



London Bridge Hospital

BEFORE YOUR STAY





London Bridge Hospital

WELCOME

Welcome to London Bridge Hospital, this guide is intended for patients who require surgical treatment. We will do everything we can to make your stay as comfortable as possible and prepare you for your visit.

Please take the time to read as it contains important information about:

- How to prepare yourself for your treatment/operation.
- What to expect during your stay.
- Being discharged home.
- Advice for carers.

BEFORE YOU COME INTO HOSPITAL

You will have already seen a doctor in an outpatient clinic and they have decided that you require an operation or procedure as a day case.

Please complete the Patient Self Assessment Form, and admission/registration form making sure all details are correct, and post back in the supplied pre-paid envelope. If you do not think the Patient Self Assessment Form will reach us in time for your admission, please bring the form with you.

Prior to admission it is imperative that you advise your insurance company of your admission to gain pre-authorisation.

If you have any questions about your insurance or payment methods you can contact our Pre-Admissions Officer on **020 7234 2243**.

If you have any queries about your Admission Date or Time, please contact your Consultant or your Consultant's secretary or our Reservations Department: Telephone **020 7234 2942** or **020 7234 2943/2180**

USEFUL TELEPHONE NUMBERS...

Main Reception	020 7407 3100
Reservations	020 7234 2942
Patient Accounts	020 7234 2949/2948/2854
Catering	020 7234 2042
Second Floor	020 7234 2271 / 2530 / 2249
Third Floor	020 7234 2350 / 2349
Fourth Floor	020 7234 2430 / 2431
Fifth Floor	020 7234 2550 / 2549 / 2571
Intensive Care Unit	020 7234 2113
Intensive Care Unit (2)	020 7234 2011
Day Surgery Unit	020 7234 2581 / 2631
Middle-East Department	020 7234 2459
X-Ray	020 7234 2558 / 2773
Outpatients	020 7234 2107 / 2122
GP Liason	020 7234 2009



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Visitors and Escorts:

There are no restrictions on visiting times, but please remember that other patients may wish to rest or sleep. It is important for your visitors to be considerate towards other patients so please restrict your visitor to a maximum of two at any one time.

Children are welcome to visit, but must be supervised by an adult at all times.

Calls from friends or relatives can be made to a private phone by your bed. Alternatively call main switch board on **020 7407 3100** and ask to be put through to the room.

The person taking you home is welcome to phone the Hospital to check what time you will be ready for going home. Telephone: **020 7407 3100**.





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How can I get involved in my own care?

We encourage patients – and their relatives or carers – to get involved with their care at every point.

The nurse who admits you will discuss and plan your care with you and tell you what preparations need to be made before the treatment. They will also tell you what to expect when you come back to the ward, for example, they will tell you if you will be on a drip or any other equipment.

Please mention any special needs you may have; it is also a good idea to let the ward team know if you have or you are a carer.

Your Care Plan will be left in your room; please feel free to discuss your care with your nurse and ask any questions you may have.

What happens when I am admitted to hospital?

A member of the team will show you to your room and explain the facilities available, including how to operate the nurse call system, lighting, television and radio.

A nurse will then ask you a series of questions to get a clear picture of your condition. You may also be examined by a hospital doctor and asked to undergo some tests.

Why do you keep asking me the same questions?

We have to confirm certain details are correct, as part of our checking procedure. This is standard practice for any patient having an operation as we have to ensure the correct procedure is carried out. We do know who you are and why you are in hospital, but want to double-check our information.

What if I'm coming in for a colonoscopy?

The rules are different for colonoscopy patients, as it is important you have a clean bowel for the procedure – check with your consultant's secretary to see how long you should fast for. There are no restrictions on the amount of water you can have, so feel free to drink as much as you like, however you should stop drinking water two hours before your procedure.

Can I use my mobile phone?

No – mobile phones cannot be used in clinical areas, and should be turned off as they affect the medical equipment. They may only be used in the ground floor area or in the lift lobbies on each floor.




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TRAVELLING TO LONDON BRIDGE HOSPITAL

DIRECTIONS: London Bridge Hospital is situated on the South Side of the Thames. We are next to London Bridge mainline and underground stations with easy access to the city.

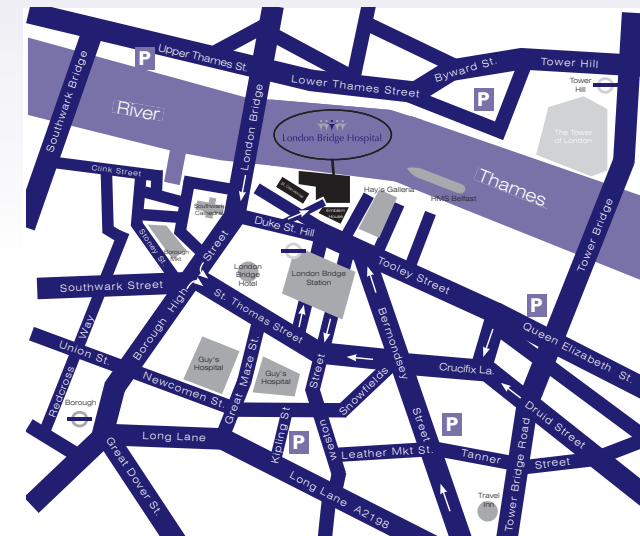
TRAIN: London Bridge Station is serviced by trains from Kent and Surrey and offers direct connections to Charing Cross, Cannon Street, Waterloo East and Blackfriars Stations. Trains also connect directly on the Thameslink line.

UNDERGROUND: London Bridge Station is on the Jubilee Line and Northern Line (City Branch).

BY CAR: There are no car parking facilities available at the hospital. There is limited parking nearby. Patients can be dropped off and collected by car or taxi outside the main door of the hospital, where 15 minute parking is available.

TAXI: The hospital reception can book taxis for patients and visitors through our local taxi company, alternatively black cabs are available at London Bridge Station.

BUSES: There are numerous buses that pass by the hospital on Tooley Street or from London Bridge or outside the main entrance of London Bridge Station.





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PLEASE BRING IN WITH YOU:

- Any tablets, medicines, inhalers that you are currently taking.
- Dressing gown and slippers will be supplied, you can bring in your own if you prefer.
- Any toiletries you may require.
- Glasses/contact lenses, cases and solutions.
- Something to help you pass the time such as book, magazines, puzzles etc.
- X-rays, scans and any other appropriate reports or letters
- Insurance documents
- HCA hospital ID card
- Credit/debit card or other payment method

VALUABLES:

Please do not bring jewellery, or large sums of money. If this is unavoidable, please ask your relative or friend to look after them. London Bridge Hospital cannot be held responsible for any loss or damage to property brought into the Hospital.

What Should I Wear?

Wear loose, comfortable clothes, cotton underwear and flat or low-heeled shoes.

In Day Surgery you will have a locker next to your bed space for your personal possessions. This space is limited; please only bring with you what you will need. This can be locked and the nurse will look after the key for you while you are having your operation or procedure.

If you are in a single room there is a small safe available or the nursing staff can lock your room whilst you are having your operation.

WHAT TO EXPECT DURING YOUR STAY;

Waiting Time:

Although you will have been given a provisional time for surgery, the order of the operating list is not confirmed until the day of admission by the surgeon.

On the day of your procedure you must allow time for the admission process, procedure and your recovery time. You should expect to spend a minimum of 5 hours or most of the day with us. Depending on your procedure/surgery you could spend anywhere between 2-8 hours on the relevant unit.

Privacy and Single-sex Accommodation:

In the Day Surgery Unit, **All** rooms are shared. Each room will have 2 – 4 patients. The bed spaces are separated by curtains to provide some privacy. Each room will only ever be single-sexed.

If you feel that you would want to discuss your proposed treatment in a more private place, ask the nurse assigned to you.

Please do not hesitate to contact us if you have any questions you wish to discuss further with a nurse prior to your admission.



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HOW TO PREPARE YOURSELF FOR YOUR SURGERY/PROCEDURE

Any instructions given to you are of great importance. It is your responsibility to ensure you follow the instructions given for your own safety or your operation could be postponed or cancelled on the day.

All patients who are having a Colonoscopy will be given instructions on bowel prep, diet and fasting, being nil by mouth. Please make sure that you follow the instructions given to you by your consultant.

THE FOLLOWING IS APPLICABLE IF YOU ARE HAVING GENERAL ANAESTHETIC OR SEDATION:

If your operation is in the morning

- DO NOT drink alcohol 24 hours before your admission, as it will alter the effects of an anaesthetic or sedation.
- You must not have anything to eat or drink after 1:00 am; this includes chewing gum and sweets.
- You must not smoke on the day of your surgery.
- Take or cease taking any medication as instructed by your consultant.

If your operation is in the afternoon

- You must have nothing to eat or drink after 7:00 am this includes chewing gum and sweets.
- You must not smoke on the day of your surgery.
- Take or cease taking any medication as instructed by your consultant.

THE FOLLOWING IS APPLICABLE IF YOU ARE HAVING A LOCAL ANAESTHETIC:

- You do not need to starve before your operation, so you may have a light meal up to two hours before you attend the Hospital.
- Take or cease taking any medication as instructed by your consultant.

PLEASE REMEMBER TO ARRANGE:

- A responsible adult to take you home by Taxi or Car.
- A responsible adult to look after you overnight after your operation.
- A contact phone number of your friend or relative.
- Childcare for your children.

BEFORE YOU COME IN YOU MUST:

- Have a bath or shower
- Remove all make-up and nail varnish

