



Women's Health Services During Your Stay



The Portland Hospital
for Women and Children

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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 stay at The Portland Hospital. We work as a multidisciplinary team that includes Nurses, Consultants, 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 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 that your stay is a comfortable one.

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





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

There is a wide range of TV channels for your enjoyment, including channels:

- 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 be transferred to your room via switchboard. 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 16121/16122/16123
- Physiotherapy 16553
- Head of Gynaecology and Clinical Services, Mrs Joyce Woolford. 16071
- PA to Mrs Sabi Khan, Chief Nursing Officer 16054
- PA to Mr Peter Curtis, Chief Executive Officer 16051



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.

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

Various menus are available depending on your surgery. 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 Nurse or Health Care Assistant. There are chilled and filtered water dispensers on each floor of the hospital for your use.

Housekeeping**Cleaning**

You will appreciate 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 is 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 a day 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 Nurse 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 arrange for your partner to stay overnight in your room on a folding bed, if this is approved by your Consultant. 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 comfort of all our patients.

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.

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. Therefore we have various security measures in place.

These include:

- Video cameras 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 to collect a mandatory visitor's pass. This will restrict access to relevant areas.
- Visitors are asked to identify themselves to the ward staff on the floor.
- It is mandatory that staff identification badges are worn.
- All patients will be given an ID bracelet for the duration of their stay.

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 Nurse to have them checked by the hospital engineer prior to use.

There is a personal safe 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.



Pharmacy

The Pharmacy Department is staffed by a fully qualified team of pharmacists and is 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](tel:1612116122) from your room.

Physiotherapy

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The Physiotherapy Department offers a wide range of in and outpatient services by specialist women's health Physiotherapists. Alternative therapies that are available to soothe and restore women 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 and will visit you following major surgery. It can also offer outpatient treatment following discharge from the hospital. Please ask your Consultant or Nurse for further information or call the Physiotherapy department on extension [16553](tel:16553).



Who's Who



Ward Sister

(wears navy with white spots)

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



Staff Nurse

(wears navy/white stripes)

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

Your Nurse:

- Will introduce herself to you at the beginning of her shift.
- Regularly visits you, however do not hesitate to call your Nurse at any time.
- Performs regular observations on you.
- Dispenses medication.
- Deals with any clinical problems and queries you may have.



Health Care Assistant (HCA)

(wears lilac/white stripes)

- Visits whenever needed.
- Assists Nurses with their duties.

Student Nurses

- We regularly have students at the hospital to observe the 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 as necessary during your stay to teach you exercises to aid mobility.

Consultant Gynaecologist

- Usually visits daily.
- If they are unfamiliar to you, they will introduce themselves to you initially.
- Checks that you are well.
- Answers any questions or queries you may have in relation to your care.



Ward Receptionist

(wears navy suit)

- Visits as required.
- Liaises with you regarding your mail and phone messages.
- Co-ordinates communications between yourself and hospital staff.
- Assists the Nurses in the administration of the Ward.





Admission Officer

(wears striped navy blue 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

- Will visit you pre and post operatively.
- If your Nurse feels that the Anaesthetist needs to review you, she will arrange this.

Resident Medical Officers (RMOs)

- Senior Medical Doctors are available to see you if medical attention is required and your Consultant is unable to visit. Your Nurse will arrange this if necessary.
- RMOs are present in the hospital 24 hours per day.

Phlebotomist

- Takes your blood for testing if required.

Agency and Bank Staff

- Bank staff are Portland Hospital employees and Agency staff are employed to meet peaks in service. Both are screened to ensure that they maintain the same standards and behaviour as that of permanent Portland staff. If you have concerns or queries, please raise them with your Nurse.

Senior Clinical Managers

- Chief Nursing Officer (CNO) – Mrs Sabi Khan
- Head of Gynaecology and Clinical Services – Mrs Joyce Woolford
- Gynaecology Ward Sister – Ms Marie Hill
- These are Senior Clinical Managers, and every effort is made to ensure one will 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.



We hope that your stay
is a comfortable one.

Your Consultant, together with your Nurse, 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 ensure you vacate your room by 10am to help us accommodate the needs and comfort of other clients and to prevent delays in their care. Your co-operation is requested and appreciated. 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 in the personal safe.
- Ensure 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.

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 Nurse 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. Should you be discharged 'out of hours' you will be given an out-patient prescription.

We hope that your stay is a comfortable 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.



Hospital Policies

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 all 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.
- The fire brigade officers and hospital staff will conduct evacuation if necessary.

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.





It is our aim to provide you with the highest standards of care in all aspects.

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 specialties reflect this providing expertise in Women's Health, Maternity Care 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. This ratio is increased to one-to-one care in critical areas such as the High Dependency Unit (HDU), Neonatal Intensive Care Unit (NICU) and Labour Ward.

Patient Safety and Emergency Care (RMOs)

Patient safety is our main concern. The Portland Hospital has specialists and facilities on hand should an emergency arise. In these circumstances you will be cared for by senior doctors such as Consultant Gynaecologists, Resident Consultant Anaesthetists, Resident Medical Officers (RMO's) and experienced nursing staff.

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.

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 Unit Manager.

Data Protection

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 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 the 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 Gynaecology and Clinical Services or Ward Sister. 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 ensure 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.

Should you have trouble accessing the relevant form, please inform the Ward Receptionist who will visit you prior to your discharge from the hospital.

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 you are dissatisfied with the response given 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

Should you remain dissatisfied with the response, the following two external contacts are also available to you:

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.

