

New Patient and Self-Pay Guide

What to expect, and how payment works

MR TOFUNMI ONI · CONSULTANT ORTHOPAEDIC SURGEON · HIP & KNEE

This guide explains what happens when you come to see Mr Oni for the first time, and how the practical side of payment works, whether you are using private medical insurance or paying for yourself. The aim is for there to be no surprises.

Booking your consultation

Most people can book a consultation directly, without a GP referral. If you are using private medical insurance, your insurer may ask you to have a referral first, so it is worth checking with them. Libby, the practice manager, looks after bookings and is happy to help you find a suitable time and answer any practical questions.

Your first appointment

The first consultation is unhurried. Mr Oni will listen to your history, examine the joint, and look at any scans or X-rays you have. If further imaging is needed he will arrange it. By the end you will have a clear explanation of what is going on and a sensible plan, which may be reassurance, a non surgical approach, or a discussion about surgery. Bring a list of your current medicines, any imaging or letters you have, and your glasses if you need them for paperwork.

If you are using insurance

Mr Oni is recognised by the major private medical insurers. Before your appointment, contact your insurer to confirm you are covered and ask them for an authorisation code, which they will usually give you over the phone. Bring that code and your membership details with you. It is also worth asking your insurer whether your policy has an excess or any limits, so you know where you stand.

If you are paying for yourself

You do not need insurance to be seen. Paying for yourself is straightforward, and the cost is agreed clearly in advance so you always know what you are paying for. If you go on to need a scan, an injection or surgery, you will be given a clear quote beforehand, with no hidden extras.

Fees at a glance

The initial consultation is a fixed fee, which Libby will confirm when you book. Any further investigations or treatment are quoted separately and agreed with you before they go ahead, whether you are insured or paying for yourself.

Getting in touch

Libby aims to respond to enquiries within one working day. You can reach the practice by email at libby.gibbs@horder.co.uk or by phone on 01892 362736.

Mr Oni's promise on cost: You will always know the cost of the next step before it happens. If anything is unclear, ask, and the practice will set it out plainly.

Mr Tofunmi Oni · libby.gibbs@horder.co.uk · **01892 362736**

This guide gives general information and is not a substitute for the personalised advice of Mr Oni and your physiotherapist. If you are worried about your symptoms or your recovery, please contact the practice.