



The Portland Hospital
for Women and Children

CHILDREN'S HEALTHCARE



Official Photographers to The Portland Hospital for Women and Children
www.imagethirst.com



“As a mother I know that when your child is unwell, it is incredibly important to have quick access to the very best healthcare professionals backed by the latest diagnostic technology but you also want it provided in a supportive and relaxed environment. Exceptional child patient care is the hallmark of The Portland; children and their families are referred here, from all over the world, to benefit from our expert advice and treatment. Rest assured, we will ensure that your child receives the very best care at this difficult and worrying time.”

Janene Madden, Chief Executive Officer

MAKING CHILDREN BETTER

Welcome to The Portland Hospital, the UK's largest Independent Children's Hospital, devoted to caring for babies and children up to the age of 16 years.

Here at The Portland, we care for children in a happy and relaxed atmosphere which relieves their anxiety and helps them to make a speedy recovery. Our reputation is for high quality, family-centred care and our aim is that each and every child experiences this special approach during their stay. We are able to adapt our services to meet individual needs and our wish is that every child and their family will feel respected, understood, supported and involved at all times.

The Portland Hospital is 'home' to more than 70 top paediatric related consultant specialists - the largest group of private paediatric specialists in the UK - many of whom are considered to be amongst the world's leading clinicians. Indeed, many of our specialists hold parallel senior clinical and research posts at leading NHS trust hospitals such as Great Ormond Street, Guys & St Thomas' and University College Hospital (to name but a few).

Our wider team of over 300 healthcare professionals includes specialist children's nurses, play specialists, audiologists, physiotherapists, psychologists, dieticians, occupational therapists and radiographers – all there to support our patients' treatment and recovery. There is also a 24 hour resident paediatric medical officer to ensure your child is in safe hands at all times.





PROVIDING WORLD-CLASS CARE

Our Children's Unit is open at all times for elective and urgent admissions. Every child admitted as an in-patient has a multi-disciplinary team assigned in order to ensure a seamless patient journey from referral through to treatment and on to recovery and discharge.

The outpatient department is open six days a week for appointments with consultants from all specialities and supporting diagnostic departments. We also run an urgent referral service which means that, whenever necessary, same-day appointments can be accommodated with a general paediatrician.

- 41 dedicated children's beds
- 5 bed acute neuro-rehabilitation unit
- 3 cot neonatal intensive care unit (NICU)
- 4 cot special care baby unit (SCBU)
- 2 bed high dependency unit (HDU)
- Six floors of children's outpatient clinics incorporating all aspects of children's services in one dedicated building at 234 Great Portland Street, along with its own physiotherapy and audiology departments.

Attracting outstanding physicians and surgeons in every specialty has enabled us to develop the full breadth of children's services which ensures a fully integrated healthcare approach: from orthopaedic surgery and urology services through to gastroenterology and general surgery and on

to ENT and dermatology to name just a few – with all of these specialist departments housed under one roof. We've tried to capture a flavour of the range of services we offer, as well as the key areas of medicine in which our teams excel...

General Paediatric Service: Our 15-strong team of consultant paediatricians offer two levels of care: the assessment and management of acutely unwell children within the hospital, and an outpatient service for those children who require general paediatric consultations. They also provide a comprehensive baby assessment for all 2,500 babies born at The Portland every year.

Neurology: Our team of neurologists and neurosurgeons investigate, diagnose and treat neurological conditions in children, ranging from behavioural syndromes and headache disorders including migraine, epilepsy and sleep disorders to traumatic brain injury and cerebral palsy.

Our new five-bedded **acute neurological rehabilitation** unit offers a child-centred, multi-disciplinary, in-patient programme run by specialist consultants and a full rehabilitation team comprising a 24/7 resident paediatric medical officer, specialist neuro-physiotherapist, occupational therapist, speech and language therapist, dietician and psychologist, as well as rehabilitation nurses.



Our paediatric **Ear, Nose and Throat (ENT)** consultants provide care for children with a wide range of ENT problems including 'glue ear', otitis media, surgical correction of congenital ear anomalies, neck cysts and lumps, sinus and voice disorders, through to common tonsillitis and adenoid surgery. They are also involved in the management of complex airway conditions including airway obstructions caused by tumours and tracheotomy care.

Each month our **audiology department** performs more than 1,500 tests on children with hearing and balance-related disorders. A range of technology is used to help our patients including digital hearing aids, bone-anchored hearing aids and cochlear implants. Patients as young as newborns, right through to adults are referred to us by GPs and consultants.

Our **cochlear implant** programme was set up in 1997 and comprises a dedicated multi-disciplinary group of professionals including audiologists, speech therapists, ENT surgeons & audiology physicians. The quality of life of more than 90 children have been improved by our internationally renowned team who have helped these profoundly hearing-impaired children gain access to the world of sound.

In our **ophthalmology** department our team of specialist paediatric ophthalmologists are on hand to help children with all eye conditions using the very latest diagnostic equipment and techniques, not to mention medicines available. The most common surgical conditions we treat include squints and clearance of occluded ducts.

The **respiratory** department here at The Portland cares for children with respiratory diseases including asthma, acute and chronic respiratory infections, chronic ventilator dependency and broncho-pulmonary dysplasia. Our consultants and their teams have special expertise in babies and children with respiratory conditions including sleep apnoea, sleep-disordered breathing, as well as respiratory muscle weakness and paralysis.



... ACROSS ALMOST EVERY SPECIALITY

Dermatology: Our team of dermatologists take care of babies and children with all types of skin disease or cosmetic problems of the skin, scalp, hair or nails. In a typical week they might diagnose and treat children with problem birthmarks, complex vascular malformations, eczema, psoriasis, and common disorders of pigmentation.

The paediatric **Allergy and Immunology Service** manages a wide range of allergic diseases including food allergies, eczema, severe allergic reactions to insect stings and medication as well as hayfever. Specific immunotherapy treatment can be used to “switch off” certain pollen and other respiratory allergies. The team is internationally renowned for its research into the role of diet and weaning, on subsequent child health and the development of allergies.

Endocrinology: The Portland’s paediatric endocrinologists treat children with a variety of physical growth and puberty development disorders, as well as diabetes and other disorders

of the endocrine glands including adrenal, thyroid and pituitary problems.

Urology: Our paediatric urologists provide a specialist service for the diagnosis and management of children with urological disorders. Commonly seen disorders range from urinary incontinence, circumcisions, undescended testis, hydrocoele, varicocele and urinary tract stones or infections through to major surgical reconstruction of the bladder.

General Surgery: The team of general paediatric surgeons at The Portland carry out surgical reviews for all conditions from common appendicitis to complex neonatal surgery and, more recently, obesity.

Gastroenterology: Our paediatric gastroenterologists specialise in the assessment and treatment of diseases of the gastrointestinal tract, as well as the pancreas and the liver.

Orthopaedics: Our world-renowned paediatric orthopaedic surgeons deal with common problems such as flat feet and fractures as well as clubfoot and congenital hip problems through to complex leg-lengthening procedures. They are supported by a team of specialist nurses, physiotherapists, and orthotists and work closely with their rheumatology and neurology colleagues to ensure a fully integrated assessment and treatment approach.



Spinal Surgery: Our highly-skilled spinal surgeons provide a comprehensive assessment and surgical opinion service for all spinal-related conditions including common childhood deformities such as scoliosis, which can be performed via keyhole surgery. Thanks to the team’s excellent reputation, children and their families (and referring doctors) from all over the world regularly choose The Portland when seeking treatment for complex spinal conditions.

Hand Surgery may be necessary if a child has an accident or if they have been born with a congenital anomaly to their hand. Here at The Portland we are fortunate to have a specialist clinic that caters for children of all ages. Our team of consultant hand surgeons bring world renowned expertise in the field of paediatric hand surgery and treat a wide range of conditions ranging from syndactyly, polydactyly and hypoplastic thumb to radial club-hand.

The Plastic and Reconstructive Surgical team’s special areas of expertise include: craniofacial surgery, cleft lip and palate repair, bat ear correction, vascular anomalies and birthmarks.

The Portland also provides a wide range of Allied Health Services. Our specialist team of paediatric **physiotherapists** is renowned for providing a high standard of assessment, treatment and care for babies and children **on both an inpatient and outpatient basis**. They work closely with The Portland’s specialist consultants and rehabilitation

nurse teams to help maximise the outcomes for children with a wide-range of conditions including joint and soft tissue injury, surgery recovery, postural problems including scoliosis, respiratory problems and delayed neuro-developmental conditions. With access to The Portland’s spacious gyms our physiotherapy team ensures that all children receive the very best care.

The team is supported by other allied health professionals including **dieticians, occupational therapists** and **speech and language therapists** who provide a comprehensive multi-disciplinary team approach to care.

Our **educational therapists** and **clinical psychologists** provide an assessment, treatment and consultation service to children, their families and the professionals involved in a child’s care. Their aim is to help the child and family cope with acute and chronic illness, disability or condition, as well as help prevent associated and future psychological difficulties.

In addition we have consultants specialising in **genetics, cardiology, dentistry, haematology, oncology, rheumatology and gynaecology** disorders in children.

Pharmacy Department: our in-house pharmacy provides specialist paediatric skills for the often complex needs of our children on the ward and the large number of outpatients who visit daily.



USING STATE-OF-THE-ART FACILITIES

Having the best diagnostic and imaging technology enables our paediatric specialists to diagnose complex medical conditions quickly and accurately. This means that treatment can begin earlier and patients can get better sooner which helps reduce the inevitable stress on the family. Our diagnostic and imaging department offers a wide range of examinations, in a child-friendly environment, carried out by our highly-skilled radiographers, sonographers and consultant radiologists who all specialise in paediatric imaging.

- **X-ray** using the latest computer radiography, the department provides a comprehensive range of examinations including those of the skull, spine, chest, abdomen, pelvis, arms and legs.
- **Fluoroscopy** uses x-rays and a contrast agent to look at inner parts of the body – such as the kidneys and the digestive tract in real time. Examinations include: barium studies (swallow, meals and enemas), urology studies, contrast studies and line insertions.
- **Ultrasound Scans** are used to check the joints for fluid collections, the renal tracts for blockages, to investigate abdominal and soft tissue lumps & bumps and to assess the development of bones. Here at The Portland, scans are performed by members of both our consultant paediatric radiologist team and our highly skilled sonographers. Scans commonly performed include those of the renal tract, pelvis, abdomen, hip, soft tissue, head, heart ventricles and musculoskeletal parts of the body.
- **Bone Densitometry** allows for bone mineral density checks.

- **MRI Scanner.** The Portland has recently installed the very latest Siemens MRI Scanner which enables us to obtain the highest quality diagnostic images of all areas of the body including the heart. Our team is able to scan all age groups: from unborn babies through to children and adults. Scans are performed by our highly-skilled radiographers working closely with both consultant paediatric radiologists and fetal medicine experts and, where necessary, can be performed under general anaesthetic. MRI images are obtained using magnetic fields and radio waves which means no ionizing radiation is used.

The Portland Hospital **Critical Care Facilities** are managed by a multi-disciplinary group of highly skilled specialist nurses, consultant paediatric Intensivists and consultant Neonatologists.

There is a **High Dependency Care Unit (HDU)** for the close monitoring and special care that some children, who have had specialised or complex surgery, require. The unit offers support for all specialities from spinal surgery, neurology and ENT to urology and orthopaedics.

Our three-cot **Neonatal Intensive Care Unit (NICU)** and four-cot **Special Care Baby Unit (SCBU)** are both equipped with the latest systems available to monitor and care for both Portland-delivered babies and babies, with complex medical or post-surgical problems, from other specialist departments at The Portland. In addition, babies are often transferred to our unit from other leading London hospitals.





OFFERING FAMILY-CENTRED CARE

When a child is ill, the whole family is affected. Our hospital offers services and facilities, which help reduce the inevitable stress of that illness: from the moment you pick up the phone to us or walk through the door - our warm, friendly and highly experienced team are on hand to offer help and advice.

The little things count...

- On the wards the children's rooms have en-suite bathrooms, telephones with direct dial facilities and remote control television with Trick-play (allowing you to pause and rewind ensuring you don't miss anything when the doctor or nurse calls).
- Wireless internet access is available throughout the Hospital.
- With a little bit of notice our catering team are happy to cater for almost any dietary need a child might have.
- Parents are welcome to visit at any time although we do recommend 'lights out' at 10.00pm to ensure that all our patients get enough sleep.
- We can happily accommodate one or, for a small additional charge, both parents to stay with their child in his/her room.
- There are chilled and filtered water machines on every floor and room service is available 24 hours a day.

- For parents staying the night, a daily copy of The Times newspaper is complimentary whilst others are available on request.
- If you are from abroad we have an International Liaison Manager who can assist with organising interpreters, recommending local accommodation and liaising with your embassy.

A word about safety...

- Strict infection control measures are followed at all times – we ask all parents and visitors to use hand cleansing gels before entering and when leaving a child's room.
- We pay vigorous attention to the safety and security of our patients and staff. CCTV, personal electronic security tags for doctors and staff, strict visitor identification procedures are employed and staff identification badges are mandatory. All babies have a personal electronic security tag whilst they are in our care.



“When suddenly your child falls sick, you feel overwhelmed – in a moment you're confronted with so many things – decisions, urgent arrangements, calls to make. I can't tell you how wonderful it was to have you there and that lovely nurse (I'm embarrassed to say that I don't recall her name) the one who simply suggested that I stay: that I sleep by Josh's side.”
Sarah and Jack – Parents of Josh (6)



LETTING CHILDREN BE CHILDREN

Giving children and young people opportunities to play is a vital part of a child's care and recovery.

Our bright and cheerful **play room** is full of familiar toys, books, games, painting equipment and videos – to help keep children's spirits as high as possible throughout their stay.

As well as being something that is familiar and fun, play is also a very effective means of communication and can help children and their families adjust to and cope with what can be a very stressful experience. Our team of highly experienced **play specialists** use creative activities to explain and prepare children for medical tests and procedures, to help them to stay relaxed and to encourage and help them to communicate their feelings about what is happening to them.

Our sensory room: **The Portland Paradise** is a calming and relaxing environment for children to play or rest in. Decorated in pure white, it has soft furniture, clever lighting equipment, a range of different textured objects and materials, as well as state-of-the-art audio equipment to produce music and sound effects.

Our adorable mascot: the famous and much-loved Portly Panda is a firm favourite with all our children. Membership to the **Portly Panda Club** is exclusive to babies and children who are treated, here at The Portland, and offers an invitation to the annual party,

personally-signed birthday and New Year cards and a cuddly Portly Panda bear to take home.

A special Portly **children's menu** is available for younger children and features some delicious choices for breakfast, lunch and tea. The menu offers a good selection of freshly-prepared main dishes followed by a selection of puddings including ice cream scoops and gingerbread cookies to tempt children's appetites back to normal.

Our clever Portly **'Doctors and Nurses Who's Who'** uses coloured thumbnail pictures of all staff uniforms to offer a simple guide – for children and parents alike – to all the different members of the healthcare, administration and hotel services teams, from consultants and ward sisters to play specialists and porters – there's no excuse for not knowing who to ask!

“My name's Melissa. I love the Portland Hospital. They treat me sooo well. I had to have an operation... but I feel better now! The dinners they give me are really yummy and they give me lots of things to do and play.”
Melissa (8)



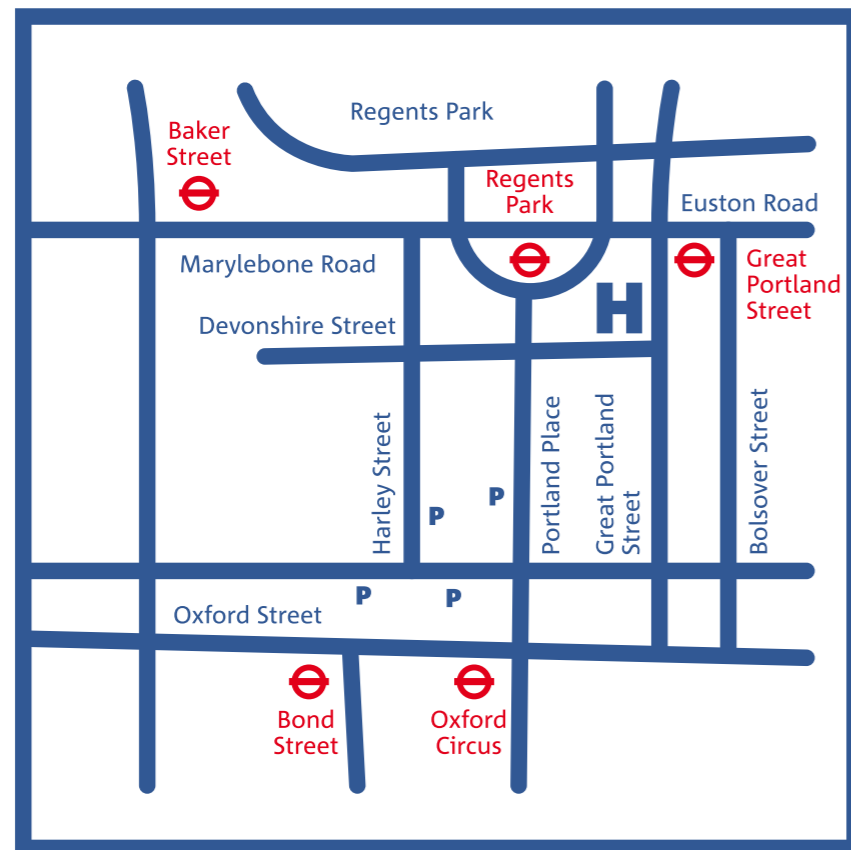
“Here at the Portland there is a strong partnership between our consultants and the management team that has allowed us to develop a responsive, high-class healthcare service. We are committed to excellence in children's healthcare in a hospital that combines the latest technology with a traditional caring approach, which makes the Portland Hospital the first choice for both doctors and patients.”

Mr. Robert Hill, BSc, FRCS,
Consultant Orthopaedic Surgeon and Medical Director



LOCATED IN CENTRAL LONDON

The Portland Hospital lies at the heart of the private healthcare district in London – at the top of the famous Great Portland Street.



Our address is...

The Portland Hospital for Women and Children
205 - 209 Great Portland Street
London
W1W 5AH

Or...

The Portland Hospital Children's Outpatients
234 Great Portland Street
London
W1W 5QT

Portland Hospital Enquiry Line: **+44 (0) 20 7390 8020**

Hospital Switchboard: **+44 (0) 20 7580 4400**

Fax: **+44 (0) 20 7390 8012**

www.theportlandhospital.com

Getting here by car

Visitors have the option of two car parks close by to the hospital:

- NCP in Carburton Street
- Pure Parking in Devonshire Row Mews.

There is also meter parking bays in the surrounding streets.

Getting here by tube

- **Great Portland Street Station** (2 mins walk)
Circle, Hammersmith & City and Metropolitan Lines
- **Regents Park Station** (5 mins walk)
Bakerloo Line



“It felt like one big family... my husband and me, the consultant, Emma’s play nurse and the nurses on the ward - even the receptionist and the lady who brought us endless cups of tea...”

Tim and Josephine, Parents of Emma (+)