

Patient Information 2021

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Introduction

Welcome from our Chief Executive Officer

Thank you for choosing Harley Street Specialist Hospital for your procedure. Whether it was our internationally and nationally renowned surgeons, our highly skilled medical staff or our caring environment, we are glad you chose to use our facilities.



Offering unrivalled experience and expertise, our specialists are dedicated to the provision of outstanding, easily accessible, advanced day-case surgery, ensuring that every patient has the best possible outcome.

We do appreciate that having surgery may be an unsettling experience and you may be anxious or nervous. We hope the information in this guide sets your mind at ease.

Here you will find details of what to expect on the day of your procedure along with answers to commonly asked questions and details about the hospital as a whole.

On behalf of everyone at Harley Street Specialist Hospital – welcome to our facility.

Best Wishes

Marcus Whiteley

Chief Executive Officer

Outstanding day case surgery

Our aim is to offer outstanding day case surgery. We tailor our surgical and anaesthetic techniques to facilitate a swift and seamless recovery from your procedure. This enables patients to be discharged promptly to the comfort of their own accommodation. We work tirelessly to ensure that every step of your treatment is safe and within current guidelines and you will be discharged once our specialist team of nurses and doctors deem you fit enough.

Your consultant should be your first point of call if you have questions concerning your procedure, however our clinical staff or our reception team will be only too pleased to help in any way they can. You can contact them on +44 (0)20 4513 2244 or by or email enquiries@hssh.health

Due to COVID-19 we are trying to limit the amount of people at the hospital. We ask that you get a chaperone (friend, family member or carer) to drop you off and pick you up.

All our staff are tested on a weekly basis for COVID-19 and wear PPE throughout patient areas. Antibacterial gel is available in all clinical and patient areas for your safety.



Preparing for your stay

Registration

We ask all patients to arrive at least an hour before their procedure is due to start. In some cases, you may be asked to arrive earlier. When you arrive, you will be greeted at reception by staff who are wearing masks and tested for COVID19 on a weekly basis.

If someone is dropping you off we will take their contact details so that we can let them know when you are ready to be picked up. There are several coffee shops and a range of excellent shopping opportunities within a short walk of the hospital.

A member of our medical team will ask you some questions so that everything relevant is known about your health, including your medical history. They will also take your vital signs such as your pulse and blood pressure.

Please note, you may be asked the same question more than once and in some cases, several times. This is to ensure that we are safe and is a practice in line with national and international practice. Safety is of the highest priority and we need to double-check that all of the details of your procedure are correct.

Depending on the type of the procedure planned, we may pre-assess you beforehand. In this pre-assessment we will discuss your past medical and surgical history, check your health and complete any necessary tests.

Please make all clinical staff aware of any allergies that may affect your treatment.

Fasting – preparing for anaesthetic or sedation

Fasting is about ensuring that your body, particularly your stomach, is prepared to accept an anaesthetic or sedation.

On the day of admission, do not eat or drink anything six hours prior to surgery time. This includes not eating soup or sweets or drinking tea and coffee. Your surgery may be cancelled if you do not follow these requirements.

If you are having a local anaesthetic, you do not need to fast and can drink and eat as normal.

Getting ready for your operation

Your consultant, nurses and anaesthetist will assess your general health to check you are well enough for treatment. Therefore, there may be a delay between your arrival and being taken to theatre for your procedure.

Your consultant will see you and explain what is going to happen. Your anaesthetist will agree on an anaesthetic plan after discussing the different options with you. This will depend on your state of health and the type of procedure you are having. They will choose an anaesthetic from which you will recover quickly and with as few side effects as possible.

Your anaesthetist will explain all possible side effects of your general anaesthetic, including (but not limited to), nausea, vomiting, shivering, confusion or urine retention.

You will be asked to sign a consent form giving your permission for the operation to be carried out and the anaesthetic to be given. Please read this form carefully and ask your consultant if there is anything you do not understand. This is a good opportunity to ask any questions which you may still have about your operation. It is sometimes a good idea to write these down as you think of them beforehand.

After undressing, you will be asked to put on a gown and perhaps some surgical socks. Any jewellery must be removed. You will then walk to the theatre accompanied by a member of the theatre team.

Our staff will carefully place your belongings in your recovery pod and they will be waiting for you after your surgery. Please note, we accept no liability for lost or broken belongings and ask all day case patients to leave valuables at home.

What to bring

We are a day case service and as such, we want you to be in the comfort of your home recovering as soon as possible after your procedure. You should dress casually and not wear restrictive clothing. You do not need to bring any nightwear, but you might like to bring a book or magazine.

Please note, you will need to remove any make-up and nail varnish prior to surgery. However, this does not apply to artificial nail enhancements.

Valuables

Please do not bring valuables or large sums of money to the hospital. We do not accept responsibility for items that are lost.

We kindly request that you leave jewellery at home.

Planning your return home

You may be away from your family for a whole day. If you are having sedation or general anaesthetic it is essential that you have an escort take you home. Our team will ask you for the contact details of someone who can escort you home and will call them when you are ready to be discharged.





What to expect after surgery

At Harley Street Specialist Hospital each episode of care will be carefully considered with the aim of getting our patients back to an outstanding quality of life.

What will happen immediately after my surgery?

We will first move you into the recovery area – this is the area in which you will spend the rest of your time with us. Your belongings will have been carefully placed in your recovery pod by one of our nurses.

A specially trained nurse will care for you until you are awake, and your condition is stable. While you are waking up, we may give you oxygen to breathe through a clear plastic mask. Your nurse will take your pulse and blood pressure regularly and give any care your consultant or anaesthetist have recommended.

How will I feel when I wake up?

At first you will probably feel drowsy or have a dry throat that could also be sore. You may also feel nauseous, confused or shaky. These are all normal side effects of anaesthesia. If these feelings continue or you have any discomfort, your nurse will give you something to ensure that you are comfortable.

We aim to have all patients back at home as soon as they are fit enough. Our staff are highly trained, and you will be discharged once you are deemed fit enough.

Can I have visitors?

Due to COVID-19 we request that you attend for your procedure on your own and have someone pick you up afterwards and accompany you home. More guidance can be provided by your consultant.

Discharge and going home

Our aim is to get you home and recovering as soon as you are medically fit to do so. Following treatment, we will advise you on the expected length of your recovery and what you should be doing to aid your recovery.

Going home

When your nurse considers that you are fully recovered from the anaesthetic you will be offered light refreshments prior to going home. We have a specially tailored menu that caters to all dietary requirements.

If you are having an anaesthetic, please arrange to be collected. Your chaperone will be given a time to ring for information, or when to collect you. Following a general anaesthetic or sedation you will not be able to drive for 24 hours (this may be longer, depending on the procedure you have had, your consultant or nurse will inform you). You should have a responsible adult with you during this time. We will give you advice and information after your operation.

Before you go home, your consultant will give you any instructions or advice about what to do and expect over the next few days. They will also arrange a prescription for any medication you need. We have an in-house pharmacist to facilitate any take away medications that you require. Arrangements will be made for any follow-up treatment or appointments you may need.

If you have any pain or discomfort, please tell the nurse before you go home.

Our Pharmacist will ensure, where appropriate and needed, that you have sufficient supplies of medication to take home. Your discharge medicines will be explained to you by one of the members of the pharmacy team or the nurse looking after you.

The first 24 hours

You may feel tired when you get home. Take complete rest for the remainder of the day and have a quiet day after. Depending on the procedure, you may need to take some time off work. Please ask your consultant for advice.

Please also avoid operating machinery of any kind or doing anything that requires coordination of judgement, such as driving or operating kitchen appliances for as long as advised.

If pain stops you sleeping, a mild painkiller may help. Continue to take your medications as before, unless otherwise directed. If you have any major concerns following your operation, please contact your consultant or your local Accident & Emergency.

For 48 hours following general anaesthetic and 24 hours after sedation, DO NOT:

- Drive any vehicles
- Operate machinery
- Drink alcohol
- Smoke
- Take any drugs not prescribed and approved by your GP or consultant.



Financial information

We accept both self-pay and insurance for all procedures and outpatient bookings.

Self-pay

For those paying for their treatment, we require full payment no less than 24 hours prior to admission. Any later may impact your treatment or even lead to cancellation of procedure.

If you have any queries or need further information, please contact us on +44 (0)20 3148 9953 or billing@hssh.health

Insurance

If your procedure is covered by an insurance provider (e.g. BUPA, AXA etc.) it is important that you contact them prior to arriving at the hospital to obtain an authorisation number. This will be used to process your claim. Without this number, we will be unable to charge your insurance company and you will have to pay the full fee for your procedure and any outpatient charges on the day of attendance. For all patients, your credit card details will be required to pay for sundry items, e.g. Take home medication.

Supporting our patients

Help with disability

Please inform reception in advance on +44 (0)20 4513 2244 if you require any assistance on your arrival. There are disabled facilities in key locations around the hospital, including the main reception area.

Non-smoking policy

Smoking is prohibited in all parts of the hospital. We offer bespoke leaflets on smoking cessation – please ask at reception for more information.

Cancellation policy

If you are unable to attend your appointment, please contact your Consultant as soon as possible, failure to do so may incur cancellation charges.

Our commitment to your privacy

In our continued commitment to maintaining high standards of care, your medical records maybe audited. This information is anonymous and does not infringe on your rights under the General Data Protection Regulation 2016.



Getting here

How to find us

Harley Street Specialist Hospital is located at 18-22 Queen Anne Street, near the junction of Harley Street and Queen Anne Street in London's West End.

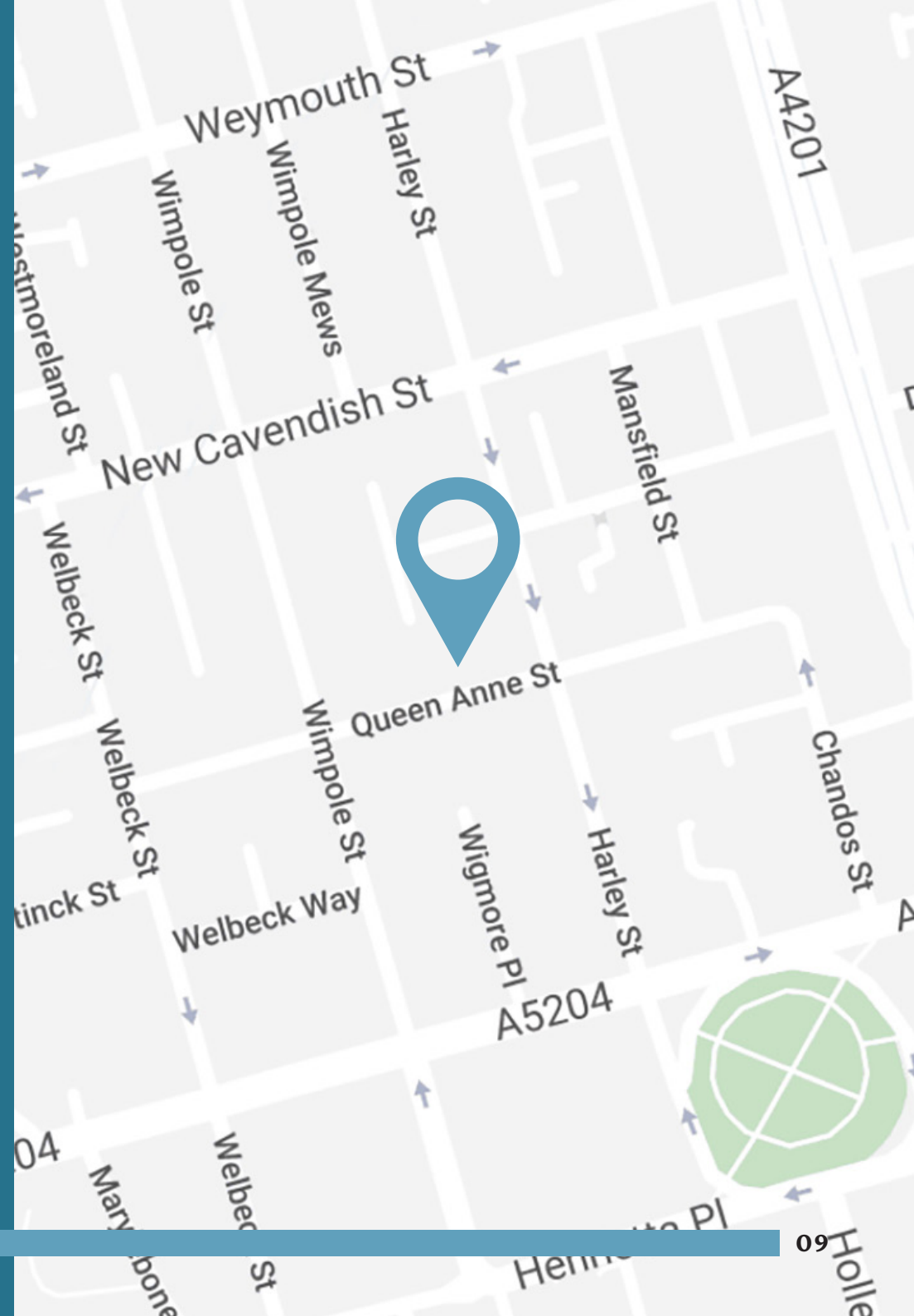
The hospital is 10 minutes' walk from Oxford Circus (Victoria and Bakerloo line) and Bond Street (Central Line) underground stations. The area is also well served by many bus routes.

Parking

Pay and display parking is available outside the Centre. NCP parking is available locally. If someone is dropping you off, we will take their contact details so we can tell them when you are ready to be picked up.

Your views

We encourage all patients to provide feedback on the service and to that end, our team will contact you within 30 days of your surgery taking place. If you would like to reach out before that please email any concerns, complaints or compliments to our enquiries line on: patientsatisfaction@hssh.health





CONTACT US

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+44 (0)20 4513 2244

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