



The Portland Hospital
for Women and Children

Statement of Purpose

Our Vision is to become the UK's leading independent healthcare sector facility for the care of women and children with an international reputation for excellence

We will:

- Continue to preserve the rights and dignity of our patients
- Develop, involve and nurture the loyalty of our staff, our doctors and other professional colleagues in the growth of the hospital.
- Encourage a culture of safe and evidence based practice, that is monitored to meet both the expectations of our patients and compliance with regulators and accrediting bodies

More information about the hospital can be found on our website:

www.theportlandhospital.com

Or by reading our brochures

- Preparing for your stay
- During your stay

Services and Specialities

The Portland Hospital is one of six hospitals owned by HCA International in London. HCA International is a division of the American healthcare company, HCA (Hospital Corporation of America). HCA owns and operates around 200 hospitals in the USA and UK. Mr. Mike Neeb is President and Chief Executive Officer of HCA International.

HCA was founded in 1968 in Nashville, Tennessee by the Chairman Dr Thomas F. Frist and his late father, Thomas F. Frist, Snr, MD.

Internationally renowned for clinical excellence, The Portland Hospital is the only private hospital in London entirely dedicated to the care of women and children. It is situated in central London close to many London teaching hospitals and a stones throw from “Harley Street” and the open spaces of Regents Park. It was established in 1983.

The limited specialities we undertake reflect the focus of our expertise. Care in the hospital is limited to Women’s Health issues, including Obstetrics (Maternity care) and Gynaecology as well as Children’s services. The Portland Hospital undertakes operative procedures in a modern and comprehensively equipped Theatre Suite. We also have extensive and dedicated outpatients facilities for both adults and children. Physiotherapy, diagnostic imaging (x-ray, ultrasound & MRI scanning), Pharmacy and Audiology are also available to cater for both women and children.

The hospital has 92 in-patient beds as well as Adult High Dependency, Paediatric High Dependency, 4 Neonatal Intensive Care cots (NICU) and 4 Special Care Baby (SCBU) cots. These specialist care beds are defined as critical care level 1.

Consultants

Consultants, who are granted the privilege to practise at The Portland Hospital, are required to have, or have held, had a substantive consultant post in the NHS. A well defined application process is in place and is carefully followed before practising privileges are granted.

All consultants are registered with the General Medical Council and have professional indemnity insurance. The Portland Hospital does not employ Consultants. Consultants who have been granted practising privileges are all therefore, independent practitioners. Consultants are required to ensure appropriate care (including arrangements for cover if they are away) is provided to patients at all times.

Your consultant will assess you for your operation and will discuss in detail with you the risks and benefits of your operation. It is important for you to fully understand this information. If you do not you cannot give what is called “informed consent” for the Consultant to treat you. If you have any doubts or concerns you must raise these with your Consultant. Your Consultant will also give you your pre-operative advice (medication, fasting prior to any surgery and other specific pre-admission advice that you as an individual may need).

Specialist departments

Outpatient Consulting rooms

There are 38 Consulting Rooms at The Portland Hospital. These are split between the main Portland Hospital Building, 214 Great Portland Street and the dedicated Children’s Outpatient department at 234 Great Portland Street, just across the road from the main hospital entrance.

All our consulting room suites have additional treatment rooms, full nursing cover and administrative support from receptionist and medical secretaries.

Pharmacy

The pharmacy department is fully registered and provides comprehensive dispensing services of private prescriptions to all Portland hospital inpatients and outpatients throughout the week. The department also provides clinical pharmacy services to all clinical ward areas, an over the counter service of non-prescription medicines, discharge patient and outpatient counselling and medicines information and advice.

Specialist departments cont...

Imaging department

This state of the art department, stretching across 2 sites, comprises of 3 diagnostic rooms including Mammography, Fluoroscopy, X-ray, 5 ultrasound rooms, a 1.5T MRI Scanner (designed to accommodate children and capable of seeing patients under general anaesthetic), and a Bone Densitometry Unit. This dynamic department provides a excellent and fundamental service both to our outpatients and inpatients.

Physiotherapy Department

Physiotherapy plays a vital part in healing, rehabilitation and pain relief for Women and Children. The department at the Portland Hospital provides comprehensive, professional service on both an inpatient and outpatient basis for Children with a variety of conditions and Women with Obstetric and Gynaecology conditions and post cancer surgery.

Audiology Department

The Audiology department provides a comprehensive diagnostic service for both inpatients and outpatients. The service covers hearing and balance issues as well as medico-legal work. It has a specialist paediatric unit catering for all age groups. The department also has a long established Cochlear Implant Programme which has had outstanding results for many years.

There are two consulting rooms for the specialists in this field as well as a complimentary external hearing aid service.

Theatre

3 dedicated Operating theatres provide for all the surgical services in the hospital. On our delivery floor there is an additional emergency theatre which is set aside for obstetric emergencies only. The Theatre Department provides a 24 hr cover for Obstetrics with a dedicated on call team

The operating theatres are supported by qualified, highly trained Theatre Practitioners (Anaesthetic, Recovery and Scrub) as well as additional theatre support workers, dedicated theatre Porters and Housekeeping staff. The unit is supported by an offsite Decontamination centre at one of our sister HCA Hospitals. The unit specialises in Minimal Invasive Gynaecology, Laser surgery, Paediatric Endoscopy, ENT, Spinal and Orthopaedics. All services have a lead practitioner responsible for the quality and standards of care delivered to Patients and Users.

A satellite Outpatient (Walk in and Walk Out) theatre supports the women's health services.

Termination of Pregnancy (TOP)

We hold a licence issued by the Department of Health to permit us to perform TOP's up to the 24th week.

Pre-admission Clinics of Paediatric & Gynaecology patients ***Midwifery booking Clinic for all maternity patients***

These clinics are run by experienced staff. For our maternity patients, an ante-natal visit to the “booking clinic” is mandatory. This is because due to the nature of maternity care we are never 100% sure when our patients will be coming in and we must be ready to receive you at any time. All other patients are strongly recommended to attend pre-admission clinics.

Treatment and Care

Our staff are often commended on their professional yet friendly approach. We will do everything we can to make your visit as comfortable as possible.

All permanent staff attend a 2 day corporate induction programme as well as a hospital induction workshop. New starters also have a departmental orientation programme and clinical staff attend a 3 day corporate clinical induction.

We ensure a high ratio of nursing staff per patient with an average of 3 to 4 patients to one nurse/midwife. This ratio is increased to one to one care in critical areas such as Neonatal Intensive care Unit (NICU) and Labour Ward.

Patient Safety and Emergency Care

Patient safety is always our main concern. The Portland Hospital has specialists with access to all appropriate facilities on hand should an emergency arise. In these circumstances you or your child will be cared for by senior doctors such as Consultant Obstetricians, Gynaecologists or Paediatricians. Uniquely there is also a Resident Consultant Obstetric Anaesthetists to care for maternity patients.

There are also Resident Medical Officers (RMO's) (one for Obstetrics & Gynaecology and another for Paediatrics) and experienced nursing/midwifery staff.

The hospital has a 2 bedded Paediatric High Dependency Unit (HDU), an Adult HDU, NICU, SCBU and a dedicated emergency obstetric theatre.

All staff have regular training in emergency procedures. All clinical staff have been trained in basic life support skills. Appropriate staff also have skills in Intermediate and Advanced Life Support, Paediatric Advanced Life Support and Newborn Advanced Life Support.

Staying in the hospital

Every inpatient stays in a private room with an en suite bathroom, affording them privacy and dignity. Every room is fitted with a direct dial telephone, a nurse call system, a temperature control system, designed with the control of infection in mind and a remote controlled television with free access to movie channels.

Patients may have access to a daily newspaper of their choice, and a facsimile service.

There is a daily choice of menu, including the option for a Halal or Kosher menu and a dietician is available on request to discuss any special dietary requirements. Extra meals for patients and visitors are available through the room service; there is an additional charge for such requests.

Maternity

There are 3 floors dedicated to Maternity.

- The Labour ward has 5 delivery rooms (one with a birthing pool and a hoist for patient safety) and a dedicated emergency theatre
- There are 2 wards with a minimum standard of single en suite rooms but also with a number of larger rooms and suites. Both floors also have nurseries for the newborn babies

Paediatrics

There are 3 paediatric floors

- *6th floor* with 3-4 NICU cots, 3-4 SCBU cots, 2 Paediatric HDU beds, private en suite rooms with pull down beds for parents who wish to stay with their children, Paediatric Neurology Rehabilitation Gym
- *5th floor* with private en suite rooms with pull down beds for parents who wish to stay with their children, a play room (for children who are inpatients) and a sensory room
- *2nd floor* with private en suite rooms often used for day cases

Gynaecology

One floor of The Portland Hospital is dedicated to Gynaecology with 11 highly specified private en suite rooms

There are times when a patient may be admitted to a different floor from where they were expecting to be but we always ensure that appropriately qualified staff follow the patient to wherever care is required.

Nursing and Maternity Care

The Portland Hospital has Nursing and Midwifery Council Registered nurses and midwives as our core staff. These are assisted in their duties by trained Nursery Nurses and Healthcare Assistants. Additional staff are available as required through HCA's central nurse bank service.

The Nursing/Maternity department provides a comprehensive nursing/ maternity service, undertaking the nursing/midwifery assessment and management of patients through, pre-admission, admission, discharge and outpatient follow up. Close liaison is maintained between nursing/midwifery staff and consultant users to meet the patient's, staff and doctor's needs.

The hospital currently employs approximately 200 nursing/midwifery staff. Staff are allocated between the wards, Outpatients, Theatres and X-ray. Support services include Health Care Assistants, Nursery Nurses, Operating Department Practitioners and Ward Receptionists. Additional staff are available as required through HCA's central nurse bank service.

Clinical Nurse Specialists

- Paediatric Urology
- Paediatric Orthopaedics
- Lactation Specialist Midwife
- Pain management

Your Nursing/Midwifery Care during your stay

Each floor will have an experienced staff nurse/ midwife or Sister on duty at all times who is responsible for the management and supervision of the nursing/midwifery team. You will be allocated a registered nurse/midwife who is responsible for providing your care. The allocated nurse/midwife may be supported by a Health Care Assistant or may be working with a Student Nurse/Midwife. Where at all possible we will try to allocate the same nurse/midwife to you during your stay. The nurse/midwife caring for you will always be introduced to you at the beginning of the shift. Handover occurs at 8:00am and 8.30pm. At this time your care will be handed over to the next team of nurses/midwives. Our ambition is "continuity of care" even if this cannot always be continuity of carer.

When the Sister is on duty she will visit every patient on a daily basis. However, if you would like to discuss any aspects of your nursing care do not hesitate to ask to speak to the Department Manager or the deputy or the Chief Nursing Officer, or her deputy.

Nurses and midwives maintain patients right to privacy, dignity religious and cultural beliefs and confidentiality at all times and are mindful of the needs of relatives and carers.

Clinical Governance

Clinical Governance is managed in the hospital by the Integrated Governance Manager and the Director of Clinical Governance. There are regular meetings where all clinical governance issues are discussed.

We participate in the following national audit programmes:

- National Confidential Enquiry into Patient Outcome and Deaths (NCEPOD)
- Confidential Enquiry into Maternal and Child Health (CEMACH)
- CHKS (CHKS is the UK's leading provider of comparative clinical information and quality improvement services for healthcare services)
- Provision of quarterly data to CQC on our Clinical outcomes.

Core Medical Staff

Resident Medical Officers (one for Obstetrics and gynaecology and another for Paediatrics) who are experienced within their specialist fields are available within the hospital at all times. A Consultant Obstetric specialist Anaesthetist is also available at all times based on the Labour Ward.

We also have a consultant Paediatrician, Consultant paediatric intensivist and a Consultant adult Intensivist on call at all times.

Blood tests & Blood products

HCA Laboratories support The Portland Hospital by offering a full and easily accessible range of pathology services. The hospital obtains blood products from the National Blood Transfusion Service in Colindale via our HCA Laboratories. These services are available 24 hours a day.

PREPARING FOR YOUR STAY – surgical patients

Who else will I meet during my stay in hospital?

- Your consultant will visit you prior to your operation to ensure you are ready and to answer any questions you may have.
- An anaesthetist will also visit you before your operation to ask some questions about your general health.
- You may be visited by a physiotherapist to help with your mobility.
- The pharmacist will visit the floor each day to ensure you have the medicines you need.
- The dietician can visit to discuss aspects of your diet with you.

What happens during the day?

- Any medications you are prescribed are given to you.
- Meals are served by the catering staff.
- A newspaper is delivered to you, if ordered.
- You may order tea and coffee from the catering staff.
- You will be visited by your nurse/midwife who will discuss with you any nursing/midwifery care you may require throughout the day.
- You may be visited by a physiotherapist.
- You may have to go for tests and/or investigations.
- You are encouraged to rest.
- Your family and friends are welcome to visit – normal visiting hours are 10:00am to 10:00pm

How often will I be seen by my Consultant?

- Just before your operation
- Generally, you will be seen once a day, but this can vary according to circumstances.
- The consultants do not have a set time for visiting the hospital so it is not always possible to give you a time when they will see you.

What will be done before I have my operation?

- The nurse/midwife will take your blood pressure, pulse and temperature.
- Your blood may be taken by the phlebotomist.
- You may need to have an electrocardiogram (ECG). This is a recording of your heart.
- You may need to have an x-ray.
- Your consultant may request other investigations to be performed before your operation. You will be asked not to eat or drink anything for several hours before your operation.
- You may be asked not to eat or drink anything before certain tests.

RECOVERY FROM YOUR OPERATION

What happens after my operation?

Immediately after your operation you will be taken to the Recovery area. This is an area adjacent to the operating theatres where you will wake up properly from the anaesthetic and the nursing staff will monitor you to make sure you are stable and ready to go back to your room.

Will I always go to the Recovery area?

You will always go to the Recovery area. However, in some circumstances, you may go to the High Dependency Unit for additional monitoring after Recovery.

How will I feel after the operation?

Everyone responds to anaesthetic differently, however, you may feel sleepy, light headed or dizzy, which is normal. You might experience some nausea or sickness for which we can provide medication to alleviate the symptoms. You will be provided with pain killers to ensure that your pain is kept under control. Please discuss this with your nurse/midwife on admission for further reassurance.

How long will I have to stay in hospital?

- Your consultant will have booked you into hospital for a set number of nights or as a day case. Discharge will be confirmed by the consultant after surgery.
- If the consultant decides you need to stay in longer, this can easily be organised and we will contact your insurance company to confirm the financial arrangements.
- If you are a self-pay patient and wish to see someone from the Patient Administration Department to discuss financial arrangements, please ask one of the nurses to organise this for you.

We hope that the majority of your questions have been answered in this section, if you have any further questions please ask your nurse/midwife at any time during your stay.

Interpreter

We use some Arabic interpreters from the Embassies but we do subscribe to Language Line. We also have a list of staff speaking various languages that are happy to assist in translation.

Mobile Phones

Mobile phones may interfere with medical equipment and **cannot** be used in the following critical areas:

- Emergency theatre on the Labour ward (7th floor)
- Neonatal Intensive Care Unit (NICU) (6th floor)
- Special Baby Care Unit (SCBU) (6th floor)
- High Dependency (6th floor)
- Within the operating Theatre Department
- MRI dept

As a courtesy to other users of the facility, all visitors are discouraged from using mobile phones in public areas of the hospital.

Patients may be allowed to use a mobile phone but we would ask that you check with a member of the Nursing/Midwifery team to ensure it is safe for you to do so.

Visitors

Your visitors are welcome and there is an open visiting policy. However, we recommend that they arrive after 10am and leave before 10pm for the safety and peace of all our patients.

The Portland Hospital pays vigorous attention to safety and security of our patients and staff. All visitors will be asked to sign in at the main reception desk and then will be issued with a security pass (This enables the lift to work and doors to open). Please also ask your visitors to report to the ward reception on the floor before entering your room. Should you not wish to receive visitors, please inform the nursing/midwifery staff who will make the necessary arrangements.

Please liaise with family members and nursing/midwifery staff to ensure that you receive adequate rest during the day. Normally, relatives, friends or carers are discouraged from staying overnight in a patient's room.

If you would like a relative or friend to stay overnight in your room then please let us know (prior to admission if possible) a separate additional daily charge will be made for non-patient overnight accommodation.

An exception to this is in paediatrics where we encourage parents to stay with their child. (There is no charge for 1 parent to stay with a child under 16)

Please ask marketing for a list of hotels if local accommodation is required.

Fire Alarm

A statutory fire alarm test is conducted every Tuesday at 11:00 am. There is no need to be concerned, this alarm will cease after about 20 seconds. At any other times should an intermittent alarm sound, do not be concerned as any potential fire is not in your immediate area. A continuous alarm means that an alarm has been triggered in your zone. Again please do not be frightened as our staff are well trained to deal with such situations including real emergencies.

For the safety of our patients, each floor is divided by several fire doors and all smoke detectors are set to a highly sensitive level. In the event of a fire, all doors will close automatically to minimise the spread of the fire. If there is a fire, the nurse in charge will advise you on what steps will be taken to ensure your safety and security and what you have to do next. All staff must attend mandatory fire training where they learn what to do in the event of a fire. The hospital undertakes regular fire drills both in the day and at night. You will be informed if an alarm is a drill.

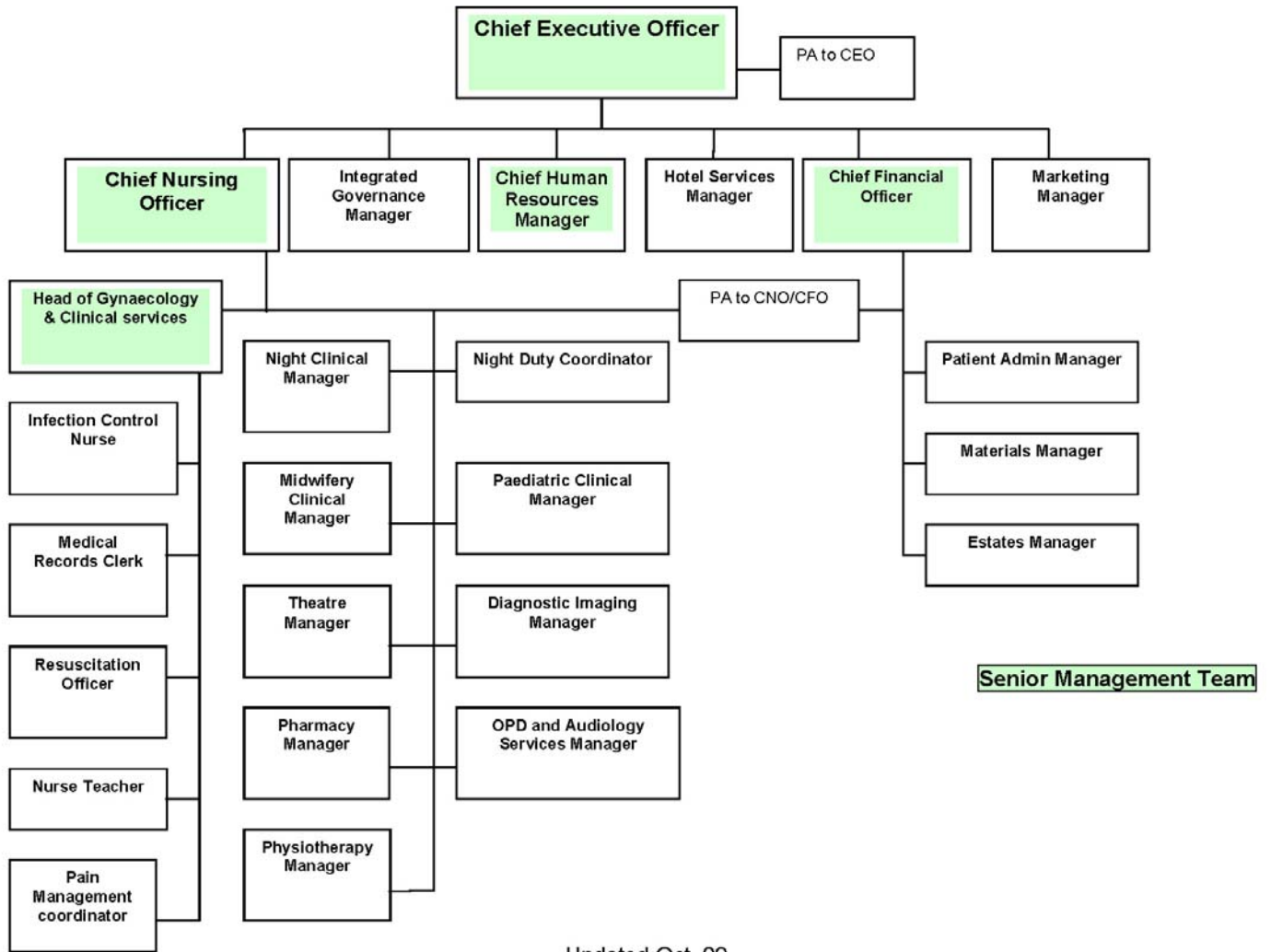
Accounts and going home

Financial arrangements for your hospital stay will have been made prior to or at the time of admission. If you need to remain in hospital for additional nights, the Patient Administration Department will discuss the cost implications with you. If you are an insured patient, the Patient Administration Department will contact your insurance company to make the necessary arrangements.

You may have auxiliary charges to settle for telephone calls, additional meals or other services you may have obtained during your stay. Please note that pharmacy charges for drugs to take home will be added to your bill.

After your consultant has informed you that you may leave the hospital, we would appreciate it if you could vacate your room by 10.00 am so as not to delay the next patient's admission.

Portland Hospital Organisational Chart



Staff Details

Accurate as of Sept 2009

Dept	Title of staff	Qualifications of Staff	Number of Full Time Equivalents	Experience range
Maternity	Manager	Registered Midwife (RM) RGN BSC (Hons) Mid Dip Mid ENB 901, 46, 405, 991 Diploma in management	1	25years
	Deputy Manager	RM	1	25yrs
	Midwifery sisters/midwives	RM RGN BSC Mid Dip Mid ENB901	7.9 sisters 33.5m/w	1—25yrs
	Nursery Nurses	NNEB/NVQ 4/3	7.4	2yrs-20yrs
	Health Care assistants	NVQ 2/3	12.5	1month-20yrs
	Ward Clerks Dept coordinator	NVQ customer care 2 Degree in media studies	2.8 1	1-20yrs 5yrs
Paediatrics	Manager	RGN, RSCN, ENB 199, 998, 426, Dip in Health service management	1	27 yrs
	Deputy Manager	RGN, RSCN, ENB 415	1	30yrs
	Paediatric sisters/staff nurses	RGN,RSCN, RN Child, ENB 415,405, 998 BSc	29	1-30yrs
	Health Care assistants	NVQ	4	2yrs
	Ward Clerks	NONE	3	2-10yrs
Gynaecology	Manager	RGN,RM MSc ENB 997/8;	1	25yrs+
	Gynae Sister	RGN, ENB 901	1	25yrs+
	Staff Nurses	RGN	11	5-30yrs
	Health Care Assistants	NVQ	1.2	3-20yrs
	Ward Clerk		0.75	8yrs
Theatre	Manager	Registered Nurse (RN) BSc(HONs)	1	33yrs
	Deputy Manager	Operating Department Practitioner (City & Guilds)	1	25yrs
	Theatre Lead (Scrub and Recovery)	R/N (Theatre Practitioner Course/Diploma N77 – Patient Care in Post Anaesthetic care, Management Diploma)	2	10-25yrs
	Theatre Senior Practitioners	R/N Surgical Practitioners Theatre course N77, NVQ3/Diploma, R/N (Surgical Practitioners Theatre course N77, ENB 100, NVQ 3diploma)	9	5 – 20yrs
	Theatre Practitioners(Surgical, Anaesthetics, Recovery)	R/N – NVQ3 /Diploma (orthopaedic course)		
	Clinical specialist Orthopaedics	R/N – NVQ3/Diploma (IT skills)	8	5 – 15yrs
	Clinical Informatics Facilitator	NVQ2/3 Theatre Practitioner course		
	Support Workers (Healthcare assistants)		1	5 – 10yrs
	Trainee Theatre practitioner	NVQ 2/3 + NVQ Diploma	1	3 – 5yrs
	Theatre Porter	Basic 'O' Level	3	1-3yrs
	CSSD Supervisor	NVQ in Central Sterilising Level 2		
	CSSD Assistants	NVQ in Central Sterilising Level 2	3	0-1yr
	Theatre secretary	Basic Secretarial Skills	3	1-5yrs
	Housekeeping assistants	Experience in Housekeeping	1	15yr +
			3	10 – 15yrs
			1	2- 5yrs
		3	2 – 5yrs	
Laser Protection Advisor	Principal Physicist	Principal Physicist	Advisor only	Over 8yrs
OPD	Manager	Registered Midwife, Registered General Nurse	1	23yrs
	Gynae SR	Registered Nurse, Nurse Colposcopist	1	20+yrs
	Childrens SR	Registered Childrens Nurse, BSC in Child Health , ENB 415, NVQ Assessor	1	25+yrs
	Audiology Lead	British Society of Audiology Part 1 & 2, Medical Physics & Physiological Measurements, MSC in Tech Audiocology British Society of Audiology Part 1 & 2, Medical Physics & Physiological	1	25+yrs

Dept	Title of staff	Qualifications of Staff	Number of Full Time Equivalents	Experience range
OPD	Audiological Scientist	Measurements, MSC in Audiological Science Batchelor of Science in Speech & Language & Audiology	1	20yrs
	Audiologists	Nil Nursery Nurse/Nanny Registered Childrens Nurs ENB 415/405 Registered General Nurse	2.5	1-12yrs
	Audiology Admin	Nil	2	1-8yrs
	Newborn Hearing Technicians	Nil	1	2yrs-14yrs
	RSCN	NVQ Level 1/2	2.23	8yrs-25yrs
	RGN's		6.20	10yrs-25+yrs
Ward Clerks/ Departmental Secretary		5	2yrs-8yrs	
HCA		6	1yr-10yrs	
Imaging	1 Manager 1 Superintendent Radiographer 1 Superintendent Sonographer 1 MRI Superintendent 3 Senior 1 Radiographers 2 Healthcare Assistant Receptionist Medical Secretary 2 Senior 1 Sonographer 1 MRI Senior 1 Radiographer	BSc in Radiography. Diploma in medical ultrasound. HPC registered	All	5-7 yrs post qualification 5 yrs post qualification 5 yrs post qualification 3 yrs post qualification 2 yrs 1-5 yrs 1-5 yrs 3 yrs post qualification
Physio	Manager	Registered with Health Professions Council (HPC); Member of Chartered Society of Physiotherapy (MCSP); Clinical Specialist in Women's Health and Continence (ACPWH). HPC;MCSP	1.0	27yrs+
	Specialist Physiotherapist (deputises for manager)	HPC; MCSP	0.3	Vacant
	Senior 1 Paediatric Physiotherapist	HPC; MCSP	2.1	5 to 15yrs
	Senior 2 Paediatric Physiotherapist	HPC; MCSP	1.0	4yrs+
	Clinical Specialist WH Physiotherapist	HPC; MCSP; ACPWH	0.8	33yrs+
	Therapy Assistant	NVQ	1.0	New in post
Office Coordinator		1.0	New in post	
Pharmacy	Pharmacists Pharmacy Technicians Pharmacy Assistants	B.Pharm or M.Pharm BTec or NVQ3 NVQ2 or 3	4 (including manager) 2 1	1yr-23yrs 1yr-10yrs 1yr
Local Accountable Officer	CNO	Clinical Background Sufficiently senior mgt with direct reporting to CEO No hands on management of CDs	1	39 years experience in nursing, midwifery & management both in the NHS & Independent Sector.
Supervisor of Midwives	Supervisor of Midwives	Supervisor of Midwives; RM, masters, RN	2.6	5-25yrs
Human Resources	Chief HR Officer	CIPD and Degree level	1	10 yrs
	HR Assistant	CIPD and Degree level	1	3 yrs

Dept	Title of staff	Qualifications of Staff	Number of Full Time Equivalents	Experience range
Hotel Services	Manager	BA HONS Business Studies, MIOH, Advanced Food Hygiene Certificate Previous experience	1	16years
	Administrator		0.5	15+years
Catering	Head Chef	Previous experience, C&G or NVQ qualification. Food Hygiene qualification.	1	30+years
	Sous Chef	Previous experience, C&G or NVQ qualification. Food Hygiene Qualification.	1	10+years
	Deputy Catering Supervisor – Kitchen Chef de partie	None	1	1year
		Previous experience and/or C&G or NVQ qualification	9	1-20+years
	Commis Chef	None	1	2+years
	Kitchen Porters	None	4	1-5+years
	Senior Supervisor	Previous experience	1	20+years
	Supervisors	Previous experience	3	8-15+years
	Room Service Co-ordinator	None	2	20+years
	Catering Assistants	None	16.5	1-30+years
Housekeeping	Housekeeping Manager	Previous experience	1	20+years
	Supervisors	Previous experience	3	5-10+years
	Housekeeping Assistants	None	13	1-20+years
	Floor Maintainers	None	2 (bank cover only)	2+years
Porters	Hospital Assistants	None	8.5	1-15+years
Front of House staff	Senior Supervisor	Previous experience at this level and management/supervisory qualification	1	3+years
	Supervisors	None	2	1-8+years
	Receptionist/Telephonists	None	7	1-20+years
Estates	Estates Manager	City & Guilds / HND / BTECH	1	10yrs +
	Chief Engineer	City & Guilds / HND / BTECH	1	10yrs +
	Engineers	City & Guilds / HNC/ BTECH	3	5yrs +
	Administrator	NVQ 3	1	3yrs +
Authorised person for medical gases	Estates Manager	Approved Authorised Person Course (HTM02)	1	5yrs +
	Chief Engineer	Approved Authorised Person Course (HTM02)	1	5yrs +
	External Medical Gas Consultant	Approved Authorised Person Course (HTM02)	1	5yrs +
Patient Administration	Manager	NVQ 3	1	15 yrs
	Deputy Manager	None	1	
	Supervisors	None	3	3 yrs +
	Senior Administration Offices	None	3	5 yrs +
	Administration Officers	None	16	
Marketing	Marketing Manager	BA Honours Business Studies, MA Masters Marketing	1	4 years +
	Marketing Coordinator	BA Honours Communication Studies	1	4 years
	Patient Liaison Coordinator	BA Honours Business Studies	1.5	8 years
Materials	Manager		1	10yrs +
	Supervisors	None	2	5yrs +
	Assistants	None	2	
RMO	Paediatrics Resident Medical Officer	Full GMC registered to practice in the UK. MRC Paeds, MRCS Current APLS accreditation.	6	All RMO's are SPPr level.

Dept	Title of staff	Qualifications of Staff	Number of Full Time Equivalents	Experience range
RMO	Obstetrics & Gynaecology Resident Medical Officer	Full GMC registered to practice in the UK. Current ALS accreditation. MRCCOG	6	All RMO's are SPr level.
Other Staff	Chief Executive Officer (CEO)	MBA, BSc and BPhy	1	16 years broad experience in healthcare ranging from clinical experience as a physiotherapist through to hospital management.
	Chief Nursing Officer (CNO)	BSc Honours, DPSM, RM, RGN, ENB 998, ENB 96	1	39 years experience in nursing, midwifery & management both in the NHS & Independent Sector.
	Chief Financial Officer	BSc Honours, MSc, ACCA	1	10 years experience in finances
	Integrated Governance Manager	RGN, RM, ENB 997, Diploma in Clinical Risk & Claims Management	0.8	29 years healthcare experience.
	Night Co-ordinators	RGN, RM, BA(Hons), MA, Diploma in Management	2	30+ years in nursing, midwifery & management in NHS, private sector & abroad.
	Pain Management Co-ordinator	RN	1	10 + years experience
	Infection Control Nurse	RGN, BSc	1	25 years healthcare experience
	Clinical Risk assistant	RMN BSc	1	5 years experience in healthcare
	Personal Assistant - CEO	RSA Diploma	1	5 years experience as executive PA. 5 years administration experience
	Personal Assistant – CNO/CFO	BA Honours MCS	1	10 years administration experience, 1 ½ years PA experience

Our Code of Conduct

All of The Portland Hospital Staff abide by the HCA Code of Conduct policy and clinical staff are registered with their appropriate professional college or professional body.

THE DATA PROTECTION ACT 1998

We are committed to meeting the provisions of the Data Protection Act 1998. Everyone working in this hospital has a legal duty to keep information about you confidential. In summary, this means that:

- We will only ask for information about you so that you can receive proper care and treatment.
- We keep this information securely with details of your care because it may be needed when we see you again.
- We may use some of this information for other reasons, for example, to plan for the future, to see that the hospital runs legally and effectively and can account for its actions, and to make sure we can pay the staff who look after you and for the facilities needed for your care.
- We will monitor the care you receive to ensure it meet the high standards of care that you expect
- Sometimes the law requires us to pass on information, for example to notify a birth.
- You have a right of access to your health records.

You may be receiving care from other people as well as employees of this hospital. So that we can all work together for your benefit, we may need to share some information about you with those people. Whenever we can, we shall remove details that identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

Our Patient Charter

- **You have the right:**
 - ▶ To expect that your confidentiality is respected by all staff.
 - ▶ To be addressed by your preferred name/title
 - ▶ To personal dignity and privacy.
 - ▶ To be treated with equality regarding your cultural and religious traditions, this also applies to your family.
 - ▶ To have a chaperone present during an intimate examination.
 - ▶ To seek a second opinion on diagnosis and treatment options, in agreement with your Consultant or GP.
 - ▶ To be given a clear explanation of your condition and any treatment, investigations or procedures proposed, including risks and alternatives, *before* agreeing on a course of action to be taken and signing your consent form, if applicable.
 - ▶ To have your decisions about your treatment and care respected.
 - ▶ To be informed in advance, where possible, of any change of the date and time of treatment/operation.
 - ▶ To have access to your medical records (under the Data Protection Act 1998) and be sure that the information recorded in your health record will remain confidential to those caring for you.
 - ▶ To give your consent to take part in research. If you decide *not* to take part, this will in no way affect your treatment or care.
 - ▶ To choose whether or not you wish to be cared for by staff undertaking clinical training.
 - ▶ To an investigation of any complaints, both clinical and non-clinical under the HCA Complaints policy.
- This Hospital believes that research and clinical training are important for the continuing development of high quality healthcare.

Our staff have the right to expect that you, your family and your visitors will treat them with the respect, courtesy and consideration that you would expect yourself.

If you have any questions regarding your rights please speak to the Sister in charge of your ward or the Department Manager.

Care Quality Commission (formally Healthcare Commission)

The Portland Hospital is regulated by the Care Quality Commission. For a copy of the most recent inspection report prepared by the commission or to make a comment or complaint about us please contact:

Care Quality Commission
St Nicholas Building
St Nicholas Street
Newcastle upon Tyne
NE1 1NB

The last inspection report can be viewed on the Care Quality Commission website:

www.cqc.org.uk

Or at our own website www.theportlandhospital.com

The report can also be requested from your Floor Sister.

Our Registered Manager – Janene Madden

The Chief Executive Officer of the Portland Hospital is Mrs. Janene Madden, who has held the post since June 2009.

Mrs. Madden's began working life as a clinical physiotherapist in New Zealand. She then traveled to England where she worked in a variety of NHS and private sector positions as a physiotherapist. Mrs Madden joined Capio Healthcare Group (now known as Ramsay Healthcare) as a physiotherapist and then climbed the ranks firstly as a Physiotherapy Manager, then Diagnostic Manager, before finally moving into a full Hospital Manager's position. During her progression she completed an MBA at Henley Management College.

Mrs. Madden joined The Portland Hospital from The Wellington Hospital where she held the role of Chief Operating Officer and Deputy Chief Executive Officer. Both the Portland Hospital and The Wellington Hospital are part of the HCA Healthcare Group of Hospitals.

Mrs Madden is also a mother of two boys; therefore she fully understands the importance of high quality Maternity and Paediatric care, provided within a supportive environment for the whole family. Her second son was born at the Portland Hospital.

Registered Manager: Janene Madden
 Chief Executive Officer
 The Portland Hospital
 205-209 Great Portland Street
 London, UK, W1W 5AH
 www.theportlandhospital.com

Registered Provider: Mike Neeb (President & CEO)
 HCA International Limited
 242 Marylebone Road
 London, UK, NW1 6JL
 www.hcainternational.co.uk

Patient Feedback

We value all patient feedback, as this helps us to improve our services. We have a Patient Feedback form available in all patient rooms. All patient feedback is analysed by the CEO and Integrated Governance Manager and any issues are immediately addressed.

There is a copy of our results for the previous year in the patient rooms and on our website

If you would like to make a complaint

We always endeavour to resolve complaints before patients are discharged, so please let us know if there is anything you are unhappy about as soon as possible.

There is a HCA Leaflet “Making a complaint – a guide for patients available” in all patient areas. Please ask for a copy for further details of our complaints process.

Verbal Complaints from patients still in the hospital

The relevant manager will visit you in your room. He/she will endeavour to resolve the issue immediately, or within 2 working days.

Written Complaints

The CEO will acknowledge your complaint letter within 2 working days of its receipt and will write to you with the outcome within 20 working days or sooner. If a full response cannot be given at this point, you will receive a letter explaining the reason for the delay.

If you feel dissatisfied with the response

Please let the CEO know and your reasons why. If you feel your complaint has not been investigated properly, you can ask for an internal appeal. This will be undertaken by the President and Chairman of HCA International Mike Neeb.

Complaints cont.....

There are 2 additional options if you still feel dissatisfied

- Independent Healthcare Advisory Service

The Independent Healthcare Advisory Services is a membership organisation representing the independent healthcare sector. Its website provides information on managing complaints, and membership provides access to an independent external adjudicator for third-stage complaints, in accordance with the sector's Code of Practice on Handling Patients' Complaints.

Independent Healthcare Advisory Service

Centre Point

103, New Oxford Street, London WC1A 1DU

Telephone 020 7379 8598

www.independenthealthcare.org.uk

- Care Quality Commission

The Care Quality Commission has no statutory powers to investigate any complaints that patients or other members of the public make about independent healthcare services, nor do we have a regulatory role to manage, arbitrate or resolve their complaints, concerns or allegations. However, we take account of all information that we receive from the public about registered independent providers, or about unregistered providers that we consider should be registered with us. If we suspect that the provider has committed an offence under the Act or a breach under the regulations, we are required to take action to bring about improvement.

Care Quality Commission

St Nicholas Building

St Nicholas Street

Newcastle upon Tyne, NE1 1NB

Telephone: 03000 616161

Email: enquiries@cqo.org.uk

If you have any comments on this Statement of Purpose please contact our Integrated Governance Manager, Debbie Riley
debbie.riley@hcahealthcare.co.uk
0207 390 6070



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International

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