Hello.

A warm welcome to your health cover from Westfield Health. We’ve been dedicated to supporting the health of the nation since 1919.

Almost a century on and we still have the same beliefs, vision and values we’ve always had – to support you throughout your working life with innovative, best in class health cover.

And we’ve got some good news. Your employer is paying for you to have cover on Private Health Insurance, Surgery Choices 1. New medical conditions are covered, and there’s no excess to pay or medical required.

A little bit about us.

We are Westfield Health. From humble beginnings, we’ve evolved to become a leading health and wellbeing provider.

We encourage positive changes in the wellbeing of our customers and the wider population across the UK. Together, we can help everyone to live healthier lives through better choices, ongoing support and a more proactive approach to healthcare.

As a not for profit company, we reinvest our surplus in products and services that directly benefit our customers. Through our charitable donations, we support the NHS and medically related charities to help our customers and the community to lead healthier lives.

Getting started.

Take a look through your handy little guide, which provides everything you need to help you get the most from your cover. If you have any questions at all, just give our friendly UK based Customer Care Team a call on 0114 250 2000.

Don’t forget to read the full Terms and Conditions at the back of this guide.

We’re not satisfied unless you are.

At Westfield Health, we’re renowned for our customer care and we continue to be recognised as offering ‘world class service’ by the Institute of Customer Service. So when you talk to us, you know we’ll be fully committed to working harder for you.
The treatment you need, when you need it most.

Your policy provides you with cover for over 60 surgical procedures for conditions such as:

- Slipped discs
- Varicose veins
- Hip replacement
- Knee replacement
- Abdominal hernias
- Sinus problems
- Cataracts
- Tonsils
- Prostate problems
- Gynaecological problems
- Gallstones

You can view the full list of surgical procedures covered on pages 17 to 20.

Introducing your cover.

Our Private Health Insurance gets you on the road to recovery fast.

Taking better care of you.

Waiting for surgery can be a long and stressful time. Private Health Insurance makes private surgery more accessible for you, so you can be treated quicker and back to your fit and healthy best.

Your policy provides you with immediate cover for new conditions and fast access to fixed price private treatment packages, should you need surgery. Giving you the reassurance that you can access private treatment quickly. Your policy aims to get you treated in complete comfort, taking into account your needs and preferences and getting you on the road to recovery as soon as possible.

Steve twisted his knee whilst playing rugby with friends and was still experiencing pain weeks after. His GP referred him to a specialist Consultant and further investigations showed that he needed keyhole surgery to repair his internal knee ligaments.

Thanks to Steve’s Private Health Insurance, arranging treatment was one less thing to worry about. His case manager organised his care and his treatment was quick and in the comfort of a local, private hospital.

It’s different from Private Medical Insurance. You can choose to receive treatment at any hospital in the UK where a fixed price private treatment package is available.

Although cancer related surgical procedures are excluded, we’ll cover you when cancer is suspected but not confirmed e.g. biopsies.
Giving you choice and control.

Private treatment.
We’re on hand to help source the right private treatment package for you. We’ll arrange your private treatment package directly with you, including where and when you undergo your procedure.
Following referral from a consultant, you’ll be allocated a case manager who will source and arrange a private treatment package to suit your needs. You don’t have to be concerned about the cost of treatment as it is all taken care of, up to the maximum allowance allocated for your surgical procedure.
You can choose to receive treatment at any one of the many hospitals in the UK where a fixed price private treatment package is available and you won’t be restricted to a specified list of private hospitals.
Each surgical procedure is categorised into one of three bands depending on the complexity of the procedure, and each band has a benefit allowance to cover the cost of most private treatment.
We regularly review the benefit allowance to ensure they’ll meet the cost of fixed price private treatment packages at most UK hospitals. Certain hospitals, in London for example, may be an exception to this. If you prefer a more expensive hospital, you can do so by topping up the cost.

NHS treatment.
If you prefer NHS treatment, or are assessed as unsuitable for a private treatment package by a healthcare professional, we’ll pay an NHS Benefit. This is a cash benefit determined by the band for your surgical procedure.
As it’s your employer who is paying the premium, they’ll tell us at the start of their company scheme whether the NHS Benefit is payable to you or them. If you’re entitled to the NHS Benefit, you can spend this money however you’d like.
The letter enclosed with this plan guide confirms who the NHS Benefit is payable to.

What’s included?
Exactly what’s included in a fixed price private treatment package will differ depending on the procedure required. What remains the same is our commitment to working harder for you.

The package would normally include:
- The consultant surgeon/physician fees
- The anaesthetist fees
- The private hospital charges relating to - the operating theatre - accommodation either as an in-patient or day case - personal meals - drugs and dressings - in-patient tests - x-rays, pharmacy and occasionally physiotherapy
- The cost of treating any surgical complications relating to the treatment that occur during the operation whilst in hospital or within 30 days of your original surgical procedure. (Surgical complications that arise more than 30 days after your operation will only be covered if they qualify as a separate surgical procedure, and will be treated as a separate claim).
Some private treatment packages may also include a specified number of post-operative out-patient physiotherapy sessions.
Your case manager will carefully explain the full details of your private treatment package, so you know exactly what is included.

Some examples of items that are not covered in a fixed price private treatment package are:
- Diagnostic tests or consultations prior to admission
- Ambulance fees
- Travel costs
- Car parking
- Newspapers and other sundry items
- Telephone calls
How it works.

Your step by step guide on how to make a claim.
A typical example/illustration.

**STEP 1: Consult your GP**

If your GP recommends you see a specialist Consultant please contact our Customer Care Team in the first instance. We’ll send you a claim form, just in case you need a surgical procedure.

If your Consultant refers you for an operation, they can complete and sign your claim form during your appointment.

If you have a health cash plan, check your policy. Many Westfield health cash plans include a Consultation benefit so you can claim towards the cost of your diagnostic consultation, up to the set limits of your plan.

If your Consultant recommends an MRI or CT Scan and you have a health cash plan, check your policy. Many of our plans provide access to a scanning service. Our Scanning Helpline will arrange a scan quickly for you, often within 2 weeks of referral.

Other complementary benefits and services covered on some of our health cash plans include:

- **Therapy Treatments** – physiotherapy, acupuncture, chiropractic, homeopathy and osteopathy
- **DoctorLine™** – unlimited and convenient telephone access to a team of qualified, practising GPs, 24 hours a day, 7 days a week. Webcam consultations are also available during surgery hours.
- **24 Hour Advice and Information Line**
- **Face to face counselling sessions, including Cognitive Behavioural Therapy (CBT)**

Please check your health cash plan guide to confirm the benefits and services you are covered for. If you don’t currently have a health cash plan, why not talk to us on 0114 250 2000 to find out more.

**STEP 2: Call the Westfield Health Customer Care Team on 0114 250 2000. We’ll confirm your next steps.**

**Private Treatment**

If you’re seeking private treatment, return your completed claim form to us. Remember, we need to receive and assess a fully completed claim form before we can arrange your private treatment package.

Once you’ve received your surgical procedure, a member of the NHS medical team, or your GP if they have the necessary information, should complete the relevant section of the claim form.

Return your completed form to us within 26 weeks of the date of your surgical procedure. Once the claim has been verified, we’ll pay the NHS benefit.

Remember, we’re here to help you. If you have any questions contact our Customer Care Team on 0114 250 2000. Once you’ve been allocated a case manager, they’ll be on hand to assist you.

**Your policy provides you with cover for over 60 surgical procedures. It’s been designed so that it can be further enhanced and complemented by a Westfield health cash plan, which provides a range of benefits and services that can support and assist you both pre and post-operatively.**

Most of our health cash plans feature a Consultation benefit. So, if your GP recommends you see a Consultant, you can make an appointment privately should you wish, rather than wait for an NHS appointment. You can claim towards your costs for diagnostic consultations, and diagnostic tests such as x-rays, blood tests and ultrasounds, up to the set limit of your plan.

If your Consultant recommends an MRI or CT Scan, many of our plans provide access to a scanning service. Our Scanning Helpline will arrange a scan quickly for you, often within 2 weeks of referral.

- **Therapy Treatments** – physiotherapy, acupuncture, chiropractic, homeopathy and osteopathy
- **DoctorLine™** – unlimited and convenient telephone access to a team of qualified, practising GPs, 24 hours a day, 7 days a week. Webcam consultations are also available during surgery hours.
- **24 Hour Advice and Information Line**
- **Face to face counselling sessions, including Cognitive Behavioural Therapy (CBT)**

Please check your health cash plan guide to confirm the benefits and services you are covered for. If you don’t currently have a health cash plan, why not talk to us on 0114 250 2000 to find out more.
Monitoring and confidentiality.

To keep improving our service, we record and monitor all calls. This includes recording and monitoring information relating to health and medical conditions. We will not discuss policy details with anyone other than the policyholder, unless you have given us specific approval for a relative or friend to obtain account information on your behalf. This may be verbal or written.

Judith has a health cash plan and Private Health Insurance.

Judith was referred to a specialist Consultant by her NHS GP, the cost of her private appointment was paid back by her Westfield health cash plan.

The Consultant referred Judith for a scan, which was arranged and covered by her Westfield health cash plan.

Unfortunately, Judith was told that she would need a hip replacement. With her Private Health Insurance Judith had the reassurance that she could access private treatment quickly. So, within weeks of diagnosis Judith was at home recovering from a successful hip replacement.

Judith also has the added peace of mind that she’ll be able to claim back the cost of her physiotherapy treatments following her operation too with her health cash plan cover.

We’re here for you.

If there's anything you need to know about your health cover, your account or your claim, just get in touch. With our help, it’s easy to start accessing the treatment you need to keep you at your healthy best.

Contact us:

- Online
  westfieldhealth.com
- Email
  enquiries@westfieldhealth.com
- Phone
  0114 250 2000
  8am-6pm, Mon-Fri
  (except Christmas Eve and public holidays)
Our Privacy Promise.

We are committed to protecting the privacy of our users and customers whilst improving people’s quality of life by enabling them to make healthier choices.

We believe in being open and up front with users and customers and have developed our Privacy Promise, a quick and simple summary explaining how we manage, share and look after your personal data.

We promise to collect, process, store and share your data safely and securely:
- **You’re always in control**: Your privacy will be respected at all times and we will put you in control of your privacy with easy-to-use tools and clear choices.
- **We work transparently**: We will be transparent about the data we collect and how we use that data so that you can make fully informed choices and decisions.
- **We operate securely**: We have achieved ISO27001 certification and we will protect the data that you entrust to us via appropriate security measures and controls. We’ll also ensure through the contracts we have in place, that other businesses we work with are just as careful with your data.
- **For your benefit**: When we do process your data, we will use it to benefit you and to make your experience better and to improve our products and services.

If you’d like to know more, please read our detailed Privacy Policy available on our website and page 26 in this plan guide.

If you need to speak to us in relation to how your personal data is processed please feel free to contact our Data Protection Officer, whose details are provided below:

**Email:**  
dpo@westfieldhealth.com

**Post:**  
Data Protection Officer  
Westfield Health  
Westfield House  
60 Charter Row  
Sheffield  
S1 3FZ

Everything you need to know.

This section contains important information about your cover, so please read it carefully. If you have any questions, please get in touch.

<table>
<thead>
<tr>
<th>General Terms and Conditions</th>
<th>page 14</th>
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<tr>
<td>Schedule of Procedures</td>
<td>page 17</td>
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<tr>
<td>Definitions</td>
<td>page 24</td>
</tr>
<tr>
<td>Our Privacy Policy</td>
<td>page 26</td>
</tr>
</tbody>
</table>
1. Eligibility
The employer has chosen this cover for you from the range of products offered by Westfield Health.

If the employer decides to change the cover available to you we will notify you as soon as reasonably practicable. Your cover will cease if the agreement between the employer and Westfield Health comes to an end. We will try to offer you an alternative Westfield Health plan; however this may not be on the same terms as your current cover.

You must reside in the United Kingdom, Jersey or Isle of Man for a minimum of six months each year to be eligible for cover.

You must satisfy yourself that Surgery Choices 1 cover is right for you. Westfield Health will not provide any advice in this regard but you are of course free to seek information or advice from a professional advisor. We, like any responsible insurer, and to the extent permitted by all applicable laws, reserve the right to decline an application for a policy or request to upgrade your cover. If an application is not accepted, we will refund any premium paid for the cover that we have declined to offer (providing we have not paid a claim under that cover).

There are no age restrictions for you to receive corporate paid cover.

Professional and semi-professional sports people are not eligible for the plan.

2. The contract between Westfield Health and you
Your cover will continue on condition that the employer continues to pay the premiums for your cover to Westfield Health. If the employer who is paying the premiums, they must notify us if your cover is to be cancelled.

Terminating your cover
We reserve the right to cancel your cover at any time, (with retroactive effect where appropriate), if:

• Under the terms and conditions of the plan you are not eligible for cover

You or your employer provided false information and/or failed to disclose all the relevant required information with an application for cover

• You provide false information and/or failed to disclose all the relevant required information when you submitted a claim

• You fail to comply with any request for information relating to a claim or an application for cover

• You submit a claim that is fraudulent or that we reasonably believe to be intentionally false, and/or misleading, and/or exaggerated

• You act in a threatening or abusive manner, e.g. violent behaviour; verbal abuse; sexual or racial harassment, towards a member of our organisation, or one of our suppliers

• You fail to abide by any of the terms, and conditions of Private Health Insurance Surgery Choices 1

Should we cancel your cover you/ the employer will not have any right to make any further claim on the plan. In addition, we may also seek to recover any monies from you that we have paid to provide your private treatment, or paid to the employer that you/the employer were not due to under the Terms and Conditions of this plan.

If premiums for your cover have been paid in advance we may refund premiums paid beyond the date for which you have had the benefit of cover. However, we retain the right to withhold such premiums if you/the employer owes us money.

We will notify you in writing our reason for cancelling your cover and you have the right to appeal to us through our published Complaints Procedure, which is available on request.

If your policy is terminated we will not accept you for cover with us again on any Westfield Health product.

3. Premiums
The employer is paying the premiums for your Surgery Choices 1 cover. Your corporate paid cover will continue on condition that the employer pays the premium due. We will not pay a claim if premiums are not paid up to and including the date of the surgical procedure.

If you leave your employment, or otherwise lose eligibility for corporate paid cover, your cover will cease on the date that your premium has been paid up to.

Premiums include Insurance Premium Tax at the current rate and are subject to review in respect of any changes in taxation.

4. Underwriting Choices
You are covered for eligible surgical procedures relating to medical conditions, i.e. medical conditions that arise after your registration date and are subject to the exclusions in Section 9, Policy Exclusions, on pages 22 to 23.

It is the employer’s responsibility to promptly notify Westfield Health when you become eligible for cover and we cannot accept responsibility for loss of benefit that may arise if the failure to do so.

Your policy schedule details the underwriting terms that apply to pre-existing conditions on your Surgery Choices Level 1 cover. If you are not sure whether a medical condition qualifies please contact us and we will be happy to confirm the extent of any cover.

We will agree the underwriting terms with the employer who is paying for your cover.

Your corporate paid cover will be provided on one of the following basis.

Medical History Disregarded (MHD)
Pre-existing conditions are covered for the surgical procedures detailed in our schedule of procedures. Any surgical procedure that was planned prior to the start of your Surgery Choices 1 cover will be excluded, except when we have agreed with the employer purchasing the group policy that planned treatment will be covered.

You must contact us to check whether you have any cover before proceeding with any planned surgical procedure. If you (or the employer) intend to make a claim

Continuation of Personal Medical Exclusion (CPME)
You will not be covered for any medical condition that is excluded from the private medical insurance cover provided for you by the employer: at the time that your cover is transferred to Private Health Insurance, Surgery Choices 1. The employer will inform us with details of your excluded medical conditions and we will hold this information in order that we can administer the plan. You (or the employer) cannot claim for any surgical procedure that was planned prior to the start of your Private Health Insurance, Surgery Choices 1 cover.

Moratorium
You do not need to have a medical or declare any pre-existing conditions before being accepted on a moratorium basis.

However, you will not be covered for any medical condition (or related medical condition), that you knew about, or had symptoms, received advice or treatment in the 2 year period prior to the start of your Private Health Insurance, Surgery Choices 1 cover. You can only have an eligible surgical procedure for a pre-existing condition once you have been free of symptoms, treatment or advice for 2 continuous years from the registration date of your current Private Health Insurance, Surgery Choices 1 cover.

The moratorium period starts again for a pre-existing condition or related medical condition each time you receive treatment, medication, or advice.

Long-term or chronic medical conditions usually require regular or periodic treatment, medication or advice. This means that a long-term pre-existing condition or related medical condition may never be eligible for cover because it is unlikely that there would ever be 2 continuous years without any treatment, medication or advice.

You should not delay seeking medical advice or treatment for a pre-existing condition in order to become eligible for cover on the plan.

5. Surgical Procedures
Surgery Choices 1 covers over 60 common surgical procedures in most circumstances. The full list of surgical procedures is available in our schedule of procedures on pages 17 to 20. Cover is subject to the exclusions in Section 9, Policy Exclusions, on pages 22 to 23.

Important please note that:

• Surgery Choices 1 covers surgical procedures for acute conditions and chronic conditions are excluded

• Cancer related surgical procedures are excluded, however we will cover surgical procedures when cancer is suspected but not confirmed

• We will not cover any surgical procedure that is not listed in our schedule of procedures on pages 17 to 20, except when at our discretion we agree to cover a procedure that does not substantially differ from one of those listed

• You will not be covered if you do not contact us in time to arrange your private treatment package: private treatment must not be arranged by you or your Consultant

• The maximum benefit allowance for each band in our schedule of procedures (where relevant) is designed to cover the cost of a private treatment package in most circumstances. There can be no guarantee that it will fully cover the surgical procedure in every case or in every private hospital

• If the cost of your fixed price private treatment package is more than the benefit entitlement you will be given the opportunity to pay the additional cost to top-up your benefit

• We will pay the NHS Benefit amount if you have NHS treatment for your surgical procedure (see page 22)

The plan covers you for a maximum of 3 surgical procedures in any consecutive 12 month period, with a maximum lifetime benefit of £100,000 throughout the time you have Surgery Choices 1 cover.

If you have previously had cover under this plan or any other similar surgical package plans, any claims we have paid may also count towards your £100,000 lifetime benefit limit. Please contact our Customer Care Team to confirm whether we will take previous claims into account when assessing your entitlement to benefit and the amount of lifetime benefit available to you.

Each surgical procedure is classified into one of 3 bands according to its medical complexity. Band A are the least complicated surgical procedures and Band C the most complicated surgical procedures. We reserve the right to vary the benefit amounts to reflect any changes in medical technology or inflation of medical costs. We will notify the employer in advance of any such changes and you will be informed in good time so it is reasonably practicable.
The allocated banding of individual procedures under the schedule of procedures may be reviewed (either up or down) to reflect changes in technology or the cost of the surgical procedure.

If you undergo more than one surgical procedure at the same time then cover will be provided up to one band higher than the highest banded individual procedure being conducted (except when the highest band procedure is the maximum Band C).

The amount shown under Private Treatment Package, below, is the maximum monetary amount that we will use for the provision of your private treatment package for each band. If we cannot source a private treatment package for your surgical procedure, or you choose to have the surgical procedure carried out by the NHS, we will pay the NHS Benefit amount shown in the table below. The employer providing the cover decides whether they wish the NHS Benefit to be paid to you or to them; this is detailed on your policy schedule.

### Classification of Surgical Procedure

<table>
<thead>
<tr>
<th>Classification of Surgical Procedure</th>
<th>Private Treatment Package</th>
<th>NHS Benefit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Band A</td>
<td>Up to £3,000</td>
<td>£500</td>
</tr>
<tr>
<td>Band B</td>
<td>Up to £6,000</td>
<td>£1,500</td>
</tr>
<tr>
<td>Band C</td>
<td>Up to £10,000</td>
<td>£2,500</td>
</tr>
</tbody>
</table>

### Schedule of Procedures

<table>
<thead>
<tr>
<th>Procedure Description</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operations in this section are aimed at improving vision when the lens in the eye has become cloudy (a cataract).</td>
<td></td>
</tr>
<tr>
<td>1. Phakoemulsification of lens without implant - unilateral</td>
<td>A</td>
</tr>
<tr>
<td>The removal of the eye lens using ultrasonic vibrations.</td>
<td></td>
</tr>
<tr>
<td>2. Phakoemulsification of lens without implant - bilateral</td>
<td>A</td>
</tr>
<tr>
<td>The removal of the eye lens on both sides using ultrasonic vibrations.</td>
<td></td>
</tr>
<tr>
<td>3. Phakoemulsification of lens with implant - unilateral</td>
<td>A</td>
</tr>
<tr>
<td>The removal of the eye lens using ultrasonic vibrations then replacing the lens with an implant.</td>
<td></td>
</tr>
<tr>
<td>4. Phakoemulsification of lens with implant - bilateral</td>
<td>A</td>
</tr>
<tr>
<td>The removal of the eye lens on both sides using ultrasonic vibrations, then replacing the lens with an implant.</td>
<td></td>
</tr>
<tr>
<td>5. Extracapsular extraction with an implant - unilateral</td>
<td>B</td>
</tr>
<tr>
<td>The removal of the eye lens as well as the front portion of the lens capsule, normally replacing the lens with an implant.</td>
<td></td>
</tr>
<tr>
<td>6. Extracapsular extraction with an implant - bilateral</td>
<td>B</td>
</tr>
<tr>
<td>As above except that both eyes are treated.</td>
<td></td>
</tr>
<tr>
<td>7. Lens implant/exchange</td>
<td></td>
</tr>
<tr>
<td>The removal and replacement of an older implant.</td>
<td></td>
</tr>
<tr>
<td>Operations in this section are aimed at improving ear pain or hearing problems related to infections.</td>
<td></td>
</tr>
<tr>
<td>8. Combined approach tympanoplasty - intact canal wall tympanoplasty</td>
<td>B</td>
</tr>
<tr>
<td>The repair of a hole or perforation in the eardrum.</td>
<td></td>
</tr>
<tr>
<td>9. Myringotomy and the insertion of a tube through the tympanic membrane (one ear or both)</td>
<td>A</td>
</tr>
<tr>
<td>The insertion of a small tube in the eardrum(s) to assist drainage of secretions.</td>
<td></td>
</tr>
<tr>
<td>Operations in this section are aimed at treating sinus problems. When sinuses become blocked or inflamed they can cause severe headaches.</td>
<td></td>
</tr>
<tr>
<td>10. Caldwell-Luc Procedure</td>
<td>A</td>
</tr>
<tr>
<td>The emptying and cleaning of the sinus in the cheek.</td>
<td></td>
</tr>
<tr>
<td>11. Trephining of the frontal sinus</td>
<td>A</td>
</tr>
<tr>
<td>Creating a hole in the forehead sinus to allow drainage.</td>
<td></td>
</tr>
<tr>
<td>12. Operation(s) on the sphenoid sinus including those done by keyhole surgery Draining, cleaning or emptying the sphenoid sinus in the head.</td>
<td>A</td>
</tr>
<tr>
<td>Operations in this section are aimed at treating tonsil problems. When tonsils become inflamed they can cause sore throats and make swallowing difficult.</td>
<td></td>
</tr>
<tr>
<td>13. Tonsillectomy - adult (on one or both sides)</td>
<td>A</td>
</tr>
<tr>
<td>The removal of the tonsil(s).</td>
<td></td>
</tr>
<tr>
<td>Operations in this section are aimed at treating abdominal hernia problems. Hernias represent a weakness in the muscle wall through which bowel or other tissue pushes through under the skin. The weaknesses are often exacerbated by heavy lifting or other physical activity.</td>
<td></td>
</tr>
<tr>
<td>14. Primary repair of an inguinal hernia</td>
<td>A</td>
</tr>
<tr>
<td>Strengthening of the lower abdominal/groin muscle wall.</td>
<td></td>
</tr>
<tr>
<td>15. Repair of recurrent inguinal hernia</td>
<td>A</td>
</tr>
<tr>
<td>Repeat strengthening of the lower abdominal/groin muscle wall.</td>
<td></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Name and description of Surgical Procedure*</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repair of a primary femoral hernia</td>
<td>A</td>
</tr>
<tr>
<td>Strengthening of the lower leggroin muscle wall.</td>
<td>A</td>
</tr>
<tr>
<td>Repair of a primary incisional hernia</td>
<td>A</td>
</tr>
<tr>
<td>Strengthening of the abdominal wall at the site of a previous operation.</td>
<td>A</td>
</tr>
<tr>
<td>Repair of an umbilical hernia</td>
<td>A</td>
</tr>
<tr>
<td>Strengthening of the lower abdominal muscle wall around the belly button.</td>
<td>A</td>
</tr>
<tr>
<td>Thoracoscopic repair of diaphragmatic hernia (acquired)</td>
<td>B</td>
</tr>
<tr>
<td>The closure of a hole in and strengthening of the diaphragm muscle in the chest through a cut in the chest.</td>
<td>B</td>
</tr>
<tr>
<td>Diaphragm hernias present from birth are excluded.</td>
<td>B</td>
</tr>
<tr>
<td><strong>Gall Bladder and Gallstones</strong> Operations in this section are primarily aimed at treating gallstone problems, which can cause abdominal pain.</td>
<td>A</td>
</tr>
<tr>
<td>Cholecystectomy (including mini-cholecystectomy)</td>
<td>B</td>
</tr>
<tr>
<td>The removal of all or part of the gall bladder by either keyhole surgery or a cut in the abdomen.</td>
<td>B</td>
</tr>
<tr>
<td>Excision of a lesion of the bile duct</td>
<td>B</td>
</tr>
<tr>
<td>The removal of a section of the bile duct.</td>
<td>B</td>
</tr>
<tr>
<td>Therapeutic ERCP (including insertion of biliary or pancreatic prosthesis, sphincterotomy and stone extraction)</td>
<td>A</td>
</tr>
<tr>
<td>The insertion of a fibre-optic camera down the gut and into the bile duct/pancreas area to treat a variety of conditions.</td>
<td>A</td>
</tr>
<tr>
<td><strong>Veins in the Legs</strong> Operations in this section are aimed at treating poorly functioning veins in the leg. Varicose veins cause ankle swelling, leg aching and sometimes leg ulcers.</td>
<td>A</td>
</tr>
<tr>
<td>Ligation/striping of long and short saphenous veins (including local excision/multiple phlebectomy)</td>
<td>A</td>
</tr>
<tr>
<td>Tying off and removing weakened veins in the legs.</td>
<td>A</td>
</tr>
<tr>
<td>Operations for recurrent varicose veins with re-exploration of groin - unilateral Repeat tying off and removing of weakened veins in one leg.</td>
<td>A</td>
</tr>
<tr>
<td><strong>Bladder</strong> Operations in this section are aimed at either treating abnormalities of the bladder itself or improving the functioning of the bladder such as leaking/ incontinence.</td>
<td>A</td>
</tr>
<tr>
<td>Endoscopic resection of lesion of bladder (including cystoscopy)</td>
<td>A</td>
</tr>
<tr>
<td>The insertion of a fibre-optic camera into the bladder and the removal of an abnormality of the bladder wall.</td>
<td>A</td>
</tr>
<tr>
<td>Combined abdominal and vaginal operations to support outlet of female bladder (including sling procedures)</td>
<td>B</td>
</tr>
<tr>
<td>Th e strengthening of the tissue around the bladder to prevent leaking.</td>
<td>B</td>
</tr>
<tr>
<td>Combined abdominal and vaginal operations to support outlet of female bladder (including sling procedures) -- redo operation</td>
<td>B</td>
</tr>
<tr>
<td>A revision of the above procedure involving different techniques.</td>
<td>B</td>
</tr>
<tr>
<td>Retroperitoneal suspension of neck of bladder (including colposuspension)</td>
<td>B</td>
</tr>
<tr>
<td>An alternative method used to treat urinary incontinence by lifting the tissue around the bladder neck.</td>
<td>B</td>
</tr>
<tr>
<td><strong>Men's Health</strong> Operations in this section are aimed at treating prostate problems.</td>
<td>A</td>
</tr>
<tr>
<td>Open excision of prostatic adenoma</td>
<td>B</td>
</tr>
<tr>
<td>The removal of a prostate lesion through a cut in the abdominal wall.</td>
<td>B</td>
</tr>
<tr>
<td>Endoscopic biopsy of the prostate</td>
<td>A</td>
</tr>
<tr>
<td>The insertion of a fibre-optic camera down the penis and removal of a sample of the prostate gland.</td>
<td>A</td>
</tr>
</tbody>
</table>

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### Women's Health

Operations in this section cover a wide range of common gynaecological problems.

<table>
<thead>
<tr>
<th>Name and description of Surgical Procedure*</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transurethral microwave therapy</td>
<td>A</td>
</tr>
<tr>
<td>The insertion of a fibre-optic camera down the penis and the treatment of an abnormality of the prostate gland using heat treatment.</td>
<td>A</td>
</tr>
<tr>
<td>Excision of lesion of vulva</td>
<td>A</td>
</tr>
<tr>
<td>The removal of pre-cancerous lesions on the outside of the vagina.</td>
<td>A</td>
</tr>
<tr>
<td>Anterior +/- posterior colporrhaphy and amputation of the cervix uteri (including primary repair of enterocele)</td>
<td>B</td>
</tr>
<tr>
<td>Surgical repair of the front and back of the vaginal wall, including removal of the cervix.</td>
<td>B</td>
</tr>
<tr>
<td>Anterior +/- posterior colporrhaphy (including primary repair of enterocele)</td>
<td>B</td>
</tr>
<tr>
<td>Surgical repair of the front and back of the vaginal wall.</td>
<td>B</td>
</tr>
<tr>
<td>Posterior colporrhaphy</td>
<td>B</td>
</tr>
<tr>
<td>Surgical repair of the back of the vaginal wall.</td>
<td>B</td>
</tr>
<tr>
<td>Total abdominal hysterectomy (+/- oophorectomy)</td>
<td>B</td>
</tr>
<tr>
<td>The removal of the womb, with or without the removal of the fallopian tubes and ovaries, by making a cut through the abdomen.</td>
<td>B</td>
</tr>
<tr>
<td>Subtotal abdominal hysterectomy (+/- oophorectomy)</td>
<td>B</td>
</tr>
<tr>
<td>The removal of most of the womb, with or without the removal of the fallopian tubes but leaving the cervix, by making a cut through the abdomen.</td>
<td>B</td>
</tr>
<tr>
<td>Vaginal hysterectomy (including laparoscopically assisted)</td>
<td>B</td>
</tr>
<tr>
<td>The removal of the womb through the vagina with or without the assistance of keyhole surgery techniques.</td>
<td>B</td>
</tr>
<tr>
<td>Myomectomy (including laparoscopically)</td>
<td>B</td>
</tr>
<tr>
<td>The removal of fibroids embedded in the wall of the womb either by a cut in the abdomen or using keyhole surgery techniques.</td>
<td>B</td>
</tr>
<tr>
<td>Therapeutic endoscopic operations on uterus (including endometrial ablation)</td>
<td>B</td>
</tr>
<tr>
<td>The insertion of a fibre-optic camera through the cervix into the womb and the treatment of a variety of conditions.</td>
<td>B</td>
</tr>
<tr>
<td>Oophorectomy and salpingectomy as sole procedure (one or both sides)</td>
<td>B</td>
</tr>
<tr>
<td>The removal of both ovaries and fallopian tubes on one or both sides but leaving the womb intact.</td>
<td>B</td>
</tr>
<tr>
<td>Laparoscopy and therapeutic procedures including laser, diathermy and destruction e.g. endometriosis, adhesiolysis, tubal surgery)</td>
<td>B</td>
</tr>
<tr>
<td>The insertion of a fibre-optic camera through the abdominal wall (‘key-hole surgery’) and the treatment of a variety of conditions.</td>
<td>B</td>
</tr>
<tr>
<td>Ovarian cystectomy as sole procedure (one or both sides)</td>
<td>B</td>
</tr>
<tr>
<td>The removal of a cyst or cysts on one or both ovaries where not conducted as part of a larger procedure.</td>
<td>B</td>
</tr>
</tbody>
</table>

### Spine/Slipped Disc

Operations in this section are aimed at improving neck/back stiffness or pain often resulting from physical activity such as lifting or poor posture while sitting at a desk.

<table>
<thead>
<tr>
<th>Name and description of Surgical Procedure*</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>Posterior decompression +/- foraminotomy (cervical region)</td>
<td>C</td>
</tr>
<tr>
<td>Relieving pressure on the spine in the neck by moving and stabilising a slipped disc.</td>
<td>C</td>
</tr>
<tr>
<td>Revisional posterior decompression +/- foraminotomy (cervical region)</td>
<td>C</td>
</tr>
<tr>
<td>A revision of the first posterior decompression in the neck.</td>
<td>C</td>
</tr>
<tr>
<td>Posterior decompression (thoracic region)</td>
<td>C</td>
</tr>
<tr>
<td>Relieving pressure on the spine in the upper back by moving and stabilising a slipped disc.</td>
<td>C</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Name and description of Surgical Procedure*</th>
<th>Band</th>
</tr>
</thead>
<tbody>
<tr>
<td>47 Revisional posterior decompression with fusion (thoracic region)</td>
<td>C</td>
</tr>
<tr>
<td>48 Primary anterior discectomy, decompression and anterior fusion (lumbar region)</td>
<td>C</td>
</tr>
<tr>
<td>49 Anterior discectomy (cervical region)</td>
<td>C</td>
</tr>
<tr>
<td>50 Revisional anterior discectomy (cervical region)</td>
<td>C</td>
</tr>
<tr>
<td>51 Posterior excision of disc prolapse including microdiscectomy (lumbar region)</td>
<td>B</td>
</tr>
<tr>
<td>52 Revision of posterior excision of disc prolapse with undercutting facetectomy (lumbar region)</td>
<td>C</td>
</tr>
<tr>
<td>53 Primary total hip replacement requiring bone grafting or femoral osteotomy</td>
<td>C</td>
</tr>
<tr>
<td>54 Complex primary total hip replacement</td>
<td>C</td>
</tr>
<tr>
<td>55 Total hip replacement, with or without cement, after excision arthroplasty or arthrodesis, including conversion of hemiarthroplasty or revision of other previous hip surgery which involved internal fixation</td>
<td>C</td>
</tr>
<tr>
<td>56 Total prosthetic replacement of knee joint, with or without cement, +/- patella</td>
<td>C</td>
</tr>
<tr>
<td>57 Multiple arthroscopic operation on knee (including meniscectomy, chondroplasty, drilling or microfracture)</td>
<td>B</td>
</tr>
<tr>
<td>58 Carpal Tunnel release</td>
<td>A</td>
</tr>
<tr>
<td>59 Cubital Tunnel release</td>
<td>A</td>
</tr>
<tr>
<td>60 Therapeutic arthroscopy of shoulder (as sole procedure)</td>
<td>B</td>
</tr>
<tr>
<td>61 Dupuytren’s fasciectomy (palm only, single digit with proximal interphalangeal joint and multiple digits with proximal interphalangeal joints)</td>
<td>A</td>
</tr>
</tbody>
</table>

**Bone, Joints and Ligaments**

Operations in this section cover the major joint replacements, keyhole surgery on the knee or shoulder and ligament repairs.

60.2 Anterior discectomy (cervical region)

Replacement of a cervical disc in the neck.

60.3 Further removal of disc herniation (lumbar region)

Replacement of a lumbar disc.

60.4 Insertion of a fibre-optic camera (“key-hole surgery”) into the knee joint and treatment

Drilling or microfracture

60.5 Cubital tunnel release surgery

Surgery to release severe symptoms of cubital tunnel syndrome, which causes pain or weakness in the forearm and elbow. It involves cutting a ligament in the wrist to relieve pressure on a nerve.

60.6 Dupuytren’s fasciectomy (palm only, single digit with proximal interphalangeal joint and multiple digits with proximal interphalangeal joints)

Dupuytren’s contracture is a condition of the hands and fingers. A contracture is when affected fingers bend (contract) towards the palm and you cannot straighten them fully. The procedure most commonly used to correct Dupuytren’s contracture is fasciectomy. This involves cutting open the skin on the palm of the hand and fingers and removing the underlying tissue that has become thickened and tight and is causing the fingers to stay bent inwards.

**Chronic Conditions**

Chronic conditions are not covered on Surgery Choices 1.

A chronic condition is a disease, illness or injury that has one or more of the following characteristics:

- It needs ongoing or long term monitoring through consultations, examinations, check ups and/or tests
- It needs ongoing or long term control or relief of symptoms
- It requires your rehabilitation or for you to be specially trained to cope with it
- It continues indefinitely
- It has no known cure
- It comes back or is likely to come back

If a medical condition has failed to improve following a surgical procedure we may consider it to be a chronic condition that is not eligible for cover e.g. more than one hip replacement revision.

We do not cover monitoring of medical conditions e.g. we may decline to cover repeated cataract operations. We may cover a chronic condition if there is evidence of a new acute phase (a flare-up), however we will not cover frequent flare-ups.

**6. How to claim**

Please read the list of Policy Exclusions in Section 9 before making a claim.

You must contact us prior to having a surgical procedure.

As soon as you become aware that you might need one of the surgical procedures listed in our schedule of procedures please call us on 0114 231 2000. Please have your policy details to hand.

We will need to ask you certain questions about your medical condition so that we can confirm that your surgical procedure is covered and then we will send you a claim form for completion.

The Medical Specialist will consider your surgery to be necessary must fill in a section of the claim form and attach a copy of your GP’s letter to BCORF. We can arrange private treatment for your surgical procedure.

For NHS treatment a member of your medical team should complete the claim form AFTER your surgical procedure has been carried out.

At our discretion, we may provide cover for an operation that does not substantially differ from one of the surgical procedures listed and you should submit a completed claim form for our fullest consideration.

Any charges that a practitioner or any other person makes for filling in a claim form will not be covered and must be paid for by you.

In most cases it will be necessary for us to request additional medical information from your GP, or any other doctor or practitioner who has been involved in your care, in order to assess the claim. If this information is not available, or if you do not complete the section on the claim form consenting to this in accordance with the Access to Medical Reports Act 1988, we may not be able to proceed with the claim. The plan covers the cost of any report that we request.

It is your responsibility to ensure that complete and accurate information is submitted with the claim. For audit purposes we will carry out checks on the information you and practitioners provide to us. If you submit a claim that is false your cover will be terminated and your benefits will end immediately. We will not refund premiums paid by the employer for your healthcare cover and always take legal action for fraudulent claims.

You must tell us if the surgical procedure is covered under another Westfield Health plan, or by another insurer. If you are claiming from another insurer we will pay our proportionate share of the cost, subject to the terms and conditions of the plan.

You must tell us whether the cost of the surgical procedure may be recovered from a third party; we reserve the right to commence proceedings against a third party in your name to recover the benefits that we have paid.

**7. Private Treatment – How does a fixed price private treatment package work?**

On receipt of your completed claim form a case manager will contact you and, taking into account your personal circumstances, will work closely with you to arrange the most appropriate private treatment package possible.

We will arrange a private treatment package for you in a private hospital. We will spend up to the maximum allowance allowed for your surgical procedure in our schedule of procedures. We may use a third party service to source and arrange the surgical procedure.

Private treatment packages normally include: the consultant surgeon/physician and anaesthetist for the private hospital charges relating to use of the operating theatre; accommodation either as an in-patient or day patient; personal meals; drugs and dressings; in-patient tests and treatment such as x-rays; pharmacy and physiotherapy. Some private surgical procedures may also include a specified number of post-operative out-patient; physiotherapy sessions. Your case manager will carefully explain the full details of the private treatment package, so that you know exactly what is included. If you have any out of pocket expenses that are not included in the package, such as taxi charges, telephone calls, these will not be covered.

Jersey residents may have to travel to the UK for your surgical procedure; you will not be able to claim towards your travel expenses or for any accommodation that is not part of your private treatment package.

Private treatment packages include the cost of treating any surgical complications relating to your surgical procedure that occur within 30 days of the original surgical procedure. Surgical complications that arise more than 30 days after your surgical procedure will only be covered if they qualify as a separate surgical procedure, and will be treated as a separate claim.

While it is the intention of the policy to provide care in a private hospital if requested, the decision to decline to provide care is at our absolute discretion of Westfield Health, or one of our representatives.

The reasons why a private treatment package may not be made available to you include:

Continued overleaf
1. Any procedure that is not listed will not be covered:

- Benefit claim.

2. Any private treatment that has not been arranged by us or our appointed representative.

3. Any claim that arises as a result of a pre-existing condition (or related medical condition), until you have been free of symptoms, treatment or advice for 2 continuous years from your registration date, if your cover is written under on a moratorium basis.

4. Any claim that arises as a result of an excluded medical condition or planned treatment if your cover is written under on the basis of the continuation of personal medical exclusions (CPME).

5. Planned treatment if your cover is written under on the basis that medical history has been disregarded (NHD).

6. Any treatment for which we have confirmed to you that your surgical procedure may be covered.

7. Consultations or scans that are used to diagnose your medical condition or a surgical procedure if you also have Westfield Health Cash Plan cover please refer to the Benefit Rules section in the Health Cash Plan guide for details of any benefits that may be available to you and/or contact our Customer Care Team.

8. Any charges that a hospital, practitioner or any other organisation makes for filing in a claim form.


10. Surgical procedures relating to chronic conditions: except when there is evidence of a new condition.

11. Fertility or infertility treatment, or any treatment relating to fertility, low fertility or infertility.

12. Pregnancy and/or childbirth, or any treatment relating to pregnancy or childbirth e.g. termination of pregnancy.

13. Medical conditions either directly or indirectly arising from or associated with alcohol, solvent abuse, and/or drug dependency.

14. Any claim if you do not seek and follow the medical advice of a Medical Specialist relating to the treatment of a specific condition.

15. Self-inflicted injuries, illness, disease or any condition intentionally self-inflicted or self-inflicted or arising from suicide attempts, including treatment required as a result of attempted suicide.


17. Treatment directly or indirectly arising from, or as a consequence of:
   a. War, riots, civil disturbances, terrorism or acts against any foreign hostility, whether war has been declared or not.
   b. Terrorism whether or not this involves the use or threat of release or threat of use of any nuclear weapon or any chemical or biological agents.
   c. Natural perils and nuclear risks.
   d. Treatment directly or indirectly arising from, or as a consequence of, a medical condition.
   e. Treatment required as a consequence of any criminal action you have undertaken.
   f. Treatment directly or indirectly arising from, or as a consequence of:
      a. Work that involves handling explosives, toxic chemicals, deep-sea diving or outdoor activity at heights above 100 feet.
      b. Professional sports where a fee is received for training or playing.
      c. Injury sustained whilst participating in dangerous or hazardous sporting activity including, but not limited to: mountaineering; rock climbing; motor sports, including motor cycle sport; aviation, other than as a first class passenger; ballooning; bungee jumping; hang gliding; microlight flying; paragliding or parascending; pathologing or crying for cover; boating; racing; white water rafting; competitive yachting or sailing; bobsleighing; competitive canoeing or self-kayaking; judo or martial arts; scuba diving or extreme sports such as free-diving; base jumping; ski-racing and ice climbing.

18. Any claim arising from a sexually transmitted disease.

19. Cosmetic treatment, whether or not provided for psychological or religious purposes or following accident, illness or injury. Also, cover will not be provided for treatment either directly or indirectly arising from cosmetic treatment.

20. Treatment that is experimental or that has not been approved by the National Institute for Health and Care Excellence (NICE).

21. Cancer related surgical procedures. For the purpose of this exclusion this means surgical procedures related to:
   a. All cancers, including leukaemia and Hodgkin’s disease.
   b. Tumours which are histologically described as pre-malignant, or non-invasive, or types of intraepithelial neoplasia, or cancer in situ, or as undefined or mixed.
   c. Any cancer in the presence of Human Immunodeficiency Virus (HIV) or other sexually transmissible diseases.
   d. Any skin cancer including pre-malignant, basal cell and malignant melanoma.

10. Making a complaint

We are committed to providing the highest possible level of service to our customers. However, if the services provided do not meet your expectations please contact our Customer Care Team at Westfield Health, Westfield House, 60 Charter Row, Sheffield S1 3FZ or call them on 0114 250 2000.

Our complaints procedure will be sent to you on request. If you remain dissatisfied with our final response you can refer your complaint to the Financial Ombudsman Service by visiting www.financial-ombudsman.org.uk or write to Westfield Enquiries Division, Exchange Tower, London E14 9SR. The Ombudsman will only consider your complaint after you have written confirmation that our internal complaints procedure has been applied in full or if it takes us longer than eight weeks to resolve your complaint.

11. Compensation

Westfield Health is covered by the Financial Services Compensation Scheme. In the unlikely event that we are unable to meet our obligations, you may be able to claim compensation. Further information is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QD and by visiting www.fscs.org.uk.

12. General Conditions

Governing Law

Once your application to register for the plan has been accepted by us, this agreement shall be governed by and construed in accordance with the laws of England and the parties irrevocably and unconditionally submit to the exclusive jurisdiction of the courts of England in respect of any dispute or difference between them arising out of this agreement.

General Conditions

Private Health Insurance, Surgery Choices 1 is provided to eligible employees, the cost of which is met by the employer.

From time to time upon renewal it may be necessary for Westfield Health to alter the terms or amend the rules relating to this insurance. If we decide to make any such changes we will provide the employer with reasonable notice, and you will be informed as a fact, if reasonably practicable, except when it is not possible for us to do so, for example, changes required by law.

A person who is not a party to this agreement shall not have any rights under or in connection with it by virtue of the Contracts (Rights of Third Parties) Act 1999 except where such rights are expressly granted in these terms and conditions but this does not affect any right or remedy of a third party which exists, or is available, apart from that Act.

The rights of the parties to terminate, rescind or agree any variation, waiver or settlement under this agreement is not subject to the consent of any person that is not a party to this agreement.

Marketing Preferences

Westfield Health, we help people to lead healthier lives and feel their best. We occasionally send out communications with ideas and information on health and wellbeing, plus special offers that we think are of value to you. Invitations to take part in our research panel Westfield Insiders, and on the products we’ve designed for you. Your details will be used to send you information that we think are of interest, or value, to you.

We’ll never make your data available to anyone outside Westfield Health for them to use for their own marketing purposes, we’ll treat your data with respect and will keep your details safe and secure.

You can tell us know what you want to hear about and how you want us to hear about it by visiting westfieldhealth.com to register or log in to My Westfield Website where you can also update your details.

We’d like to bring to your attention our Privacy Policy which details how your data is used and stored, and how to exercise your privacy rights. Visit www westfieldhealth.com/about-us/legal/privacy-policy.

Westfield Contributory Health Scheme Ltd (company number 303523), Westfield Health & Wellbeing Ltd (company number 1976109) are collectively referred to as Westfield Health and are registered in England & Wales.

Continued overleaf
Language
In accordance with regulatory guidance we confirm the language we will use for communication purposes, it is: English.

Additional information
We are required to notify you that there may be other taxes or costs which are not paid through, or imposed by, the insurance underwriter.

Definitions
Where words or phrases appear in this document in bold type, they have the special meaning for the purposes of Private Health Insurance, Surgery Choices 1 cover, as detailed below.

£ Unit Kingdom pounds sterling.

Acute condition
A disease, illness or injury that is likely to respond quickly to treatment which aims to return you to the state of health you were in immediately before suffering the disease, illness or injury, or which leads to your full recovery.

Advice
Any consultation regarding a pre-existing condition or related medical condition from a GP, Medical Specialist, therapist or allied healthcare specialist: this includes the issue of any prescription or repeat prescription.

Agreement
The contract between Westfield Health and you for the provision of Private Health Insurance, Surgery Choices 1 cover governed by the terms and conditions set out in this guide.

Cancer
A malignant tumour, tissues or cells, characterised by the uncontrolled growth of malignantly cells and invasion of tissue.

Chronic condition
A disease, illness or injury that has one or more of the following characteristics:
- it needs ongoing or long term monitoring through consultations, examinations, check ups and/or tests
- it needs ongoing or long term control or relief of symptoms
- it requires your rehabilitation or for you to be specially trained to cope with it
- it continues indefinitely
- it has no known cure
- it comes back or is likely to come back

Day patient
A patient who is admitted to a hospital or day patient unit because they need a period of medically supervised recovery but does not occupy a bed overnight.

Diagnosed/Diagnostic
The unequivocal discovery and identification of a medical condition from the examination of symptoms using investigations such as x-rays or blood tests, by a Medical Specialist.

Diagnostic tests
Investigations, such as x-rays or blood tests, to find or to help to find the cause of your symptoms.

Emergency procedures
Procedures usually carried out in an Accident and Emergency Department or procedures carried out following admission into a hospital via an Accident and Emergency Department or procedures carried out following same-day referral to the hospital by a GP or Medical Specialist or any other person.

GP
General Practitioner i.e. a physician registered with the General Medical Council, who is currently in general practice and is not a Medical Specialist.

The GP must not be you, your partner or a member of your family.

Hospital
An independent hospital or nursing home registered in accordance with the Registered Homes Act 1994 or a NHS hospital in the United Kingdom with specialist facilities for medical and surgical procedures.

The Jersey General Hospital, any other hospital on Jersey with specialist facilities for medical and surgical procedures.

Hospitals in other countries may be included in this definition at Westfield Heath discretion.

Independent Sector Treatment Centres (I.S.T.C.)
A treatment centre that is registered with the Department of Health and appears on the National Administrative Code Service Register.

In-patient
A patient who is admitted to a hospital and who occupies a bed overnight or longer, for medical reasons.

Medical condition
Any symptom, illness, disease or injury.

Medical Specialist
A Doctor who:
- holds a NHS Consultant post and;
- is on the Specialist Register held by the General Medical Council or
- holds a Consultant post on Jersey and;
- is on the Specialist Register held by the General Medical Council or
- who is otherwise approved by Westfield Health prior to any surgical procedure.

NHS treatment
For the purposes of Surgery Choices 1, patients who undergo NHS subsidised surgical procedures in the 2 years prior to your registration date for your current cover on Surgery Choices 1, whether the condition has been diagnosed or not.

Private hospital
An independent hospital or NHS pay bed, or any other establishment e.g. an Independent Sector Treatment Centre (I.S.T.C.), which Westfield Health may decide to treat as a private hospital for the purpose of this benefit.

Private treatment
A surgical procedure that is not NHS treatment, or funded by States of Jersey, whether in a NHS/States of Jersey funded hospital or a private hospital.

Registration date
Your registration date is the date that the employer elects to pay premiums from for your Surgery Choices 1 cover. If your cover has lapsed and is then re-instated a new registration date will apply.

Related medical condition
Any condition, symptom, disease, illness or injury, which is medically considered to be associated with another condition, symptom, disease, illness or injury.

Schedule of procedures
The Private Health Insurance, Surgery Choices 1 schedule of procedures classifying surgical procedures according to their complexity. Band A are the least complicated procedures and Band C the most complicated procedures. Please refer to pages 17 to 20.

Surgical complication
An adverse and unintended medical event resulting directly from the surgical procedure, which requires medical or surgical intervention.

Surgical procedure
A procedure that is listed in our schedule of procedures on pages 17 to 20.

Terrorism
An act of terrorism means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s), committed for political, religious, ideological, or ethnic purposes or reasons including the intention to influence any government and/or to put the public, or any section of the public, in fear.

Treatment
Surgical or medical services (including diagnostic tests) that are needed to diagnose, relieve or cure a disease, illness or injury.

UK/United Kingdom
The United Kingdom of Great Britain and Northern Ireland i.e. England, Scotland, Wales and Northern Ireland.

We/us/our
Westfield Contributory Health Scheme Ltd., or someone appointed by us to administer your Private Health Insurance, Surgery Choices 1 cover.

You/yourself
The named Private Health Insurance, Surgery Choices 1 policyholder.

Current policy
The policy in force at the policy commencement date, which was the date on which your private health insurance was first provided.
Our Privacy Policy

Who we are:
“Westfield Health” (referred to as “we”, “us” or “our”) is a trading name of Westfield Contributory Health Scheme Ltd, Westfield House, 60 Charter Row, Sheffield, S1 3FZ. Company Registration Number: 0383523. ICO registration number: Z5678949.

We have a Data Protection Officer who can be contacted in the following ways should you have any questions, complaints or feedback about your privacy. Please email: dpo@westfieldhealth.com or write to them via the above address.

What information we collect:
In relation to your plan, you may provide us with your personal details including:
- Your title, full name, postal and billing addresses, email address, phone number and date of birth;
- Your payment details;
- Information in relation to your health, including any pre-existing medical conditions;
- Details in relation to your partner, friends or dependants for the purposes of adding them to your plan/policy or in order to create their own. Where you have provided information about another person you should ensure that you have their approval to do so.

How we use it:
Information provided to us or collected in relation to your plan will be used by Westfield Health, or selected third parties to:

- Fulfill your order;
- Provide the benefits for which you are entitled;
- Administer marketing on behalf of Westfield Health. (You can change your details and preferences at anytime by logging into and using your “My Westfield” account or by calling our friendly Customer Helpline on 0114 250 2000);
- Prevent and detect fraud;
- Understand our customers better in order to provide tailored communications, a better experience and to improve our services.
- We will record, and monitor telephone calls made to and from Westfield Health’s sales and customer service teams. We do this in order to continuously improve our service to customers and for training purposes. This will also include the recording and monitoring of data relating to health and medical conditions. We do not record the element of telephone calls where any form of payment is being made.

We may share information, including your health and medical information, with third parties or individuals. These may include:
- Other insurance providers in order to process your claims;
- For purposes of national security, taxation; criminal investigations or when we are obliged to do so by law;
- To prevent and detect fraud. This will include the recording and monitoring of Special Category data, such as health and medical conditions for all claims processed under your plan;
- Your employer (if they are paying some or all of the premium for your cover) where we have a reasonable belief that the claims activity is in serious breach of our terms and conditions and/or may be fraudulent;
- Marketing agencies or mailing houses acting on our behalf.

We’ll never make your personal data available to anyone outside Westfield Health for them to use for their own marketing purposes without your prior consent.

How we look after your data:
We have achieved ISO27001 certification and we will protect the data that you entrust to us at all times via appropriate security measures and controls. We’ll also ensure through the contracts we have in place, that other businesses we work with are just as careful with your data.

All the personal data we process is processed by our staff in the UK and stored on servers located inside the European Economic Area (EEA).

How long we keep your data:
We will keep your personal data for a number of purposes, as necessary to allow us to carry on our business. Your information will be kept securely for up to 6 years following the date you cease to remain an active customer, after which time it will be archived, deleted or anonymised. In some cases for the purposes of processing your existing or future claims and for underwriting purposes, we may keep personal information for longer. Where we, at present, cannot technically erase the data we will ensure this is securely archived with restricted access.

Your Rights:
- Right to be Informed: We will always be transparent in the way we use your personal data. You will be fully informed about the processing through relevant privacy notices.
- Right to Access: You have a right to request access to the personal data that we hold about you and this should be provided to you. If you would like to request a copy of your personal data, please contact our Data Protection Officer.
- Right to Rectification: We want to make sure that the personal data we hold about you is accurate and up to date. If any of your details are incorrect, please let us know and we will amend them. You can also visit the “My Westfield” section of the website and update your details at any time.
- Right to Erasure: You have the right to have your data ‘erased’ in the following situations:
- Where the personal data is no longer necessary in relation to the purpose for which it was originally collected or processed;
- When you withdraw consent; When you object to the processing and there is no overriding legitimate interest for continuing the processing;
- When the personal data was unlawfully processed;
- When the personal data has to be erased in order to comply with a legal obligation

If you would like to request erasure of your personal data, please contact our Data Protection Officer. Please note that each request will be reviewed on a case by case basis and where we have a lawful reason to retain the data or where exceptions exist within our retention policy, then it may not be erased.

- Right to Restrict Processing: You have the right to restrict processing in certain situations such as:
- Where you contest the accuracy of your personal data, we will restrict the processing until you have verified the accuracy of your personal data;
- Where you have objected to processing and we are considering whether Westfield Health’s legitimate grounds override your legitimate grounds;
- When processing is unlawful and you oppose erasure and request restriction instead;
- Where Westfield Health no longer need the personal data but you require the data to establish, exercise or defend a legal claim.

- Right to Data Portability: You have the right to data portability in certain situations. You have the right to obtain and reuse your personal data for your own purposes via a machine-readable format, such as a .CSV file. If you would like to request portability of your personal data, please contact our Data Protection Officer, this only applies:
- To personal data that you have provided to us;
- Where the processing is based on your consent or for the performance of a contract; and
- When processing is carried out by automated means.

- Right to Object: You have the right to object to the processing of your personal data in the following circumstances:
- Direct marketing (including profiling). Remember you can opt out at any time from marketing communications via our Marketing Preferences, available in “My Westfield”; and
- Where the processing is based on legitimate interests.

Rights in Relation to Automated Decisions Making Including Profiling:
You have the right to not be subject to a decision when it is based on automated processing. If you have any questions in relation to how your information is processed in this way, then please contact our Data Protection Officer.

Not Happy?
If you feel that “Westfield Health” has not upheld your rights, we ask that you contact our Data Protection Officer so that we can try and help.
If you are not satisfied with how Westfield Health processes your data, or believe we are not processing your data in accordance with the law you have the right to lodge a complaint with the Information Commissioner’s Office (ICO). Please visit: www.ico.org.uk