Inpatients’ Guide:
Your stay on Sir Reginald Wilson Ward
Contents

3  Welcome to Royal Brompton Hospital

5–8  Before you come to hospital

9–10  Travelling to hospital

11–12  Arriving at hospital

13–16  Hospital staff

17–18  Visitor accommodation and catering services

19–20  On and around the ward

21–22  Visitors

23–26  Your rights while in hospital

27–28  Payment of your hospital account

29–30  Going home after your stay
Welcome to Royal Brompton Hospital

Located on Sydney Street in Chelsea, our hospital is a national and international centre for the diagnosis and treatment of heart and lung disease.

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 Royal Brompton 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...
Royal Brompton hospital has two shops open throughout the week from which you can buy personal care items, drinks, snacks, cards, flowers and reading materials.

Opening times are as follows:

The Sydney Wing shop is open:
Monday – Friday: 9am to 5:30pm.

The Fulham Wing League of Friends shop is open:
Monday – Friday: 10am to 4:30pm.

There is also a range of shops, cafes and restaurants in nearby Kings Road.
Before you come to hospital
(continued)

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.

There is a cash machine in our main foyer at Sydney Street.

If you really cannot avoid bringing valuable items then a safe is available in each of the rooms on the ward. Please note that we cannot accept responsibility for items lost during your stay. When leaving your room for tests etc, you should request that the door is locked.
Travelling to hospital

The hospital buildings
Three main buildings make up the Royal Brompton Hospital:

- Sydney Wing, located on Sydney Street.
- Chelsea Wing, connected to Sydney Wing by a bridge. The wing also has a separate entrance via Dovehouse Street.
- Fulham Wing, located on Fulham Road, next door to the Royal Marsden Hospital.

Your journey to us
If you can, it is best to arrange for a friend or relative to help you on the trip to and from hospital.

Travelling by car
The congestion charge
Royal Brompton Hospital no longer falls within the central London congestion charge zone, so there is no charge assuming you don’t pass through the zone on your way to the hospital. If you are unsure, a map showing the congestion charge zone can be found at www.tfl.gov.uk

Parking
Apart from the drop off point (which has a 15 minute limit), we have very limited parking facilities at the hospital and these are only available to families of paediatric patients and disabled badge holders. These spaces are free of charge but it is best to let us know in advance that you will need one by contacting your ward. The local authority has four disabled parking places in Cale Street, three in Foulis Terrace and five in Dudmaston Mews.

There is a commercially managed car park on Sydney Street, very close to the hospital building. It is managed by CP Plus Parking (www.cp-plus.co.uk).

There is also some street parking in surrounding roads but please bear in mind that parking charges in the area are expensive. If you would like to obtain a parking permit to park in nearby roads more economically, please contact Stewart Butcher on: (0)207 352 8121 ext: 8047, providing 2 week’s notice.

Travelling by tube
The nearest tube station is South Kensington on the Circle, District and Piccadilly lines. It is a ten minute walk from the hospital. The Piccadilly Line runs from Heathrow Airport, terminals 1, 2 and 3. The 49 bus travels from South Kensington station to the hospital and taxis are also available.

Travelling by rail
The nearest mainline stations are Victoria station and West Brompton station. Both have good tube and bus connections to the hospital.

Travelling by bus
Buses 14, 211 and 414 all stop outside the Fulham Wing entrance to the hospital. Buses 49 and 211 stop outside the Sydney Street entrance.

Buses 11, 19, 22, 49, 211 319 and 345 all travel along the Kings Road, which is about a five minute walk from the hospital.
Arriving at hospital

When you get here
When you arrive at Royal Brompton Hospital, please report to the Private Inpatients’ Reception, located on the ground floor of Sydney Wing (level 2), on the way to the lifts. If you require further directions, please ask a member of staff at the main reception.

Staff in the private patients’ reception and on Sir Reginald Wilson ward will help you settle in. They understand that you may be nervous and will do their best to reassure you. They will also be pleased to answer any questions you may have.

Smoking
Royal Brompton 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 representative from your religion, just ask the ward administrator who will make the necessary arrangements.

On Level 2 of Sydney Wing, we have a chapel and a small multi-faith room for prayer. There is also a quiet room on Victoria Ward, Fulham Wing (third floor). These are open to all patients throughout the day for prayer and reflection.
Hospital staff (continued)

Arabic and Greek Liaison Officers
Our international liaison officers provide bespoke services in line with your cultural, religious and language needs

The officers can help by advising on appropriate specialists and making arrangements to take you from and to the airport. They can also arrange appointments, admission to the hospital and can help with financial matters, through liaison with embassies, international insurance companies and other organisations.

While you focus on your health, our liaison officers will ensure your family receives information and support. Fluent in Arabic and Greek, the officers will answer questions and support you and your family.

The officers are available on site at Royal Brompton Hospital Monday to Friday and on call 24 hours a day, seven days a week.

Interpreter service
We can also provide medically trained interpreters for a range of languages including 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.

You can contact PALS via the main Trust switchboard on +44(0) 20 7352 8121

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 for friends and family but facilities are limited. As a result, generally only one of your visitors can stay at a time and they will need to book in advance. Please note that there is a charge for rooms in our visitor accommodation. For more information or to book hospital accommodation, please call: 020 7351 8044.

Outside the hospital, there are a number of hotels and short-term let properties in the area, some of which offer corporate discounts for Royal Brompton patients. Please contact the private patients’ office for a list of local accommodation options (Tel: 020 7351 8466).

Catering services

Food is a really important part of your recovery and we will work hard to meet your individual dietary needs. Our meals cater for all cultures, religions, tastes and needs – most of the meals provided are Halal, whilst other Kosher, Halal, Asian and vegetarian meals can be supplied upon 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.

Hot meals are provided during the day at the following mealtimes:

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

There is also a range of cold food and snacks available throughout the day. You can make your selection by ticking the boxes on the menu. If you need help, just ask.

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 and around the ward

Private room

Our private patient rooms have recently been re-decorated to provide a tranquil inpatient setting, offering modern furniture and innovative artwork.

The rooms, which are single occupancy with en-suite bathroom, come fully equipped with telephone, refrigerator, room safe and flat-screen television, screening both domestic and international channels. We offer our patients free wi-fi, complimentary toiletries and a choice of newspaper, delivered daily upon request.

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 to the Sir Reginald Ward between the hours of 10am and 1pm; and 2.30pm and 10.30pm each day. Please note that the ITU and HDU have restricted visiting times, as well as restrictions on the numbers of visitors they can accept. We do ask visitors to remember though that you may tire easily and that you will need plenty of rest.

Please ask your friends and family to:
- Avoid visiting if they have a cough, cold, stomach upset, or other 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
The following restaurant facilities are available for visitors:

- **The Garden Restaurant**, Level One, Sydney Street Building
  Open 8am to 5pm and 6pm to 8pm, Monday to Sunday

- **The Coffee Shop**, Main Foyer, Level Two, Sydney Street Building
  Open 8:30am to 5pm.

- **The Bistro Restaurant**, Fulham Wing
  Open 7am to 10am and 11am to 2pm, Monday to Friday.

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.

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.
Your rights while in hospital

Your next of kin (continued)
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 incapacitated 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: 020 7349 7715.

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 systems. 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.
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 020 7351 8466.
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.

What should I do if I have any questions once I return home?
Please feel free to contact the RB&HH Specialist Care administration office, should you require further advice on the management of your condition and post-operative care. (Tel: 020 7351 8466, Email: privatepatients@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 Royal Brompton hospital.

There are many ways to provide feedback. Simply complete the ‘Patient Satisfaction Form’ supplied in the welcome pack in your room, or ask for a copy of this form from any of the RB&HH staff.

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.

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.

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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: privatepatients@rbht.nhs.uk.