



**HCA Hospitals**  
World-Class Healthcare

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V1/06/14



LEADERS IN  
ONCOLOGY  
CARE  
at London Bridge Hospital

## Contents

Introduction	3
Services and Facilities	5
Our Team	6
Additional information	9
Billing	11
Data Protection	12
Professional Standards	13
How to find us	14
Opening hours	14

## Introduction

The Leaders in Oncology Care LLP at London Bridge Hospital (LOC@LBH) offers a comprehensive day case chemotherapy service and oncology outpatient department. LOC@LBH is intrinsically linked with other support services provided by London Bridge Hospital. These include:

- Inpatient facilities
- Pharmacy
- Imaging
- Pathology
- Dietetics

LOC@LBH is located at 29 Tooley Street, and is accessed via the main hospital forecourt. The Concierge will be able to direct you to the correct building.

For further information call +44 (0)20 7234 2009, visit [www.londonbridgethospitals.com](http://www.londonbridgethospitals.com) or [www.theloc.com](http://www.theloc.com)



## Services and Facilities

- 12 day case patient chairs
- Complementary therapy room
- Disabled access lift
- Four consulting rooms
- Pharmacy
- Private room for patient assessment



### Chemotherapy and other cancer treatments

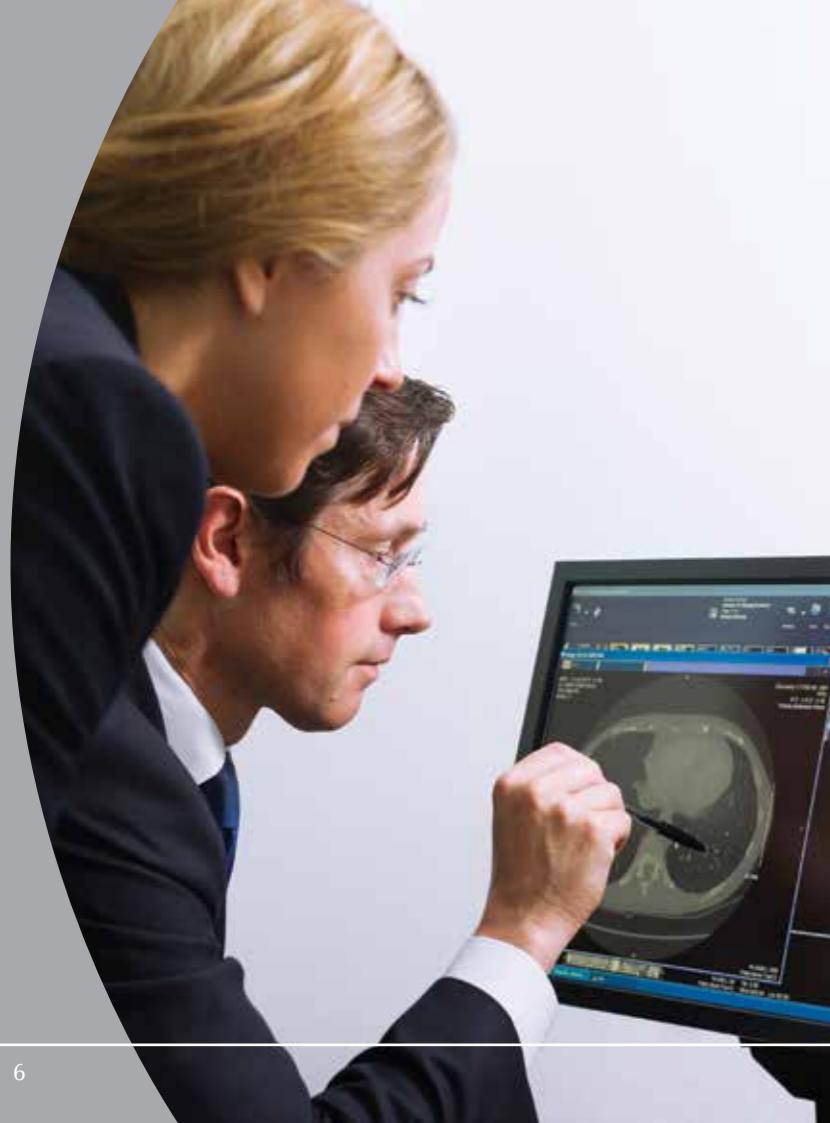
Prior to a course of treatment, it is the Consultant's responsibility to ensure that the patient has a clear understanding of the possible therapy options, and what is involved. This forms part of the process of informed consent.

Once the treatment plan has been agreed, and the consent has been signed, all patients are offered a one-to-one appointment with a specialist nurse to ensure that they have a clear understanding of what is involved, and are given the opportunity to ask questions. Any specific needs can also be taken into account when planning treatment.

### Inpatient facilities

Sometimes patients may require inpatient care during a course of cancer treatment; this would be provided by the Oncology Services Team at London Bridge Hospital. The Oncology Ward is located on the 3rd floor of the main hospital building.

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## Our Team

### Consultants

There are 18 world class oncologists and haematologists from leading London teaching hospitals with practising privileges to admit patients to the unit. Each holds regular outpatient clinics in the department.

### Clinical Nurse Specialists

There are a number of clinical nurse specialists in the team. They are able to give specific advice and support relating to symptoms and treatment.

### Nurses

The nurses in the unit are an expert team who all have relevant skills and experience, and most have an academic post registration qualification in chemotherapy. Nurses undertake regular clinical updates and annual competency assessments to ensure that their knowledge and practice is up to date.

## Multidisciplinary team

### Oncology Resident Medical Officer (RMO)

There is a specialist Resident Medical Officer who is available to visit patients in the day unit. The RMO will help to manage problems that may arise on the day of treatment, always under the close direction of the Consultant.

### Oncology pharmacist

An oncology pharmacist is allocated to work in the unit. It is the responsibility of the pharmacist to ensure that all patients receive the correct medication, and are given accurate information about their prescription.

Ideally patients should bring their medicines or a list of their medicines that they take at home to every appointment. The Consultant, the RMO, pharmacist or nurse should be informed of any changes. This includes any herbal remedies and supplements, some of which can interfere with cancer treatment. This will ensure that the medication record is kept up-to-date. We can then review all of your medicines at each visit.

### Dietitian

A dietitian is available to see all patients, and will undertake follow-up assessments to ensure that nutritional needs are met. A dietetic assessment will always take place during the first chemotherapy admission.

### Psychologist

LOC@LBH offers specialist counselling and support to meet the psychological needs of individual patients, their families and carers. Your Consultant or nurse may suggest that you see the psychologist; but equally, you may request an appointment yourself. Please ask at reception for further details.

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## Additional information

### Special requirements

Please let us know if you have any special requirements such as:

- Dietary requirements such as allergies, intolerances, halal or kosher foods
- Hearing or sight difficulties
- Need for an interpreter
- Any other disabilities that may require additional arrangements to be made for your visit.

Please contact [LOC@LBH](mailto:LOC@LBH) reception on **020 7234 2422** so that we can make the necessary arrangement prior to your visit.

### Chaperones

You may have a chaperone present during any consultation, assessment, treatment or review appointment if you wish. Please speak to your nurse or Consultants at reception.

### Refreshments

There is a waitress service for patients, providing hot and cold beverages and light meals throughout the day.

Guests are welcome to order from the menu – there will be a small charge for guests using this service.

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## Billing

A member of our Admissions Team will visit all patients attending for chemotherapy in the department prior to their first chemotherapy session, and thereafter if necessary. They will be able to answer any queries you may have regarding payment and your insurance, and ensure all the details we have for you on our system are correct.

Please see below for details regarding payment.

### Insured patients

#### UK insurance companies

Most patients who come to us rely on their private health insurance to pay for their care. A pre-authorisation letter from the insurance company is required before we can begin treatment to confirm that full cover is available. This will avoid any complications or delays later on. We understand that this can be a stressful part of the process; however, we have a dedicated Pre-Admissions Team to advise and guide you through any difficulties in this area. If you have any further queries, do not hesitate to contact us on **020 7234 2864**.

#### Overseas insurance companies

We are unable to deal with overseas insurance companies, therefore, we ask that you pay for your

treatment at LOC@LBH before each admission. We will then be able to provide you with an itemised invoice so that you can be reimbursed. We will advise you of the deposit required after your first consultation.

### Self-pay patients

If you intend to pay your own bill, then we can put together a package. This usually takes a day to arrange, as it is tailored to the specific medication and the dose that you will receive. The dose is often dependent upon your height and weight and therefore the quote is completed on an individual basis.

We ask that you should contact the Business Office immediately prior to the start of your treatment to discuss payment options. We will keep you fully updated as to the payments required at different stages of your treatment, and you will receive clear invoices detailing each charge.

### Embassy Patients

You will require a Letter of Guarantee (LOG) from the embassy prior to each admission.

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## Data Protection

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 you so that you can receive proper care and treatment
- We keep this information securely, along with the details of your care, as it may be needed should you have to return to the hospital for further appointments or treatment.
- 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.

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 details that identify you will be revealed.

## Professional Standards

LOC@LBH is committed to the highest standards and is supported by a comprehensive quality assurance programme through its links with London Bridge Hospital. The professional standards maintained within the organisation are monitored through rigorous annual external audit.



LOC@LBH is regulated and inspected by the Care Quality Commission (CQC) and accredited by CHKS, formally HQS. CHKS is a quality management process enabling healthcare organisations to examine themselves critically against a nationally-recognised framework of organisational standards.



The hospital has also achieved 'Investor in People' silver status, an internationally-recognised standard for the training and development of staff

Additionally, the pathology facilities at London Bridge Hospital have received the Clinical Pathology Accreditation (CPA).

### Continuous improvement

We hope you find your stay in the Chemotherapy Treatment Suite 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 department.

Full details of our complaints procedure can be found on the London Bridge Hospital website, under the section 'For Patients'.

For further information call +44 (0)20 7234 2009, visit [www.londonbridgethosepital.com](http://www.londonbridgethosepital.com) or [www.theloc.com](http://www.theloc.com)



## How to find us

LOC@LBH is located within the London Bridge Hospital campus, in the 29 Tooley Street building.

LOC@LBH  
29 Tooley Street  
London SE1 2PR

London Bridge Hospital is situated on the South Bank of the Thames. We are opposite London Bridge mainline and underground stations with easy access to the City. Please note: no right hand turn from Borough High Street into Duke Street Hill.

## Opening hours

### Reception

08.30-6.30, Monday to Thursday

08.30-5.00, Friday

### Clinics

9.00-19.30, Monday to Thursday

9.00-17.00, Friday

## Comments, suggestions and complaints

We welcome your views on our services, in order to help us improve the way we meet our patients' needs. We hope that your visit will be as comfortable as possible, and our staff will do all they can to ensure that this is the case. If you have a comment, suggestion or complaint about any aspect of our service, please approach a member of staff in the department and they will attempt to resolve things as quickly as possible. We have a short feedback survey, 'How did we do today?', available in the department. We would be most grateful if you would take the time to complete this, as we value your feedback.

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