

Housekeeping - Extension 42052 or alternatively, ask a nurse to bleep 015

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:

- Floor cleaning
- Drape cleaning
- Net curtain and blind cleaning

Sufficient notice will be given when access is required.

Maintenance

Your TV has all the terrestrial channels, Sky News and Movies on Demand. Please refer to your TV screen for instructions. Should you encounter any problems, please contact reception.

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.

Fire Alarm

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

Patient Service

Please take the time to complete our Patient Satisfaction Survey 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.

We hope your time here is as relaxing as it can be and we look forward to making your stay as comfortable as possible.

Contact Numbers

To dial internally,
place '4' before the last four digits.

Hotel Services and
Operational Projects Manager

Sheila D'Abreu
020 7234 2220

PA to Hotel Services
Department

Chris Love
020 7234 2234

Deputy Hotel Services Manager
and Front of House

Gareth Evans
020 7234 2020

Estates Manager

Chris Sweeney
020 7234 2004

Housekeeping Manager

Janet Perry
020 7234 2052

Main Reception

020 7407 3100
or dial '0' from your room



London Bridge Hospital

27-29 Tooley Street, London SE1 2PR
Tel: 020 7407 3100
Web: www.londonbridgehospital.com



London Bridge Hospital

HOTEL SERVICES
INFORMATION





Welcome

to London Bridge Hospital

We are committed to providing you and your visitors with a high level of individual service and creating a relaxing and restful environment. Our promise is to make your stay as comfortable as possible, both before and after your medical treatment or operation.

With fully trained staff and extensive facilities, we are delighted to offer you the following services:

- Front of House
- Catering
- Housekeeping
- Maintenance
- Patient Service

Our managers are constantly on hand, so please do not hesitate to call them with any questions you may have and we will do our very best to help.

Yours sincerely

Sheila D'Abreu
Hotel Services and Operational Projects Manager

Front of House - Extension 42704

Portering

On your admission, our portering 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.

Telephones

Your room will be provided with a telephone from which you can obtain an outside line by dialling '9'. However, freephone cards will not work through our switchboard. You are welcome to use your mobile phones in the clearly marked designated areas.

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

Taxis

Please call reception on extension 42704 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.

Post

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 portering staff will deliver them directly to your room.

Please note that unfortunately, we are unable to accept deliveries for patients in high dependency or critical care units.

Parking

We have a drop-off and collection area outside reception – for parking in excess of 30 minutes, please use the Snowfields NCP, call 0845 050 7080 or visit www.ncp.co.uk.

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

Visitors and Security

To maintain a secure environment, all visitors must sign in at the Main Reception and display their visitor's pass at all times. Please remember to use your in-room safe to keep valuables and mobile phones secure.

Newspapers

If you have not already requested a daily newspaper, please dial '0' to order a newspaper for the following day.

Catering - Extension 42042

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.

Beverages are served from 10.00am to 10.30am, 2.30pm to 3.00pm and 8.00pm to 8.30pm.

Menus

Your waitress will collect your completed order at least one hour before meals are served for a smooth and efficient service.

Room Service

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

Snacks and beverages are available in the same period including wines from an extensive list, and your order will be delivered within 30 minutes of your request.

The mini bar and fridge in your room can be stocked to order.

If, during your stay, you have a special occasion, anniversary or birthday and require something a little special from the Catering Department, please do not hesitate to request this via Room Service or the Chef Manager. Please note, a minimum of 24 hours' notice is required if you would like a birthday cake etc.

Special Dietary Requirements

Our Kosher meals are supplied from specialist caterers, Hermolis. Please note that Hermolis have specific opening hours for ordering and delivery, especially around the Sabbath and Jewish holidays – please contact us on extension 42043.

You can contact the dietitian via your nurse or, alternatively, call extension 42042 to discuss your specific requirements.