



RB&HH

SPECIALIST CARE

Inpatient Guide Your stay on Juniper Ward



RB&HH



CONTENTS

- 2 Welcome to Harefield Hospital
- 5 Before you come to hospital
- 8 Travelling to hospital
- 10 Arriving at hospital
- 12 Hospital staff
- 14 Visitor accommodation and catering services
- 16 On and around the ward
- 17 Visitors
- 18 Your rights while in hospital
- 23 Payment of your hospital account
- 24 Going home after your stay

WELCOME TO HAREFIELD HOSPITAL

Located in the borough of Hillingdon, North West of London and within easy reach of Heathrow Airport, our hospital is an international centre for the diagnosis and treatment of heart and lung diseases.

We know that coming into hospital can be a worrying time. Please be assured that we will do absolutely everything we can to make your stay as comfortable as possible.

We have written this leaflet to answer some of the questions you may have about the time before, during, and after your admission. We hope you find it useful. Please remember that our staff are always on hand to answer your questions and address any concerns – you just have to ask!

We wish you a speedy recovery.





BEFORE YOU COME TO HOSPITAL

Your admission

Following your consultation and/or initial referral, we will contact you via post, email or telephone to confirm the exact date and time of your admission to Harefield Hospital.

As a specialist centre for heart and lung disease, we often accept emergency cases, both internationally and from the United Kingdom. This means that, occasionally, emergency cases have to take priority and we have to cancel or delay planned admissions. However, we can assure you that we will make every effort to keep delays and cancellations to a minimum and to keep you informed if your admission is likely to be affected.

What to bring with you

We suggest you bring the following items with you for your stay in hospital:

Clothing

- Nightwear, a dressing gown and slippers that fit comfortably and have good grip
- Any walking aids you use
- Comfortable day clothing
- Underwear (if you are a woman having surgery, this should include a well fitted, supportive bra, ideally front fastening)
- We do not have laundry facilities for your personal clothing, so please ask relatives or friends to bring in clean clothes for you as needed

Personal care items

- A hairbrush or comb
- Toiletries including a toothbrush and toothpaste
- Soap (please bring liquid soap only – not bars of soap and soap dishes)
- Shaving items (we have shaving points available for electric razors)

Other items

- Things to pass the time – books, magazines or puzzles
- For younger patients, a favourite toy

Healthcare items

- All medication that you are currently taking – including medicines you have bought for yourself from the chemist – in the original containers if at all possible
- A list of the medication you are currently taking (including all non-prescription items)
- Completed versions of any registration forms you've been asked to fill in

It is really important that you bring your medication with you when you come to hospital and that you give a list of these medicines to your nurse. Knowing which medicines you have been taking will help us to determine the best treatment for you. We may also be able to use your existing supply of medication to treat you while you are in hospital – this reduces waste.

If you forget or need to replace something...

If you forget or need to replace anything, you will be able to buy some of these items from the League of Friends shop, which you can find in the Refreshments Pavilion.

The shop's opening times are:

Monday to Friday: 10am - 5.30pm

Saturday: 1pm - 4pm (depending on staff availability)

Sunday: 1.30pm - 4pm

In Harefield village, there are several shops where your visitors can buy anything else that you need.

What not to bring

Please do not bring the following items with you when you come to hospital:

- Jewellery (apart from wedding, engagement or other rings of particular sentimental value)
- Valuables
- Large sums of money

We have a cash machine in the main reception area of the hospital.

If you really cannot avoid bringing valuables with you, then please hand them to a nurse who will arrange for their safekeeping. The nurse will give you a receipt showing which items are stored for you. Keep the receipt safe – you will need to hand it to us to get your property back. There is also a safe in your room for valuables.



TRAVELLING TO THE HOSPITAL

Your journey to us

If you can, it is best to arrange for a friend or relative to come with you on the trip to and from hospital – whether by driving you or by helping if you are travelling via train, taxi, tube or bus.

Travelling by car

From London

From London pick up the A40 towards Oxford. Turn off onto the slip road for the B467 Uxbridge, Harefield, Ickenham. This exit is after the Northolt aerodrome. You are now at Swakeley's roundabout.

From Oxford M40

Continue onto the A40. Turn off onto the slip road for the B467 Uxbridge, Harefield, Ickenham. You are now at Swakeley's roundabout.

From M25

Leave the motorway at junction 16 and join the M40 eastwards (signposted Uxbridge, London). Continue on the M40 (which turns into the A40) until you reach the exit for the B467 (signposted Uxbridge, Harefield, Ickenham). Exit on slip road and you are now at Swakeley's roundabout.

From Swakeley's Roundabout

Follow the signs to Harefield. At the mini-roundabout in the centre of the village, cross straight over, passing the Kings Arms public house and Harefield Health Centre on your left. The hospital's front entrance is about 400 metres further along at the next left fork. Proceed into the hospital's grounds for parking.

Parking

Car parking at the hospital is managed by National Car Parks (NCP). The system is Pay and Display and daily charges are listed at pay points in the car parks. Patients will be issued a car parking pass for the length of their inpatient stay on admission.

Travelling by rail

The nearest mainline train station is Denham or Rickmansworth, which is ten or fifteen minutes from the hospital by car or taxi. For information on train times, call National Rail Enquiries on **08457 48 49 50** or TfL on **0343 222 1234**.

Travelling by tube

The nearest tube stations are Uxbridge on the Piccadilly and Metropolitan lines, Rickmansworth on the Metropolitan line, and Northwood on the Metropolitan line. Each is about a twenty minute car journey from the hospital.

Travelling by bus

Buses R21 (Uxbridge to Mount Vernon Hospital) and U9 (Uxbridge to Harefield) stop inside the hospital grounds. There is also bus 331 (Uxbridge to Ruislip), which stops at the King's Arms, a two minute walk from the hospital.

For more information about tubes and buses, call Transport for London on **020 7222 1234** or visit their journey planner website at:
www.tfl.gov.uk/plan-a-journey

ARRIVING AT HOSPITAL

When you get here

If you can, it is best to arrange for a friend or relative to come with you on. When you arrive at Harefield Hospital, please report to main reception, where staff will direct you to Juniper Ward.

Private patients team will complete any paperwork needed and escort you to your room. They understand that you may be nervous and will do their best to reassure you and answer any questions that you may have.

Smoking

Harefield Hospital is a no-smoking hospital. Smoking is not permitted either in the hospital premises or on the hospital grounds.

Mobile phones

You may use your mobile phone in the privacy of your room. Please switch off your mobile phone in the treatment areas as they can interfere with medical equipment and also in public areas as they may be inconvenient to other people.





HOSPITAL STAFF

You will come across many staff during your time in hospital. All of our staff are trained to give you the best care possible and will endeavour to treat you with the utmost courtesy and consideration throughout your stay.

Consultants and doctors

During your stay, your care will be overseen by one of our world-leading consultants.

Doctors from your consultant's medical team will visit you regularly to see how you are getting on and to prescribe treatment. If at any time you would like to discuss your treatment with a member of the medical team, just ask your nurse to arrange a meeting.

Nursing staff

A sister or charge nurse will be in charge of the ward. He or she is assisted by nurses and healthcare assistants who will be involved in your day to day care. The sister and ward staff are supported by our modern matron.

Other medical and support staff

There are many other members of staff who you may meet during your stay in hospital.

These include:

- Catering assistants
- Chaplains
- Dieticians
- Domestic staff
- Infection prevention and control nurses
- Occupational therapists
- Pain management specialists
- Pharmacists
- Physiologists
- Physiotherapists
- Porters
- Private patient office administration staff
- Psychologists and psychiatrists
- Radiographers
- Social workers
- Technicians
- Ward administrators
- Welfare rights advisors

Religious Representatives

If you would like to be visited by a religious or spiritual representative please ask a nurse who will make the necessary arrangements. We have a room set aside for this purpose. The staff will also be able to give you details of local places of worship.

Interpreter service

If you or your family require interpreter assistance, this can be arranged via staff at the Private Patients' office or on the ward.

Harefield hospital has access to a pool of medically trained interpreters for a range of languages including Arabic, Greek, Polish, Punjabi, Spanish, Turkish, Tamil and Urdu.

Patient Advice and Liaison (PALS) staff

Sometimes you may have a question, query, or worry which you don't feel able to share with a doctor or nurse. In these instances you can contact representatives from our Patient Advice and Liaison Service (PALS) who can help you with any concern you may have:

Tel: **01895 826 572**

We know it can be difficult to keep track of all the staff who visit you during your time in hospital. All of our staff wear identification badges and should introduce themselves to you but if they don't, just ask them to do so.

ACCOMMODATION FOR VISITORS

We do have accommodation available on site for friends and family but facilities are limited. Please note that there is a charge for rooms in our visitor accommodation. To book, please call Parkwood House on **01895 828 8231** or **01895 828 599**.

Outside the hospital, there are a number of hotels and short-term let properties in the area, some of which offer corporate discounts for Harefield patients. Please contact the Private Patients' Office for a list of local accommodation options (Tel: **01895 828 857**).

CATERING SERVICES

Food is a really important part of your recovery and we will work hard to meet your individual dietary needs. We can provide suitable meals for all cultures, religions, tastes and needs – Kosher, Halal, Asian and vegetarian meals can all be supplied on request.

Our dieticians will organise meals if you have special dietary needs as a result of your condition or treatment and you can select your portion size. Please feel free to speak to nursing staff in order to discuss your individual dietary needs.

Breakfast is available from 7.30am to 9am. Lunch is served between 12.30pm and 1.30pm. Evening meal is served between 5.45pm and 7pm.

There is always a choice of food available and you can make your selection by ticking the boxes on the menu. If you need any help please ask your hostess.

If a test or procedure means you are not on the ward during mealtimes, the catering department will be able to provide an alternative upon your return to your room – just ask a nurse.

Your visitors are always welcome to join you for meals, either in your room or in one of our restaurants, at an additional charge.



ON & AROUND THE WARD

Accommodation

All of our rooms on the private patient ward are single occupancy, with their own en-suite shower or bathroom.

Please note that in the central intensive care and high dependency areas, both male and female patients are accommodated together, to ensure they have access to specialist medical and nursing care. Bathroom and toilet facilities are separate, and all efforts are made to maintain privacy and dignity.

We consider privacy to be a vital aspect of making your stay comfortable, so please do let us know if you have any questions or concerns.

Hospital cleanliness

Before your admission to hospital, please:

- Contact the hospital if you suffer, or have suffered from, sickness or diarrhoea in the 48 hours before your admission
- Have a shower and wash your hair the night before your operation or procedure. Use liquid soap and disposable flannels and dry yourself with a clean towel (all will be provided for you during your stay). Nursing staff will provide an antibacterial body wash to be used prior to your procedure
- For infection control reasons, all patients are advised not to clip or remove bodily hair themselves. You will be advised on this by the nursing staff once you are admitted. However, if this goes against your beliefs please do not hesitate to speak to your doctor or surgeon

We take hospital cleanliness very seriously. You will notice that our nursing and medical staff wear gloves and aprons when needed and that they cleanse their hands frequently, either with soap and water, or with alcohol hand rubs. You will also notice that we encourage patients and visitors to pay attention to hospital cleanliness. This all helps to stop the spread of infection.

You can help by making sure:

- You always clean your hands after using the toilet and before eating or drinking
- Your friends and family wash their hands before entering and leaving ward areas
- That our staff clean their hands before they examine or treat you. If you're not sure whether someone treating you has cleaned their hands, please ask – they won't be offended!

VISITORS

Visiting times

We accept visitors from 10am to 9pm. Juniper HDU has restricted visiting hours of 2pm to 9pm. There are also restrictions on the number of visitors in this dept. Our Main ITU & HDU hours are 11:00am to 1:00pm and 3:00pm to 7:30pm. There are also restrictions on the number of visitors in these departments. Please ask nursing staff if you wish to visit outside these hours.

Patients do get tired and we encourage rest periods between 2:00pm & 3:00pm.

Please ask your friends and family to:

- Avoid visiting if they have a cough, cold, stomach upset, or ot infection – they may pass it on to you
- Wash their hands before entering and leaving ward areas
- Remember that other patients may be resting while you are receiving visitors – it is important to be considerate to the needs of other patients and keep noise to a minimum

Eating meals with visitors

If you are well enough, you can join your visitors for a meal in one of the hospital restaurants. Please check with your nurse first. Restaurant facilities include:

The Hungry Hare Restaurant

Located opposite the main hospital entrance, the Hungry Hare serves meals, hot and cold snacks and drinks all day: Open daily, 7:30am – 7:30pm.

Hot food is served during the following mealtimes:

Breakfast: 7:30am – 9:30am, Lunch: 12:00pm – 2:30pm,

Evening meal: 5:00pm – 7:30pm.

League of Friends Pavilion

A café and small shop run by Harefield Hospital's League of Friends, the pavilion sells snacks, drinks and toiletries.

Opening times : Monday to Friday: 10:00am – 5:30pm.

Saturday: 1:00pm – 4:00pm (depending on staff availability).

Sunday: 1:30pm – 4:00pm.

Giving information to visitors

We are legally and ethically required to keep information about you confidential. This means that we cannot discuss your treatment and progress with your friends and relatives unless you give us permission to do so. It is helpful if you let us know how much information you would like us to share with your friends and family.

YOUR RIGHTS WHILE IN HOSPITAL

Consent

We must, by law, ask for your consent for all operations as well as for most procedures that involve more than a simple examination. This means that you must agree to a procedure before we carry it out.

The first step in gaining consent is to explain the procedure to you – including why it has been offered, how it might help, whether there are any alternatives, and whether there are any risks involved – so that you can make an informed decision.

Your doctor will explain the risks to you in percentage terms. If you find this – or any other part of the explanation – difficult to understand, please tell the doctor and he or she will explain in another way.

If you decide to have the procedure, we will then ask you to sign a consent form. This document shows that we have explained the procedure to you, that you understand it, and that you have agreed to it.

NB. You are still able to refuse the procedure at any point, even if you have signed the consent form but change your mind.

Your next of kin

When you are admitted to hospital, we will ask you to nominate your next of kin. This is potentially a very important role and so you should think carefully about who you would like to nominate.

You can choose anyone to represent you as your next of kin – the person does not need to be a blood relative or spouse. Whoever you choose, it is important that he or she knows about the choice and about the responsibilities of this role.

Being next of kin is not just about being a contact number. For instance, if we were unable to ask you about a proposed treatment – if you were unconscious or unable to communicate for another reason – we would ask your next of kin what he or she thinks you would want.

It is important to know that your next of kin cannot consent or withhold consent on your behalf if you are unable to make a decision. In these circumstances, the final decision as to what to do rests with the clinicians caring for you. However, the views of your next of kin will play an important part in making this decision.

Contact person

Where possible, we also ask for a secondary contact person.

Making clear your wishes

In April 2007, the Mental Capacity Act came into force in the UK. This act allows you to make clear in advance how you would like to be treated, should you become unable to communicate your wishes to hospital staff. You can do this through what is known as an ‘advance directive’, or ‘living will’.

If you would like to make an advance directive or living will then please discuss this with both your doctor and your solicitor. If you already have one please make sure that the staff caring for you have a copy. They will then place this in your medical records. Please also ensure that your will is witnessed prior to your admission to hospital.

In some circumstances it is also now possible to give someone lasting Power of Attorney. This means that you can nominate them to take care of finances and property should you become incapable of doing so and to make health and welfare decisions on your behalf. Again, this needs to be drawn up by a solicitor and registered formally.

For more information on next of kin or living wills, please contact our Patient Advice and Liaison Service.

The service can be contacted by telephoning:
01895 826 572.

Your medical records

To give you the best possible treatment, we need to ask you for – and store – certain key pieces of information during your hospital stay. This includes basic details such as your name and date of birth, but also includes medical information relating to your treatment and care. This information also allows us to plan our workloads, to conduct research, and to maintain our high quality of care.

Patients' information may be used for research purposes if all relevant approvals have been obtained. All research projects in our hospitals are reviewed and approved by the Trust's Research Office prior to the study's commencement and are carried out in line with all relevant laws and regulatory requirements.

Under the Data Protection Act 1988, you can see any information about you that is held on your medical record or on our hospital computer system. Please ask your doctor if you would like to apply for such access.

As a matter of course, we will send you copies of any letters written about your treatment or condition. If you would like to be provided with copies of your medical notes, this can be arranged for a small administration fee. If you do not wish to receive these letters, or would like a copy of your medical notes, please tell a member of ward staff.

Your name band

When you are in hospital you will wear a wristband that contains your basic personal details – name, date of birth, hospital number and sex. Please check that the details on your band are correct and if anything looks wrong, let us know straight away.

Whenever you receive any kind of treatment or investigation – whether we give you medicines, take blood samples, or perform an operation – we will check your wristband and may scan the barcode on it. This may be a little irritating, but please be understanding – it helps us to ensure that you are getting the right treatment.





hello my name is
Tracy Dunbar
Child Clerk/Administrator
Juniper Ward

PAYMENT OF YOUR HOSPITAL ACCOUNT

We ask each patient to make sure that payment for his or her treatment is arranged in advance of admission.

Self pay (own account)

For patients paying their own accounts, we ask that you pay a deposit either before you come in to us, or when you arrive. We accept all major credit cards. If we do not receive payment, unfortunately we will not be able to admit you.

Embassy sponsors

Patients being sponsored for private healthcare by their embassy are asked to provide a letter of guarantee. This letter must clearly state that the embassy will cover the total cost of care and make clear any exclusions to full payment. We will need this before your admission.

Medical insurance

Please remember that medical insurance is a contract between you and your insurer. If your insurer does not recognise your claim then you will be responsible for payment. We strongly advise all patients to contact their insurance provider to inform them of their required procedure and ensure adequate cover before arranging treatment with us. Particular attention should be paid to any exclusions and waiting periods within the insurer's terms and conditions.

Who can I contact for further information?

If you have questions or queries about any aspect of your hospital stay, please do not hesitate to get in touch.

You can call the Private Patients' office on **01895 828 857**.

GOING HOME AFTER YOUR STAY

When will I go home?

We will discuss an approximate going home date with you when you are admitted. As soon as your doctor feels that you are well enough to leave the hospital we will confirm a specific date with you.

If you can, please arrange for a relative or friend to collect you from the hospital when you are discharged. If this is not possible – or if you have any worries about returning home – please discuss the situation with one of the nurses.

Will I have medications to take home with me?

When you go home, we will make sure that you have at least 14 days' supply of each medicine that you are taking. Once that supply is finished, you will need to visit your local doctor to get a new supply.

Before you leave hospital, we will explain to you all the medicines you will be taking, why you are taking them and how often you need to take them. If you would like written information, we can normally supply patient information leaflets for any of the medicines – just ask. Drugs that you take home are not covered by private medical insurance, so you will need to pay for these.

If you have any questions or queries about medication when you return home, you can call our Medicines Helpline on **020 7351 8901**. The line is open Monday to Friday from 9am to 5pm.

Is there anything I need to do before I leave hospital?

Before you leave us, please remember to:

- Leave a forwarding address with your nurse
- Ask your nurse for any medical certificates you need
- Collect any valuables you brought with you to hospital
- Make sure you understand which medication(s) you need to take when (ask if you are not sure)
- Make sure you have made arrangements for transport – preferably organise for a friend or relative to collect you and remind them to bring day clothes for you

What should I do if I have any questions once I return home?

Please feel free to contact the Private Patients Office, should you require further advice on the management of your condition and post-operative care.

(Tel: **01895 828 857**, Email: **PrivatePatientsHarefield@rbht.nhs.uk**)

Will I have follow up appointments after I go home?

Most patients will have outpatient appointments from time to time after leaving hospital – this allows doctors to check on your progress. We will write to you and your local doctor to coordinate any follow-up appointments required.

I have feedback about my time in hospital. How can I pass this on to you?

In a drive to continuously improve the services we provide, we would love to hear your feedback about your stay at Harefield Hospital.

There are many ways to provide feedback. Your Hostess or a member of the private patient admin team, will ask you to complete an online survey on the day of your discharge.

If you have concerns about your treatment or the care that you received, please contact our Patient Advice and Liaison Service (PALS) on **+44 (0)20 7349 7715**.

Making a complaint will not affect the care or treatment offered to you. It will, however, help us to put matters right for you and for other patients in the future.

From time to time, we publish patient case studies both in our magazine and on our website to help other patients undergoing similar treatment. If you would like to share your story with us, please email: **PrivatePatientsHarefield@rbht.nhs.uk**



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SPECIALIST CARE

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