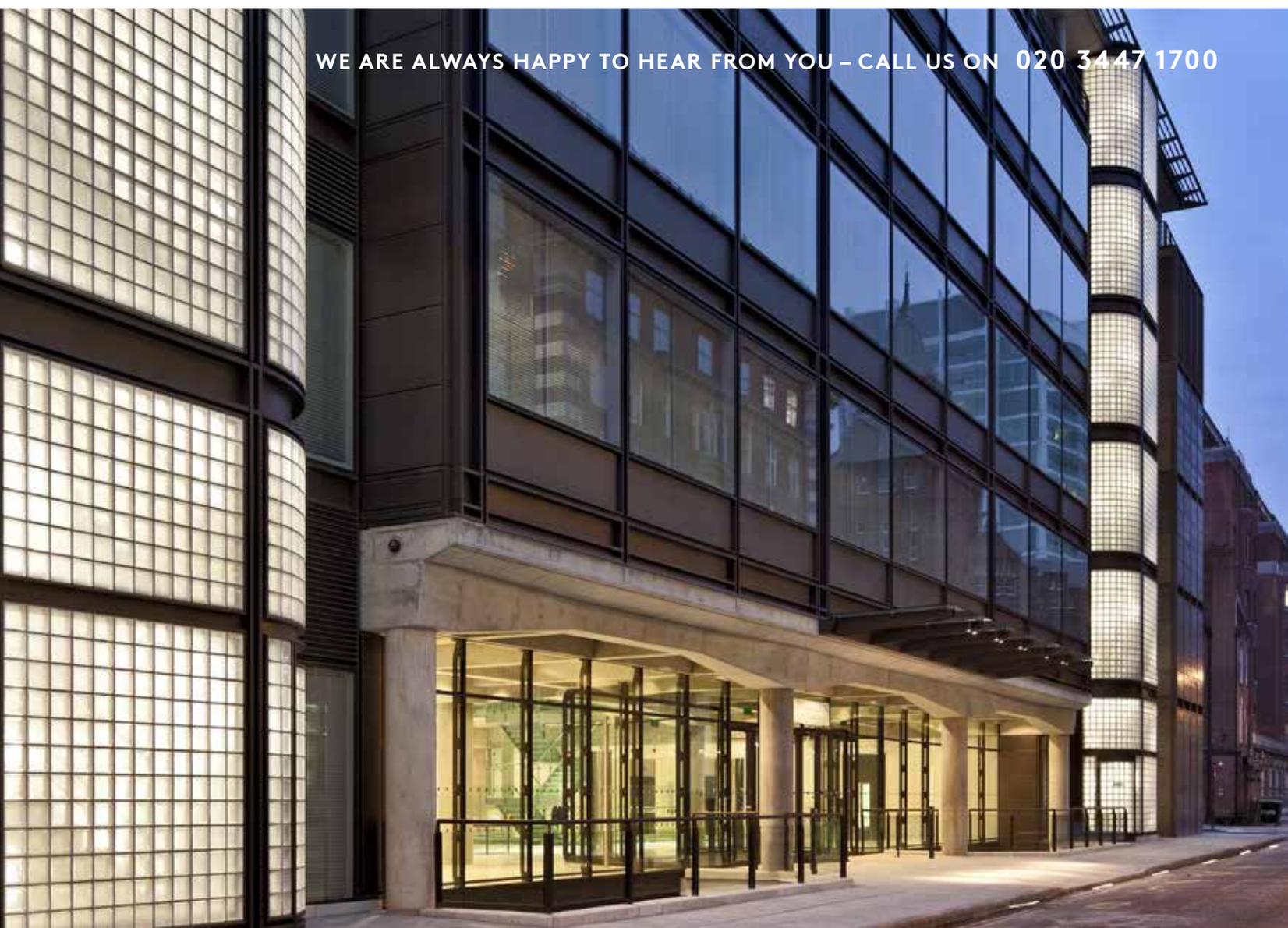


WELCOME

A guide to your admission at
HCA Healthcare UK at University College Hospital

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 3447 1700



'The whole nursing staff were magnificent and looked after me brilliantly.'



HCAHealthcare UK
at University College Hospital

Private Care

**WELCOME TO HCA HEALTHCARE UK AT
UNIVERSITY COLLEGE HOSPITAL**

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

From reception 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 HCA Healthcare UK at University College Hospital 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.

If you have any questions, either contact your consultant or call the Business Office on **020 3447 1510**.

We look forward to welcoming you very soon.

With best wishes,

Claire Smith
CEO
HCA Healthcare UK at University College Hospital



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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 it to us. We will need to receive the form back no later than the day before your admission.

2. 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.

Please call us on **020 3447 1510** if you have questions about your insurance.

IF YOU ARE SELF-FUNDING

Please pay in full before your admission. Please obtain a definitive cost from our Business Office by calling **020 3447 1510**.

You have several payment options available:

- Debit/credit card – call **020 3447 1510**.
- 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).
- 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 contact our Business Office on **020 3447 1510** 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 anaesthetists may be invoiced separately to hospital fees. Please speak to your consultant about any fees that will apply.



3. COMPLETE YOUR CREDIT MANDATE FORM (Page 22)

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 22, 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.

4. TELL US IF YOU FEEL UNWELL

If you develop a cough, cold or flu like symptoms, or are diagnosed with a new illness in the days before your admission, please contact us so that we can advise whether or not you should go ahead with your procedure or treatment at this time.

5. CONTINUE EATING AND DRINKING

If you are having chemotherapy or radiotherapy, you do not need to fast before your procedure, so continue to eat and drink as normally as possible.

A NOTE ABOUT MEDICATION

Your consultant will have discussed your medications with you 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.

6. 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 for an interpreter.
- dietary requirements such as allergies, intolerances, halal or kosher meals.

Please contact us on **020 3447 1700** to discuss your requests.

7. MAKE ARRANGEMENTS FOR RELATIVES AND CARERS

A relative or carer may stay in your room with you overnight if you wish.

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

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).
- **NB** If you are taking strong painkillers, e.g. morphine, please bring them with you but, if you are staying as an inpatient, be aware that your relatives will be asked to take them home again.
- A pair of closed-back, flat soled shoes, trainers or well fitting slippers.
- All relevant scans, reports and letters.
- Glasses or contact lenses, with your cases and solutions. You may need to wear your glasses for some treatments.
- Loose, comfortable clothing.
- Something to help you pass the time, such as a laptop (wi-fi is available free of charge throughout HCA Healthcare UK at University College 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
- **NB** 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.

3 WHAT NOT TO BRING WITH YOU TO HOSPITAL

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 3447 1700

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, 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

If you have any queries about your admission date or time, please contact your consultant's office or the Business Office on **020 3447 1510**.

NB HCA Healthcare UK at University College Hospital is located in two different parts of the University College Hospital campus. The outpatient and day case chemotherapy units are in The UCH Macmillan Cancer Centre on Huntley Street and the inpatient unit is on the 15th floor of the main building. Scans, radiotherapy and some diagnostic tests are done elsewhere in the hospital and you will be given specific instructions on where to come. Please contact us if you are not sure where you need to go.

GETTING HERE

BY CAR: If you are using a Sat Nav system, our post codes are:

- Inpatients and radiotherapy: NW1 2BU
- Outpatients and day cases: WC1E 6AG

NB HCA Healthcare UK at University College Hospital is inside the central London Congestion Charge zone.

There is a drop off/pick up point at the back of the main hospital, on Beaumont Place. There is also a drop off point at the front of The UCH Macmillan Cancer Centre on Huntley Street and a pick up point behind the building, accessible via Capper Street.



PARKING: There is no designated parking for NHS or private patients. There is some meter parking in the area but this is usually full. There are also two or three multi-storey car parks a few minutes' walk from the hospital which are also usually busy.

Patients with disabled parking badges who are being treated at University College Hospital can apply for a parking dispensation. They will need to come to the main hospital reception on the ground floor, bringing with them their appointment letter, blue badge (this must belong to the person attending the appointment or a guardian) and their car registration number. If you have been given a follow-up appointment you can arrange your next dispensation before leaving the hospital, providing you have your appointment letter, blue badge and car registration number.

Dispensations are only given for outpatient appointments, not for visiting relatives or for blue badge holders to park long term whilst they are inpatients.

There is general disabled parking on the Camden side of Euston Road.

BY BUS: The following buses pass very close by the hospital:

Tottenham Court Road - Northbound (Warren Street station) - 10, 24, 29, 73, 134

Gower Street - Southbound (University Street) - 10, 24, 29, 73, 134

Euston Road - 18, 27, 30, 88

BY TRAIN: Warren Street (Northern and Victoria lines) and Euston Square (Circle, Hammersmith & City, and Metropolitan lines) are very close to University College Hospital.

BY PLANE: There is a tube from Heathrow Airport to King's Cross, or it is approximately 19 miles by car.

Gatwick Airport is approximately 30 miles away.

Stansted Airport is approximately 37 miles' drive.

Luton Airport is approximately 35 miles from the hospital.

These airports have coach transfers and fast rail links to central London.

City Airport is less than 10 miles away and easily accessible via DLR and tube.

5 WHAT TO DO WHEN YOU ARRIVE

COMING IN AS AN INPATIENT

The inpatient facility is based on the 15th floor of the University College Hospital main building on Euston Road. Please do not report to the ground floor reception. Instead, take the lift to the 15th floor and follow the signs to 'HCA Healthcare UK at University College Hospital'.

Our admissions team will admit you for your stay. We will show you to your room and explain all our facilities for your comfort and care. Please do not hesitate to ask a member of staff if you have any questions.

NB If your admission time is before 8:00am or after 7:00pm reception will not be staffed. In this case, please ring the door buzzer and wait for a nurse to let you in. You may need to wait and buzz again if the nurses on duty are with other patients. If you are still unable to get a response please call **020 3447 1595**.

When you are settled, a nurse will carry out a comprehensive nursing assessment, taking a concise medical and social history with a number of routine measurements and tests. Your nurse will confirm with you the approximate time of your treatment or 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 questions to see whether a pregnancy test is required before starting treatment. Certain drugs and imaging procedures may harm a foetus, so it

is important we know if this could be a risk for you.

If you have brought any medication with you, please give it 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 if you have not already.

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.

COMING IN AS A DAY CASE

The day case chemotherapy unit is located on the 5th floor of The UCH Macmillan Cancer Centre on Huntley Street, approximately 250 yards from the main NHS building. Please do not report to the ground floor reception. Instead, take the house lifts to the 5th floor where you will be met by reception staff.

You will have been given an appointment time for your treatment or procedure prior to your visit. It is important that you arrive on time for your appointment, allowing time to complete the registration form. The day care team will keep you updated on your treatment or procedure time; this may change due to unforeseen circumstances but we will always keep you informed.

'The staff here were all absolutely amazing, making me feel comfortable and easing my worries with my first major visit to a hospital.'

COMING IN AS AN OUTPATIENT

You may be required to visit HCA Healthcare UK at University College Hospital as an outpatient; often these appointments are to see your consultant or to have scans and/or tests. We aim to be as flexible as possible with appointment dates/times to accommodate our patients' needs.

The outpatient department is also on the 5th floor of The UCH Macmillan Cancer Centre on Huntley Street and accessed in the same way as the day care unit (see above). Some scans and tests will be done in the main hospital building. Please check the location of your appointment.

COMING FOR RADIOTHERAPY AS AN OUTPATIENT

The department is located in the basement of the University College Hospital main building on Euston Road.

You will be met by a member of the admissions team at the radiotherapy reception. They will ensure your insurance and financial details are updated. Soon after your arrival a member of the radiotherapy team will come and advise you of what will be happening next.

CONSENT

You will need to consent to your treatment and/or procedures as a legal requirement. Your medical team will fully explain why you need your treatment, including the risks and possible side effects. When you feel satisfied that you understand and all your questions have been answered, you will sign the consent form.



6 YOUR STAY IN HOSPITAL

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.

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

NB We know that your room looks a little bare and clinical. Many of our patients have very weak immune systems and are receiving intensive treatment. This requires specialist hospital equipment to be available in the rooms, and it is vital that all areas are kept clean in order to keep everyone safe.

IF YOU ARE A DAY CASE

Day care opens at 8:00am and closes at 6:00pm. You will be given an appointment time prior to your visit.

Depending on the type of procedure you are having, you will either have a private bedroom or a comfortable reclining chair in the day care unit.

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 catering team 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.

The day case chemotherapy unit offers day case patients a flexible menu, available throughout the day.

Please be aware that meals and snacks for visitors, friends or family are chargeable.

We can cater for almost all dietary needs. Our chefs offer kosher menus and halal food. If you have specific dietary requirements, please let us know before your arrival on **020 3447 1700**.

VISITORS

Your family and friends are welcome to visit at anytime but we do ask that any visitors not staying with you leave the ward by 10:00pm.

We generally recommend asking your visitors not to come more than three or four at a time so you have space to relax and recover. In some clinical areas, there may only be room for one visitor at a time – your nurse will let you know.

Children are more than welcome to visit, but must be supervised by an adult at all times. We recommend that very young children, especially those who have not been immunised, wait until you leave hospital and are feeling better before being brought to see you.



PHONES AND INTERNET

You are generally welcome to use your mobile phone in your room and in designated areas. However, we ask that you observe any signs that you may see around the hospital, as in some areas mobiles can affect medical equipment or electronic support devices.

Wi-fi is available free of charge throughout HCA Healthcare UK at University College Hospital.

HYGIENE AND INFECTION CONTROL

We take cleanliness and hygiene very seriously, and are very proud of our low incidence of infection.

Hand hygiene is vital to avoid spreading infection, and we ask that all your visitors wash their hands and use the cleansing gel provided when they enter your room, and again when they leave. All our staff are trained to follow this procedure.

We ask that family and friends do not visit the ward if they have any cold or flu-like symptoms, or any other known infection.

Under no circumstances should the shower head be removed from the hose. Doing this puts you, and other patients on the unit, at increased risk of infection.

SMOKING

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

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.

PATIENT ADVICE AND LIAISON

Your care is our concern. If, during your stay, you wish to raise a concern, ask a question or discuss anything with us, please ask to speak to the duty manager or a senior member of staff

They will be able to provide advice about our services, receive your feedback and help you to resolve any difficulties you may be having.

CHAPERONE SERVICE

You have the right to have a chaperone or be accompanied during any examination procedure. Please ask your nurse for more details.

MEDICAL RECORDS

You can request copies of any records, 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.

7 THE CARE YOU WILL RECEIVE



The matron wears navy with red trim.



CNSs and the CPF wear navy with royal blue trim.

Our aim is to create a caring and comfortable environment. We have a team of highly trained multidisciplinary staff who, along with your consultant, work to ensure you receive the highest quality of care during your stay.

NURSES

Your named nurse, a registered nurse, will be responsible for planning your care with you.

We also have student nurses on clinical placements on the ward. At all times they work under the supervision of a registered nurse.

The nurse in charge of the ward is the sister (if female) or the charge nurse (if male) and is responsible for ensuring that you receive the best possible nursing care during your stay. If you have any queries or concerns about your care, or any other aspects of your stay, please speak to the sister or charge nurse. If they are unable to answer your question, you can speak to the matron or clinical services manager (CSM).

CONSULTANTS

Your consultant is in charge of your care. They will visit you on the ward at regular intervals. Some consultants operate an attending system so you may see a consultant who was not the one you were originally referred to. These consultants work as a team and there is continuous communication between them. Your original consultant will always be in charge

of your care and of any decision made about the treatment and care you are to receive. The attending consultant is available seven days a week.

There is also a resident consultant who is based on the ward, Monday to Friday during office hours.

Qualified resident doctors provide 24 hour medical cover on the unit and they will visit you on a daily basis to ensure your recovery or treatment is progressing well. There is constant communication between the attending consultant and the inpatient medical team, ensuring that all decisions about a patient's treatment plan and care are made at a consultant level.

Depending on your treatment, other members of the multidisciplinary team who are involved in your care may also visit you on the ward.

If you or your family would like to arrange a separate appointment outside of the regular ward round, to review your treatment plan, the ward team would be delighted to facilitate this for you. If you have any queries please ask your consultant.

PATIENT SUPPORT WORKERS

We have a team of patient support workers available on the ward to assist you with tasks such as getting you a newspaper, drinks or extra linens.



Sisters wear navy with white trim.



Staff nurses wear royal blue with white trim.



The phlebotomist wears pale blue with white trim.



The physiotherapist wears white with navy trim.



Patient support workers wear pink.

PHARMACIST

The pharmacist is responsible for ensuring safe prescribing and dispensing of your medications and will ensure you understand how to take any new medications and what effects there may be. If you have any concerns or queries you can request for them to come and see you.

DIETETIC AND CATERING TEAMS

Our experienced dietetic and catering teams have created a varied menu to cater for your social, religious and cultural needs. Please make staff aware of any food allergies, intolerances or special dietary requirements you have. Good nutrition plays a vital role in the management of your condition. A registered dietician is available to advise on therapeutic diets both during your stay and for after discharge, ensuring your nutritional requirements are met.

PSYCHOLOGICAL SUPPORT

Patients and their relatives may encounter difficulties in coping with illness and need psychological support. Our consultant psychologist and counselling psychology team are available to support you and your family with psychological aspects of your care. We can arrange a suitable appointment for you or your relatives. If you would like to be referred to the psychology team, please ask your consultant or your named nurse.

PHYSIOTHERAPY

Rather than just rest, evidence shows that physical activity is beneficial to people with cancer at every stage of their illness. It not only helps maintain mobility and independence, but also improves mood and resilience.

Our dedicated physiotherapist is based on the ward and will visit you in your room and agree a personalised exercise programme with you. The physiotherapist will monitor your progress, giving advice and adjusting the plan as needed.

CHAPLAINCY

Like many people who are ill, you may be trying to make some sense out of what is happening to you. Chaplains allow you to discuss your concerns whether or not you consider yourself religious. If you would like to speak to one of them, ask a nurse caring for you to contact them. There is access to representatives of the major Christian denominations and the Jewish faith. Representatives of other faith communities can also be contacted.

The Chaplaincy Centre can be found on the Ground Floor in the main hospital. Facilities include: Christian chapel, Muslim prayer room and multi-faith quiet room. The Chaplaincy headquarters are also located here. All these rooms are open 24 hours a day to provide a place where you can find privacy, peace and quiet, and there are regular services.

CONTINUED

7 THE CARE YOU WILL RECEIVE

INTERNATIONAL PATIENT CARE AND INTERPRETING SERVICES

We know that having treatment overseas adds additional stress to an already pressured situation. HCA Healthcare UK at University College Hospital employs a dedicated international patient liaison manager who supports and guides our visiting patients throughout their treatment and recovery, and provides cultural awareness training for all our team.

Interpreters can be arranged to help you if your first language is not English. Please ask your nurse or the manager on duty. It is useful if someone contacts the hospital before your admission to indicate this as a requirement.

THE MULTIDISCIPLINARY TEAM

To ensure your treatment is planned appropriately a multidisciplinary team (MDT) of health professionals, including your consultant, will meet on a regular basis to discuss the best options for you. This will include reviewing all your test results, looking at any x rays and scans, as well as your general health and fitness. This does not mean that all members of the MDT will be directly involved in your care unless your consultant refers you. It is likely that your treatment options will have been discussed and decided with you at your previous appointment.

The MDT can include:

- A medical oncologist – a doctor who is specialised in chemotherapy and other drug treatments

- A clinical oncologist, often known as a radiotherapist – a doctor who is specialised in radiotherapy treatments and may also prescribe chemotherapy
- A surgeon who is specialised in your cancer type
- A pathologist – a doctor who is specialised in examining body tissues under a microscope to determine if cancer is present and the type of cancer it is
- A haematologist – a doctor who is specialised in diagnosing and treating blood conditions such as leukaemia
- A radiologist – a doctor who is specialised in x rays, CT and MRI scanning, and other imaging techniques to diagnose and treat disease
- A specialist clinical nurse who will provide support, information and other guidance.
- Allied health professionals, e.g. pharmacist, physiotherapist or dietician.

COMPLEMENTARY THERAPY

We have a team of complementary therapists who provide treatments including massage and reflexology to help patients relax and to relieve some of their symptoms. The therapists visit inpatients' rooms for maximum comfort. Outpatients and day care patients can also make appointments at the dedicated complementary therapy suite in the cancer centre.

8 LEAVING HOSPITAL

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 3447 1700

'All the people I had contact with were most helpful, kind and considerate.'

It is very important that we start planning your discharge at the earliest point. 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.

On discharge, your GP will receive letters from the hospital and your consultant.

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 will aim to discharge you as early and as smoothly as possible. If there is a specific time by which you need to leave, please discuss this with 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.

CHEMOTHERAPY DAY CASE PATIENTS

The first time you have chemotherapy, or if there have been any changes to your drugs or dosage, you might need to wait for a while afterwards, to make sure you don't have a reaction. You should go directly home so that you can recuperate as comfortably as possible.

After the first dose, you will normally be able to leave straight after your treatment is finished. You will get to know how you usually feel after treatment.



CONTINUED

8 LEAVING HOSPITAL

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 3447 1700

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.

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.

FOLLOW UP

On discharge, you will be given a follow up clinic appointment and a card with emergency numbers on. Your nurse will provide information and advice on what to expect when you are at home.

COMMENTS AND QUESTIONNAIRES

You will be given a patient satisfaction survey before you leave, as the quality of the patient experience can only be assessed by you. The feedback received from the surveys remains anonymous and is reviewed monthly. This information is shared throughout the organisation.

A copy of the full patient satisfaction survey results can be requested from the

chief operating officer or found at www.hcaqualityreport.co.uk.

We will respond to any concerns considerately, 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 titled 'A guide to making comments and complaints' detailing our complete complaints procedure can be obtained from HCA Healthcare UK at University College Hospital.

ONCE YOU ARE AT HOME

If you have any problems you wish to discuss following your procedure or treatment, please contact your CNS (Monday-Friday, 8am-6pm) or the manager on duty (out of hours). They will liaise with the medical team and arrange admission if required, or advise you what to do. They may advise you to go to your local accident and emergency (A&E) department.

You will be given all the necessary contact details on your first visit to the unit.

9 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.



10 USEFUL TELEPHONE NUMBERS

WE ARE ALWAYS HAPPY TO HEAR FROM YOU – CALL US ON 020 3447 1700

OUTPATIENT AND DAY CASE RECEPTION	020 3447 1700
INPATIENT RECEPTION	020 3447 1500
DAY CARE	020 3447 1703
INPATIENTS - NORTH WARD	020 3447 1595
INPATIENTS - SOUTH WARD	020 3447 1597
MANAGER ON DUTY	07872 464 780
BUSINESS OFFICE	020 3447 1510
UNIVERSITY COLLEGE HOSPITALS NHS FOUNDATION TRUST SWITCHBOARD	020 3456 7890

HCAHealthcare uk
at University College Hospital

Private Care