



# London Bridge Hospital

27-29 Tooley Street, London SE1 2PR

Tel: 020 7407 3100

Web: [www.londonbridgehospital.com](http://www.londonbridgehospital.com)



London Bridge Hospital

# INPATIENT DIRECTORY



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# A WORD FROM OUR CEO

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**Dear Patient,**  
**Welcome to London Bridge Hospital.**

## MISSION STATEMENT

Above all else, we are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high quality, cost-effective healthcare to the communities we serve.

In pursuit of our mission, we believe the following value statements are essential and timeless:

- We recognise and affirm the unique and intrinsic worth of each individual
- We treat all those we serve with compassion and kindness
- We act with absolute honesty, integrity and fairness in the way we conduct our business and the way we live our lives
- We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.

Our aim is to make your stay as comfortable as possible and free from the anxieties often associated with hospital treatment.

I hope the enclosed information will be helpful in answering any questions you may have regarding our facilities. Our staff will also be pleased to help with any queries.

We welcome comments from patients, as your feedback will help us to improve our service. Please take a few minutes to let us know what you think about the hospital's facilities and services by completing the patient questionnaire in your room.

If you have any comments regarding the London Bridge Hospital Inpatient Directory, please contact me.

I wish you a comfortable and speedy recovery.

Yours sincerely,

John Reay  
Chief Executive Office  
London Bridge Hospital



# STATEMENT OF PURPOSE

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**London Bridge Hospital is a 138-bed acute care facility, located on the south bank of the river Thames, close to the City of London.**

It consists of a main acute hospital with adjacent outpatient and administration buildings. St Olaf House is contiguous with the main hospital with direct links at three levels. This building is open from 8.00am to 8.00pm and houses further outpatient consultation rooms with

diagnostic services, a Cardiac Catheter lab with recovery facilities, an Endoscopy Unit and Day Surgery Unit.

London Bridge Hospital enjoys a worldwide reputation for medical excellence with specialties ranging from simple day case procedures to complex cardiac surgery and acute medicine, all of which are supported by dedicated Intensive Care and High Dependency Units.

## **A WIDE RANGE OF CONSULTANT SPECIALISTS HOLD ADMITTING PRIVILEGES COVERING:**

- Allergy
- Anaesthetics
- Blood Disorders
- Bowel Cancer Screening
- Breast Care Surgery
- Cancer Services
- Cardiology
- Cardiothoracic Surgery
- Clinical Genetics
- Colorectal Surgery
- Critical Care Medicine
- Dermatology
- Endocrine Surgery/Endocrinology
- ENT Surgery
- Gastroenterology/Endoscopy
- Gender Reassignment Surgery
- General Internal Medicine
- General Surgery
- Genito-Urinary Medicine/Sexual Health
- Gynaecology
- Haematology
- Hepatology/Liver Medicine
- Imaging Services
- Liver, Biliary and Pancreas Surgery
- Lupus
- Neurology
- Neurophysiology
- Neurosurgery
- Occupational Health Medicine
- Oral Maxillofacial Surgery
- Orthopaedic Surgery
- Outpatient Services
- Pain Management
- Palliative Care
- Plastic Surgery
- Podiatry
- Psychiatry
- Renal Medicine/Dialysis
- Respiratory/Chest
- Rheumatology
- Speech and Language Therapy
- Sports and Exercise Medicine
- Thoracic Surgery
- Urology
- Vascular Surgery

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All Consultants practising at the hospital are on a Specialist Register of the General Medical Council and insured by the Medical Defence Union. All clinical staff are registered by their appropriate registrative college and abide by the HCA Code of Conduct.

We provide ten medical registered doctors on-site to ensure all patients have access to a doctor 24 hours a day. These include doctors trained in Clinical Care. We nurse inpatients in individual rooms and, on average, nurse ratios are 1:4 on the Floors and 1:1 in Critical Care Units. Please note, inpatients in Critical Care are not nursed in single rooms, however, isolation rooms are available if there is a clinical need.

We employ Nursing and Midwifery Council Registered Level 1 nurses with additional staff provided by the company's nurse bank on an 'as and when' required basis. All staff are trained in basic life support; the majority are also qualified at an advanced level.

There is a nominated Senior Sister on duty at all times who is responsible, in the Chief Nursing Officer's absence, for the nursing service.

Nursing staff maintain the patient's right to privacy, dignity, religious and cultural beliefs and confidentiality at all times and are mindful of the needs of relatives and carers.

Nursing documentation is systematic, computerised, individualised and research based. Patients are encouraged to comment on the quality of the nursing services in the patient feedback questionnaire.

We also employ Allied Health Professionals such as physiotherapists, radiographers and cardiac physiologists who are all highly skilled within their area of expertise.

We participate in national cardiac and critical care outcome databases, the National Joint Register and undertake numerous internal audits of clinical care and customer satisfaction.

**The registered manager is:**

John Reay, Chief Executive Officer  
London Bridge Hospital  
27 Tooley Street  
London SE1 2PR

**Tel: 020 7407 3100**



# THE LONDON BRIDGE HOSPITAL MANAGEMENT TEAM

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John Reay

Chief Executive Officer

Tony Greenwood

Chief Financial Officer and Chief Operating Officer

Shirley Edwards

Chief Nursing Officer

Sheila D'Abreu

Hotel Services and Operational Projects Manager

Bijal Shah

Chief Human Resources Officer

Dr Kamal Ahmed

Medical Director



# PATIENT'S CHARTER

## – YOUR RIGHTS UNDER OUR CARE

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### **You have the right:**

- To expect that your confidentiality is respected by all 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.
- London Bridge Hospital will arrange for an independent patient advocate to contact you if requested.

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 Department Manager.

# THE CONTROL AND PREVENTION OF HEALTHCARE ASSOCIATED INFECTION ADVICE

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**At London Bridge Hospital, we are very proud to have extremely low infection rates. Our Infection Control Nurse works closely with all of our staff to minimise the risk of infection to our patients and we would encourage you to also take an active role in helping us to continue to maintain our standards.**

Measures are in place to ensure that you are protected to the best of our ability. These measures include mandatory training in infection prevention and control, for all staff.

London Bridge Hospital takes a proactive stance on the eradication of MRSA. It is known that approximately 30% of the population carries MRSA in their nose, all patients who are admitted to a bedroom or to a designated high risk area such as the Renal Dialysis Unit, will be

screened for the micro-organism. If the screen should return a positive result, the Consultant in charge of your case may wish you to commence eradication treatment, which will consist of an antiseptic wash, a powder and a nasal ointment. This is a protective measure and should not be a cause for concern.

Most patients are nursed in a single room, with en suite facilities, which minimises the risk of transmission of infection. Please note, patients nursed in the Critical Care Unit will usually not be nursed in single rooms, although isolation rooms are available if required.

There is alcohol hand sanitiser available throughout the hospital and all staff and visitors are encouraged to use this on entry and exit to all areas.



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## Ways that you can help to reduce the risk of infection:

### PATIENTS

- Before arrival and on admission, please inform the nursing staff of any recent illness such as diarrhoea, vomiting or infections that have required any antibiotics.
- Wash your hands before meals and after using toilet facilities, if you are unable to get to the bathroom to do this, please ask your nurse to provide you with wipes.
- Do not touch any of your wounds, cannula dressings or catheters and drains.
- Report any loose, soiled or wet dressings to the nursing staff to ensure they are changed.
- If clothing becomes soiled or wet, please change into clean clothes, your nurse will help you with this should you require assistance.

### VISITORS

- Ask visitors to stay away from the hospital for 48 hours if they have been, or are feeling, unwell.
- Ask your visitors to use the alcohol hand sanitiser on arrival to your room.
- Do not allow visitors to look at or touch your wound and cannula sites.
- Do not allow visitors to sit or rest on your bed.
- Ask visitors to use the designated toilet facilities should they require them, do not allow them to use your bathroom.

- Please ask your visitors to change out of their uniform before visiting you if they work in an environment where they have close contact with other people or animals e.g. nurses and vets.

Cleaning practices are regularly monitored and all areas audited to ensure that high standards are maintained and that guidelines and policies are current and being adhered to.

If you should wish to talk to the Infection Control Nurse, please speak to a member of staff who will contact the nurse on your behalf.



# DATA PROTECTION

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**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 proper care and treatment.
- 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 purposes. For example, to plan for the future so that the hospital runs legally and effectively and can account for its actions.
- You have a right of access to your health records according to the guidelines set out in the Data Protection Act 1998 and the Health Records Act 1990. Should you wish to see your records, please write requesting this to our Medical Records Officer at the main hospital address.

Sometimes, the law requires us to pass on information, for example to notify a birth.

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.

Whenever we can, we shall remove the details that identify you. The sharing of some types of very sensitive personal information is strictly controlled by law.

Occasionally, we may use some data that relates to your care as part of our quality programme, for example, as part of a clinical audit. Please be assured that all data used is completely anonymous and no detail that identifies you will be revealed.



# WHY YOU SHOULD WEAR A WRISTBAND WHEN YOU ARE STAYING IN HOSPITAL

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**A wristband is used to identify you during your hospital stay. It is essential to wear a wristband (also known as an identity band) with your accurate details on it as it ensures that staff can identify you correctly and give you the right care.**

## IN THE HOSPITAL

It should be explained to you, either in a pre-admission letter or when you are admitted to hospital, that you are expected to wear a wristband at all times to ensure your safety during your stay.

A member of staff will put two wristbands on you as soon as you are admitted to the ward and you are advised to wear these throughout your stay. At London Bridge Hospital, we use two wristbands in case one has to be removed for a procedure and these will be put on each wrist. The wristbands will include all essential information about you that the staff need to confirm your identity.

If you have an allergy, you will be given red identity bands containing your details to wear throughout your stay. This will alert staff to the fact that you have an allergy.

The member of staff will check that the details on the band, including the spelling of your names and date of birth, are correct before putting them on you. Throughout your stay, your details will be checked by a member of staff before you undergo any procedure and they will ask you to confirm your name and date of birth on several occasions to ensure that we give you the right care at all times.



## HOW CAN YOU HELP?

You can help by checking the wristbands very carefully before they are put on your wrists to ensure the details and spellings are correct. Please take your time to do this, as it is very important that these details are correct. If the information on your wristband is not correct, please tell your nurse.

If you do not have a wristband, please ask a member of staff for one. If it comes off or is uncomfortable, please ask a member of staff to replace it.

# CLINICAL AND MEDICAL SERVICES

**The hospital provides treatment for a wide range of conditions and has a number of in-house services to provide you with the care and support you need during your stay.**

## DIETITIAN

The hospital's dietetics team is available to see patients requiring diet and nutritional advice as part of their treatment.

## IMAGING SERVICES/X-RAY DEPARTMENT

The hospital has an extensively equipped imaging services/X-ray department which includes CT scanning, MRI scanning, ultrasound, X-ray equipment, mammography and nuclear medicine.

## PATHOLOGY

Most tests are dealt with by our own on-site laboratory.

## PHYSIOTHERAPY

A team of specialist physiotherapists are available to care for you on both an inpatient and outpatient basis.

## THEATRE AND DAY SURGERY

Having an operation, no matter how routine, can be stressful for patients. We appreciate that many patients have fears and anxieties about what will happen to them in the operating theatre. Talking the procedure through with a member of the theatre team can alleviate these anxieties.

If you wish to discuss your forthcoming operation with a member of the theatre team, please inform your ward nurse who will arrange this for you.

## PHARMACY

The Pharmacy Department is located on the ground floor of Emblem House. It provides a pharmacy service to all patients and wards within the hospital. All members of the department are highly trained individuals and are there to help with any questions you may have regarding your medication.

### HOURS OF SERVICE

Monday	9.00am – 5.30pm
Tuesday	9.00am – 6.30pm
Wednesday	9.00am – 6.30pm
Thursday	9.00am – 6.30pm
Friday	9.00am – 5.30pm
Saturday	9.00am – 12.30pm

A senior pharmacist will visit the ward, Monday to Friday to check through your medication chart. Please use this time to ask any questions that you may have regarding your medication.

**Please note the following information regarding your pharmacy service:**

## TAKING MEDICINES WHILST IN THE HOSPITAL

Whilst you are in the hospital, your medication will be administered by the nursing staff.

## IF YOU HAVE BROUGHT YOUR OWN MEDICATION INTO HOSPITAL

If you bring your own medication, including any herbal or natural remedies, you must let your nurse or pharmacist

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know. You should not take any medication yourself without checking with the nurses, doctors or pharmacists first.

It is hospital policy that all medication must be stored safely in a locked cabinet so your medication may be taken by the nurses or pharmacists and stored until you leave hospital, when all relevant medication will be returned to you.

If you use a Dosette or pillbox to help you take your medication, you will not be able to continue doing so whilst in hospital. It will be stored by the nursing or pharmacy staff and returned to you on discharge.

## WHEN LEAVING THE HOSPITAL

The Pharmacy Department will prepare all the medication that you will need to take home with you. You need to collect this medication from the Pharmacy on your way out of the hospital unless you are leaving out of Pharmacy hours or on a Sunday or Bank Holiday, in which case you will be given the medication on the ward.

If you collect your medication from the Pharmacy, a member of the Pharmacy team will explain it to you. If you have any questions regarding any of the medication, do not hesitate to ask.

Any of your own medication that we have been storing will be returned to you at this time.

We will always endeavour to have your medication ready. However, there may be a very small possibility that a prescription is written by the doctor when the Pharmacy is closed (late in the evening

or on a Sunday). In this case, the hospital will issue you with a prescription that can be obtained from any Pharmacy. A list of Pharmacies that are open late can be found overleaf.

## IF YOU ARE COVERED BY AN INSURANCE COMPANY E.G. BUPA, PPP, AXA

Please note: If an insurance company is covering your hospital stay, the medication you need to take home is not covered. You will have to pay for this yourself, unless you are, or have been, receiving chemotherapy at the hospital.

You will usually be issued with a 7-day supply of medication to take home, allowing you enough time to obtain further supplies from your GP. If you are unable to get to your GP within 5 days (if you are going away or going to stay with a relative), then let your pharmacist know and an appropriate supply can be arranged.

Please ask the pharmacist if you have any questions or concerns regarding this.

## IF YOU ARE AN NHS PATIENT

Your NHS Trust will cover a 7-day supply of medication to take home.

## IF YOU ARE A PATIENT FROM THE MIDDLE EAST

The Kuwait Health Office (KHO) will only pay for 7 days' medication to take home.

If you are from Egypt, a 7-day supply will be covered.

All other patients, please check with the pharmacist.

# CLINICAL AND MEDICAL SERVICES

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## LOCAL PHARMACIES

**If you need a prescription outside of the Pharmacy's opening hours, your Consultant or the hospital's Resident Medical Officer will issue you a prescription which may be obtained at the following:**

Boots the Chemist Unit 8-11, Hays Galleria London SE1 2HD Mon-Fri Sat Sun Tube station: London Bridge Station	<b>020 7407 4276</b>  7.45am – 6.15pm 9.00am – 5.00pm Closed
Boots the Chemist 73 Piccadilly London W1J 8HS Mon-Fri Sat Sun Tube station: Green Park Station	<b>020 7409 2982</b>  7.30am – 7.30pm 9.00am – 7.00pm 11.00am – 5.00pm
Boots the Chemist 11 Octagon Arcade London EC2M 2AB Mon-Fri Sat Sun Tube station: Liverpool Street Station	<b>020 7374 0092</b>  6.30am – 10.00pm 9.00am – 7.30pm 10.00am – 7.30pm
Harfeur Chemist 108 Tower Bridge Road London SE1 4TW Mon-Fri Sat Sun Tube station: London Bridge Station	<b>020 7407 0051</b>  9.00am – 6.30pm 9.00am – 6.00pm Closed
Tesco Pharmacy 1 Humphrey Street London SE1 5HG Mon-Fri Sat Sun	8.00am – 10.00pm 8.00am – 10.00pm 8.00am – 4.00pm

If the Pharmacy can be of any further help to you, please do not hesitate to contact us on extension **42047** or **42048**.

# YOUR ROOM

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## CONTROL PANEL

The Nurse Call System/Room Control, which is situated by the side of your bed, works as follows:

**Orange button:** Press to request attendance by the nurse.

**Yellow button:** This controls the bedside light. Press to switch on and off.

**Yellow button:** This controls the main bedroom light. Press to switch on and off.

## HOUSEKEEPING

Your room will be cleaned on a daily basis by our in-house staff between 7.00am and 4.30pm. Fresh linen will be provided each day and extra bed linen can be provided on request.

To maintain our high standards of cleanliness, we may need occasional access to your room for the following:

- Flooring cleaning
- Drape cleaning
- Net curtain and blind cleaning

Sufficient notice will be given when access is required.



# YOUR ROOM

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## MAINTENANCE

Access may be required to your room for regular maintenance and repairs. Sufficient notice will be given when access is required.

For any immediate repairs, please ask your nurse to contact an engineer.



## TELEVISION

Television, movies on demand and radio are available in each patient's room. The television is operated by remote control. The current range of channels available is displayed on the TV screen.

## TELEPHONE

The telephone in your room is for your personal use and the extension number is shown on the telephone. To obtain a direct line to make an outgoing call, dial '9' then the number required. For overseas calls, please contact reception by dialling '0'. Please note: Freephone cards will not work through our switchboard.

Telephone calls are charged to your account at premium rate. Please note: telephone calls are not included in your medical insurance cover.

If you have any problems making a call, please contact reception on '0' who will be glad to assist you.

**Please note:** Incoming calls cannot be made directly to patient rooms. Callers must go through the main switchboard.

**Tel: 020 7407 3100.**

Please refrain from using mobile phones in the clinical areas as they have been known to interfere with specialist monitoring equipment. Mobile phones may be used in other areas and there is a pay phone available in reception. Telephone charge cards are also not permitted in the hospital.

# STAFF YOU WILL MEET DURING YOUR STAY

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**Our team of nurses have the specialist skills to support both you and your family during your stay. If, at any time, you have a query or concern regarding any aspect of your stay, please let a member of staff know who will do their best to help you.**

You will meet a variety of staff during your stay from a wide range of departments. All staff wear photo identification badges and are distinguishable by their uniforms:

## **FEMALE NURSING STAFF:**

Senior Nurse Manager and Clinical Nurse Specialist:

Sister and Junior Sister:

Staff Nurse:

Healthcare Assistant:

Navy tunic with purple piping

Navy tunic with lilac piping

Purple tunic with navy piping

Lilac tunic

## **MALE NURSING STAFF:**

All have white tunics with epaulettes denoting their grades based on the above colour schemes.

## **OTHER STAFF:**

Administration Staff

Cardiac Physiologists

Cath Lab Staff

Physiotherapists

Radiographers

Suits

Blue scrubs

Blue scrubs

Navy blue trousers with white t-shirts or tunics

Theatre scrubs



# HOTEL SERVICES

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## IN-ROOM PATIENT MEALTIMES

Continental breakfast available from **7.00am to 9.00am**

Cooked breakfast on request, available from **7.30am to 9.00am**

Lunch served from **12.30pm to 2.00pm**

Dinner served from **5.30pm to 7.00pm**

## MENUS

In addition to our regular mealtimes, you and your visitors can choose to dine in the comfort of your own room from 9.00am to 8.30pm.

You can select meals from our range of starters, main courses and desserts. If you have a request for particular dishes that are not shown on the menus, please contact the Catering Supervisor.

As well as providing carefully balanced meals with fresh seasonal ingredients from our Room Service Menu, we are always happy to prepare special meals at your request. All meals are cooked to order, ensuring they reach you in their optimum condition.

Your waitress will collect your completed order at least one hour before meals are served for a smooth and efficient service. We aim to deliver your order within 30 minutes of your request.

Meals are also available for your visitors from the Room Service Menu, which has a selection of light meals and beverages including wines, champagne, beers and soft drinks. If you would like to order from the Room Service Menu, the cost will be added to your account.

Please call Room Service by dialling **42042** at any time to check on the progress of your order.

The catering team are committed to providing a first-class service, your satisfaction is our main priority. If you are in any way unsatisfied with the Catering Service, please dial **42042** and ask to speak to the Hotel Services Supervisor.

## SPECIAL DIETARY REQUIREMENTS

All meat used in our meals for the restaurant and room service is Halal meat. Our Kosher meals are supplied from specialist caterers, Hermolis. Please note: Hermolis have specific opening hours for ordering and delivery, especially around the Sabbath and Jewish holidays – please contact us for more information.

You can contact your dietitian via your nurse or, alternatively, call extension **42042** to discuss your specific requirements between 8.00am and 8.00pm.

London Bridge Hospital menus have been nutritionally analysed by the Dietetic Department to ensure they meet guidelines established by the British Dietetic Association. This ensures that patients' nutritional requirements can be met appropriately during their stay in the hospital.

Specific dietary requirements vary widely between patients (e.g. low fat, high protein or low salt). Therefore, in order to help you make an informed choice when selecting food items, the lunch and dinner menu have been coded according to their nutritional content.

## CODING

### **HH – Healthy Heart**

Healthy Heart choices are low in total fat, saturated fat, sugar and salt.

### **LS – Low Salt**

Low Salt choices have less than 0.45g salt (or 20mmol sodium) for each meal item. Suitable for patients that require a low salt intake.

### **HE – High Energy**

High Energy choices are high in calories. Suitable for patients with a poor appetite and/or wishing to gain weight.

### **V – Vegetarian**

Vegetarian choices contain no meat, poultry or fish but often contain other animal products such as eggs and dairy foods.

### **LK – Low Potassium**

Low Potassium choices are appropriate for patients on a potassium-restricted diet. This diet is often recommended for patients with kidney impairment.

### **HK – High Potassium**

High Potassium choices are NOT appropriate for patients on a potassium-restricted diet. This diet is often recommended for patients with a low potassium level.

## ALTERNATIVE MENUS

There are also alternative menus available for Arabic patients or for those who are struggling with eating and drinking (perhaps due to nausea or lack of appetite).

**Arabic Menu** – meals typical to the Arabic culture.

**Light Diet Menu** – light, plain meals/snacks suitable for patients starting to eat following surgery and those suffering from nausea/vomiting.

**Nourishing Diet Menu** – high calorie, high protein meals for patients with a poor appetite and those keen to gain weight.

**Nourishing Drinks Menu** – high calorie drinks for patients with a poor appetite and those keen to gain weight.

**Diabetic Snack Menu** – snack menu available to all Diabetics (all items suitable for promoting good control of blood glucose levels).

**Diabetic Stickers** – to ensure all hospital staff involved in your care are aware of Diabetic patients, we feel it is necessary to place an orange 'Diabetic' sticker on each patient's name card outside their door. Please let a member of staff know if you are not happy to disclose this information.



# GENERAL INFORMATION

**Our main reception desk is open 24 hours a day and the receptionist will be happy to help with any enquiries you may have.**

## DISCHARGE INFORMATION

Your consultant will agree your discharge date. On the day of discharge we would, in normal circumstances, expect your room to be vacated by 10.00am.

## EMAIL MESSAGES

From the hospital's website ([www.londonbridgehospital.com](http://www.londonbridgehospital.com)) it is possible for your friends and relatives to send you an email message. These are printed off daily (Monday to Friday only) and delivered to your room.

## FACSIMILES

If you wish to send a fax, please contact the Ward Receptionist.

## FIRE ROUTINE

For your safety, there is an automatic fire detection system installed throughout the building with very sensitive smoke

and heat detectors. Please be aware that aerosols (e.g. hairspray, deodorant) can set off the detectors so we advise patients to confine the use of these types of items to the bathroom. If you discover a fire, please alert a member of staff and sound the alarm using one of the call points which are situated all around each ward area.

In the event of an emergency, please note the following:

- Remain in your room with the door closed. If it is not possible for you to close your door, a member of staff will do it for you.
- A designated hospital fire team will attend the scene.
- The fire brigade is called automatically from main reception.
- You will receive further instructions and assistance if evacuation is deemed necessary.
- Do not put yourself or others in any danger.

Please note: The fire alarm system will sound each Tuesday at 10.00am as part of our Planned Maintenance Programme.



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## LOST PROPERTY

If property is lost or found, please contact the main reception desk immediately.

## NEWSPAPERS

Newspapers are available on request at the time of admission. If, at any time during your stay, you wish to change or you require any additional newspapers, please contact the main reception by dialling '0'.

## PATIENT SERVICE

Please take the time to complete our Patient Satisfaction Questionnaire which is in your room information pack. Let us know what we have done well and where you feel we can concentrate our efforts to improve.

If you have any concerns regarding the service you are receiving from us during your stay, please inform your nurse immediately who will contact the appropriate manager.

If the issue is not resolved or explained to your satisfaction, feel free to contact the PA to the Hotel Services Manager on extension **42234**. Out of normal office hours, you can contact the Duty Hospital Manager via your ward staff.

## PORTERING

On your admission, our Porterage staff will accompany you to your room and explain all the facilities. When you leave, please contact your nurse to arrange a porter for assistance with your baggage.

## POSTAL SERVICE

Incoming mail is delivered to your room daily. Please hand any stamped mail to your nurse who will deliver it to our post room. Deliveries such as flowers and hampers should be directed to our main reception and the Porterage staff will deliver them directly to your room.

Please note: Unfortunately, we are unable to accept deliveries for patients in High Dependency or Critical Care Units.

## SMOKING

London Bridge Hospital operates a No Smoking Policy throughout the building and premises. Even though we know this may be difficult for some patients and visitors, your co-operation with this policy will be appreciated.

## VALUABLES

London Bridge Hospital cannot be held responsible for any loss or damage sustained to property brought into the hospital. We therefore advise patients and visitors, where possible, to leave valuable items at home.

Safe Deposit boxes are available in all inpatient rooms, for small items only, i.e. jewellery, cash, cheque book and cards. This service will have been offered to you on admission.

## VISITORS AND SECURITY

All visitors are welcome and should report to the main reception desk on entering the hospital and to the nurse station before entering your room. We ask that visitors leave the hospital by 10.30pm unless staying overnight.

# TRANSPORT AND PARKING

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## TRAINS

London Bridge is serviced by trains from Kent and Surrey and has direct connections to Charing Cross, Cannon Street and Waterloo Stations. Connex South Eastern and South Central Trains provide these services. For further information, please telephone National Rail Enquiries (24 hours) on **08457 484 950**.

## UNDERGROUND

London Bridge Hospital is located opposite London Bridge Underground Station, which is on the Northern Line (City branch) and the Jubilee Line.

## BUSES

The following bus routes stop at London Bridge: 21, 22A, 48, 344, P3, P11, 17, 43, 501, 521 and X43. For further information, please call **020 7222 1234**.

## TAXIS

Please call reception by dialling '0' if you would like us to arrange a taxi for you or your visitors. Demand can be heavy during peak periods so we will gladly make advance bookings to reduce your waiting time.

## PARKING

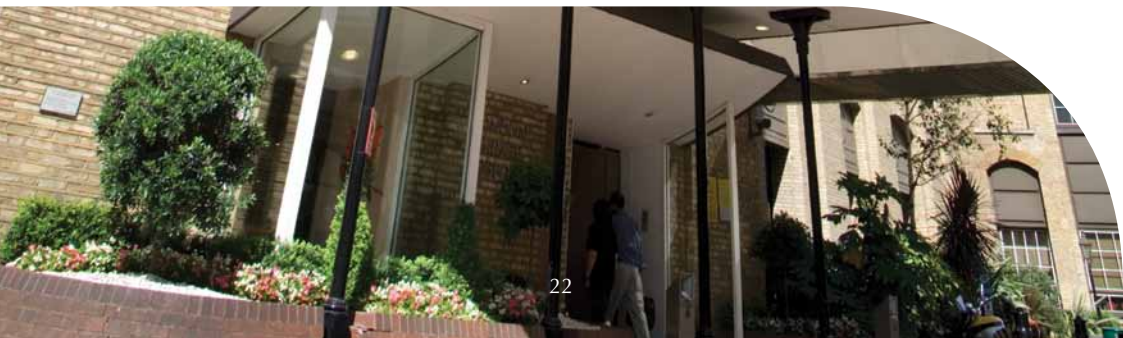
We do not advise patients or visitors to bring their cars to the hospital due to the difficulties in parking in the London Bridge area during the day. We have a drop-off and collection area outside reception – for parking in excess of 30 minutes, please use the Snowfields (NCP) on Kipling Street which is open all day, every day. Call **0845 050 7080** or visit **[www.ncp.co.uk](http://www.ncp.co.uk)**.

The Union Car Park is right next to London Bridge Station on St Thomas Street, and open from 6.30am to 7.00pm, Monday to Friday. Saturday, 9.00am to 5.00pm.

Please note: There is no right hand turn from Borough High Street onto Duke Street Hill.

Please note: London Bridge Hospital falls within the Central London Congestion Charging Zone. It operates from Monday to Friday between the hours of 7.00am until 6.00pm. To find out more and how to pay, log on to **[www.cclondon.com](http://www.cclondon.com)** or call **0845 900 1234**.

**Maps and directions to London Bridge Hospital are available from reception.**





## PATIENT FEEDBACK

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Patient satisfaction with the services provided by the hospital is highly important and any comments made are used to continually improve the service.

Every inpatient and day case patient is asked to complete a Patient Satisfaction Questionnaire, the results of which are regularly reviewed. A summary of this report is available on request.

Should a patient, relative or visitor wish to complain about any aspect of the service, the Registered Manager should be contacted at the address on page 5. If for any reason, the complainant wishes to complain to, or seek advice from, an independent body, they should contact:

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

**Tel: 03000 616161**

**Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

**[www.cqc.org.uk](http://www.cqc.org.uk)**

## HCA INTERNATIONAL

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London Bridge Hospital is part of HCA International, an American company which owns and operates around 173 hospitals in the USA and the UK. Michael Neeb is the President and CEO of HCA International.

HCA (Hospital Corporation of America) was founded in 1968 in Nashville, Tennessee by the Chairman, Mr Tomas S Frist and his late father, Tomas S Frist Senior MD.

The HCA International group has an international reputation for excellence in healthcare. HCA International is the largest private hospital group in London with six world-class acute hospitals, a major orthopaedics and sports medicine centre and HCA Laboratories.

**Registered Provider:**

HCA International Ltd  
242 Marylebone Road  
London NW1 6JL

# COMPLAINTS POLICY

## – HOW TO RAISE AN ISSUE OR CONCERN

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**We hope you find your stay at London Bridge Hospital to be comfortable and that you do not have any complaints about the care you receive. However, we ask that if you do encounter any problems, however small, you tell us.**

We are continually striving to improve our service and care and your comments and feedback will help us to do this.

If possible, please tell us of your concerns while you are in the hospital. Patient Satisfaction Questionnaires are available in all patient rooms and can also be obtained from the nursing stations on the ward. Each one is read and noted and action is taken as required.

Each ward has a manager. Please ask to speak to them directly – they are always happy to help. Alternatively, you may wish to write to the hospital's Chief Executive Officer:

Mr John Reay  
London Bridge Hospital  
27 Tooley Street  
London SE1 2PR

**Email us at: [Info.lbh@hcahealthcare.co.uk](mailto:Info.lbh@hcahealthcare.co.uk)**, for the attention of the CEO.

### WHAT HAPPENS NEXT?

If your complaint is verbal, we try to respond immediately or at least within 24 hours.

If your complaint is in writing, the Chief Executive Officer will acknowledge receipt within 48 hours.

After investigation into the complaint, you will normally be sent a full reply within 20 working days. It can take time to establish the facts and circumstances. If this is likely to take longer than 20 working days, the Chief Executive Officer will advise you of this. If the issue is still not resolved, it will be addressed by the President and CEO of HCA International.

In severe circumstances, you can take your complaint directly to the Care Quality Commission, National Correspondence, Citygate, Gallowgate, Newcastle upon Tyne NE1 4PA.

**Tel: 03000 616161**  
**Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**  
**[www.cqc.org.uk](http://www.cqc.org.uk)**

We welcome your comments regarding the content of this directory. Please write to the Chief Nursing Officer, or call extension **42021** with your suggestions.

# INTERNATIONAL DEPARTMENT

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**We have a great deal of experience in meeting the cultural needs of patients from many countries. The International Department at London Bridge Hospital is committed to providing high quality services for overseas patients and a member of the Department is available to provide assistance with translations, special dietary needs, and accommodation and transport arrangements for both you and your family.**

The International Department services include the following:

- The Department is open Monday to Friday from 8.30am until 7.30pm and a 24-hour emergency service is available outside these hours and at weekends.
- The International Department provides a vital service to all non-English speaking patients and acts as a liaison and interpreter between

patients, consultants, ward staff and other departments. The International Department staff are also on hand to deal with any problems or complaints if they arise.

- Our chefs offer a separate Middle East menu and other room services include Arabic language TV and newspapers.
- The patients' visitors and relatives also receive help; for example, arranging transport both to and from the hospital and/or airport, and locating suitable accommodation.

## CONTACT

If you require any assistance, please contact the International Department on extension **42459**.

Alternatively, call reception (dial '0') and ask for bleep **013, 014 or 017**.



## تعليمات عند حدوث حريق

للحفاظ على سلامتك ، يوجد في جميع أرجاء المستشفى وكذلك في غرفتك جهاز إنذار للحريق يعمل أوماتيكيا وحساس جدا للحرارة والدخان. نحذرك أن البخاخ مثل (بخاخ الشعر وتحت الذراع) يمكن أن يتسبب في إطلاق إنذار الحريق ولذلك نحن ننصح المرضى عدم استعمال أى من هذه الأشياء في الحمام وكذلك التدخين.

إذا اكتشفت حريق فيجب أن تبلغ أحد الموظفين ، وأن تضغط على جهاز الإنذار الموجود في كل جناح في المكان المخصص له.

وفي حالة الطوارئ أرجو إتباع الآتى:

- إنتظر بالغرفة والباب مغلق إذا كنت لا تستطيع غلق الباب فسيقوم أحد الموظفين بذلك نيابة عنك.
- هناك فريق للحريق خاص بالمستشفى سيقوم باللازم.
- قسم الإستقبال سيقوم بالإتصال برجال الإطفاء في الحال.
- سوف يعطى لك المعلومات ومساعدتك إذا كان هناك ضرورة لإخلاء المكان.
- لا تضع نفسك أو غيرك في خطر.
- خطة للإخلاء موجودة على باب غرفتك من الداخل.

ملاحظة:

سوف نقوم بتجربة جهاز إنذار الحريق كل يوم ثلاثاء الساعة العاشرة صباحا وهذا حسب الخطة الموضوعه.

اكتبوا الى المدير التنفيذي للمستشفى:

John Reay  
London Bridge Hospital  
27 Tooley Street  
London  
SE1 2PR

ارسلوا لنا على البريد الإلكتروني:-

[Info.lbh@hcahealthcare.co.uk](mailto:Info.lbh@hcahealthcare.co.uk)

ماذا يحدث بعد ذلك:-

إذا كانت شكاكم شفهية، سنحاول الاستجابة على الفور، او على الاقل خلال 24 ساعة

إذا كانت شكاكم مكتوبة، سيقوم المدير التنفيذي بالاقرار بتسليمها خلال 48 ساعه.

بعد التحقيق في الشكوى، عادة مايرسل اليكم ردا مستفيضا خلال 20 يوما. يمكن ان يستغرق التحقق من الوقائع والظروف بعضا من الوقت. اذا كان من المنتظر ان يستغرق ذلك اكثر من 20 يوما فسوف يخطركم المدير التنفيذي بذلك.

إذا كنتم غير راضين عن طريقة التعامل مع الشكوى، يمكنكم التقدم بشكوى مباشرة الى:-

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

الهاتف 03000616161

ميثاق المريض:-

لديكم الحق في ان:-

يتم مخاطبتكم باسمكم / لقبكم

تصان كرامتكم وخصوصياتكم الشخصية

تعاملوا بما يتفق وتقاليدكم الثقافية والدينية وينطبق ذلك على عائلتكم

يتم تحويلكم الى متخصص في مجال الرعاية الصحية يحظى بقبولكم

تتلمسوا رايًا اخر حول خيارات التشخيص والعلاج. بالاتفاق مع مستشاركم او الممارس العام

يتم موافقتكم بشرح واضح عن حالتكم وعن اي علاج او فحوصات او اجراءات مقترحة , بما في ذلك المخاطر والبدائل. وذلك قبل ان يطلب منكم الموافقة على سير الاجراءات وان توقعوا على استمارة قبول.

يتم ابلاغكم مقدما، كلما امكن، عن اي تغيير لتاريخ او وقت علاجكم او اي خيار اخر.

تتاح لكم سجلاتكم الطبية ( طبقا لقانون اتاحة السجلات الصحية لعام 1990 ) وان تتأكدوا ان المعلومات المسجلة في سجلكم الصحي سوف تبقى سرية لمن يقومون برعايتكم.

تطلب موافقتكم على المشاركة في الابحاث. فاذا قررتم الاثشاركوا، فلن يؤثر ذلك على علاجكم او رعايتكم باي شكل كان.

تختاروا ان كنتم ترغبون او لا ترغبون ان تتم رعايتكم بواسطة طاقم تحت التدريب الطبي

يتم التحقيق في اي شكوى طبية او غير طبية وفقا لسياسة شكوي اتش سي اي

تومن مستشفى لندن بريدج باهمية الابحاث والتدريب الطبي لتنمية الرعاية الصحية عالية الجودة تنمية متواصلة.

لهيئه المستشفى الحق في ان يتوقعوا منكم ومن عائلتكم ان تعاملوها بنفس الاحترام والكياسة التي تتوقعونها لانفسكم.

### سياسة الشكاوى- كيف توجهون النظر الى موضوع او شكوى

نرجو ان تكون اقامتكم في مستشفى لندن بريدج مريحة وان لا تكون لديكم اي شكوى حول الرعاية التي تتلقونها، مع ذلك، نطلب منكم عند مواجهة اية مشكلات، مهما كانت صغيرة ان تخبرونا عنها.

فنحن نسعى دائما لتحسين خدماتنا ورعايتنا لكم، لذا فان تعليقاتكم وافادتكم لنا بالاراي ستساعدنا على القيام بذلك.

الرجاء اخبارنا، ان امكن عما يشغلكم اثناء وجودكم بالمستشفى. توجد استمارات استبيان رضاء المريض في كل غرف المرضى كما يمكن الحصول عليها من نقاط التمريض الموجودة في كل جناح. وسيتم قراءة وتدوين كل منها واتخاذ الاجراء اللازم حسب الحاجة.

يوجد مدير لكل جناح. الرجاء طلب التحدث معهم مباشرة- وسيسعدكم دائما ان يساعدكم.

يحافظ طاقم التمريض على حق المريض في المحافظة على خصوصياته وكرامته ومعتقداته الدينية والثقافية واسراره وذلك في كل الاوقات مع مراعاة احتياجات الاقارب ومن يقومون برعاية المريض.

يتم توثيق اجراءات التمريض حسب منظومة محددة, بالاستعانة بالكمبيوتر, ووفقا لحالة المريض مع اتاحة امكانية البحث.

يتم تشجيع المرضى على التعليق على مدى جودة خدمات التمريض وذلك في استبيان الافادة براي المريض.

هذا ونساهم في قاعدة البيانات القومية لجرارات البالغين, وفي السجل القومي لطب الاورام, كما نقوم بالعديد من التفتيقات الداخلية حول الرعاية السريرية وعن مدى رضاه العميل.

**المدير المسجل هو:**

John Reay  
London Bridge Hospital  
27 Tooley Street  
London  
SE1 2PR  
02074073100 هاتف

**اتش سي ايه انترناشيونال**

مستشفى لندن بريدج يتبع اتش سي ايه انترناشيونال, وهي شركة امريكية تمتلك وتدير حوالي 200 مستشفى في الولايات المتحدة الأمريكية, المملكة المتحدة وسويسرا.

مايك نيب هو رئيس شركة اتش سي ايه انترناشيونال ورئيس مجلس ادارتها. وقد قام بتأسيس الشركة السيد توماس اس فريست رئيس مجلس ادارة اتش سي ايه انترناشيونال ( شركة المستشفيات الامريكية) ووالده الراحل توماس اس فريست كبير الاطباء, وذلك في عام 1968 في ناشفيل بولاية تينيسي.

ان مجموعة اتش سي ايه انترناشيونال تتمتع بشهرة دولية لتمييزها بشهرة دولية لتمييزها في مجال الرعاية الصحية. وكذلك فان اتش سي ايه هي اكبر مجموعة مستشفيات خاصة في لندن حيث لديها ست مستشفيات لرعاية الحالات الحرجة على مستوى عالمي, ومركز رئيسي لجرارة تقويم العظام والطب الرياضي ومعامل اتش سي ايه.

ان اتش سي ايه انترناشيونال دائما تسعى الى توفير احدث التكنولوجيات والتدريب لصالح المرضى, والعالمين والاطباء ابتداء من احدث معدات رسم القلب التي توضح تطور امراض القلب قبل ظهور الاعراض بفترة طويلة, وصولا الى التصوير ذو الزمن الحقيقي ثلاثي الابعاد للجنين داخل الرحم.

**الجهة المسجلة القائمة بتقديم الخدمة:**

HCA International Ltd  
242 Marylebone Road  
London NW1 6JL  
www.hcainternational.com

## بيان الغرض المنشود

مستشفى لندن بريديج هو مستشفى لرعاية الحالات الحرجة ويحتوي على 114 سرير، ويقع على الضفة الجنوبية لنهر التيمز بجوار لندن.

مستشفى لندن بريديج يتمتع بشهرة عالمية لتميزه الطبي بالتخصصات التي تتراوح ما بين جراحات اليوم الواحد ، الى جراحات قلب معقدة وطب الحالات الحرجة وكلها مدعومة برعاية مركزة متخصصة وبوحدات العناية المركزة . يتمتع عدد كبير من الاستشاريين المتخصصين بحق السماح بادخال المرضى الى المستشفى وذلك في التخصصات التالية:-

جراحة الاعصاب	التخدير
الطب المهني	جراحة الثدي
طب الاورام	جراحة القلب
جراحة الفم	جراحة القولون والمستقيم
جراحة تقويم العظام	الامراض الجلدية
التحكم في الألم	الاذن والانف والحنجرة - الراس والعنق
الرعاية بالمسكنات والمخففات	طب الغدد الصماء
العلاج الطبيعي	طب الجهاز الهضمي
جراحة التجميل	اعادة تعيين الجنس
طب الاقدام	الجراحة العامة
طب الامراض النفسية	الطب التناسلي البولي و الصحة الجنسية
الطب الكلوي	امراض النساء
جراحة الكلى	طب الدم
طب التنفس / الصدر	طب الكبد
طب الروماتيزم	الرعاية المركزة
الطب الرياضي	جراحة الكبد وجراحة الكبد والبنكرياس والمرارة
جراحة الصدر	طب الاعصاب
طب الجهاز البولي	طب فسيولوجيا الاعصاب
جراحة الاوعية الدموية	

جميع الاستشاريين الذين يعملون في المستشفى مدونة اسمائهم بسجل اخصائي المجلس الطبي العام ويتم التامين عليهم من قبل نقابة الحماية الطبية. جميع افراد الطاقم الطبي مسجلين لدى كلياتهم المختصة المعتمدة ويلتزمون بقواعد السلوك الخاصة بشركة المستشفيات الامريكه اتش سي اي

يتواجد دوما بالمستشفى ثمانية اطباء من المسجلين للتأكد من توفر التخصص الطبي لجميع المرضى طوال 24ساعه في اليوم. ويتضمن ذلك اطباء تم تدريبهم على رعايه الحالات الحرجة. وكذلك نقوم بتمريض جميع المرضى المقيمين في غرف مستقلة، ويبلغ متوسط نسبة الممرضات 4:1 بالادوار و 1:1 في وحدات الرعاية الحرجة.

نحن نوظف ممرضات وقابلات مسجلات لدى المستوى الاول ، مع طاقم اضافي يقوم بنك التمريض التابع للشركة بتوفيره على اساس كيفما وحينما يتطلب الامر . جميع افراد الطاقم الطبي مدربين على المبادئ الاساسية لدعم الابقاء على الحياة، كما ان معظمهم ذوي مستوى متقدم الكفاءة.

كما ننواجد في جميع الاوقات ممرضة كبيرة يتم تعيينها لتولي المسؤولية عن خدمات التمريض عند غياب رئيسة الممرضات.

عزيزي المريض

مرحبا بك في مستشفى لندن بريدج

#### بيان رسالتنا

نحن ملتزمون فوق كل شئ برعايه وتحسين حياة الانسان. ومع اقرارنا بهذا الالتزام فاننا نسعى لتوفير رعاية صحية ذات جودة عالية، وفعالة من ناحية التكلفة للمجتمعات التي نخدمها.

وفي سعينا وراء تحقيق رسالتنا ونحن نؤمن ان المبادئ التالية حيوية وصالحة لكل زمان:

نحن نقر ونؤكد القيمة الفريدة والجوهرية لكل شخص

نحن نعامل كل من نخدمهم برحمة وبعطف

نحن نتعامل بصدق تام وبزاهة وعدل فيما يتعلق بادراتنا لاعمالنا وبطريقة سلوكنا في حياتنا

نحن نثق في زملائنا كاعضاء لهم قيمتهم ضمن فريقنا للرعاية الصحية ونتعهد بان يعامل بعضنا البعض بولاء واحترام ووقار.

هدفنا هو ان نجعل فترة اقامتكم مريحة قدر الامكان وخالية من المشاكل المرتبطة في كثير من العلاج في المستشفيات.

ارجو ان تساعد المعلومات المرفقه في الرد على ايه اسئلة قد تكون لدينا عن مرافقتنا. كما ان موظفينا يسعدكم مساعدتكم بالرد على اية استفسارات.

نحن نرحب بتعليقات المرضى، حيث ان افادتكم لنا بالرأي ستساعدنا في تحسين خدماتنا، فالرجاء تمضية بضعة دقائق لاطلاعنا على رأيكم حول مرافق المستشفى والخدمات بها، وذلك بملء استمارة استبيان رأي المريض الموجودة في غرفتكم.

اذا كانت لديكم اية تعليقات حول دليل المرضى المقيمين بمستشفى لندن بريدج، الرجاء الاتصال بي:-

اتمنى ان تستعيدوا صحتكم بسرعة وبدون معاناة.

وتفضلوا بقبول فائق الاحترام والتقدير.



جون ري  
المدير التنفيذي