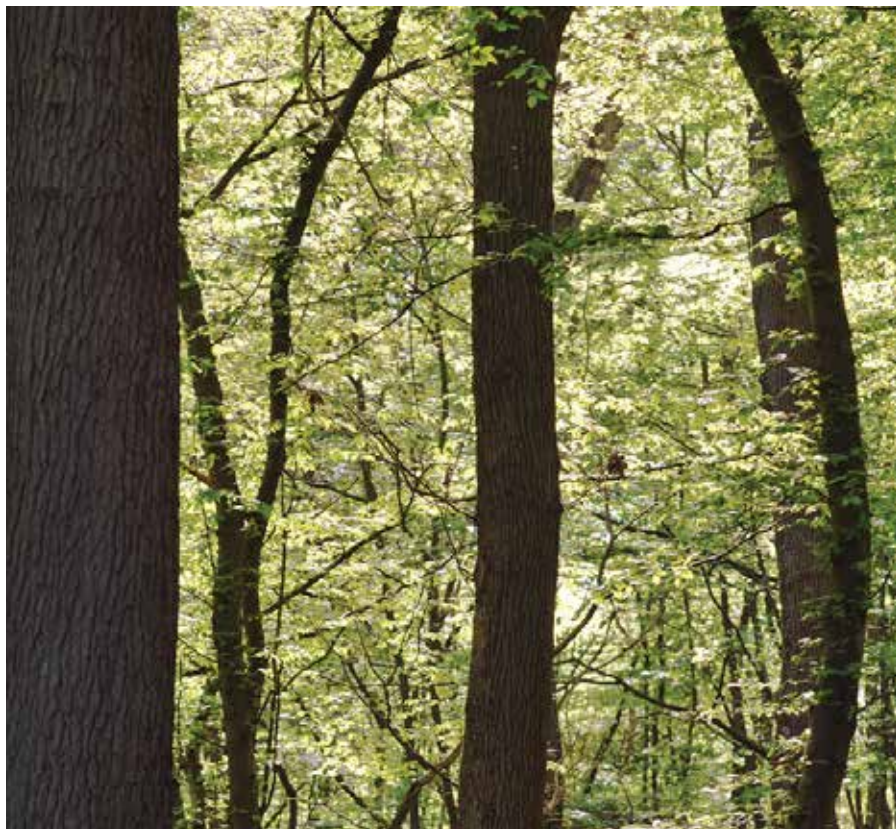
Here are some of the benefits of being a patient at The Horder Centre:

- Complimentary toiletries
- Freshly prepared meals made by our head chef
- Fresh fruit bowl available on request
- Flat screen TV with Freeview
- Our therapeutic gardens
- Free Wi-Fi
- Complimentary local phone calls
- Free and convenient parking for patients and visitors

**“I have never been treated so nicely. My husband wanted to book in for a fortnight’s holiday! I really couldn’t fault it. It’s so clean and it doesn’t feel like a hospital because there is such a lovely atmosphere.”**

J Eason





# The Horder Centre

HORDER HEALTHCARE

St John's Road,  
Crowborough,  
East Sussex,  
TN6 1XP

**Private Patient Helpline:** 01892 620931  
**Reception:** 01892 665577  
**Website:** [horderhealthcare.co.uk](http://horderhealthcare.co.uk)  
**Email:** [PP@horder.co.uk](mailto:PP@horder.co.uk)

Inspected and rated

Outstanding ☆



Registered Charity No: 1046624