



Maternity During Your Stay



The Portland Hospital
for Women and Children

Contents

Welcome to The Portland Hospital for Women and Children	2
Your Room	5
Facilities	
Telephone Information	
Hotel Services	6
Front of House	
Room Service	
Housekeeping	
Visitors and Security	8
Visitors	
Infection Control	
Security	
Your Valuables and Personal Belongings	
Caring for your Baby	11
A Daily Guide	
Nursery	
Who's Who	14
Additional Hospital Services	17
Consultant Pediatrician Newborn Baby Check	
Newborn Hearing Test	
Pharmacy	
Physiotherapy	
Going Home	21
Checklist	
Postnatal Services	
Hospital Policies	24



Welcome to The Portland Hospital for Women and Children

Thank you for choosing The Portland Hospital for Women and Children for your healthcare needs. We are confident that with our expert team of medical, nursing and support staff, you will receive the highest standards of care and attention. We aim to create a 'home from home' environment and to ensure our patients are treated with trust, friendliness, respect and concern.



The aim of this booklet is to provide information and an understanding of your care, the services and amenities available and the people who will care for you during your postnatal stay at The Portland Hospital. We work as a multidisciplinary team that includes Midwives, Consultants, Nursery Nurses, Health Care Assistants and Physiotherapists. Your care plan is formulated by you and your team to meet your individual needs.

If you have any concerns during your stay please discuss these with either the Ward Sister or ask to see the Obstetric Unit Manager. It is through your comments and suggestions that we are able to measure our patient care and strive to make improvements. I hope you find the time to complete our patient critique at the end of your stay and participate in our confidential survey which is explained within the enclosed Patient feedback leaflet.

We hope your stay is a pleasant one and provides you with a wonderful beginning to your family life.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter J. Curtis'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Peter J. Curtis
Chief Executive Officer



Your Room



You will receive the highest standards of care and attention. We aim to create a 'home from home' environment.

Facilities

All our bedrooms have:

- En-suite bathroom
- Telephone with direct dial facilities
- Nurse call system
- Remote control television
- Air conditioning

Channels available in your room

A variety of quality, local and international TV channels are available, including:

- BBC 1
- BBC 2
- ITV
- Channel 4
- Sports channels
- Children's channels
- Movie channels
- Arabic channels
- Selected Radio channels

The TV system is being upgraded to provide a broader range of channels and programs. 'Trickplay' will also be available, allowing you to pause, rewind and fast forward in-house movies, ensuring you don't miss any key moments when your doctor or nurse calls.

An information leaflet listing all channels and TV usage instructions will be available in the back pocket of this brochure when the new service is available.

Noise

We try to keep noise levels to a minimum. We would ask, as a courtesy to other users of hospital facilities, that the volume of the radio and television in your room be kept at a moderate level.

Air Conditioning

Please remember if you use the air conditioning you must close the window for maximum benefit.

Telephone Information

Personal Calls

Calls will come directly to you via an automated attendant requesting the caller to dial a number as provided.

If you do not wish to receive external calls, please call switchboard on '0' and ask for incoming calls to be barred. To cancel this, please call switchboard on '0' and ask for the bar to be removed.

For external calls, please dial '9' followed by the number you wish to dial. For international calls please dial '9' followed by the international dialling code and your number.

Telephone Charges

All outgoing calls from your room telephone are chargeable with a few exceptions. Please see the enclosed sheet for charges.

Useful Telephone Numbers

- | | |
|---|---------------|
| • Main Hospital Number | 020 7580 4400 |
| • Switchboard (24 hours) | 0 |
| • Housekeeping/ Reception (24 hours) | 16001 |
| • Room Service | 16140 |
| • Pharmacy | 16121/16122 |
| • Physiotherapy | 16553 |
| • Audiology | 16571/16573 |
| • Obstetric Unit Manager,
Mrs Alex Whitmore-Hewitt | 16309 |
| • PA to Mrs Sabi Khan,
Chief Nursing Officer | 16054 |
| • PA to Mr Peter Curtis,
Chief Executive Officer | 16051 |
| • Audiology for Midwifery
Support Clinic | 16573 |



Hotel Services

Front of House

On Admission

After admission procedures have been completed, a Hospital Assistant will escort you to your room and explain key room features to you.

Newspapers

Reception will call your room in the evening to ascertain if you require a newspaper for the following day. The Times newspaper is complimentary on request. Other newspapers can be requested but will be charged to your account.

Discharge

If you require help with your baggage please call reception on **16001**.

Room Service

Meal Times

Continental breakfast is served from 7:00am - 9:00am

Cooked Breakfast is served from 7:30am - 9:00am (on request)

Lunch is served from 12:00 noon - 1:30pm

Dinner is served from 5:00pm - 7:30pm

Between meal times a room service menu is available serving hot food dishes until 8:30pm. However, a limited service consisting of cold items is available from 8:30pm until 7am.

Menus

We have consulted expert dieticians to advise us on dietary issues and menu creation. To ensure that meal services run smoothly, we request that you have completed and returned your menu at least 1 hour before the meal service starts. Please call Room Service on **16140** for collection of your menu.

Orders placed during the meal service will generally be prepared and delivered after other patients have been served.



Special Dietary Requirements

We can cater for almost all dietary needs.

On admission please call Room Service on 16140 and inform the Catering Supervisor of your needs and room number.

Kosher meals are acquired from Hermolis.

Hermolis have very strict opening hours for ordering and delivery, especially around the Sabbath and Jewish holidays. Please phone Room Service on 16140 for further information.

Halal meat is provided for all Arabic patients.

Other

We provide meals and refreshments for our patients. Meals and refreshments to all other companions, partners, visitors or lodgers are charged to your account. Meal charges are shown on the menu in your room.

Drinking water is provided. If you require your jug to be refreshed please speak to your Midwife or Health Care Assistant. There are chilled and filtered water dispensers on each floor of the hospital for your use.

Housekeeping

Cleaning

You will understand that cleanliness and hygiene are extremely high on our day-to-day agenda. All of our Housekeeping Assistants are Portland Hospital employees and will ensure that your room will be cleaned to a high standard. Please do not hesitate to advise our Housekeeping Manager on ext 16133 if you have any concerns or queries with regards to your room's cleanliness. Rooms are cleaned once daily between 8:00am and 1:30pm. Bins are emptied again in the evening.

If you require a different time or have any other requests, please speak to your Midwife or Health Care Assistant who will inform Housekeeping.

Cleanliness and hygiene
are extremely high on
our day-to-day agenda.



Visitors and Security

Visitors

Partners may visit at any time. We can accommodate your partner to stay overnight in your room on a folding bed. There is, however, a charge for this, which is not inclusive of meals.

Your other 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.

We encourage you to try and rest between 2pm and 4pm every day (baby feeding permitting). Because of this the Postnatal floors are closed to visitors between this time. Please ensure that you advise all your visitors of this in advance.

For security reasons, please ask your visitors to report to the Main Reception to sign in and collect the security passes needed to gain access to the lifts and floors. Visitors are also requested to report to the ward staff at the Reception on your floor before entering your room.

Should you not wish to receive visitors, please inform the nursing staff who will make the necessary arrangements.

Please liaise with family members and nursing staff to ensure that you receive adequate rest during the day. It is advisable to limit the number of visitors at all times – parenthood can be exhausting.

If your visitors hold your baby, ensure that they remove their coats and wash their hands before handling your baby.

Infection Control

There are hand cleansing gel dispensers both inside and outside all rooms. Your visitors should wash their hands on entering your room and then use the hand cleansing gel provided. It is also advisable for visitors to again wash their hands and use hand cleansing gel when they leave your room.

Security

The Portland Hospital pays vigorous attention to the safety and security of our patients and staff.

Whilst we do not envisage that your baby is at risk, there are many measures in place to keep you and your baby safe and secure.

These include:

- Video cameras are placed in strategic areas to allow monitoring and recording of movements within the hospital.
- Personal electronic security tags are issued to all staff and Doctors at the hospital.
- Visitors are required to register at the Front Reception at every visit.
- Visitors are asked to identify themselves to the ward staff on the floor.
- It is mandatory that staff identification badges are worn.



- Two identification bracelets are attached to your baby's ankle, with one having an electronic tagging device. Our staff will ensure that the data on your bracelet corresponds with that of your baby's bracelets when your baby is returned to you from the Nursery.
- Your baby's footprints and your fingerprint are taken.
- Security pass system is installed on the Nursery door.
- Babies are not allowed to be carried around the ward. They are only moved in their cot for security and to minimise the risk of an accident. An exception to this rule is only when you are leaving the hospital and a member of staff will take your baby down with you to the reception area.
- We advise you to take your baby to the Nursery whenever you are leaving your room.

*The most important security measure is **YOU**. Never allow anyone to take your baby unless you are confident of whom they are. If in doubt, do not allow anyone to take your baby and call for help.*

Your Valuables and Personal Belongings

You only need a few belongings during your stay such as toiletries, nightwear, a dressing gown and slippers. If you bring any electrical appliances with you, please ask your Midwife to have them checked by the hospital engineer prior to use.

There is a lockable box in your room but please do not bring an excessive amount of money or valuables with you. We advise you to ask relatives and friends to look after valuables and money as the hospital cannot accept responsibility for loss or damage to your possessions.

The Portland Hospital
pays vigorous attention
to the safety and security
of our patients and staff.



Caring for your Baby



Your midwife is available to offer support and reassurance.

An Every Day Guide

Every Day

You will have a postnatal examination with your Midwife where your blood pressure and temperature will be observed. Your baby will also have an initial examination which includes a weight and head circumference measurement as well as an assessment on movement and colour.

A further check can be carried out by a Consultant Paediatrician, for more information please read page 17.

After Delivery

Your baby will be bathed after they are six hours old (depending on their temperature). This allows your baby time to adjust to their new surroundings before their first bath. We have found that babies bathed earlier may become too cold.

The Portland Hospital believes in giving your baby the best care available. Therefore, in line with professional guidance and research findings regarding possible allergic reactions, we do not recommend the use of lotions, baby wipes or bath products on your baby up to 6 weeks of age. We also do not routinely use nappy creams on babies bottoms unless authorised by your Consultant Paediatrician.

Please find the following information about your postnatal daily care plan for you and your baby during your stay.

Days 2, 4 and 6

Baby

- Your baby will have a 'top and tail', which means your baby will be washed. We will show you how to do this.

Day 2

Mother

If you have had a Caesarean Section you will probably have the following removed:

- Intravenous drip from your arm
- Catheter from your bladder
- Drain from your wound
- Epidural from your back after consultation with your Anaesthetist. (Please note that if your Epidural stays in until the next day your IV Cannula must also stay in.)

We will then help you to have a bath or shower.

Day 3

Mother

- Your blood will be taken to check for anaemia.
- Your breasts may become engorged with milk, feel very hot, hard and uncomfortable. Your Midwife will advise you on dealing with this. We also have a Breastfeeding Lactation Specialist who you can arrange a consultation with. To book an appointment, ask your Midwife or Ward Clerk.
- It is quite common to feel emotional due to the changes in your hormones. Your Midwife is available to offer support and reassurance.

Baby

- Your baby will be weighed today. It is normal for the baby to lose up to 10% of his/her birth weight which they may take up to two weeks to regain.
- Your baby will be bathed and the clamp on the baby's cord will also be removed. You will be asked if you wish to see your baby being bathed.



Days 5-7**Mother**

Caesarean Section Deliveries

- You will have staples or stitches removed from your wound.

Vaginal Deliveries

- Any stitches you may have had often start to feel tight before they dissolve. Sometimes the stitches take a while to dissolve.

Baby

- On day 6, a Guthrie test is carried out on all babies to test for a rare metabolic disorder called Phenylketonuria (PKU) and Hypothyroidism. This involves a heel prick to obtain four drops of blood from your baby.

If you have left the hospital, the Community Midwife will perform this test. You will only be informed of the results if a problem has been detected or a repeat sample is required.

Should you wish to rest for any period, your baby can be cared for in the Nursery.

Nursery

It is beneficial for you to have your baby in your room throughout your stay, which is known as “rooming in”. This involves caring for your baby yourself so that you can get to know your baby, whilst having the reassurance of Midwives and Nursery Nurses available to assist you if necessary. This will increase your confidence with your baby for when you go home.

Should you wish to rest for any period, your baby can be cared for in the Nursery and brought back to you when a feed is needed.

For infection control and security reasons, only the parents of the baby are allowed in the Nursery.

No other visitors are allowed.

The Nursery is closed daily between 4pm and 6pm for cleaning. Your baby will remain with you in your room during this period.





You can get to know your baby whilst having the reassurance of Midwives and Nursery Nurses available to assist you if necessary.

Who's Who



Midwifery Sister

(wears navy with white spots)

- Carries out the same duties as the Midwife but is also the Ward Manager.



Midwife

(wears navy/white stripes)

- The ratio of Midwives to patients is usually 1 to 4, however if your Midwife is busy other Midwives are on hand to help.

Your Midwife:

- Will introduce herself to you at the beginning of her shift.
- Regularly visits you, however do not hesitate to call your Midwife at any time.
- Performs a daily postnatal check for you.
- Advises on feeding and caring for your baby.
- Assists with breastfeeding, following the hospital guidelines.
- Dispenses medication.
- Deals with any problems and queries you may have.



Nursery Nurse

(wears mint green with navy spots)

- Visits from time to time, but is generally in the Nursery.
- Advises on baby care and feeding, including nappy changing, top and tailing, bathing and making up feeds.
- Carries out blood tests on your baby, for example blood sugar, Bilirubin for jaundice and the Guthrie test when requested by your Midwife or Pediatrician.
- Works in consultation with the Midwife.
- Supervises Student Nursery Nurses during their hospital experience.



Health Care Assistant (HCA)

(wears lilac/white stripes)

- Visits whenever needed.
- Assists both the Midwife and Nursery Nurse with their duties.

Student Midwives, Nurses and Nursery Nurses

- We regularly have students at the hospital to observe the Midwives and Nursery Nurses performing their duties.
- We will always ask for your consent before the students observe any of your care.



Physiotherapist

(wears white shirt with a navy trim)

- Visits you at least once during your stay to teach you postnatal exercises.

Consultant Obstetrician and Pediatrician

- Usually visit daily.
- If they are unfamiliar to you, they will introduce themselves to you initially.
- Checks that both you and your baby are well.
- Answers any questions or queries you may have.



Ward Receptionist

(wears burgundy suit)

- Visits as required.
- Delivers your mail and any phone messages to you.
- Co-ordinates Birth Announcements in The Times newspaper.
- Assists the Midwives in the administration of the Ward.





Admission Officer

(wears burgundy suit)

- Deals with the arrangements for your admission and the settlement of your account.
- You will have been assigned an Admission Officer prior to your admission who will have discussed your admission and your financial arrangements. They will have met with you on your arrival if you arrived during normal office hours.
- Your allocated Admission Officer is available for you to talk to during your stay.



Hospital Assistant (Porter)

(wears red shirt and black striped waistcoat)

- Delivers flowers or gifts sent to the hospital for you.
- Helps with your luggage on admission and departure.



Housekeeping

(wears pale blue)

- Visits twice daily, once in the morning to clean your room and once in the evening to empty your bins.
- Your room is not cleaned on your discharge day as the checkout time is 10am.



Catering

(wears black and white with burgundy bow tie)

- Visits many times per day.
- Delivers your meals and drinks.
- Collects your trays and menus.

Others

Anaesthetist

- If your Midwife feels that the Anaesthetist needs to review you, she will arrange this.
- There is a Consultant Obstetric Anaesthetist in the hospital 24 hours a day.

Resident Medical Officers (RMOs)

- Senior Medical Doctor's are available to see you or your baby if medical attention is required and your Consultant is unable to visit. Your Midwife will arrange this if necessary.
- RMOs for both paediatrics and obstetrics are present in the hospital 24 hours per day.

Phlebotomist

- Takes your blood for testing if required.

Agency Staff

- Agency staff may be dressed in slightly different uniform but maintain the standards and behaviour of the permanent staff. If you have concerns or queries, please raise them with your Midwife.

Senior Clinical Managers

- Chief Nursing Officer (CNO) – Ms Sabi Khan
- Head of Clinical Services – Ms Joyce Woolford
- Obstetric Unit Manager – Ms Alex Whitmore-Hewitt
- Obstetric Unit Deputy Manager – Ms Pauline Hargy
- These are Senior Clinical Managers, one of whom should visit you briefly every day. If *any* issues, either clinical or non-clinical, are causing you concern, please do not hesitate to bring it to their attention.

Night Staff

- Our wards are fully staffed during the night to ensure consistent standards of care.
- If your baby is in the care of the Nursery Nurses whilst you sleep, please note that they may need to wake you if your baby requires a feed.





Consultant Paediatrician Newborn Baby Check

Important Information for Patients with Private Medical Insurance

As London's only hospital dedicated to the care of women and children, The Portland Hospital is proud to work with distinguished Consultant Paediatricians. As part of our commitment to providing a quality service, all new parents are invited to accept our recommendation of a newborn baby check by a Consultant Paediatrician.

The check provides a full assessment of the newborn baby including a thorough examination. Its purpose is to detect conditions that are not easily identified during pregnancy and which may affect a baby's health. Paediatricians can also answer any questions you may have about the medical care of your new baby.

This is a service that is greatly valued by parents who use the facilities at The Portland Hospital. It not only provides you with the reassurance that your baby is being carefully monitored, but also establishes an important link with highly qualified Paediatricians that, in our experience, is often maintained throughout a child's early life. The Portland Hospital believes this check to be so important it is now included in the price of our self-pay packages (i.e. for those individuals who are not covered by private medical insurance and who pay for services themselves.)

As with all treatment received and paid for under private medical insurance schemes, it is a patient's individual responsibility to seek authorisation for payment in advance of services provided. Once agreement has been received that an insurer will meet these costs, then the insurers will be invoiced directly by The Portland Hospital.

For those patients whose private medical insurer will not meet the cost of the newborn baby assessment, the optional service is chargeable at £250. This charge will be placed on your hospital account to be settled by you on discharge. Please do not hesitate to contact us if you have any queries or concerns with regards to this or any other part of our service.

The Portland Hospital is proud to work with distinguished Consultant Paediatricians.



Audiology – Hearing Tests for Babies and Young Children

Hearing is essential to communication. In the early years of life children will learn important things about their environment including language and social interaction. A large proportion of this learning is through hearing and consequently the value of early and regular hearing checks in children is universally recognised.

The checks outlined in this leaflet should be performed in sequence to ensure your child's hearing is tested at regular intervals.

A doctor's referral is not necessary for any of these hearing tests, unless it is a requirement of your insurance company. Results are available immediately and reported to your Consultant, Pediatrician or GP.

Hearing is essential to communication. In the early years of life children will learn important things about their environment.

The First Hearing Check

2-3 days after birth

Hearing is measured using a sophisticated technique while your baby sleeps. A small probe placed in the ear records a barely audible response via a tiny microphone, giving information about the hearing for a range of sounds important for understanding speech.

This test requires:

- Approximately fifteen minutes
- Your baby to be asleep
- Quiet surroundings

You will be informed of the test results immediately. This hearing test is available to all mothers who have delivered at The Portland Hospital during their postnatal stay. It can be performed either in the postnatal room or in the nursery if sufficiently quiet. For mums who are discharged over the weekend or choose to stay in the hospital for two nights after their delivery the service is available as an Outpatient appointment.

The Second Hearing Test

At 7-8 months

By now your baby is active and will soon begin their first words. Testing children at this age allows us to detect mild degrees of hearing loss that may not be obvious to you in your child's actions or development progress.



The test requires:

- Approximately thirty minutes
- Your baby to be happy and alert
- A special test booth, available at The Portland Hospital

The second test will be performed as an Outpatient appointment in the Audiology Department.

Contact

These hearing tests are at an **additional cost** and will be charged to your hospital account. For cost charges, further information or to book an appointment, please contact the Audiology department.

When booking an appointment please have your baby's date of birth and the name of the Consultant Paediatrician ready. Telephone the Audiology department on extension **16573**.

The Department is based in the basement at 234 Great Portland Street.

Pharmacy

The pharmacy department is staffed by a fully qualified team of pharmacists and located on the ground floor of the hospital.

Opening hours are:

Monday to Friday	8:30am to 7pm
Saturday	9am to 1pm
Sunday	9am to 12pm

To speak to a pharmacist dial **16121/16122** from your room.

Physiotherapy

The Physiotherapy department offers a wide range of in and outpatient services by specialist women's health and paediatric Physiotherapists. Types of alternative therapies available to soothe and restore new mothers include:

- Massage
- Reflexology
- Bowen Therapy
- Acupuncture services

These are at an **additional cost** and will be added to your hospital account.

The department is based on the 5th floor at 234 Great Portland Street, however the Physiotherapists are available to visit you on the ward during your stay. It can also offer outpatient treatment following discharge from the hospital as well as a variety of Postnatal services such as Pelvic Floor Therapy, Postnatal Mother and Baby groups, Baby Basics and Baby First Aid, and Safety Classes. Please ask your Doctor or Nurse for further information or call the department on extension **16553**.



Going Home



The Portland Hospital offers a comprehensive postnatal service for mother and baby.

Going Home

Your Consultant, together with your Midwife, will advise you when you are ready to go home. Following treatment under general anaesthetic we recommend that someone collects you from the hospital. You should not drive a car for 24 hours following general anaesthetic.

We would request that you vacate your room by 10am to help us accommodate the regular demand for the bedrooms. Your co-operation is requested and appreciated. If leaving later of your own choice, you will be charged an hourly rate up to 6pm after which you will be charged for the full day.

Checklist

Check the wardrobe, bedside furniture and bathroom for personal items.

- Withdraw personal items deposited for safekeeping in a safety deposit box.
- Obtain prescriptions from your Doctor, ensuring you understand the instructions concerning medicines or diet to be followed at home.
- Allow time to collect medicines from the hospital Pharmacy if required.
- Book a follow-up appointment with your Doctor or Consultant.
- Collect discharge letters to appropriate Healthcare professionals.

Postnatal Services

The Portland Hospital offers a comprehensive postnatal service for mother and baby.

Prior to going home your Midwife will:

- Complete your postnatal check.
- Ensure your baby has been weighed and discharged by the Pediatrician.
- Check the address that you are going home to so that we can liaise with the Community Midwife.
- Type a summary postnatal letter on both yourself and your baby for the Community Midwife. A copy of this letter will also be forwarded to your GP and Health Visitor.



Your Midwife will also organise the following with you:

Community Midwife

Your Midwife will telephone the Community Midwives in your area to inform them that you are going home. The Community Midwife will visit you the next day. If she has not seen you by 5pm then please telephone the ward you were on at The Portland Hospital and we will try and get in touch with them again. The Community Midwife will visit you until your baby is ten days old and check that you and your baby are well. Your Midwife will give you a letter to give to the Community Midwife when she visits you at home.

Health Visitor

Your Midwife will send a letter to the Health Visitors in your local area. They will take over from the Community Midwife and visit you to complete your baby's developmental checks until he/she goes to school. They will also advise you of your local Baby Clinic location, where you will be able to get your baby weighed and meet other mothers in the area.

GP

Your Midwife will send a letter to your GP to inform them of your delivery details. It is very important that if you are not registered with a GP, you do so soon after having your baby. The Community Midwife or Health Visitor may be able to suggest a GP in your area.

Accounts

If you hold a credit card, we will have already obtained your authorisation to debit your account for any outstanding balances. All other methods of payment will have been agreed prior to, or on admission. Your Admission Officer will be aware of the agreed method of payment and will call you in your room to finalise the settlement. For credit card payments, receipts will be sent to your home address. Receipts for cash or cheque payments will be given to you before you leave.

Luggage

If you need help with your luggage, a Hospital Assistant is available. Please contact your Midwife or Front Reception on 16001.

Medication

Your Consultant or the RMO will prescribe any medication you need to take home. They can be collected from our Pharmacy Department on the ground floor on the day you go home.

Baby Milk

If you require milk and teats to take home, these are available Monday to Friday between 9am and 5pm from the Cashiers Department on 16027. These can be ordered on the day before discharge and collected at the Front Reception on the day you go home.



Car Seat

This is the safest way of taking your baby home and is a legal requirement. You should ensure that your car is suitably adapted and that you and your partner are familiar with its operation. The Nursery Nurses will give you a Portly Panda soft toy and a Bounty pack with complimentary baby product samples. If you complete the label attached to the pack and return it to the Nursery you will be sent further complimentary samples in the future.

When you are ready to leave your Midwife, Nursery Nurse or Healthcare Assistant will carry your baby down to Reception. In Reception your baby's electronic tag will be removed.

Midwifery Support Clinic

Pregnant ladies and new mothers are invited to share their worries and concerns with our one-to-one midwifery consultations for advice and support on:

- Early pregnancy concerns
- Coping with lifestyle changes
- Postnatal contraception options
- Breast and bottle feeding
- Settling your newborn baby
- Postnatal reviews
- Health checks for baby including PKU tests

The clinic is open for all pregnant ladies and new mothers during the 28 days after birth. Contact the Midwives on **020 7390 6318** to book an appointment. Appointments last 30 minutes and are available between 9am and 5pm on Monday and Friday at The Portland Hospital. Sessions are charged at £75.

Additionally, you may wish to join our Postnatal Mother and Baby Group to meet other new mothers and gain useful parenting advice.

We hope that your stay is a pleasant one and you are reminded that if you have any queries or problems within the first few weeks of going home, do not hesitate to contact us at any time.

Join our postnatal
Mother and Baby Group
to meet other new
mothers and gain useful
parenting advice.



Mobile Phones

It is important that you and your visitors refrain from using mobile phones on the premises, as this may cause problems with hospital equipment.

Smoking

The hospital operates a non smoking policy in the best interest of babies and other patients.

Gratuities

It is our aim to provide you with the highest standards of care in all aspects. Employees are rewarded by knowing that they have helped in your recovery. They do not expect to receive tips or gratuities for carrying out their jobs to your satisfaction. Our policy expressly states that staff may not accept extra payment for services performed and we courteously ask you to assist us in implementing this policy.

Clergy

Your own religious advisor is welcome to visit you while you are in hospital. Ministers of most denominations may be contacted through the hospital and the nursing staff can arrange this should you wish.

Fire Instructions

For your safety the hospital is protected by an automatic fire alarm system. On the floor where the fire is detected and the alarm is raised, there will be a continuous loud ringing bell. The other floors will have a loud intermittent bell.

On Hearing the Alarm

Please stay in your room, or return to it and await instructions from the nursing staff.

- Do not use the telephone or nurse call system to enquire about the alarm.
- When the fire alarm sounds, nursing staff remain in the building to ensure patients' safety and to check that all doors and windows are shut.
- On no account should the lifts be used until the all clear is given.

If You Should Discover a Fire

Raise the alarm, either via a nurse call system in your room or by activating the call point by the nearest fire exit.

Please Note

- The fire exits are located at the front and rear of each floor and are well signposted.
- The fire doors in the corridors are on magnetic holders and will close automatically when the alarm sounds.
- The building is designed with fire compartments to help reduce spread of fire and smoke. This gives time to move patients to safe areas.
- The fire brigade is called immediately when the alarm sounds.
- Should evacuation be necessary, the fire brigade officers and hospital staff will conduct this.

Weekly Test

A weekly fire alarm test is carried out every Tuesday morning around 11am. The test sequence will ring intermittently for a short period.

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.

Services

Internationally renowned for clinical excellence, The Portland Hospital is the only private hospital in London entirely dedicated to women and children. Our specialities reflect this, providing expertise in Obstetrics (Maternity Care), Women's Health and Paediatrics.

Additional clinical services provided are Outpatient departments for both adults and children, Physiotherapy, Audiology, Imaging (x-ray, ultrasound and MRI scanning), Pharmacy and a Theatre suite.

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.

We ensure a high ratio of nursing staff per patient with an average of three to four patients to one Nurse/Midwife. This ratio is increased to one-to-one care in critical areas such as the Neonatal Intensive Care Unit (NICU) and Labour Ward.

Patient Safety and Emergency Care

Patient safety is our main concern. The Portland Hospital has specialists and 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, Resident Consultant Anaesthetists, Resident Medical Officers (RMOs) and experienced nursing staff in the facility appropriate to the care required.

These facilities include a dedicated emergency obstetric theatre, NICU, a Special Care Baby Unit (SCBU) and an adult High Dependency Unit (HDU).

All staff have training in emergency procedures. All clinical staff have been trained in basic life support skills. Many also have skills in intermediate and advanced life support, paediatric advanced life support and newborn life support.

You Have the Right:

- To expect that your confidentiality is respected by all The Portland Hospital 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 Obstetrics Manager.

Data Protection Act 1998

We are committed to meeting the provision 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 ask for information about yourself so that you can receive the proper care and treatment required.
- We keep this information securely with details of your care because it may be needed when we see you again.
- We will 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.

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. This may include using your information for clinical audit and quality monitoring purposes.

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.

Patient Feedback

Our Concern is Quality Care

The Portland Hospital takes your opinions and feelings very seriously. We are continuously striving to improve the service we provide for our users. We understand that in order to achieve this, the feedback from our users is essential.

We are keen to listen to any dissatisfaction you may have experienced when your expectations have not been met at The Portland Hospital. We can then make the necessary changes to ensure our service and care is improved.

In the first instance please bring your dissatisfaction immediately to the attention of the Sister or Obstetrics Manager responsible for your care. It is easier to resolve issues at the time they occur. If the matter is not resolved to your complete satisfaction within a reasonable time period, please refer your complaint to Chief Nursing Officer who will ensure your complaint receives immediate attention.

As previously mentioned, a Senior Clinical Manager will visit you *daily* during your stay. This could be the Chief Nursing Officer (CNO), Head of Clinical Services, Obstetric Unit Manager or Deputy Manager. Please share with them any concerns or queries that you may have regarding your stay and care. If matters still remain unresolved or you wish to put your concerns down in writing, then please address your correspondence to The Chief Executive Officer at the address shown here.

The Chief Executive Officer
The Portland Hospital
205-209 Great Portland Street
London W1W 5AH
Email: info@portland.hcahealthcare.co.uk
(for the attention of the CEO).
PA to the Chief Executive Officer
020 7390 6051
PA to the Chief Nursing Officer
020 7390 6054

If your complaint is verbal, we try to respond immediately or at least within 1 working day if you are still in the hospital. If you have been discharged or your complaint is in writing, the CEO will send you an acknowledgment receipt within 2 working days.

If we need to undertake an in-depth investigation our aim is to reply in 7 days with a maximum response time of 20 days. It can take time to establish the facts and circumstances. It is important that we obtain all the relevant information to make the best response.

If you are not fully satisfied with our handling of your complaint you may refer it to the Healthcare Commission, our regulating body.

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 and any issues immediately addressed.

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.

If You Feel Dissatisfied With the Response

Please let the CEO know and your reasons why. If you feel your complaint is not being investigated properly, you can ask for an internal appeal. This will be undertaken by the Group CEO based at HCA International, 242 Marylebone Road, London NW1 6JL.

There are also 2 additional options for you if you still feel dissatisfied.

Independent Healthcare Advisory Service
Centre Point
103 New Oxford Street
London WC1A 1DU

Healthcare Commission
Independent Healthcare Complaints
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG

How to find us

Contact Details

The Portland Hospital for Women and Children
205-209 Great Portland Street
London
W1W 5AH
Switchboard: 020 7580 4400
Fax: 020 7390 8012
www.theportlandhospital.com

Car Parking

The nearest NCP car park is in Carburton Street. There is also meter parking in the surrounding streets. The forecourt of the hospital is available for arrival and collection of patients only.

Please note that The Portland Hospital is inside the congestion charging zone.

