



Your stay at a Nuffield Health Hospital.

Patient's Guide: Information about your stay

 **Nuffield Health**
FOR THE LOVE OF LIFE®
Hospitals + Health Checks + Physio + Gyms





Welcome to Nuffield Health Hospitals

We're here to provide all patients with an exceptional experience that combines the very best medical treatment whilst providing every patient with a professional, friendly and caring service in a clean and safe environment.

We have over 50 years experience of delivering healthcare in our network of hospitals and stand alone health screening units around the United Kingdom.

As a not-for-profit organisation, we reinvest all monies to ensure that our range of services is second to none. That allows us to serve individuals and local communities with modern medical procedures, delivering high standards of healthcare in an environment that promotes wellbeing.

You couldn't be in better hands.

All Nuffield Hospitals work to meet the growing demands for affordable acute healthcare throughout the UK, by reinvesting our surplus.

Your time with us

Our people

During your stay with us, we will provide you with all the relevant information you need for total peace of mind.

Our highly qualified and trained staff are on hand to meet your needs, and you can be assured that your treatment will be carried out with professional expertise.

Any Consultant treating a patient at a Nuffield Health Hospital will have been granted 'practice privileges', based on peer assessment of the Consultant's fitness to practice in their particular speciality/area. Each Consultant is appropriately registered with the General Medical Council (GMC).

Your Consultant is backed up by a network of healthcare and management professionals and that will help make your stay worry-free and as comfortable as you would want it to be.





Customer satisfaction

We place you at the centre of our business and want to enable you to make informed choices about your healthcare needs.

To ensure that we meet this, we conduct patient satisfaction surveys and we also hold regular customer focus groups to understand where we can make further improvements.

Continuous monitoring has shown our customer satisfaction score to be 95% and our Net Promoter Score (i.e how likely our customers are to recommend us) is +85*.

We continually strive to improve our services and do not take this high degree of satisfaction for granted.

We look forward to welcoming you to Nuffield Health.

*Scores are based on combined Patient data from November 2014 and April 2015



Before your treatment

Your pre-assessment appointment

Once the decision has been made to bring you in for surgery, dependant on your procedure you will either be invited to attend the hospital for a pre-operative Health MOT or a nurse will contact you via telephone to ask you questions about your health to ensure you are fit for surgery.

If you attend the hospital for a pre-operative Health MOT we will perform some routine tests and you will be able to continue with your daily activities afterwards. You will also receive a full printed out document all about your current health status which includes advice on a healthy lifestyle and ways of minimising risks that can contribute to cardiovascular disease.

This pre-assessment is crucial, providing us with all the relevant information that enables us to provide you with the right type of care. It highlights any issues with your current health that may cause a problem and also identifies things such as allergies to latex or specific drugs.

Undertaking a pre-assessment is vital to make sure you are well enough for your surgery and to confirm that you understand everything that will happen during and after your procedure and the best way to aid your recovery.

Getting ready for your treatment

There may be certain preparations that you must make before your treatment; for example, if your treatment involves having a general anaesthetic, you should not eat or drink anything for 4-6 hours before your operation.

You will receive a letter shortly before you are admitted outlining specific pre-operative advice.

If you are a diabetic, your preparations will differ slightly. If you do not receive a letter, please call us and we will advise you. The phone number is on the hospital site guide.

Similarly, should you become ill, however mildly, before you are admitted, please contact us to let us know of your condition at the earliest possible opportunity, as it may affect your planned treatment.

It is essential that you inform us of any special requirements or conditions that you may have, such as allergies, so that we do not unwittingly expose you to a risk during your time at the hospital. We take these responsibilities very seriously indeed, for your own safety and wellbeing.

What to bring with you

During your stay we will provide you with all the conveniences you would expect, such as fresh linen, hand and bath towels. We advise that you bring the following for your stay, whether admitted for day care, overnight or longer:

- Toiletries
- Hairbrush, comb and shampoo
- Toothbrush & toothpaste or denture cleaner
- Shaving equipment
- Sanitary wear
- Nightwear and underwear
- A pair of non-slip slippers or shoes
- Casual, loose clothing to wear during the day
- A favourite toy or comforter, if your child is being admitted

We advise against bringing valuables into hospital. If attending as an outpatient, there are generally no specific items to bring with you. You will be contacted, should this be otherwise.

Of course, every individual has a unique set of circumstances and our staff and your GP or Consultant will give specific advice relevant to your condition. If you do have any further queries not covered here please don't hesitate to contact us.



Your medicines

If you are taking any medicines, please bring them with you in their original labelled container.

Give all medicines to your nurse, together with any documentation from your GP, such as a repeat prescription form. Please also bring any non-prescription medicines that you are currently taking, such as those purchased from a pharmacy, supermarket or from the internet, including herbal or homeopathic products. You will be encouraged to self administer your medicines as soon as you are well enough and your medicines will be returned to you upon discharge.

There may be changes in your medication requirements following your procedure and, with your consent, we can dispose of any medicines you brought into hospital but no longer require.

During your stay

In most cases you will be advised not to take alcohol or sedative drugs for the 24 hours following your operation, unless prescribed. Details of follow-up appointments will either be given to you during your stay, or sent to you via post by your Consultant.

If you are a day care patient, and are due to have a general anaesthetic or sedation, please arrange to be collected. Your escort will be given a time to ring for information on when to pick you up.

It is generally advised that you should not drive until at least 24 hours after your operation, and that a responsible adult is with you during this time.

Consent and living wills

You will always be asked to consent to any procedure which you may undergo, some of which must be given in writing. Your Consultant may have discussed this with you at your initial consultation, but, in any event, written consent must be given prior to treatment. More information on the consent process is detailed in a separate leaflet, which will be made available to you. It is very important that you read and understand this, prior to coming into hospital. An advance directive or 'living will' is a document which gives patients the opportunity to make choices about future medical care or intervention, should they be mentally incapacitated to make their own decisions. If you have a living will, please inform your doctor, as it is important that your wishes are discussed and noted in your records.

Your spiritual needs

If you would like to be visited by a religious or spiritual representative during your stay, please let your nurse know as soon as possible, so that this can be arranged.

Hospitals that treat children

Parents will be given detailed information prior to their child coming into hospital, including what to bring and what to expect whilst the child is in our care. Everything is done to make children feel assured and happy during a stay.

Other considerations

In compliance with the law, smoking (including electronic cigarettes) is not permitted either in the buildings or in the hospital grounds, and we thank you in advance for your cooperation in this. The use of mobile phones is also restricted.





Once you're back home

Rest and relaxation

The right balance between rest and activity is the key to a successful recovery. It is perfectly normal to feel tired after your treatment and rest and relaxation help the body to recover naturally.

Your Consultant, or our nursing staff, will advise you on the levels of activity and exercise to take, following your procedure.

Generally, you should avoid tight clothing, including belts and underwear; loose garments are generally more comfortable and easier to put on.

Healing takes its own time

The healing process has several stages. If you have a wound following your treatment, you may experience tingling, numbness or itching, and possibly a little discomfort as it heals. These experiences are perfectly normal. Please don't rub creams or lotions into your wound unless your doctor has advised you otherwise. If the symptoms persist and become increasingly worrying, you should contact the hospital nursing team for advice.

When taking a bath, or a shower, it can be reassuring to have somebody else in the house to help you, should the need arise. Unless otherwise advised, it is quite safe to get your wound wet two or three days after your treatment.

Eating and sleeping

Due to the recovery process, you may lose your appetite. It's important of course that you do eat, and small meals taken regularly are one way to ensure you receive adequate nutrition. Try to drink plain or flavoured water as this will help keep you hydrated. If taking new medicines, check with your doctor that it is safe to drink alcohol.

Changes in your routine and discomfort resulting from your operation, along with the fact that you may be resting at different times, may alter your sleep patterns. Your normal sleeping habits will return in time.

Further advice

There are lots of different aspects to consider as part of your successful recovery. These include such things as diet, work, driving, and sexual activity. Even things such as going to the toilet can change and you will be advised by your doctors and nurses of all eventualities and actions to be taken.

At Nuffield Health Hospitals we pride ourselves on providing all our patients with information and ongoing care once they have left hospital. Should you have any issues, queries or problems concerning your recovery, do not hesitate to contact us. We will provide you with all the assistance you need. If you have any suggestions or comments about this guide, please let your local Hospital Director or Matron know.

Complete healthcare with Nuffield Health

Nuffield Health is the largest trading healthcare charity in the UK and holds a unique position in the health sector. Unlike other private healthcare providers, Nuffield Health is a UK independent not-for-profit organisation. We're solely focused on and motivated by the quality, scope and availability of the care we provide.

At Nuffield Health, we focus on the provision of fully integrated care, bringing together our Hospitals, Clinics and Fitness & Wellbeing centres into a 'Complete Health and Wellbeing' offering. By fully integrating prevention and cure, we continue to deliver a cohesive, seamless and highly personalised healthcare service.

Our growing health network

Founded in 1957 as a healthcare enterprise, Nuffield Health has more than 10,000 health experts providing medical, wellbeing and fitness services to patients, consumers and employers. Our national network includes:

- 31 hospitals
- 123 operating theatres
- 77 Fitness & Wellbeing centres
- 4 medical centres

Helping people like you get healthy and stay that way

Our state-of-the-art equipment, expert doctors and Consultants, caring nurses and Matrons are dedicated to the care and wellbeing of each and every patient. In 2014, we carried out hospital procedures including:

- Orthopaedic procedures, reducing pain and increasing mobility
- General surgical procedures
- Ophthalmic procedures improving sight
- MRI scans

We work hard to ensure that every individual is treated with respect, dignity and, above all, the best possible care. Our hospitals aim to get people fit and healthy so they can enjoy a good quality of life back in their own homes.

We believe making the best choices in health and wellbeing is easier when you have all the information you need at hand. At Nuffield Health, we're here to help.

If you'd like to find out more about our range of health services and offerings, visit **nuffieldhealth.com**.

The Nuffield Health Promise

Our prices are all-inclusive.*

We will equal any comparable price.**

There are no time limits on your aftercare. ***

Don't wait. Contact us now.

Nuffield Health Hospitals.



0845 619 9144



nuffieldhealth.com

* Initial consultation(s), diagnostic scans/tests and investigations required to establish a diagnosis are not part of your procedure price.

** Not including Private Patient Units at NHS hospitals. Local area defined as within 15 miles of your chosen Nuffield Health hospital. We will match against written quotes only.

*** Where necessary, we promise to assist you to receive any follow up advice, treatment or care that is clinically required. Where a prosthesis is required for your procedure, this is guaranteed for the manufacturer's expected prosthesis lifetime. Clinically required indicates where further intervention and/or monitoring of your condition is deemed necessary as a direct result of your procedure. The Nuffield Health Promise applies for patients paying for themselves and excludes fertility services.

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For further information:

In England you should contact
Care Quality Commission:



03000 616161



cqc.org.uk



enquiries@cqc.org.uk



National Correspondence, Care Quality Commission,
Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA

In Scotland you should contact
Healthcare Improvement Scotland:



0131 623 4300



healthcareimprovementscotland.org



christine.hill2@nhs.net



Gyle Square, 1 South Gyle Crescent,
Edinburgh EH12 9EB

In Wales you should contact
Healthcare Inspectorate Wales:



0300 062 8163



hiw.org.uk



hiw@wales.gsi.gov.uk



Government Buildings, Rhedycar Business Park,
Methyr Tydfil CF48 1UZ

Inspection Reports: The most recent inspection reports prepared by the above bodies can be found on their website or please request a copy from the Hospital Director