WELCOME

A guide to your admission at London Bridge Hospital

London Bridge Hospital
part of HCA Healthcare uk
“The most wonderful hospital experience I have had. I cannot fault it in any way and would like to thank everyone there.”

We are delighted you have chosen to receive your treatment with us.

From porters and catering staff to nurses and consultants, everyone will be working hard to provide you with the best treatment and to make your time at London Bridge Hospital exceed your expectations.

We want you — and your relatives and carers — to be fully involved with your care at every stage. So if you have any questions or concerns, or need anything at any time during your stay, please ask.

This brochure has important information relating to your forthcoming admission. It answers many common questions, including what you need to do to prepare, what to bring with you and what amenities you will have access to.

We look forward to welcoming you very soon.

With best wishes,

Janene Madden
Chief Executive Officer
London Bridge Hospital
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1. **COMPLETE YOUR REGISTRATION FORM**

To ensure your prompt admission to the ward, please complete the online registration form at registrations.hcahealthcare.co.uk. Your log-in when prompted is LBH/7000.

If you wish, you may complete the form that is contained in this brochure and return to us in the prepaid envelope included. Please take the time to read the summary of admission terms as this includes important consent information which must be considered.

2. **COMPLETE YOUR PRE-ASSESSMENT QUESTIONNAIRE**

Before your admission to hospital, we would like you to complete an online pre-assessment questionnaire. The questionnaire covers your previous medical history, medication and anything else that may affect your stay with us. We ask that your pre-assessment questionnaire be completed at least one week prior to your admission. This should take 10-15 minutes, depending on your medical history.

You can complete this online at preassessment.lbh@hcahealthcare.co.uk.

If you are unable to complete the online assessment, please call to speak to a pre-assessment nurse. Alternatively, you can email pre-assessment.lbh@hcahealthcare.co.uk.

Your questionnaire will be reviewed by the pre-assessment team and you may be telephoned if further information is required. You may also be invited to attend a face-to-face assessment with one of the nurses.

Please can you inform your pre-assessment nurse if you are taking blood thinning or diabetic medication, at least one week ahead of your admission, so we can make sure you receive appropriate instructions.

3. **MRSA SCREENING**

We ask that all patients who are to be admitted into hospital are screened for MRSA, with the exception of those having an endoscopy or dental procedure as a day case. This is to ensure that we can eradicate or suppress the bacteria before you are admitted for your procedure.

The MRSA screen should be taken between 21 and 5 days prior to your admission to ensure we have the results before the date of your procedure. This can be done at London Bridge Hospital or one of our other outpatient facilities. Please check the website for opening times.

www.londonbridgehospital.com

**OTHER TESTS**

If you have been an inpatient in another hospital or live abroad, you will also need a CRO screening, which involves another swab being taken.

You may be required to have some further pre-operative tests prior to your procedure. You can check with a nurse by calling 020 7234 2078 or email us at pre-assessment.lbh@hcahealthcare.co.uk.

4. **CONFIRM YOUR INSURANCE AND FUNDING ARRANGEMENTS**

**IF YOU ARE INSURED**

It is your responsibility to ensure your cover is adequate to pay for your treatment. Please contact your insurance company prior to treatment to verify the condition to be treated is covered under the terms of your policy.

If you give us your claim details, we will process your insurance claims directly with approved insurers on your behalf.

If you do not provide us with claim details confirming your cover, we will request full payment on admission.

If you need to contact us regarding your insurance, please email us at lbhpreadmissions@hcahealthcare.co.uk.

**IF YOU ARE SELF-FUNDING**

Payment must be made in full prior to or on admission. It is imperative that you obtain a definitive cost from the Self-Pay Department at London Bridge Hospital. If you need to contact us regarding the cost, please email us at selfpaylbh@hcahealthcare.co.uk. Self-funding patients will always be issued with a one-line invoice which cannot be itemised at any time.

You have several payment options available:

- Debit/credit card – call 020 7234 2996 and select option 2
- Online at www.hcahealthcareuk.co.uk (see the Patient Information section)
- Cash (must be pounds sterling)
- Cheque (must be received at least 10 days prior to admission)
- Banker’s draft (payable on or before admission)
- Bank transfer to:
  - Sort code: 20-74-63
  - Account number: 80933279
  - International swift code: BARCGB22
- Barclays Bank plc
  - St John’s Wood and Swiss Cottage Branch
  - PO Box 2764
  - London NW3 6JD

Please request a transmission report from your bank and bring it with you on the day of your admission. If you do not provide this it could delay your refund, should money need to be returned.

HCA Healthcare UK operates a strict refund policy.

All refunds must be paid in the same manner as the original payment was received, unless this was paid in cash, in which case a cheque will be issued. Cash cannot be refunded on site.

**IF YOU HAVE A THIRD-PARTY SPONSOR**

If you have a third-party sponsor with whom we have no existing agreement, you must contact the Self-Pay Department for a cost estimate. A letter of guarantee will also be required to secure the admission.

NB. Professional fees for consultants and anaesthetists are invoiced separately to the hospital fees. Please speak to your consultant about any fees that will apply.
5. STOP EATING AND DRINKING AT THE APPROPRIATE TIME BEFORE YOUR PROCEDURE

It is essential you follow the instructions you are given. This is for your own safety and, if not followed, could result in your procedure being postponed or cancelled on the day.

IF YOU ARE HAVING GENERAL ANAESTHETIC OR SEDATION

- You must not have anything to eat from five hours prior to your admission time. This includes chewing gum and sweets.
- You can, and should, continue to drink water up to one hour before your admission time.

IF YOU ARE HAVING BOWEL SURGERY

Your consultant will give you specific instructions regarding bowel preparation, diet and nil by mouth times.

IF YOU ARE HAVING A COLONOSCOPY

The preparation for a colonoscopy is different because you need to have a clean bowel for the procedure. Your consultant will give you fasting instructions.

- It is important you remain adequately hydrated throughout your bowel preparation, so you can drink up to three litres of water. However, you should stop drinking water two hours before your procedure.

A NOTE ABOUT MEDICATION

Your consultant will have discussed your medications and will tell you if you should stop taking them or continue as usual.

If you are unsure, please contact your consultant prior to admission.

6. NOTIFY US IF YOU HAVE SPECIAL REQUIREMENTS

We want your stay to be as relaxed as possible, so please do let us know in advance if you have any special requirements. This can include:

- A disability
- Hearing or sight difficulties
- Need of an interpreter
- Dietary requirements such as allergies, intolerances, halal or kosher meals.

Please email us at londonbridge.reservations@hcahealthcare.co.uk or call on 020 7234 2943 to discuss your requests.

7. STAYING OVERNIGHT

In exceptional circumstances, your relatives may wish to stay overnight. Please note there are a number of criteria that the nursing staff must consider when making the decision to allow someone to stay overnight with you. These take into account health and safety, security and fire regulations, as well as the benefit to you, the patient. With these factors in mind, only one person would be allowed to stay overnight and a charge is made for this service. We are not licensed to allow child visitors under the age of 18 to stay at the hospital, for their own safety, and cannot permit this under any circumstances.

CRITERIA:

1. The patient has been assessed by their consultant or nurse as critically ill
2. The relative/friend is acting as a carer/interpreter/chaperone for the patient
3. A patient who needs emotional support during their end-of-life care
4. The patient is under 18 years of age.

“I cannot thank all of the staff enough for helping me through my surgery and recovering me to full health.”
**WHAT TO BRING WITH YOU:**
- All tablets, medications and inhalers you are currently taking, in the original packaging (please do not bring your dosette box). Your medications will be checked by the admitting nurse/pharmacist and stored in the ward’s medication room during your hospital stay. Your medications will be returned to you on discharge.
- A pair of closed-back, flat-soled shoes, trainers or well-fitting slippers.
- Your HCA Hospital ID Card if you have been a patient at an HCA hospital before.
- All relevant X-rays, scans, reports and letters.
- Please bring your glasses or contact lenses, with your cases and solutions (please wear your glasses for your procedure).

**IF YOU ARE STAYING OVERNIGHT:**
- Loose, comfortable clothing.
- Nightwear and dressing gown.
- Personal toiletries.
- Something to help you pass the time, such as a laptop (wi-fi is available throughout the hospital), books, magazines or puzzles.
- Any chargers you may need for your phone and laptop.

**WE WOULD BE GRATEFUL IF YOU WOULD LEAVE THE FOLLOWING AT HOME:**
- Jewellery (other than a wedding band; please also remove all body piercings and make-up for your procedure.
- Valuables, for example, cheque books, credit or debit cards or large sums of cash.
- Cigarettes or e-cigarettes are not permitted anywhere on site. We are unable to allow candles, burners or incense within the hospital for safety reasons.

We cannot accept liability for loss or damage to any cash or valuables or personal effects, whether they belong to you or your visitors. Where you cannot avoid bringing valuables with you to the hospital, please ensure you are fully covered by your own insurance.

You will have a safe in your room to store small personal items, although they are not large enough to fit a standard laptop. We may ask you to complete a property disclaimer for any valuables you bring to hospital.

You will also have a locker and a wardrobe in your room for your personal possessions; however this space is limited, so please only bring what you will need.
**WHAT TO DO WHEN YOU ARRIVE**

Please go to the main reception when you arrive. You will be escorted to your room or to the day case area. We will explain all of the room facilities for your comfort and care. You will then be visited by the Admissions Officer, who will confirm your details and ask you to sign the relevant registration documents.

When you are settled, a nurse will come to conduct a number of routine measurements and tests and will confirm the time of your procedure. This can change due to unforeseen circumstances, but we will always keep you informed.

For female patients of childbearing age, your nurse will also ask you to complete our Assessment of Pregnancy form to see whether a pregnancy test is required. Although the risk is very small, certain drugs and imaging procedures can harm a foetus, so it is important we know if this could be a risk for you.

If you have brought any medication or X-rays with you, please give these to the nurse at this time. If you suffer from allergies or reactions to any foods, drugs or dressings, please let us know at this point if you have not already.

You may find different people ask you the same questions. This is because we have to confirm certain details are correct as part of our checking procedure. You will also be asked to wear a patient identification band throughout your stay.

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**GETTING HERE**

**LONDON BRIDGE HOSPITAL**: Is situated on the South Bank of the Thames and is accessible via the Tooley Street exit of London Bridge mainline and underground stations.

**LONDON BRIDGE HOSPITAL PRIVATE CARE AT GUY’S**: Is situated at Great Maze Pond and accessible from the main concourse at London Bridge mainline station.

**OVERGROUND TRAINS**: London Bridge Station is serviced by trains from Kent and Surrey and offers direct connections to Charing Cross, Waterloo East and Blackfriars Stations. Trains also connect directly with all stations on the Thameslink line. We would suggest checking all travel arrangements before leaving.

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*COMING TO HOSPITAL ON THE DAY*

You will be sent a letter from the hospital stating what time to arrive for your admission. Please bring this with you on the day. If you have any queries about your admission date or time, please contact your consultant or the Business Office helpline on 020 7234 2996 and select option 4.

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*SMARTPHONE TECHNOLOGY*

In order to provide the highest levels of care, our staff use the latest secure smartphone technology to help them communicate with each other instantly. If you see doctors, nurses or any other member of staff using mobile devices, please be assured that they are working to provide you with the best possible care. If you have any questions about the technology they are using, please do ask – they will always be happy to explain.

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*“Fantastic thanks to all, I have received a wonderful level of care and I am so very grateful, thank you.”*
Your consultant will be in charge of your clinical care and will keep you fully informed of all treatments and procedure.

A Resident Medical Officer (a fully qualified doctor) and the nursing team will care for you 24 hours a day and are available to answer questions and assist you in any way.

YOUR ROOM

IF YOU STAY OVERNIGHT

We want your stay to be as comfortable as possible. Your private room will have an en suite bathroom, satellite television with channels in various languages, a personal safe and air conditioning. We provide fresh linen and towels and will clean your room daily. If you forget any toiletries, just let us know—we have a supply available for you to use.

There are charging points for your electronic devices, however, your nurse will need to arrange for our engineering team to PAT test them before you can plug them in. This is part of our safety procedure and does not take long.

Please ask us if there is anything we can do to make your stay more enjoyable.

IF YOU ARE A DAY CASE

If you are having a day case procedure, you may be allocated a bed in the day case area.

MEALS AND ROOM SERVICE

Each day you will be able to choose a delicious breakfast, lunch and three-course dinner, all served in the comfort of your room. If you have a request for dishes not shown on the menu, please let the room services manager know.

Tea and coffee is available free of charge for you and your guests. You can choose from the full room service menu until 8.00pm; after this you can choose from a selection of sandwiches, tea and coffee.

Please be aware that meals and snacks for visitors, friends or family are chargeable.

We can cater for almost all dietary needs. Our chefs offer kosher and Arabic menus, including halal food.

VISITORS

There are no restrictions on visiting hours for inpatients during the daytime, but please limit your visitors to a maximum of three or four at any one time. In the evening, please ask that your visitors leave by 10.00pm.

We ask that all visitors stay away if they are feeling unwell, or have had sickness or diarrhoea within the last 48 hours.

Children are more than welcome to visit, but must be supervised by an adult at all times. We recommend that very young children, especially those that have not been immunised, do not visit.

PHONES AND INTERNET

You are generally welcome to use your mobile phone in your room and in designated areas. However, we ask that you check with your nurse first, as in some areas of the hospital mobiles can affect medical equipment or electronic support devices.

You will have a private telephone by your bed, which friends and relatives can call. Ask them to call the switchboard on 020 7407 3100 and give your room number, and we will put them through to your room.

Wi-fi is available throughout the hospital.

INFECTION PREVENTION AND CONTROL

At London Bridge Hospital, we are proud to have an extremely low infection rate. Our infection control nurse works closely with all of our staff to minimise the risk of infection for our patients, and we encourage you to also take an active role in helping us to maintain our standards.

We have strict measures in place to ensure that you are protected to the best of our ability; these include mandatory training in infection prevention and control for all our staff.

If the screening returns a positive result, you may be required to undergo a suppression/eradication treatment consisting of an antiseptic wash and a nasal ointment. This is simply a protective measure so please do not be concerned.

METHICILLIN RESISTANT STAPHYLOCOCCUS AUREUS (MRSA)

Around 30% of the population carries MRSA in their nose. All patients being admitted to our hospital, or having treatment in a designated high risk area such as the renal dialysis unit, will be required to undergo screening for this micro-organism.

HAND WASHING

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

You can help to reduce the risk of infection in the following ways:

• Before arrival and on admission, please inform the nursing staff of any recent illness, such as diarrhoea or vomiting, or infections that have required 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 if you need assistance.

YOUR VISITORS

• Please ask your 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 in your room on arrival.
• 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—they should not use your bathroom.
• If your visitors work in an environment where they have close contact with other people or animals, such as nurses and vets, please ask them to change out of their uniform before visiting you.

YOUR ENVIRONMENT

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. Please report any areas of concern to staff.

PATIENTS REQUIRING ISOLATION PRECAUTIONS

You may be required to be nursed with isolation precautions. This may be because of a known or newly acquired specific type of infection, or because of your own immune status. This will involve staff, and on occasions visitors, being required to take part in additional precautions when entering your room. Nursing staff will discuss this with you and your visitors, and can answer any questions you may have.

• Please do not allow visitors to sit or rest on your bed.
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LEAVING HOSPITAL

AFTER YOUR PROCEDURE

You will go to the recovery room after your procedure, where a specialist recovery nurse will care for you until you have regained consciousness (if you have had general anaesthetic) and are comfortable enough to return to your room.

You may have an oxygen mask over your face when you wake up – this is quite normal. It is also normal to feel sleepy, disoriented or tearful.

Once you are back in your room, your nurses and Resident Medical Officer (RMO) will monitor you to make sure you are recovering well. If you have pain or nausea following your procedure, please let us know so we can give you medication to help.

The type of procedure you have had will determine when you can start eating and drinking again – your nurse will advise you further on this.

GETTING READY FOR YOUR PROCEDURE

You will be given a gown to wear before your procedure. You can wear cotton underwear underneath it or request paper underwear from the nurse. To help prevent blood clots, you will be asked to wear surgical stockings, and depending on your procedure you may have anti-coagulant injections for the first few days afterwards.

A nurse from your ward will accompany you to the theatre suite. You will be greeted by the theatre nurses, who will carry out a number of safety checks with the nurse from your ward. This is to ensure the theatre team have all the correct and necessary information required to carry out your procedure.

Your surgeon and/or anaesthetist will visit you before your procedure and ask you to sign a consent form, unless you have already done this during your outpatient appointment. The consent of a guardian is required if the patient is under 18 years of age.

Your consultant or nurse will give you a copy of the consent form for your own records. This is an excellent time to ask any questions about what you should expect immediately after your procedure.

If you are having an operation on a particular part of the body, your surgeon will mark the area at this time.

The nurses will check your personal details again before taking you to the operating theatre.

PLANNING YOUR DISCHARGE HOME

It is very important that we start planning your discharge at the earliest point, ideally starting at your pre-assessment before you come into hospital. This ensures that you are not left waiting, and that everything is in place for you to go home, where you will be able to continue your recovery with all the necessary support.

On discharge, you will be given a letter for your GP. Your consultant will also write to your GP.

INPATIENTS

We want to ensure you are fully ready to leave us, so your consultant will liaise with the nursing staff to decide on your departure date and time. They will also discuss with you any arrangements for your ongoing care and any follow-up appointments.

We appreciate that most people wish to be discharged as quickly as possible. On the day of your discharge, we anticipate you will be able to leave by 10.30am. However, there may be circumstances when your discharge time needs to be later in the day. Please discuss with your nurse if this is the case. If you wish to be discharged earlier than the anticipated time, please inform your nurse and we will try to ensure everything is ready by this time.

We advise you to have someone to escort you home on the day of discharge; please discuss your arrangements with the nursing team.

DAY CASE PATIENTS

You will generally be able to return home once you have successfully eaten a small amount of food and are feeling comfortable. You may also be required to pass urine.

If you have had an operation under IV sedation or general anaesthetic, you must arrange for a responsible adult to escort you home by car, taxi or appropriate public transport, and care for you for the next 24 hours.

You should go directly home so that you can recuperate as comfortably as possible. You may find that you feel sick or even vomit after leaving hospital, and you may not sleep well.

TAKE-HOME MEDICATION

If you are prescribed medication to take home with you, your nurse or pharmacist will discuss these and explain them to you before you go.

If you have private medical insurance, please check the extent of your cover for take-home medication. Most insurance companies do not cover the cost of take-home medication or any physiotherapy aids, including crutches and slings that are taken home.
ADVICE FOR PATIENTS

- You may feel tired, so only do as much as you feel able.
- Do not operate machinery or drive a car for 24-48 hours after general anaesthetic.
- Drink plenty of fluids and eat light meals, but do not drink any alcohol for at least 24 hours.
- Please follow any specific advice from the nursing and clinical staff when taking prescribed medication, including painkillers.
- Try to arrange help with bathing or showering, as you may feel light-headed when getting out of the bath or unsteady on your feet in the shower for the first 24 hours.
- Do not make any important decisions or sign any contracts for at least 24 hours after having general anaesthetic or sedation.

After 24-48 hours you should be feeling considerably better and will need less support and help.

ADVICE FOR FAMILY AND CARERS

- Help with household activities such as cooking and cleaning.
- Offer plenty of fluids to drink (not alcohol).
- Help with washing/bathing and getting dressed.
- Ensure painkillers and medication are taken as prescribed/advised.
- Ensure that you and the patient are aware of the common complications following the procedure – such as bleeding, oozing, pain, redness, signs of infection, swelling and temperature – and what to do if they occur.
- If you are helping to care for a wound, to minimise the risk of infection please wash your hands with soap and water and dry them with a clean towel before you have any contact with the site/dressing. Wash them again after you have completed the task. Please dress wounds in an area away from open windows and pets. Please contact the ward for advice if you notice any signs of infection, such as temperature, redness, swelling, oozing or pain.

QUERIES AND CONCERNS

If you have any problems you wish to discuss following your procedure or treatment, please phone the number provided on your discharge information. Alternatively, please call 020 7407 3100 and ask to speak to the duty manager, who will be able to help.

HOW WILL MY PAIN BE MANAGED?

It is normal to experience pain following a procedure. Your pain journey is unique to you; no one else knows what you are feeling unless you share your experience. To help you get back to normal activities as soon as possible, you will be given regular painkillers to help ease pain. If pain stops you from turning over, standing or sitting, additional painkillers are available on request. Your pain journey will be easier if we work together; only you know what pain you are in, we do not, unless you tell us.

WILL I HAVE SIDE EFFECTS FROM THE PAIN MEDICATIONS?

All strong painkillers may cause side effects, such as ‘muzzy head’, sickness or drowsiness. These can be treated. Just share what you are experiencing with the clinical staff, do not wait for it to go away.

WILL I BECOME ADDICTED TO STRONG PAIN MEDICATIONS?

No, this is very rare. You should only take painkillers for pain, not for helping you to sleep or relax.

WHY WILL I HAVE TO TAKE REGULAR PARACETAMOL?

Paracetamol is a first line pain treatment that works to improve the effect of stronger painkillers. By taking regular paracetamol, it means you will need less stronger drugs, therefore reducing the potential risk of side effects.

WHEN WILL MY STITCHES/CLIPS BE REMOVED?

The nurse who discharges you will either arrange for you to attend the Outpatient Department or your GP Surgery to remove any stitches/clips from your wound.

FOR HOW LONG WILL I HAVE TO WEAR SURGICAL STOCKINGS?

Some types of operation require you to wear them for six weeks, but at a minimum you should wear them until you are as mobile as you were before you came into hospital.

WHEN WILL MY APPETITE RETURN?

Your normal appetite will return in time; keep your diet light and drink plenty of nourishing fluids. If you are concerned, please contact your consultant or GP.
WHEN WILL MY BOWEL FUNCTION RETURN TO NORMAL?

An anaesthetic can disrupt your bowel function, and the problem can be made worse if your procedure has caused you to be immobile for a period of time. Some painkillers can also make you constipated.

The effects are only temporary, and normal bowel function should return when you regain your appetite and become fully mobile. Ensure you eat a diet high in fibre and drink plenty of water to combat this.

Diarrhoea is a common side effect of certain drugs, such as antibiotics and anti-inflammatory pain medication. If diarrhoea is particularly problematic for you, please consult your consultant or GP.

WHEN WILL I BE ABLE TO DRIVE/FLY?

Your consultant will advise you on this, but you should also speak to your airline about its own policy. You will also need to speak to your insurance company, as your premium may be affected depending on the procedure you have had.

WILL I RECEIVE A SICK CERTIFICATE?

We will give you a certificate that covers your admission to hospital. Then you will need to see your GP for a certificate to last until you return to work.

WHEN WILL I BE ABLE TO RETURN TO MY NORMAL DAILY ACTIVITIES/RESUME SEXUAL ACTIVITIES?

Your consultant will advise you based on your procedure and situation. We can provide further counselling services if required.

HOW DO I ACCESS MY MEDICAL RECORDS?

You can request copies of any tests, such as radiological exams and blood tests carried out during your stay. Please discuss these results with your consultant first, so he or she can put them into context for you.

CAN I HAVE A CHAPERONE?

Of course. If you would like to have a chaperone during any examination or procedure, please let your nurse know.

CAN I RECEIVE SPIRITUAL CARE WHILE IN HOSPITAL?

We provide spiritual, pastoral and religious care through local faith leaders experienced in healthcare chaplaincy. Please let your nurse know if you would like us to arrange this at any time.

WE ADVISE YOU NOT TO BRING VALUABLES SUCH AS CREDIT AND DEBIT CARDS WITH YOU WHEN YOU ARE ADMITTED TO HOSPITAL.

As part of the admissions procedure, we need to have your payment details on file. We ask you to please fill out this form so you do not have to bring your credit or debit card with you on the day.

We will only use this payment information to cover charges not included in your original signed package agreement and not covered by your insurance. This form therefore authorises us to take payment for any of the following additional charges you may incur:

- Additional nights of accommodation or additional procedures
- Additional charges not included in your original signed package agreement
- Additional charges not covered by your insurance or sponsor, for example your policy excess
- Professional fees at the request of your consultant
- Take-home medication and any physiotherapy aids, including crutches and slings that are taken off site
- Telephone charges, newspapers and any guest meals.

There will be no surprises – we will call to advise if auxiliary charges exceed £500. We will also discuss any additional charges with you in advance. We will post you a complete breakdown of all charges along with a credit/debit card receipt after you are discharged.
YOUR DETAILS
Date of Admission/Treatment: 
Patient’s Full Name: Hospital No: 

YOUR CARD DETAILS
Please Tick: [ ] VISA [ ] MASTERCARD [ ] AMERICAN EXPRESS [ ] Diners Club [ ] Access [ ] Other: 
Card Number: 
Start Date (mm/yy): / Expiry Date (mm/yy): / Issue No: 
Name on Card: 
Card Holder Address: Postcode: 
Name of Staff Member Taking Payment: 
Card Holder Signature: Date: 
*Please do not forget to write your card security number on the bottom right-hand corner of this page.

IF YOU ARE USING A NON-UK CREDIT CARD
If you wish to pay in pounds sterling, please tick the box. If you leave the box unticked, your card issuer will charge you in the currency used where the card is registered.
Your card provider may charge you a fee for either option, so check with them before deciding.

IF YOU ARE A REGULAR PATIENT
The hospital keeps your credit card details on file for three months as standard. If, as a regular patient, you would find it more convenient to have us retain your details for six months, please sign below.
Name: Date: 

IMPORTANT: PLEASE DO NOT POST THE FORM TO US IN ADVANCE – BRING IT WITH YOU ON THE DAY YOU ARE ADMITTED.
We adhere to the most rigorous data security procedures and want to ensure your details stay safe.
If you have any questions about this form, please call the Business Office helpline on 020 7234 2996.

Further information is available on www.londonbridgehospital.com or, if you have any queries please email info@lbh.hcahealthcare.co.uk