

Lisa Tourret

Consultant Hand & Upper Limb Surgeon

PO Box 5388 Hove East Sussex BN52 9XU
t: 07791 801 232 (Cath Amos: Private Practice Manager)
e: shoulder2hand@gmail.com. e: lisa.tourret@springgroup.org. w: www.shoulder2hand.com

What Happens Next

Sometimes it's difficult to try to remember everything that's been decided and discussed in a consultation; in order to help patients understand what to expect next, please find below a list of common scenarios and further information regarding referrals, surgery, reviews and funding, which will hopefully make things a little clearer.

If you still have questions, or are unsure of what will happen next, please don't hesitate to contact my Private Practice Manager, Cath Amos, who will be only too happy to advise and guide you. She can be contacted by telephone during office hours on 07791 801232. Email: shoulder2hand@gmail.com

Following our consultation, you will receive a copy of your clinical note, which outlines all aspects of our appointment. You should receive this by email (or letter, if you have declined an email copy).

Review Appointments:

It is usually simpler and more practical to arrange review appointments with the hospital directly, as my Practice Manager does not have access to their booking systems.

For Nuffield Health Brighton Hospital (Woodingdean): 01273 627008

For The Montefiore Hospital (Hove): 01273 828030

TREATMENT:

I've been referred for further investigations (MRI/MR Arthrogram/Nerve Conduction Studies).

What happens now?

You will be contacted directly by the Radiology Department and/or The Neurosciences Centre (if referred for nerve conduction studies) with appointment details.

Once your investigations have taken place, please contact Outpatient Bookings (Nuffield Brighton Hospital: 01273 627008 / The Montefiore Hospital: 01273 828030) to make a review appointment with me to discuss the results. Please note, however, that you should leave at least 7-10 days between the dates of the investigations and the review (depending on clinic availability), to allow for the results to be reported on and to be forwarded to me.

I have had a steroid injection. What might I expect now?

After an injection has been given, the surrounding area can feel very bruised and sore for anything up to 48 hours. This is normal. The injection given is usually a combination of anti-inflammatory and local anaesthetic. It is important to keep the muscles and tendons mobile during this time, gently mobilising the area, to avoid stiffening.

Once the effects of the actual injection have begun to wear off, you should start to notice some improvement in your symptoms – although this will differ from patient to patient.

If, after a month or so, you have not had any significant symptomatic relief from the injection, I would advise that you make a further appointment to see me to discuss what other options/treatment may be appropriate for you.

I have been referred for a course of physiotherapy.

Sometimes certain conditions can benefit from a course of physiotherapy.

You may be able to arrange your first appointment whilst you are at the hospital, if I refer you - or the Physiotherapy Team will contact you directly to make an appointment to discuss your therapy.

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<http://bit.ly/MyNuffieldProfile>

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I have been told you would like to review me again in clinic.

We do not arrange automatic reviews. Please contact the Bookings Team directly to arrange an appointment:
Nuffield Health Brighton Hospital: 01273 627008 / The Montefiore Hospital: 01273 828030

I have been added to a waiting list / listed for surgery.

After our consultation, alongside your clinical note, my Practice Manager, Cath Amos, will email/write to you with the proposed surgery details.

This will include the proposed/provisional date and venue, procedure name and Procedure Code. The Procedure Code is important, as your insurance company will want to know this in order to authorise funding for the surgery.

A short note about funding:

If you are insured, you should contact your insurers as soon as possible with the relevant surgery information. If you are self-funded, we will request a hospital package price for you and contact you with the details as soon as we receive them.

I am a fee-assured surgeon: this means that my fees for surgery are within your insurer's limits and I will not charge more than your insurer's fee scales allow. Please note, however, that this will exclude any excesses on your policy/insurance, or instances where there is a ceiling on the total value remaining on your policy, which falls below the agreed fee paid by your Insurer..

Your insurer may ask for details about the Anaesthetist who will be assisting (if the procedure is not a local anaesthetic).

I have no involvement with the appointment of Anaesthetists and cannot confirm who will be assisting or what fees/rates they charge.

Anaesthetists are arranged via the Brighton Anaesthetic Group (BAG). Any queries (regarding fee rates, etc) should be directed to BAG directly. Telephone Melissa Holmes: 07565 548590 / 01273 624 488 ext 7945. Email bagbrighton@gmail.com.

Here is a brief description of the usual procedure once surgery has been agreed.

- You should contact your insurance company with the procedure details.
- Once the booking has been made, you will receive written confirmation directly from the Hospital, together with pre-admission details and requirements.
- A few days prior to surgery, you may be asked to attend for pre-operative blood tests.
- After surgery has taken place, it is normal practice to review patients to assess recovery. We do not make routine review appointments, as each patient's recovery rate differs; rather, we leave it to patients to make their own review appointments, usually agreed between us prior to discharge. Obviously if you are experiencing post-operative problems, please contact my Practice Manager straightaway for advice.

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PAYMENT:

Important Information regarding funding/payment: please read carefully!

Please note: We work on an independent basis from the Hospital; our fees and payments are recouped by, and paid to us directly - NOT via the Hospital (except in some exceptional cases, where a treatment package price has been agreed). The hospital invoices for its own costs separately.

If you are insured, we will invoice your insurance company directly for our fees.

Please make sure you have given us all the relevant insurance information, as incorrect insurance details may mean we have to invoice you directly for full treatment costs.

If you were unsure of all the details at the time of your consultation (policy, authorisation number, etc), please contact us as soon as possible either by email (shoulder2hand@gmail.com) or telephone (07791801232).

Excesses:

If there is an excess to pay on your policy, we will invoice your insurer in the first instance, and if they indicate that there is any shortfall or excess, we will then invoice you separately for the outstanding amount, unless your insurer instructs you otherwise.

It is your legal responsibility to settle/pay any shortfall payable to us.

If you are unsure whether there is an excess on your policy, please check with your insurer directly for clarification.

If you have any queries regarding the above, or with regard to your treatment, please do not hesitate to contact me.

Self-Pay:

We will invoice you directly for our consultation fees.

The cost of a New Patient Consultation is £200.00. The cost of a Review Appointment is £100.00

The cost for administering a steroid injection is £50.00 (excluding hospital costs for the steroid and equipment).

Typically, the approximate total cost for an injection is £145.00

How to Pay

You can pay either by BACS/Internet Bank Transfer:

Natwest Bank. Account Name: Ms LJ Tourret

Sort Code: 60-19-07. Account No: 68363125

Reference: Please include the invoice number, sent to you.

We also accept cheques.

Please make payable to Ms LJ Tourret

Post To: PO Box 5388, Hove, BN52 9XU

Please write your invoice number on the back of the cheque and post to: PO Box 5388, Hove, BN52 9XU.

We do have the option to accept Paypal payments, but please note that there is a surcharge for this service (to cover Paypal's fees). Please contact us for details.

Our aim is to give you the best treatment and care possible. If you have any queries, please don't hesitate to contact my Practice Manager, Cath Amos, who will be happy to help/advise.

Further information regarding the conditions I treat can be found on my website, at the following address:

<http://www.shoulder2hand.com/patient-information>.

Further information regarding pricing can be found at: <http://www.shoulder2hand.com/pricing>

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