

AMENITY PATIENTS - TERMS OF BUSINESS

1. Charges

1.1 Kingston Hospital NHS Foundation Trust (“KHFT”) is required under the provisions of section 65(3) of the National Health Service Act 1977 as amended & section 14 of the NHS and Community Care Act 1990 and other statutes and NHS regulations to make charges in respect of amenity patient services.

1.2 The standard ‘overnight’ rate for an NHS amenity bed is £385 per night. This and additional charges payable to KHFT for amenity bed accommodation at Kingston Hospital are specified as follows:

- NHS Amenity Day-Case Admission (i.e. admission and discharge that takes place before 00:00hrs on the same calendar day) - £385.
- NHS Amenity Standard ‘overnight’ Rate (i.e. admission before 00:00hrs and discharged before 12:00hrs on the following day) - £350.
- Additional Standard ‘overnight’ Rates of £385 will apply for each calendar day where the bed is occupied by an NHS Amenity patient after 15:00hrs.
- For any NHS Amenity patient discharges that take place between and including 12:00hrs and 15:00hrs – a part-standard rate charge of £200 will be levied.
- For any NHS Amenity patient discharges that take place after 15:00hrs – a full-standard rate charge of £385 will be levied.

2. Clinical care

2.1 The amenity patient charge entitles you to accommodation in a private room within Kingston Private Health, the Private Patient Unit (PPU) at Kingston Hospital. All of your nursing and clinical care will continue to be provided by the NHS.

3. Availability

3.1 Amenity beds are subject to availability. As such, it may not be possible to always accommodate all requests for amenity beds. The final decision whether to allocate an NHS amenity bed on KPH will be at the discretion of the PPU General Manager / on call nurse (out of hours).

3.2 Amenity beds may be pre-booked up-to 48hrs in advance of admission. However, this does not guarantee a patient access to an amenity bed. The decision to admit a NHS amenity patient to Kingston Private Health will be subject to bed availability as stipulated at paragraph 3.1.

4. Methods of payment

- 4.1 Full Payment is due in advance of stay for all pre booked rooms.
- 4.2 Patient accounts may be settled by debit or credit card. All forms of major debit and credit cards are accepted, except American Express.
- 4.3 Emergency amenity patients who are unable to pay in advance, will be Invoiced on discharge which should be paid within 7 days.
- 4.4 If your amenity bed accommodation is being paid by a third-party whether this be a member of your family, a friend, or a company who is sponsoring your admission, KHFT reserves the same rights as relates to that individual as if you yourself were paying for your accommodation. You should also note that KHFT, once guarantor arrangements are in hand, will not interfere or mediate between you and your guarantor or sponsor. Once the said guarantor or sponsor has undertaken liability on your behalf they become, from KHFT’s viewpoint, the individual or company liable for all costs associated with your amenity admission.
- 4.5 If you have difficulty paying KHFT’s invoices, please contact the Kingston Private Health Credit Controller on 0208 934 3938. You should do this at the earliest opportunity.

4.6 Where necessary special arrangements can be made to help you. If you have not indicated that you have difficulties settling your invoice(s), after two reminders, your account will be forwarded to KHFT’s debt recovery agents.

4.7 KHFT reserves the right to instruct an appropriate agency to undertake debt recovery on its behalf. KHFT may also seek to verify your address or other details (after you have approved it to do so by signing an Undertaking to Pay Form) where either you have elected to pay for your amenity bed accommodation yourself and not provided a deposit or other form of payment guarantee in advance. Such an enquiry will be recorded on the agency’s file and may be shared with other users.

4.8 For patients who are British citizens but who live overseas, or patients who are not of British nationality, KHFT reserves the right, either directly or through its recovery agents, to contact British Government missions abroad or relevant Embassies for the purposes of confirming and/or verifying the information provided by you, regarding yourself, next of kin, guarantor, and/or sponsor for visa purposes.

5. Late payments

5.1 If you are having difficulties paying your account you should contact KPH’s credit controller on 0208 934 3938 as soon as possible. KPH will try to assist where possible, which may involve making special payment arrangements outside of these Terms of Business. However, should payment not be received by KHFT within the stated term and no special arrangement has been made, KHFT reserves the right to refer the account to its debt recovery agents. All costs associated with recovery of amounts due will be charged to you and the outstanding will be subject to interest charges equivalent to 8% per annum from the date of invoice.

6. Queries

6.1 If you are in any doubt regarding any charges to be made or that have been made for amenity bed services at KHFT, please do contact the private patient administration team at the address and telephone number listed.

7. Patient confidentiality: how we use your information

7.1 Your personal information is treated with high standards of confidentiality in accordance with data protection laws. KHFT will store information about you and will use your information to ensure that staff caring for you have at their disposal accurate and up-to-date information to help them deliver the best possible care for you. The sharing of your personal information may therefore be required when providing and administering your care. Additionally, there may be circumstances where KHFT has a statutory duty to share your information, for example if there are risks to the public or staff. The General Data Protection Regulations and the Data Protection Act 2018 provides a code of conduct under which all organisations, including the NHS operate, when dealing with personal data.

Contact Information

Email: KingstonPrivateHealthEnquiries@nhs.net

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