



Pall Mall Covid-19 Patient Charter

Why you should feel reassured about your
treatment at Pall Mall in the era of Coronavirus



COVID-19 isn't the only nasty virus capable of causing patient complications. In our 10 years, Pall Mall has an exemplary track record in infection control, with zero recorded cases of MRSA, C-Difficile or E-coli contracted in our hospital. Ever.

This hasn't been achieved by accident. It's the consequence of meticulous practices and attention to detail. It's this mindset and these measures that will reassure you, at Pall Mall, you are in safe, professional hands.



Dr Shikha Pitalia
Medical Director



Coronavirus has changed the world for all of us

Currently, there are no national guidelines on how to undertake elective or cosmetic procedures. Nor is the publication of any anticipated any time soon. Even between local NHS Trusts, opinions on how best to approach patient treatment in the Coronavirus era differs. Other respected bodies (such as the Royal College of Surgeons) have published principals - which Pall Mall has of course reviewed and adopted.

What is clear, in the absence of a national framework for every hospital, **clinical excellence and common sense must be the guiding principles.**

We want you to be reassured that having your procedure at Pall Mall is supported by clear processes, standards & policies – all introduced for **your protection** and **peace of mind** in the world we now inhabit.

Much of what is set out below is part & parcel of our detailed “Covid-19 Standard Operating Procedure”. It’s a bit of a heavy read, so, for your ease, the key elements have been set out in simplified form in this, our **Covid-19 Patient Charter**.

1. Covid testing for you

Our primary tactic to ensure having a procedure at Pall Mall does not involve any incremental risk will be to undertake Coronavirus detection testing for our patients.

Testing for Covid-19 is the most important thing we can do for two reasons:

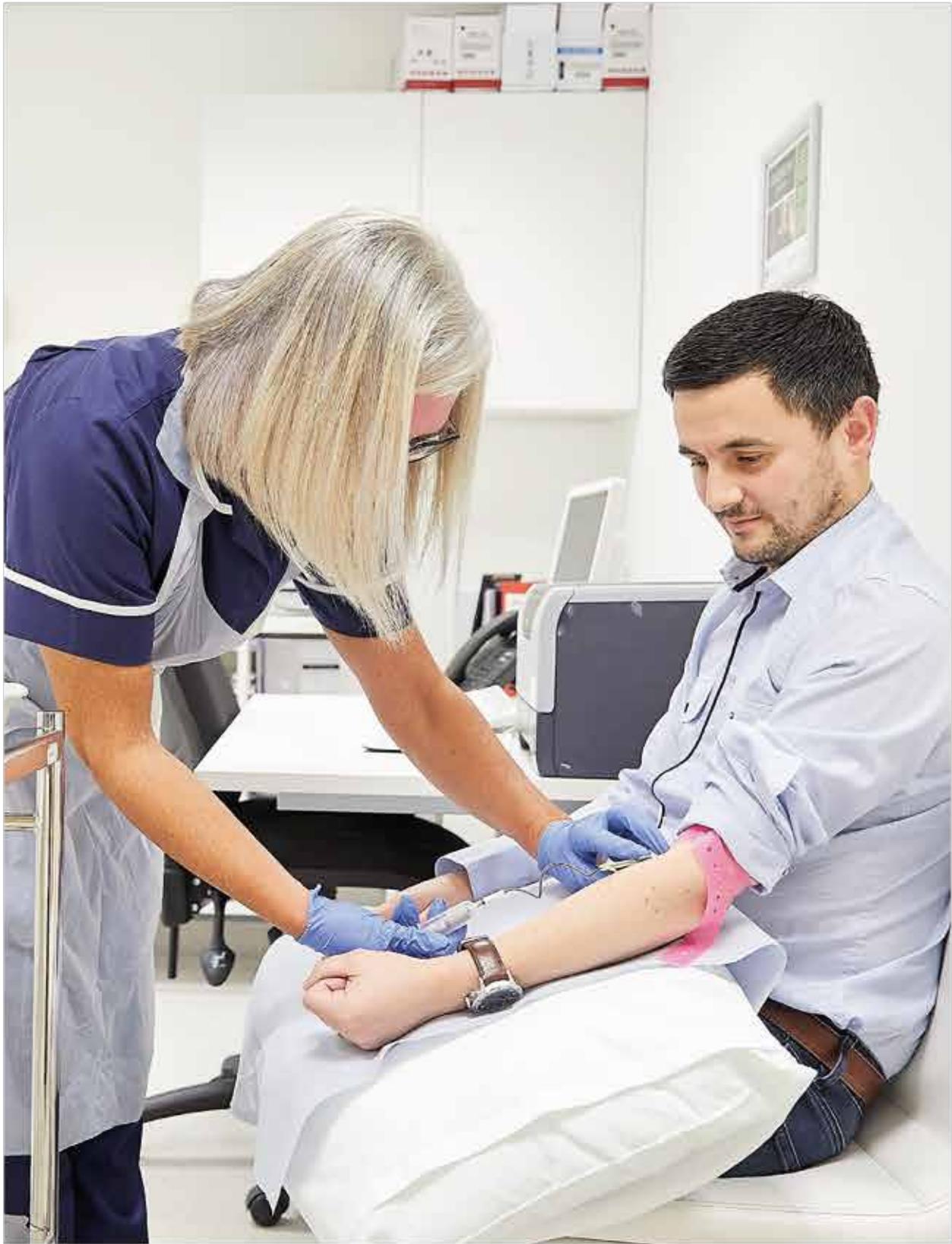
- 1.** Firstly (and obviously), we must avoid the risk of infection spreading in our hospital / our clinics to our teams or other patients.
- 2.** Secondly, undertaking an operation whilst Covid positive, may introduce risks & complications to your recovery. As these are currently unknown & unquantifiable, our watchword is caution.

Every patient undergoing an elective procedure must undergo a Covid-19 detection “swab” **test 10 days prior to admission** – and must also commit to **self-isolation for 14 days prior** to their operation. We can’t stress how important this is.

Regardless of Government guidelines, you simply must not interact with others for 14 days prior to your operation. You should also request other members of your household to act as though they were in “Lockdown”.

Needless to say, if your test is positive, we will not proceed with your operation and will be rescheduling it to a point in time when you are fit and healthy and able to go ahead with surgery.





Maxine Blundell - Private Nurse
Pall Mall Medical

2. Covid testing for our staff



Detection Testing

Covid detection testing can be flawed in that it tells you a snapshot only at a precise moment in time. However, in the fight against Covid, some benefit is better than none.

Who has been tested?

Prior to re-opening in June 2020, all members of our clinical teams and housekeeping teams (responsible for facility, treatment rooms & theatre cleaning) have undergone detection tests. Everyone was clear of infection.

What does this mean?

Although everyone was clear of infection, this does not mean they may not contract the infection in the future, but as far as possible, it gives you peace of mind today.

You can rest assured that as clinicians and healthcare workers, all Pall Mall employees are familiar with the common, early symptoms of Covid-19 (as well as the uncommon ones). In addition, everyone is well drilled in self-isolation and social distancing measures to protect patients and colleagues alike.

3. No charge for Corona-related cancellations

Because these are uncertain times, we recognise the need for flexibility from all parties.

Normally, with almost all private operations, a short-notice cancellation will mean you are still liable for the cost of your operation. For example, at Pall Mall cancellation with less than 1 week means you are still liable to pay 75% of your procedure cost.

However, should you test positive for Covid-19 as part of your pre-op assessment, the normal charges that accompany cancellation will be waived for 6 months – providing you with plenty of time to recover and reschedule your procedure.

Moreover, should you test positive in the week before your scheduled operation, free of charge, we will arrange for you to have a **video consultation with one of our GPs** to advise you on your next steps following your diagnosis.



Should you test positive at your pre-op assessment...



Your cancellation charges will be waived for 6 months so you can recover & reschedule



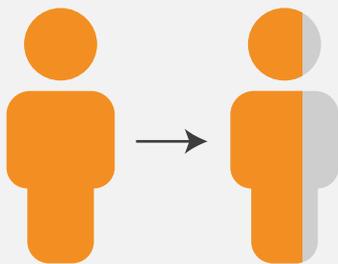
Plus, we'll arrange free of charge a video consultation with a private GP

4. Think national - but act local

There are different Corona containment strategies in place between England, Scotland, Wales and Northern Ireland. Whilst this may appear confusing and has led to criticism, at Pall Mall we believe it's actually sensible. The Coronavirus spread is a process. Not everywhere is affected at the same, to the same extent.

Because of this, we will be contacting you to let you know what the "R" number is for your postcode, in order that you can make a fully informed consent.

The National Average
"R" number is 0.3 - 0.75



What is the "R" number?

The "R" number refers to the rate of Coronavirus transmission in your area and how many people one person is likely to infect.

We will advise you if you are living in an area where the "R" number exceeds the nationally average level.

NOTE: If the R number is not available for your area, we will instead look at general population infection percentages near you.

As we will have tested you for Coronavirus before your operation, living in an area with above average "R" number does not mean you are at any greater risk in undergoing your procedure. In fact, your risk remains the same as at any point in pre-Covid times.

However, an above average "R" number in your community means, after your operation, you must continue to self-isolate and live your life as though you are still in lockdown. As part of your aftercare pack, we will share more post-op advice and reliable websites and resources to use to check how infection levels in your local area are stabilising.



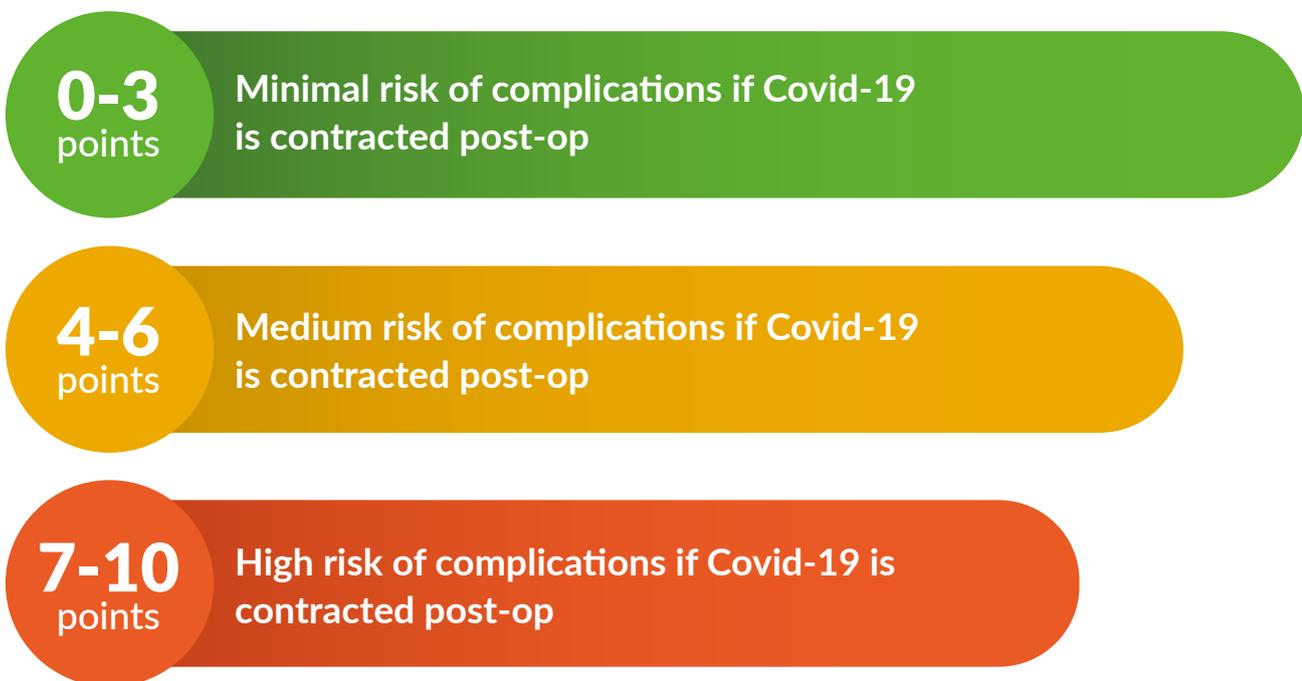
5. We're all different – and so are our circumstances

Before any procedure we undertake a comprehensive assessment on your health and suitability for surgery. Now, we're going to further enhance that by sharing with you how Coronavirus could affect you after your surgery.

Some factors (your sex, age, ethnicity and even your weight), can change the way you're affected by the virus. In a non-discriminatory way, we will help you make a balanced assessment of those – and understand any implications for your recovery.

None of these mean your operation can't take place, However, on their own, or in combination, they are factors you should consider in making a fully informed consent.

Here's how it works:



Should your score exceed 10, whilst there is no additional risk to your operation taking place, you are at high risk of complication should you contract Coronavirus after your operation. In such circumstances, we are likely to counsel you to wait until the pandemic subsides, or change any lifestyle factors you can.

6. We're moving down a gear to shift your safety up a gear

In response to Covid-19, we're changing the way our hospitals operate - with your safety uppermost in mind.

We are reducing the capacity of our two operating theatres. Between them, we have the capacity to treat around 15 patients / day. In the short term, **we are halving this number.**

This will mean we have fewer patients in the hospital at any one time (making social distancing and general infection control more manageable), and also allowing the introduction of the very best practices in preparing both you and the theatre for your operation.

More Time = Better Care



Our **#1 priority** is to ensure that our staff and patients can return to a safe environment. Here are some of the things we have done in order to achieve this:



We'll be reducing numbers of patients in clinic at one time



Coronavirus detection testing for all patients



Better PPE equipment for our staff



We've put in place social distancing measures

7. Caring for our future rhinoplasty patients

Covid-19 is an infection that primarily affects our lungs, airways and impairs our ability to breathe.

Most notably, this has the potential to impact the recovery of patients undergoing rhinoplasty (nose surgery), or rhytidectomy (face lift). Popular as these procedures are, we believe that for now, it would be inappropriate to undertake either of these procedures.

For our waiting lists of patients seeking these procedures, we have offered to **return their deposits**, or, if they are still wish to go ahead with their procedure at a later date (when we believe it's safer for them to do so), **we are offering them a £250 reduction** in the cost of their procedure.



Always in our care

As a Pall Mall Cosmetics patient you are always in our care. These words are overused in healthcare and as a result can sound trite and a cliché, but it's actually true.

Pall Mall is a private, family-owned healthcare provider, **established ten years ago** by two eminent doctors, both of whom remain actively involved in the operation of our hospital and clinics.

Throughout your journey with Pall Mall, you will remain in our care. From your consultation in our clinic, to your operation in our hospital, you'll be **dealing with the same people and the same organisation - with the same attention to detail.**

There's a reason some of the **UKs most eminent plastic surgeons** and cosmetic surgery businesses haven't invested in their own hospitals - they know that by bringing their patients to Pall Mall, they can be assured of a great experience and outcome.





PMC PALL MALL
COSMETICS
Excellence in Cosmetic Surgery and Aesthetics

Jasmine



I couldn't fault Pall Mall. I felt taken care of every step of the way from my first consultation right through to my surgery and aftercare. I chose them because unlike other providers, they have their own private hospital so you're always in their care.

- Jasmine S



www.pallmallmedical.co.uk

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