

WELCOME

A guide to your admission at The Harley Street Clinic

— THE —
HARLEY STREET CLINIC®

part of **HCA**Healthcare uk

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 7935 7700



— THE —
HARLEY STREET CLINIC®

part of **HCA Healthcare UK**

WELCOME TO THE HARLEY STREET CLINIC

We are delighted you have chosen to receive your treatment with us.

From porters and catering staff to nurses and consultants, everyone will be working hard to provide you with the best treatment and to make your time at The Harley Street Clinic exceed your expectations.

We want you – and your relatives and carers – to be fully involved with your care at every stage. So if you have any questions or concerns, or need anything at any time during your stay, please ask.

This brochure has important information relating to your forthcoming admission. It answers many common questions, including what you need to do to prepare, what to bring with you and what amenities you will have access to.

We look forward to welcoming you very soon.

With best wishes,

Aida Yousefi
CEO
The Harley Street Clinic



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1 PREPARING TO COME TO HOSPITAL

What you need to do before you arrive

1. COMPLETE YOUR REGISTRATION FORM

To make your admission process as smooth and stress-free as possible, please complete your registration form before coming into hospital.

Please complete the form that is contained in this pack and return to us in the prepaid envelope also included. We will need to receive the form back no later than the day before your admission. You cannot be admitted into the hospital until these forms are completed.

The registration form includes details about the financial aspects of your admission and by completing and returning the form to us prior to your visit, it will enable you to have a smoother admission process, avoiding any unnecessary delays on arrival.

The quickest way to complete your registration is online. Please allow at least 30 minutes between registering on the site and your admission appointment, to allow us to process the registration.

Further information on the details required are explained at the beginning of the process.

To register, please visit registrations.hcahealthcare.co.uk and follow The Harley Street Clinic link.

2. COMPLETE YOUR PRE-ASSESSMENT QUESTIONNAIRE

At The Harley Street Clinic, we have a dedicated pre-assessment service to ensure that all patients are 'fit' for their procedure and anaesthetic (if required). The service will inform the patient of their procedure (elective surgery or minor invasive procedures), their recovery and discharge care at home.

The questionnaire covers your previous medical history, medication and anything else that may affect your stay with us. This allows us to identify and address any potential issues before you arrive.

There are three ways to complete the questionnaire:

- **Online at preassessment.hcahealthcare.co.uk** – This is the easiest way and it will only take five minutes of your time
- **By telephone** – Prior to your procedure, a pre-assessment nurse will call you
- **In person** – Prior to your procedure, a pre-assessment nurse will arrange an appointment to complete the questionnaire in person with you at your convenience.

You may already have been pre-assessed by one of our clinical nurse specialists as part of your outpatient appointment. If so, you do not need to complete this questionnaire.

If any pre-operative tests or investigations are required, such as blood test, chest X-ray or an ECG, you will be invited to attend an appointment with a pre-assessment nurse prior to your admission. The pre-assessment service also provides a follow-up phone call for patients after they have left the hospital. Depending on your procedure, the follow-up phone call will occur between 48 hours and seven days after your discharge.

3. HAVE YOUR PRE-ADMISSION ASSESSMENT

We screen all of our patients for MRSA (Methicillin-Resistant Staphylococcus Aureus) in order to minimise risk to both yourself and others. The screening for MRSA should be undertaken at your

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4. CONFIRM YOUR INSURANCE AND FUNDING ARRANGEMENTS

IF YOU ARE INSURED

If you give us your claim details, we will process your insurance claims directly with approved insurers on your behalf.

However, it is your responsibility to ensure your cover is adequate to pay for your treatment. Please contact your insurance company prior to treatment to verify the condition to be treated is covered under the terms of your policy.

If you do not provide us with claim details confirming your cover, we will request full payment on admission.

If you have questions about your insurance, please phone **020 7935 7700** and ask to speak to your consultant's secretary.

IF YOU ARE SELF-FUNDING

Please pay in full before your admission. To obtain a definitive cost of your treatment, please phone **020 7935 7700** and ask to speak to our Self-Pay Department.

You have several payment options available:

- Debit/credit card
- Online at www.hcahealthcareuk.co.uk (see the Patient Information section)
- Cash (must be pounds sterling)
- Cheque (must be received at least 10 days prior to admission)
- Banker's draft (payable on or before admission)

1 CONTINUED PREPARING TO COME TO HOSPITAL

What you need to do
before you arrive

- Bank transfer to:
Sort code: **20-74-63**
Account number: **80933279**
International swift code: **BARCGB22**
Barclays Bank plc
St John's Wood and Swiss Cottage Branch
PO Box 2764
London NW3 6JD

Please request a transmission report from your bank and bring it with you on the day of your admission. If you do not provide this it could delay your refund, should money need to be returned.

IF YOU HAVE A THIRD-PARTY SPONSOR

As standard, we present online invoices for self-funding and sponsored patients. If your sponsor requires an itemised invoice, please call **020 7935 7700** and ask to speak to our Self-Pay Department for a breakdown of your cost estimate.

NB. It is normal in private medical care for clinicians not to be employed by the hospital. Therefore, professional fees for consultants (and anaesthetist) are invoiced separately to the hospital fees. Please speak to your consultant about any fees that will apply.

5. COMPLETE YOUR CREDIT MANDATE FORM (Page 26)

We advise you not to bring valuables such as credit and debit cards with you when you are admitted to hospital. We therefore ask you to complete a credit mandate form, on page 26, with your details, so you can leave your cards at home.

We will only use this payment information to cover charges not included in your original signed package agreement and not covered by your insurance, for example telephone calls, guest meals, take-home medication and mobility aids. You will be fully informed about any charges before they are processed, so there won't be any surprises.

6. STOP EATING AND DRINKING AT THE APPROPRIATE TIME BEFORE YOUR PROCEDURE

You will normally be required to fast before your procedure (often referred to as nil by mouth). You will be advised of this by either your consultant or pre-assessment nurse. It is essential you follow the instructions you are given. This is for your own safety and, if not followed, could result in your procedure being postponed or cancelled on the day.

You should not drink alcohol for at least 24 hours before your admission, as it will alter the effects of an anaesthetic or sedation.

Do not smoke on the day of your procedure.

If you have any questions about fasting, contact your consultant's secretary.

IF YOU ARE HAVING GENERAL ANAESTHETIC OR SEDATION

- You must not have anything to eat (this includes chewing gum and sweets) from five hours prior to your admission time.
- You can, and should, continue to drink water up to one hour before your admission time.

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If you are coming in for a very early admission time, we advise you to eat something before going to bed, and to get up early enough so you are still able to have water before you arrive.

If you are diabetic, please discuss your fasting and medications with your consultant.

IF YOU ARE HAVING LOCAL ANAESTHETIC

You do not need to fast before your procedure, so have a light meal up to two hours before your admission time.

IF YOU ARE HAVING BOWEL SURGERY

Your consultant will give you specific instructions regarding bowel preparation, diet and nil by mouth times.

IF YOU ARE HAVING A COLONOSCOPY

The preparation for a colonoscopy is different because you need to have a clean bowel for the procedure. Your consultant will give you fasting instructions.

It is important you remain adequately hydrated throughout your bowel preparation, so you can drink up to three litres of water. However, you should stop drinking water two hours before your procedure.

A NOTE ABOUT MEDICATION

Your consultant will have discussed your medications and will tell you if you should stop taking them or continue as usual.

If you are unsure, please contact your consultant prior to admission.

7. NOTIFY US IF YOU HAVE SPECIAL REQUIREMENTS

We want your stay to be as relaxed as possible, so please do let us know in advance if you have any special requirements. This can include:

- A disability
- Hearing or sight difficulties
- Need of an interpreter
- Dietary requirements such as allergies, intolerances, halal or kosher meals.

Please contact your consultant's secretary so that we can make the necessary arrangements prior to your admission.

8. MAKE ARRANGEMENTS FOR RELATIVES AND CARERS

If relatives or carers wish to stay with you overnight, please make arrangements in advance.

This is subject to room availability and clinician approval and will normally incur an additional charge.

Unfortunately, we are not licensed to allow children under the age of 18 to stay at the hospital.

If you or your carer need more information about this, please contact your consultant's secretary. We can also provide a list of hotels close to the hospital. Please call **020 7935 7700** and ask for the Main Reception for this information.

2 WHAT TO BRING WITH YOU TO HOSPITAL

HERE IS A LIST OF ESSENTIALS FOR YOUR PACKING LIST:

- All tablets, medications and inhalers you are currently taking, in the original packaging (please do not bring your dosette box)
- A pair of closed-back, flat-soled shoes, trainers or well-fitting slippers
- Your HCA Hospital ID Card if you have been a patient at an HCA hospital before
- All relevant X-rays, scans, reports and letters
- Glasses or contact lenses, with your cases and solutions (please wear your glasses for your procedure)
- Loose, comfortable clothing
- Something to help you pass the time, such as a laptop (wi-fi is available throughout the hospital), books, magazines or puzzles
- Any chargers you may need for your phone and laptop.

We make every effort to ensure you are as comfortable as possible during your visit. We provide you with all the conveniences you would expect, including fresh linen and towels. However, should you be staying with us for more than a day, you may also want to bring the following with you:

- Personal toiletries such as a hairbrush, shampoo, toothbrush and toothpaste (please note that aerosols should not be used in your bedroom because they can set off the smoke detector, but you can use them in the bathroom if you close the door)
- Slippers, nightwear and a dressing gown
- Underwear
- Casual, loose clothing to wear during the day.

3 WHAT NOT TO BRING WITH YOU TO HOSPITAL

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WE WOULD BE GRATEFUL IF YOU WOULD LEAVE THE FOLLOWING AT HOME:

- Jewellery (other than a wedding band); please also remove all body piercings and make-up for your procedure
- Valuables, for example cheque books, credit or debit cards or large sums of cash
- Cigarettes or e-cigarettes.

We cannot accept liability for loss or damage to any cash or valuables or personal effects, whether they belong to you or your visitors. Where you cannot avoid bringing valuables with you to the hospital, please ensure you are fully covered by your own insurance.

You will have a safe in your room to store small personal items, although they are not large enough to fit a standard laptop. We may ask you to complete a property disclaimer for any valuables you bring to hospital.



4 COMING TO HOSPITAL ON THE DAY

You will be sent a letter telling you what time to arrive for your admission. Please contact your consultant's secretary if you have any queries about your admission date or time.

GETTING HERE

LONDON UNDERGROUND: Oxford Circus (Central Line, Victoria Line and Bakerloo Line), Bond Street (Jubilee Line, Central Line), Regent's Park (Bakerloo Line) and Great Portland Street (Hammersmith & City Line, Circle Line and Metropolitan Line).

MAINLINE STATIONS: Euston, King's Cross/St Pancras, Paddington and Marylebone.

BUS ROUTES: Number 18, 27 and 30 run along Marylebone Road and stop at the top of Harley Street at the Regent's Park end. Number 53, C2 and 135 run along Portland Place going north. Please ask for the stop before the Chinese Embassy.

TAXI: The hospital reception can book taxis for you and your visitors through our local taxi company. Please phone **020 7935 7700** and ask to be put through to the Main Reception.

PARKING: Unfortunately, we have no dedicated car parking facilities at the hospital, but there are several car parks nearby. The nearest long-term National Car Park (NCP) is in Cavendish Square, W1G 0PN. Short-term meter parking is also available in surrounding streets. Please be aware that traffic wardens are vigilant in this area.

CONGESTION CHARGE: Please be aware that the hospital is within the congestion charging zone. Hours of operation are 7.00am-6.00pm, Monday-Friday. There is no charge at weekends or on public holidays. For details about payment rates and how to pay, please visit www.cclondon.com

5 WHAT TO DO WHEN YOU ARRIVE

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Please go to the main hospital reception at 35 Weymouth Street when you arrive. Our admissions team will admit you for your stay. We will show you to your room (if you are staying over) or the day case area (if you are not) or to the Admissions Office. Once you are admitted, we will explain to you all our facilities for your comfort and care. Please do not hesitate to ask a member of staff if you have any questions.

When you are settled, a nurse will come to conduct a number of routine measurements and tests and will confirm the time of your procedure. This can change due to unforeseen circumstances, but we will always keep you informed.

For female patients of childbearing age, your nurse will also ask you to complete our Pregnancy Assessment form to see whether a pregnancy test is required. Although the risk is very small, certain drugs and imaging procedures can harm a foetus, so it is important we know if this could be a risk for you.

If you have brought any medication or X-rays with you, please give these to the nurse at this time. If you suffer from allergies or reactions to any foods, drugs or dressings, please let us know at this point.

You may find different people ask you the same questions. This is because we have to confirm certain details are correct as part of our checking procedure. You will also be asked to wear a patient identification band throughout your stay.



6 YOUR STAY IN HOSPITAL



Your consultant will be in charge of your clinical care and will keep you fully informed of all treatments and procedure.

A Resident Medical Officer (a fully qualified doctor) and your ward nurses are available in the hospital 24 hours a day to answer questions and assist you in any way.

YOUR ROOM

IF YOU ARE STAYING OVER

We want your stay to be as comfortable as possible. Your private room will have an en suite bathroom, satellite television with channels in various languages, a personal safe and air conditioning. We provide fresh linen and towels and will clean your room daily. If you forget any toiletries, just let us know – we have a supply available for you to use.

There are charging points for your electronic devices, however, your nurse will need to arrange for our engineering team to PAT test them before you can plug them in. This is part of our safety procedure and does not take long.

Please ask us if there is anything we can do to make your stay more enjoyable.

IF YOU ARE A DAY CASE

Depending on the type of procedure you are having, you will either have a single large cubicle or a comfortable reclining chair.

We use these ergonomically designed private cubicles so that a nurse can be present observing your condition throughout your whole recovery process, while still giving you privacy.

On average, you will need to stay for between two and four hours after your procedure, however, it is best to confirm this with your consultant in advance.

MEALS AND ROOM SERVICE

Each day you will be able to choose a delicious breakfast, lunch and three-course dinner, all served in the comfort of your room. If you have a request for dishes not shown on the menu, please let the room services manager know.

Tea and coffee is available free of charge for you and your guests. You can choose from the full room service menu until 8.00pm; after this you can choose from a selection of sandwiches, tea and coffee.

We can cater for almost all dietary needs. Our chefs offer kosher and Arabic menus, including halal food. Please inform your consultant's secretary if you have any dietary requirements prior to your arrival at the hospital.

A dietitian is also available on request to give advice on dietary issues.

Soft drinks, wines, beers, spirits and snack or confectionery items can be ordered via room service, subject to medical restrictions. Please note that the fridges in the rooms are not suitable for storing food, however, you may store drinks.

Guest meals can be provided and a tariff is available on request.

VISITORS

We have very flexible visiting hours, and your family and friends are welcome anytime between 8.00am-8.00pm. Within our critical care areas, we may restrict these times to allow you adequate rest and care.

If you wish to have visitors outside these hours and it does not interfere with your treatment or recovery, please speak to the nurse in charge. However, please note that you will need your rest to aid your recovery during your stay with us. Due to limited space in some

clinical areas, we may ask that you restrict visitors to one. We advise you to try and limit the number of visitors you have immediately after your operation.

We also recommend that very young children – especially those who have not been immunised – wait until you leave the hospital and are feeling better, before they are brought to see you. If children do visit the hospital, it is important that they are well, wash their hands on entering and leaving your room or unit, and are supervised at all times.

Normally, relatives or carers are discouraged from staying overnight in a patient's room. If required, this should be arranged prior to admission. Unless the stay is specifically required on medical grounds, a separate additional daily charge will be made for non-patient overnight accommodation.

In order to minimise any infection risk to yourself whilst staying with us, we also ask that your visitors follow simple infection prevention guidance and clean their hands when entering or leaving your room/unit. Visitors should also use the chairs provided in your room and refrain from sitting on your bed. If for any reason your visitors are feeling unwell, please ask them not to visit until they feel better, as they may bring infection into the hospital and place you at risk. This is especially important if they have recently had diarrhoea or vomiting – they must have stopped showing any symptoms for 48 hours before coming to see you (this may be longer for children). If they have any concerns, please ask them to contact the nurse in charge.

There are instances where we may restrict visiting due to infection reasons, or we may ask that visitors take additional precautions. In these circumstances, please liaise with the nurse in charge.

6 CONTINUED YOUR STAY IN HOSPITAL

PHONES AND INTERNET

Patients are welcome to use their own mobile phone in designated areas. However, please observe any signs that you may see around the hospital asking you to switch off mobile phones, as in these areas they can affect medical equipment. Please also consider fellow patients and visitors when using your phone.

All patient rooms have a private telephone which friends or relatives can call. If you wish, calls can be made to our main switchboard on **020 7935 7700** and asked to be put through to your room. The person taking you home is welcome to phone the hospital to check what time you will be ready.

If you do not wish to receive either visitors or telephone calls, please inform your nurse who will arrange this for you.

Wi-fi is available throughout the hospital.

HYGIENE AND INFECTION CONTROL

Infection prevention and control is a key priority at The Harley Street Clinic and the incidence of infection here is extremely low. All healthcare professionals are required to participate in the prevention and control of infection. We work tirelessly to reduce the risks of an infection occurring while you are in hospital, by putting simple, but effective, measures in place and providing training for all staff disciplines.

We expect all staff to observe simple rules of hygiene. Hand hygiene is one of the most efficient ways of preventing the spread of infections. Clinical staff should always clean their hands, either by using alcohol hand rub or by washing their hands, before they examine you or perform any other more invasive procedure. Please feel free to challenge any of our staff regarding hand hygiene practice. You too can play a part in preventing infection by washing your

hands before you eat and after using the toilet, exactly as you would at home. We would like your visitors to observe the same practice.

There are dispensers of alcohol hand rub at the entrances to all wards, rooms and at bedsides. These are very effective in combating infections. Please encourage your visitors to use the alcohol hand rub on entering and when they are leaving the ward – all you do is press the wall dispenser, as illustrated on the dispenser, rub the gel onto dry hands and let it dry.

During your stay with us, depending on your procedure, you may have a specific dressing applied. Dressings provide an important function, so please do not interfere or remove them without advice. We monitor all of our patients closely for signs of infection; if you have any concerns throughout your stay, please ask a member of the clinical team for advice.

In addition to the screening done prior to your admission or on admission, there are occasions when we may need to repeat these screens during your stay. The clinical team will explain if these are necessary.

As a healthcare provider, we have a number of waste bins, as it is important for us to segregate our waste. In order to help you know which waste bin is correct, we have labels on the bins. There are two clear waste streams in your room – black bins and bags, which are for domestic waste such as newspapers, drinks cartons, food wrappers etc. and orange clinical bins, which are for dressings, gloves and aprons. Always ask if you would like clarification. Please help us to keep your environment clean and tidy by placing any used items or waste in the bins provided.

Cleanliness is very important to us and is an essential part of infection prevention. If at any time you are unhappy with our standards, please inform a member of staff so we can resolve the issue.

It is really important to us that we sustain high levels of infection prevention and minimise any risk to yourself and visitors. If you, or a member of your family, has had or been in contact with anyone suffering from chickenpox, shingles, measles or any contagious disease within the month before your admission date, please discuss this with the pre-admission nurse. You should also let us know if you, or a member of your family, have recently recovered from diarrhoea and vomiting (norovirus), as this is highly infectious and can spread quickly in healthcare environments. Contact the infection control team as soon as possible on the number below.

You have probably heard a lot of media publicity about hospital infections such as MRSA and clostridium difficile. We would like to reassure you that HCA Healthcare UK has an infection control team of nurses and clinical microbiologists dedicated to prevention and control of hospital infections, including MRSA and clostridium difficile.

The team offers guidance and advice in accordance with Department of Health best practice recommendations. If you would like any advice about infection prevention and control, please call **020 7935 7700** and ask to speak to the Infection Control Lead.

SMOKING

As you would expect, smoking and the use of all electronic cigarettes are not permitted anywhere in the hospital.

You may wish to discuss nicotine replacement therapy (patches and gum etc.) with your GP and/or your pharmacist well before your admission to hospital – ideally four weeks.

We are also unable to allow candles, burners or incense within the hospital for safety reasons. Our fire alarm systems are extremely sensitive and are likely to be activated by such products.



7 YOUR PROCEDURE

GETTING READY FOR YOUR PROCEDURE

You will be given a gown to wear before your procedure. You can wear cotton underwear underneath it or request paper underwear from the nurse. To help prevent blood clots, you will be asked to wear surgical stockings, and depending on your procedure you may have anti-coagulant injections for the first few days afterwards.

Prior to your procedure, you will be asked to remove any make-up, nail varnish, contact lenses, dentures, jewellery and body piercings. Wedding bands can usually be retained and will be taped over by a member of the nursing staff. Pre-medications are not normally prescribed unless requested or necessary. If you want a sedative prior to your surgery, please discuss this with your anaesthetist.

A nurse from your ward will accompany you to the theatre suite. You will be greeted by the theatre nurses, who will carry out a number of safety checks with the nurse from your ward. This is to ensure the theatre team have all the correct and necessary information required to carry out your procedure.

Your surgeon and/or anaesthetist will visit you before your procedure and ask you to sign a consent form, unless you have already done this during your outpatient appointment. Your consultant or nurse will give you a copy of the consent form for your own records. This is an excellent time to ask any questions about what you should expect immediately after your procedure.

If you are having an operation on a particular part of the body, your surgeon will mark the area at this time.

The nurses will check your personal details again before taking you to the operating theatre.

AFTER YOUR PROCEDURE

You will go to the recovery room after your procedure, where a specialist recovery nurse will care for you until you have regained consciousness (if you have had general anaesthetic) and are comfortable enough to return to your room. If you require care within our Intensive Care Units, you may not return to the same room that you were originally admitted to.

You may have an oxygen mask over your face when you wake up – this is quite normal. It is also normal to feel sleepy, disoriented or tearful.

Once you are back in your room, your nurses and Resident Medical Officer (RMO) will monitor you to make sure you are recovering well. If you have pain or nausea following your procedure, please let us know so we can give you medication to help.

The type of procedure you have had will determine when you can start eating and drinking again – your nurse will advise you further on this. It may not be advisable for you to get out of bed immediately, so please seek advice from your nurse before attempting to do so.



8 LEAVING HOSPITAL

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It is very important that we start planning your discharge at the earliest point, ideally starting at your pre-assessment before you come into hospital. This ensures that you are not left waiting, and that everything is in place for you to go home, where you will be able to continue your recovery with all the necessary support.

Depending on your procedure, you will be given advice on wound care and may require an additional visit to have your wound checked or stitches removed. Following treatment, we advise you on how long your recovery will take and what you should be doing to aid your recovery. In most cases, you will be advised not to take alcohol or sedative drugs for the next 24 hours unless prescribed. Generally, details of further appointments will be given to you before you leave the hospital, or will be sent on to you by your consultant.

On discharge, you will be given a letter for your GP. Your consultant will also write to your GP.

INPATIENTS

We want to ensure you are fully ready to leave us, so your consultant will liaise with the nursing staff to decide on your departure date and time. They will also discuss with you any arrangements for your ongoing care and any follow-up appointments.

We appreciate that most people wish to be discharged as quickly as possible. On the day of your discharge, we anticipate you will be able to leave by 11.00am. However, there may be circumstances when your discharge time needs to be later in the day. Please discuss with your nurse if this is the case. If you wish to be discharged earlier than the anticipated time, please inform your nurse and we will try to ensure everything is ready by this time.

We advise you to have someone to escort you home on the day of discharge; please discuss your arrangements with the nursing team.

DAY CASE PATIENTS

You will generally be able to return home once you have passed urine, successfully eaten a small amount of food and are feeling comfortable.

If you have had an operation under IV sedation or general anaesthetic, you must arrange for a responsible adult to escort you home by car, taxi or appropriate public transport, and care for you for the next 24 hours. Your escort will be given a time to ring for information, or when to collect you.

You should go directly home so that you can recuperate as comfortably as possible. You may find that you feel sick or even vomit after leaving hospital, and you may not sleep well. This is a common reaction and should pass within 24 hours.

TAKE-HOME MEDICATION

You may be prescribed medication to take home with you. Your nurse or pharmacist will discuss these and explain them to you before you go.

The hospital pharmacy will dispense up to one week's supply of medication according to your prescription. This will give you sufficient time to get a further supply from your GP, if necessary.

Unfortunately, we cannot accept any unwanted take-home medication once it has been given to you.

If you have private medical insurance, please check the extent of your cover for take-home medication. Many insurance companies do not cover the cost of take-home medication or any physiotherapy aids, including crutches and slings that are taken off site.

9 ONCE YOU ARE AT HOME

ADVICE FOR PATIENTS

- You may feel tired, so only do as much as you feel able.
- Do not operate machinery or drive a car for 24-48 hours after general anaesthetic.
- Drink plenty of fluids and eat light meals, but do not drink any alcohol for at least 24 hours.
- Please follow any specific advice from the nursing and clinical staff when taking prescribed medication, including painkillers.
- Try to arrange help with bathing or showering, as you may feel light-headed when getting out of the bath or unsteady on your feet in the shower for the first 24 hours.
- Do not make any important decisions or sign any contracts for at least 24 hours after having general anaesthetic or sedation.

After 24-48 hours you should be feeling considerably better and will need less support and help.

ADVICE FOR FAMILY AND CARERS

- Help with household activities such as cooking and cleaning.
- Offer plenty of fluids to drink (not alcohol).
- Help with washing/bathing and getting dressed.

- Ensure painkillers and medication are taken as prescribed/advised.
- Ensure that you and the patient are aware of the common complications following the procedure – such as bleeding, oozing, pain, redness, signs of infection, swelling and temperature – and what to do if they occur.
- If you are helping to care for a wound, to minimise the risk of infection please wash your hands with soap and water and dry them with a clean towel before you have any contact with the site/dressing. Wash them again after you have completed the task. Please dress wounds in an area away from open windows and pets. Please contact the ward for advice if you notice any signs of infection, such as temperature, redness, swelling, oozing or pain.

QUERIES AND CONCERNS

If you have any problems you wish to discuss following your procedure or treatment, please phone your consultant's secretary.

Alternatively, please call **020 7935 7700** and ask to speak to the duty manager, who will be able to help.

If you feel you need to be seen by a doctor in an emergency related to your hospital stay, please contact your consultant or GP or go to the nearest accident and emergency department.

10 FREQUENTLY ASKED QUESTIONS

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON **020 7935 7700**

HOW WILL MY PAIN BE MANAGED?

We encourage our patients to take painkillers regularly to begin with, even if you are comfortable while resting. This prevents pain increasing unnecessarily when you start to move around after surgery or illness, which is a normal experience.

Your nurse will monitor your condition and assess your pain regularly. If necessary, the dose of pain relief you are prescribed will be altered to suit your needs. The consultant anaesthetist may visit you or there may be occasions where the specialist pain management nurse may be involved in your care.

WILL I HAVE SIDE EFFECTS FROM THE PAIN MEDICATIONS?

Side effects such as sickness or sleepiness can occur with many painkillers, although the majority of people do not have unmanageable side effects. It may be that we change your pain relief drug to another that will suit you better, and we also offer other medications that manage side effects well. Please let your nurse know if you experience any side effects.

WILL I BECOME ADDICTED TO STRONG PAIN MEDICATIONS?

Addiction is very rare (less than 1%). Strong painkillers are a very effective way of managing pain and making sure you are comfortable through your recovery. This medicine, if used on a daily basis, will only be administered for short periods of time while you recover.

WHY WILL I HAVE TO TAKE REGULAR PARACETAMOL?

We are often asked why we give regular paracetamol or Panadol (acetaminophen) to all patients. This medication is our first line painkiller, as it makes the stronger pain relief drugs work more effectively. This means smaller doses resulting in fewer side effects.

WHEN WILL MY STITCHES/CLIPS BE REMOVED?

The nurse who discharges you will either arrange for you to attend the Outpatient Department or ask your GP Surgery to remove any stitches/clips from your wound.

FOR HOW LONG WILL I HAVE TO WEAR SURGICAL STOCKINGS?

Some types of operation require you to wear them for six weeks, but at a minimum you should wear them until you are as mobile as you were before you came into hospital.

WHEN WILL MY APPETITE RETURN?

Your normal appetite will return in time; keep your diet light and drink plenty of nourishing fluids. If you are concerned please contact your consultant or GP.

10 CONTINUED FREQUENTLY ASKED QUESTIONS

WHEN WILL MY BOWEL FUNCTION RETURN TO NORMAL?

An anaesthetic can disrupt your bowel function, and the problem can be made worse if your procedure has caused you to be immobile for a period of time. Some painkillers can also make you constipated.

These effects are only temporary, and normal bowel function should return when you regain your appetite and become fully mobile. Ensure you eat a diet high in fibre and drink plenty of water to combat this.

Diarrhoea is a common side effect of certain drugs, such as antibiotics and anti-inflammatory pain medication. If diarrhoea is particularly problematic for you, please consult your consultant or GP.

WHEN WILL I BE ABLE TO DRIVE/FLY?

Your consultant will advise you on this, but you should also speak to your airline about its own policy.

You will also need to speak to your insurance company, as your premium may be affected depending on the procedure you have had.

WILL I RECEIVE A SICK CERTIFICATE?

We will give you a certificate that covers your admission to hospital. Then you will need to see your GP for a certificate to last until you return to work.

WHEN WILL I BE ABLE TO RETURN TO MY NORMAL DAILY ACTIVITIES/RESUME SEXUAL ACTIVITIES?

Your consultant will advise you based on your procedure and situation. We can provide further counselling services if required.

HOW DO I ACCESS MY MEDICAL RECORDS?

You can request copies of any tests, such as radiological exams and blood tests carried out during your stay. Please discuss these results with your consultant first, so they can put them into context for you.

CAN I HAVE A CHAPERONE?

Of course. If you would like to have a chaperone during any examination or procedure, please let your nurse know.

CAN I RECEIVE SPIRITUAL CARE WHILE IN HOSPITAL?

We provide spiritual, pastoral and religious care through local faith leaders experienced in healthcare chaplaincy.

Please let your nurse know if you would like us to arrange this at any time.

11 COMMENTS AND QUESTIONNAIRES

WE ARE ALWAYS HAPPY TO HEAR FROM
YOU – CALL US ON 020 7935 7700

We aim to provide a caring, high-quality service and are always pleased to receive feedback from you, your family or friends. We also welcome comments with regard to this admission guide.

If you are happy with your own experience, we would like to hear from you – this helps us to know when we get it right. But more importantly, we need to know when we have not met your expectations. As such, we would like to encourage you to complete the Patient Satisfaction Survey which will be given to you during your stay.

As part of our commitment to continuous improvement, we obtain feedback from patients. Taking account of your views and priorities is vital to our drive to improve our service year-on-year. The feedback received from the surveys remains anonymous and is reviewed monthly. This information is shared throughout the organisation.

SUMMARY OF PATIENT SATISFACTION SURVEY RESULTS

The latest published figures can be found at hcaflipbook.co.uk/innovation, or by contacting the hospital. We will respond to any concerns considerably, quickly and as effectively as possible.

All comments and complaints are taken seriously, regardless of their nature: medical, nursing, accommodation, food or administration. Please do not be concerned about 'bothering' the staff. If you experience a problem, no matter how small, we would prefer to know about it and put it right.

A leaflet entitled 'A guide to making comments and complaints' can be obtained by writing to the address below:

The Harley Street Clinic
35 Weymouth Street
London W1G 8BJ

Or alternatively, you may download the guide from our website: theharleystreetclinic.com/wp-content/uploads/2016/03/Patient-Complaints-Booklet.pdf



12 HOSPITAL REGISTRATION

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 7935 7700

HCA hospitals are regulated and inspected by the Care Quality Commission (CQC).

The CQC follow the Essential Standards of Quality and Safety in Healthcare, as set out in the Health and Social Care Act 2008.

The Harley Street Clinic is registered as a location of HCA International Ltd, providing acute care to paediatric and adult service users under the regulated activities:

- Treatment of disease, disorder or injury
- Surgical procedures
- Diagnostic and screening procedures
- Family planning.

In line with the registration requirements outlined in the regulations, there are other HCA registered providers within the hospital campus. They are:

- The CyberKnife Centre London (Robotic Radiosurgery LLP)
- LOC – Leaders in Oncology Care (LOC partnership LLP)
- The Molecular Imaging Centre (PET, CT, LLP).

The hospital and the other registered providers listed are linked and work closely together to provide the services of The Harley Street Clinic.

The registered manager is **Aida Yousefi, Chief Executive Officer.**

A copy of the hospital's most recent inspection report is available on request.

If you would like to view or request a copy, please contact the Chief Executive Officer.

Copies of the report can also be obtained from the regulatory body website as indicated below.

Care Quality Commission: www.cqc.org.uk.



13 CREDIT/DEBIT CARD MANDATE

WE ADVISE YOU NOT TO BRING VALUABLES SUCH AS CREDIT AND DEBIT CARDS WITH YOU WHEN YOU ARE ADMITTED TO HOSPITAL.

As part of the admissions procedure, we need to have your payment details on file. We ask you to please fill out this form so you do not have to bring your credit or debit card with you on the day.

We will only use this payment information to cover charges not included in your original signed package agreement and not covered by your insurance. This form therefore authorises us to take payment for any of the following additional charges you may incur:

- Additional nights of accommodation or additional procedures
- Additional charges not included in your original signed package agreement
- Additional charges not covered by your insurance or sponsor, for example your policy excess
- Professional fees at the request of your consultant
- Take-home medication not covered by your insurance, for example drugs or crutches
- Telephone charges, newspapers, extra catering, companion fees, additional accommodation for relatives.

There will be no surprises – we will discuss any additional charges with you in advance. We will post you a complete breakdown of all charges along with a credit/debit card receipt after you are discharged.



13 CONTINUED CREDIT/DEBIT CARD MANDATE

Detach here

YOUR DETAILS

PLEASE USE BLOCK CAPITALS

Date of Admission/Treatment: _____
 Patient's Full Name: _____ Hospital No: _____

YOUR CARD DETAILS

Please Tick: VISA MasterCard AMERICAN EXPRESS Maestro JCB Other: _____

Card Number:

Start Date (mm/yy): / Expiry Date (mm/yy): / Issue No: _____

Name on Card: _____

Card Holder Address: _____
 Postcode: _____

Card Holder Contact Number: _____

Name of Staff Member Taking Payment: _____

Card Holder Signature: _____ Date: _____

*Please do not forget to write your card security number on the bottom right-hand corner of this page.

IF YOU ARE USING A NON-UK CREDIT CARD

If you wish to pay in pounds sterling, please tick the box. If you leave the box unticked, your card issuer will charge you in the currency used where the card is registered.

Your card provider may charge you a fee for either option, so check with them before deciding.

IF YOU ARE A REGULAR PATIENT

The hospital keeps your credit card details on file for three months as standard. If, as a regular patient, you would find it more convenient to have us retain your details for six months, please sign below.

Name: _____ Date: _____

IMPORTANT: PLEASE DO NOT POST THE FORM TO US IN ADVANCE – BRING IT WITH YOU ON THE DAY YOU ARE ADMITTED.

We adhere to the most rigorous data security procedures and want to ensure your details stay safe. If you have any questions about this form, please phone 020 7935 7700 to speak to our Admissions Team or alternatively, you can speak to them on the day of your admission.

Card security number
 Please write your card security number in the boxes. We will detach and destroy this section immediately after use. Amex 4th digit

14 USEFUL TELEPHONE NUMBERS

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 7935 7700

HOSPITAL SWITCHBOARD 020 7935 7700

APPOINTMENTS AND ENQUIRIES 020 7034 8181

INTERNATIONAL OFFICE 020 7034 8564



— THE —
HARLEY STREET CLINIC®

part of **HCA**Healthcare uk

A guide to your admission at The Harley Street Clinic

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