



# Patient Guide



# Contents

## GENERAL INFORMATION

- 3 Welcome from our Chief Executive
- 8 When you arrive
- 27 Getting here

## INTRODUCING OUR TEAMS

- 4 Clinical & non-clinical teams

## DURING YOUR STAY

- 8 When you arrive
- 8 Paperwork
- 8 Preparing for your procedure
- 10 Teaching, training and research
- 10 Health and welfare
- 10 Going home
- 10 After surgery/day case procedure

## THE HOSPITAL AND SERVICES

- 14 Accessibility
- 14 Your room
- 15 Meals during your stay
- 16 Visitors
- 16 Guidelines for visitors

- 17 Devonshire coffee shop
- 17 Security
- 17 Confidentiality

## FINANCIAL INFORMATION

- 20 Paying for yourself
- 20 Insured patients
- 20 How to make a claim
- 20 Sponsored patients
- 22 Additional fees
- 23 Charges after you have left

## PATIENT CARE, EXPERIENCE AND OUTCOMES

- 25 Your opinion matters
- 25 How to give feedback

# A very warm welcome

Thank you for choosing The London Clinic for your treatment. This guide has been created to help you get prepared, to answer any questions you may have and put you at ease about your stay with us.

You'll find details on what to expect while you're here, as well as information about our services and the different staff members you may come across during your stay.

Patient care, experience and outcomes is at the heart of everything we do at The London Clinic. It's why we have assembled a team of exceptional consultants, clinical experts, and dedicated non-clinical/hotel services staff who will ensure that you receive the utmost care and attention. I want to recognise non-clinical teams but also the clinical teams who don't just support the consultants.

Our charitable status means any surplus money we generate is reinvested back into the hospital, allowing us to constantly improve the way we support our patients. We achieve this through investing in the latest medical technology, researching improved and innovative treatments and developing our incredible staff.

Hopefully this guide answers any questions you might have, and helps you feel more relaxed about your stay. Our staff will be happy to answer any further queries you may have.

On behalf of everyone at The London Clinic – welcome to our hospital.

With best wishes,

Al Russell  
Chief Executive



Modern Matron



Ward Manager



ICU/Transplant Nurse



Sister/Charge Nurse



Staff Nurse



Front of House



Senior Nurse



Clinical Nurse Specialist



Housekeeping



Healthcare Assistant



Therapist



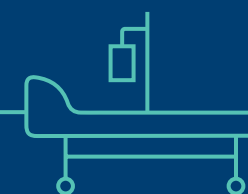
Catering



## Our teams

During your stay at The London Clinic, you'll meet a team of people who will work closely together to care for you in different ways. To help identify staff members, please refer to this page.





## During your stay

At The London Clinic, each moment of your care will be carefully considered, with the aim of returning you to your everyday life with as little disruption as possible.



In this section, you can find out more about what to expect from your stay at the Clinic, either as an Inpatient or Day Case patient. We will talk you through every stage - from the very moment you arrive at the hospital, through to getting ready for your procedure and preparing to travel home.

### WHEN YOU ARRIVE

Please check in at Main Reception, and our Front of House team will help you with your registration. After being admitted, our Guest Service Assistant will escort you to your room.

Depending on the type of procedure being carried out, and the type of anaesthesia or sedation needed, you will be allocated either to a ward room, or an anaesthetic bay.

Several members of our team will see you on the day, including: our nursing staff, your anaesthetist, consultant, theatre staff and catering staff.

### PAPERWORK

As most of your paperwork will have been taken care of before your arrival, you will only be asked to sign and review your treatment plan; and make any outstanding payments, if necessary.

### PREPARING FOR YOUR PROCEDURE

We encourage you to ask any questions or share any concerns you may have. Our team is here to assist you and will be happy to provide answers and support. In the lead up to your procedure, three members of our team will visit to prepare you:

- 1 A Nurse** – to perform pre-procedure health checks, confirm who will escort you home, how you plan to travel following your procedure, and to discuss your treatment plan including any arrangements for returning home.
- 2 Your Consultant** – to discuss your procedure, give you time to ask any questions, mark the operation site and confirm your consent, if this has not already been confirmed at an earlier consultation.
- 3 An Anaesthetist** – will talk to you about the anaesthetic and any specific post-operative instructions such as pain-relief and/or anti-nausea options.

You will be asked to change into a hospital gown, or in some cases a dressing gown, and to remove all jewellery, watches, make-up, nail varnish and any other items that may impede your operation. Our team will advise where you can safely store your belongings.

We will ask you a number of questions repetitively. We do this because your safety is of the highest priority and we need to double-check (and even triple-check) that all of the details for your procedure are correct.

You will be escorted to the theatre or procedure room by the ward staff. Once your procedure is complete and you have fully woken up, the theatre team will bring you back to your room.

If you have any questions or would like to speak to one of our team, please get in touch with us on **+44 (0)20 7935 4444**.







### TEACHING, TRAINING AND RESEARCH

Our hospital is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations, surgery or procedures for this purpose. You can opt out if you do not want students to observe. Please speak to your consultant or nurse and they will make the necessary arrangements.

### HEALTH AND WELFARE

The health, safety and welfare of patients, visitors and staff is important to The London Clinic, which is why we set extremely high standards. There are steps you can take to keep yourself, and others, safe and healthy during your stay:

- Wash your hands and use antibacterial gel regularly
- Take your time when standing up or moving around. If you need a walking aid, please bring one with you and use it at all times
- Take all the medication prescribed to you both during and after your stay
- Let us know if you need help or assistance for anything. If you feel weak, dizzy, or need the toilet
- Let a member of the team know if you intend to leave the ward.

### GOING HOME

Before your discharge, we will ensure you are as pain-free as possible, the site of your surgery has been assessed and that you have received your post-procedure instructions and any other information you may require. Your doctor may write a prescription for medications to take home with you. These will be dispensed by the pharmacy and a pharmacist will talk to you about how to take them correctly and tell you about any possible side effects.

Please remember that if you are paying for your own treatment, or if you are sponsored by an insurance company, you will be asked to pay for the medicines you take home with you.

**We discharge patients at 11am.** If you have a day case procedure you will be allowed to go home once you have had something to eat and drink, and your pain is controlled. Please call or ask your nurse to call reception to arrange a hospital porter if you need help with your baggage.

### AFTER SURGERY/DAY CASE PROCEDURE

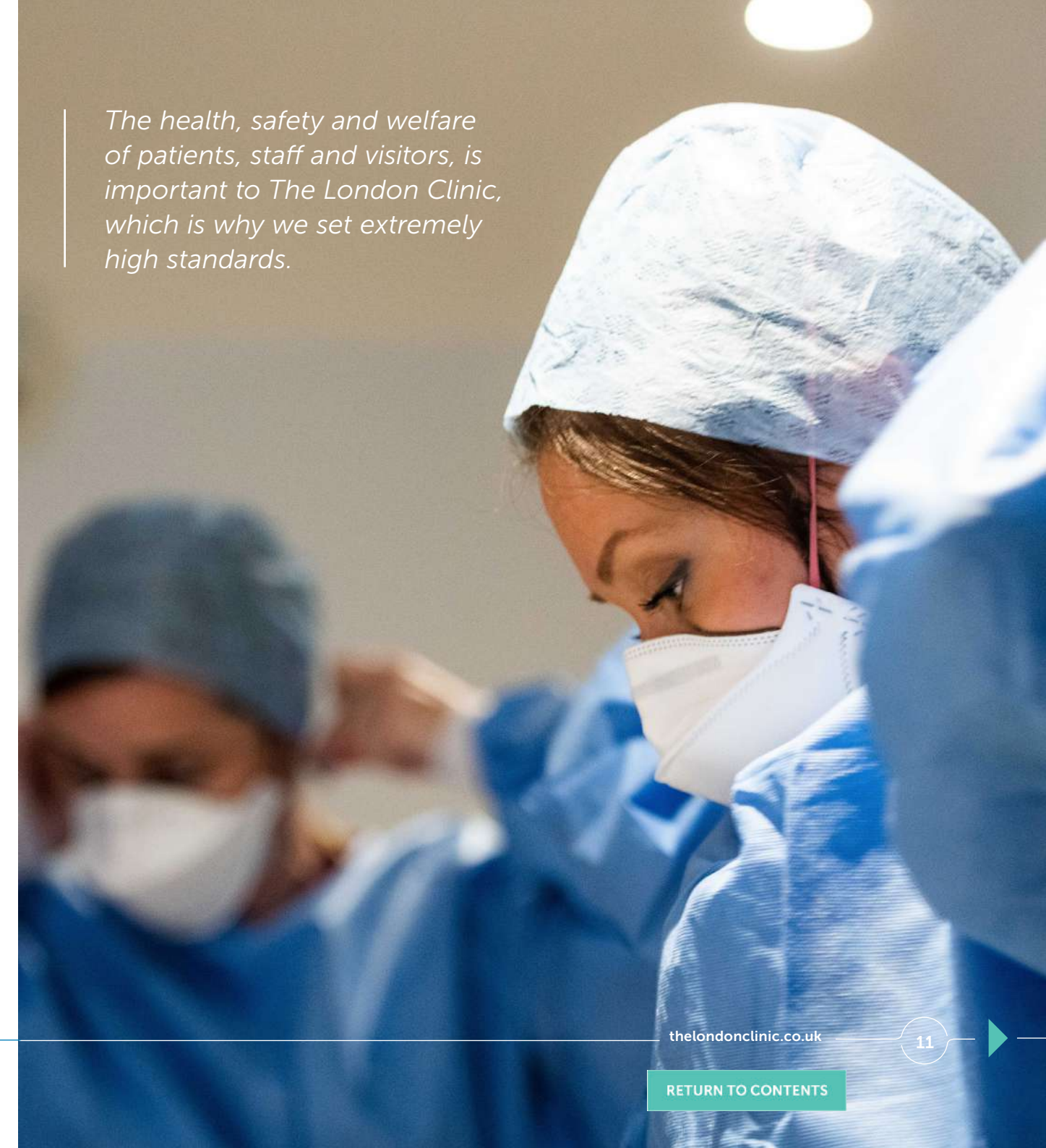
Following a general anaesthetic or sedation, it is important to follow the safety advice below. Even if you feel fine, your reasoning, reflexes, judgement and coordination skills can still be affected.

- After receiving general anesthesia or sedation, please rest at home for 48 hours or 24 hours, respectively. It is important not to return to work during this recovery period.
- Follow any advice provided by your healthcare professionals.
- If you are going home after your procedure you must be escorted home by a relative or friend, and you should avoid public transport.
- We advise someone stay with you for 24 hours after surgery.

For 48-hours following general anaesthetic and 24 after sedation, **DO NOT:**

- Drive any vehicle, including riding a bicycle
- Operate machinery
- Cook, use sharp utensils or pour hot liquids
- Drink alcohol
- Smoke
- Take any medication or drugs not prescribed and approved by your GP or consultant
- Take sleeping tablets
- Make any important decisions or sign any contracts/legal papers.

*The health, safety and welfare of patients, staff and visitors, is important to The London Clinic, which is why we set extremely high standards.*







## The hospital and services

The London Clinic has two main sites, facing each other at the top of Devonshire Place. We recommend checking your admission letter to ensure you go to the correct building and avoid confusion or delay.



Upon entering one of our hospitals, you will be warmly greeted by our reception team, who can help with directions, as well as any luggage you may have.

### YOUR ROOM

We want your stay with us to be a calm and stress-free experience, so we have equipped our rooms with all the comforts of home, including:

- En-suite bathroom with complimentary Molton Brown toiletries.
- Electronically controlled recliner bed.
- Air conditioning.
- HD TV with a selection of channels including movies, sport and radio. All of our TVs can connect to a USB stick, which you can use to view photos or family videos.
- Telephone with direct dial facilities so family and friends can keep in touch.
- There is a safe within your room. For your own security, we advise that you do not bring valuable items or large sums of money into the hospital. The hospital cannot accept liability for the loss or

theft of items not stored appropriately in the in-room safe. The responsibility of securing your items remains with you.

- A selection of complimentary newspapers and magazines can also be ordered during your stay or online via a digital device. Please let us know if you wish to have a daily newspaper (inpatients).
- Wi-Fi internet access.
- Nurse call system.
- It is worth noting that the finish of our bedrooms varies across our two hospital buildings.

### ACCESSIBILITY

Both of our main hospitals are wheelchair accessible, with lifts to all floors, and our staff are on hand to provide support if needed. You can let us know if you require support during pre-assessment or by getting in touch with the booking or Patient Liaison Team.

Please also advise our bookings or pre-assessment team if you require any additional assistance or if you have any specific information or communication needs, so that we are able to discuss with you how best to meet these requirements.



PHYSICAL IMPAIRMENT



HEARING IMPAIRMENT



VISUAL IMPAIRMENT



FRAILITY



COGNITIVE IMPAIRMENT

### MEALS DURING YOUR STAY

We believe that enjoyable and nutritious food makes a big difference to recovery after an operation and a stay in hospital more comfortable. Depending on the procedure, and how you feel after recovering from the anaesthesia or sedation, we will offer you a light meal. Our food is made with local ingredients sourced from accredited suppliers, and every dish is freshly prepared in-house and made to order.

Our award-winning Executive Head Chef works closely with our dietitians, who help create our menus, to ensure there is a meal available that fits your dietary needs and supports your recovery.



### ALLERGIES

Please advise us on your pre-assessment form if you have any allergies that we need to be aware of. When you arrive in your room, one of our team will check this with you too.

#### Inpatient menu

We know that meal choice is really important to our patients. We have an internationally varied menu to suit your individual nutritional needs or faith requirements. Please advise us on the pre-assessment/registration form, should you require a Kosher or Halal menu.



### Day case menu

Day case patients will receive a lighter menu choice to encourage you to have something small and nutritious to eat before your discharge home.

#### Visitor meals

We are happy to provide hot beverages to patient rooms, such as coffee or tea, for visitors free of charge. Meals, soft drinks and alcoholic beverages are available for visitors, however the cost will be charged to your account.





## VISITORS

We know how important it is to see your friends and family while you are staying in hospital. However your recovery is our priority, so we ask all visitors to:

- Report to reception on arrival to sign-in. The receptionist can provide directions to the floor you will be staying on
- Switch their mobile phone off or to silent mode when entering the building
- Report to the nursing station on the floor, before going into your bedroom
- Use the antibacterial hand rubs when entering and leaving your bedroom
- Conduct themselves in accordance with our behaviour policy, so we can safeguard our patients and staff.

We also ask that visitors do not:

- Visit if they have any of the following symptoms: cough, cold, diarrhoea, vomiting, or any other infectious condition
- Smoke anywhere on our premises or outside of the entrances of our buildings.

### Day Patient Visitors

Due to the nature of the Day Case Unit environment, we ask that Day Case

patients limit the number of people accompanying you to one. If you are undergoing surgery, or believe you may need assistance after your procedure, we recommend that the person accompanying you is also the person who will look after you, for at least the first 24 hours after your procedure.

## GUIDELINES FOR VISITING A PATIENT

We understand that visiting a hospital can be an anxious time, so we've put together some important information to help your visitors make the most of their visit while keeping our patients safe.

- First and foremost, if you are feeling unwell, have flu-like/covid-19 symptoms, or experiencing vomiting or diarrhoea in the last 48 hrs, please do not visit the hospital. This is to prevent the spread of illness and protect our patients, visitors, and staff.
- **Visiting hours:** we have open visiting hours, but please note that after 21:30, visiting is only allowed with agreement from the Matron and the Ward Manager.
- **Intensive Care Unit:** we allow only two visitors at a time. While we will

always strive to accommodate visitors, please understand that visiting may not always be possible and may be subject to patient-specific circumstances. Additionally, visitors may be required to step out into our visitors' room while we carry out care interventions.

- **Masks:** in certain situations, visitors may be requested to wear a mask when they are visiting clinically vulnerable patients or those on a respiratory pathway.
- **Covid-19 test:** a negative lateral flow test (LFT) taken in the last 24h may be required to those who are visiting high-risk inpatients. The hospital is unable to provide a LFT. This can be purchased in any pharmacy.
- **Children:** for the safety of our patients, we do not permit any children or babies to visit. Any special requests for children to visit must be approved by the Matrons. If approved, children must be accompanied by a responsible adult who will look after them throughout the visit.
- **Pets:** please note that pets are not allowed in the hospital premises, except for assistance/guide dogs.



## DEVONSHIRE COFFEE SHOP

Our Devonshire Coffee Shop is available for all patients and guests, offering a bright and comfortable area, with a wide range of food and drink. Options include Lavazza coffee, freshly prepared sandwiches, salads and pastries, plus a variety of hot and cold drinks for purchase.

### OPENING TIMES

#### MONDAY TO FRIDAY

7:30am – 5:30pm

#### WEEKEND/BANK HOLIDAYS

CLOSED

You can find the Devonshire Coffee Shop on the Ground Floor, Duchess of Devonshire Wing, 22 Devonshire Place.

## SECURITY

The London Clinic takes the safety and privacy of patients, their visitors and staff very seriously. We provide a safe environment with a team of highly-trained security officers operating 24/7, from a state-of-the-art security centre. A series of security measures have been implemented throughout all of our buildings, including CCTV surveillance and electronic security systems.

If you, or one of your visitors, have any concerns, please speak to any staff member or to a nurse on the nursing station.

## CONFIDENTIALITY

Patient confidentiality and privacy is one of our priorities. All our records are contained within a secure system. We comply fully with the Data Protection Act 2018 and we are a data controller in terms of Article 4 of the UK General Data Protection Regulation (UK GDPR).





## Financial information

This section provides guidance on how to settle your account and who to contact if you have any questions.



## PAYING FOR YOURSELF

We ensure our pricing is clear and easy to understand. If you're paying for your tests or treatment, contact our self-pay team to discuss your needs and our payment options.

Full payment is required at least 7 days before admission.

We accept major cards, cash, bankers drafts and bank transfers. We are not able to accept cheques.



Visit **pay.londonclinic.co.uk** for our easy to use online payment solution.

Our all-inclusive packages cover all necessary fees and services, providing peace of mind. A treatment plan will outline what's included in advance.

Our Self-Pay Office will provide you with a treatment plan in advance, detailing all the covered elements of your procedure or treatment, including any unexpected additional services that may be required depending on your situation.

## INSURED PATIENTS

Alternatively, payment can be made via a private medical insurance policy. We have arrangements with all quality healthcare insurers.

Prior to booking a procedure with the Clinic, you will need to check that your policy covers whatever treatment has been recommended and to get authorisation from your insurer. If your claim is accepted, the insurer will provide a pre-authorisation number, which you will need to provide to us in advance of your procedure, along with the name of your insurer.



## HOW TO MAKE A CLAIM

Although we have agreements in place, private medical insurance policies can vary. Take a look at our check list below for helpful tips on how to make a claim:

- ✓ Some insurance companies will provide a claim form. You need to make sure your consultant, or in some cases your GP, has signed this form and provided details about your treatment
- ✓ You should return your claim form to your insurer before you come to stay at the hospital. If you have not done this, please make sure you bring the form with you on the day of your admission
- ✓ If your insurance company has asked for more information, respond promptly so your claim can be processed quickly
- ✓ Check your insurance policy for limits and exclusions. Some policies exclude certain medical conditions and medication. Others limit the amount they will cover for your condition and treatment. If this is the case, you may have to pay the hospital directly for these services.

## SPONSORED PATIENTS

If your treatment is being sponsored, we may have a payment arrangement with your government, employer or other sponsor, which means they will pay for your treatment directly.



### HELP WITH PAYING YOURSELF

If you need further information, please contact our Self-pay Team on **+44 (0)20 7616 7711**.



### NOT COVERED BY AN INSURER

If you find that your healthcare insurer will not cover you or the recommended procedure, then as an alternative you can pay the Clinic direct. See the section 'Paying for Yourself'.



### HELP WITH HEALTHCARE INSURANCE

If you have any invoice or payment queries, please call our team on **+44 (0)20 7616 7711**.



### HELP FROM OUR INTERNATIONAL OFFICE

If you are an international patient or sponsored by an embassy and you need more help to obtain authorisation for your treatment, or you have any questions about payments or your stay at The London Clinic, our International Office will be happy to help you. Please call **+44 (0)20 3219 3266**.

**PLEASE NOTE** Not all of the hospital's self-pay prices include consultant, intensivist or other professional fees. These will be invoiced separately, potentially by one of these specialists rather than the hospital. Please refer to your treatment plan to see what is covered.



### Letters of Guarantee

If your government or company is sponsoring your medical treatment, we will need your sponsor's details, including a 'letter of guarantee' or 'guarantee of payment', before your admission.

We can only accept 'letters of guarantee' from a sponsor if they already have an agreement in place with The London Clinic. Due to this, we strongly advise patients to contact their health office, embassy or company to check this first.

### Payment

Any treatment or services not covered by your sponsor will need to be paid by you, so please carefully check with your sponsor what they will cover. If there is no agreement in place with your government or sponsor, you will need to pay for your treatment and claim funding back from them.

If your 'letter of guarantee' does not cover your entire treatment plan you will need to pay a deposit when you are admitted to the hospital and keep your account in credit during your stay. Before you leave the hospital, you will be required to personally settle the balance due on your account.

### ADDITIONAL FEES

Depending on how you are paying, the plan or sponsor agreement in place, and how your procedure progresses, you may need to make additional payments. Should you need any outpatient services, we kindly ask that these are settled prior to your discharge.

#### Intensive care fees

If you need to stay in our Intensive Care Unit, each night is charged separately, as are the fees from consultant(s), anaesthetist or intensivist.

#### Consultants' fees

Unless you are on a fixed or all-inclusive package, services provided by consultants will be billed directly to you, your insurer or sponsor, by your consultant. There may also be other consultants involved in your treatment, or as a part of your medical and/or surgical team.

These could include anaesthetists, radiologists or intensivists who provide additional services. They will also invoice you, your insurer or sponsor separately, from the consultant as well as the Clinic.

### Companion beds

If a companion – family or friend – stayed at the hospital during your treatment, we will charge for that bed, per night, separately to your treatment or procedure plan, regardless of method of payment. Room prices include breakfast and are provided upon request.

#### Carers

Carers are invited to be with patients. We welcome the carers of patients on our wards and would like to work in partnership to ensure optimal support. Please discuss your needs with the clinical teams.

#### Guest food fees

Meals, soft drinks and alcoholic beverages for visitors will be charged to your account or can be settled on the day.

#### Charges for medicines

Most medical insurance policies do not cover medication or consumables that you take home with you. You will need to pay for your medication in full before the hospital can provide them for you.

### OTHER FEES THAT MAY APPLY

There may be charges for medical equipment, such as crutches and braces, consumables and non-medical items such as telephone calls, newspapers and magazines and ambulance fees.

### CHARGES AFTER YOU HAVE LEFT

Please visit our cashiers' offices either on the ground floor of 20 or 22 Devonshire Place, to settle any outstanding or personal charges incurred during your stay. Whilst the hospital will endeavour to charge you prior to your discharge, you may find that some additional charges are applied to your account after you have been discharged.

These are usually for consumables, pharmacy and pathology items, or for services not processed at the point of your discharge.







**YOUR OPINION MATTERS**

We understand the value of the feedback that our patients and visitors share with us about their experience of our services. This means that our staff want to know as soon as possible if you have any concerns about your care, or the care of a loved one. Sharing your concerns with a staff member is often the quickest way of ensuring we can resolve the matter for you.

If your experience at the hospital wasn't as expected, we want to know how we can help and what we could have done differently. You may have some suggestions or ideas you want to share with us, or a compliment about the care you received.

We welcome all feedback that helps us to improve our services and provide the highest standards of care and treatment.

You can email your views to:

**[feedback@thelondonclinic.co.uk](mailto:feedback@thelondonclinic.co.uk)**

If you would prefer, you can speak to our Patient Relationship Manager on **0207 535 5500**.

Patient care,  
experience  
and outcomes



We are constantly looking for ways to be better. Better could mean improving our standards, adding new procedures or how we care for our patients. One of the ways we can improve is through your feedback.





Getting here



There are a number of ways to get to The London Clinic, though we recommend using public transport where possible.



### TRAVELLING BY CAR

**Please note that The London Clinic is within the Congestion Charge Zone.** The London Clinic does not have an on-site car park. There is metered parking on nearby roads and a number of public car parks close by. We have negotiated a 15% discount for all our visitors when they make an online booking for all Q-Park car parks in London. Alternatively, there is a drop-off point in front of the hospital for private car or taxi use.



### TRAVELLING BY BUS

Buses 18, 27, 30, 205, 453 and N18 stop on Marylebone Road adjacent to The London Clinic.



### TRAVELLING BY TRAIN

The nearest mainline train stations are:

- **Marylebone Station**  
13 minute walk
- **Euston Station**  
20 minute walk



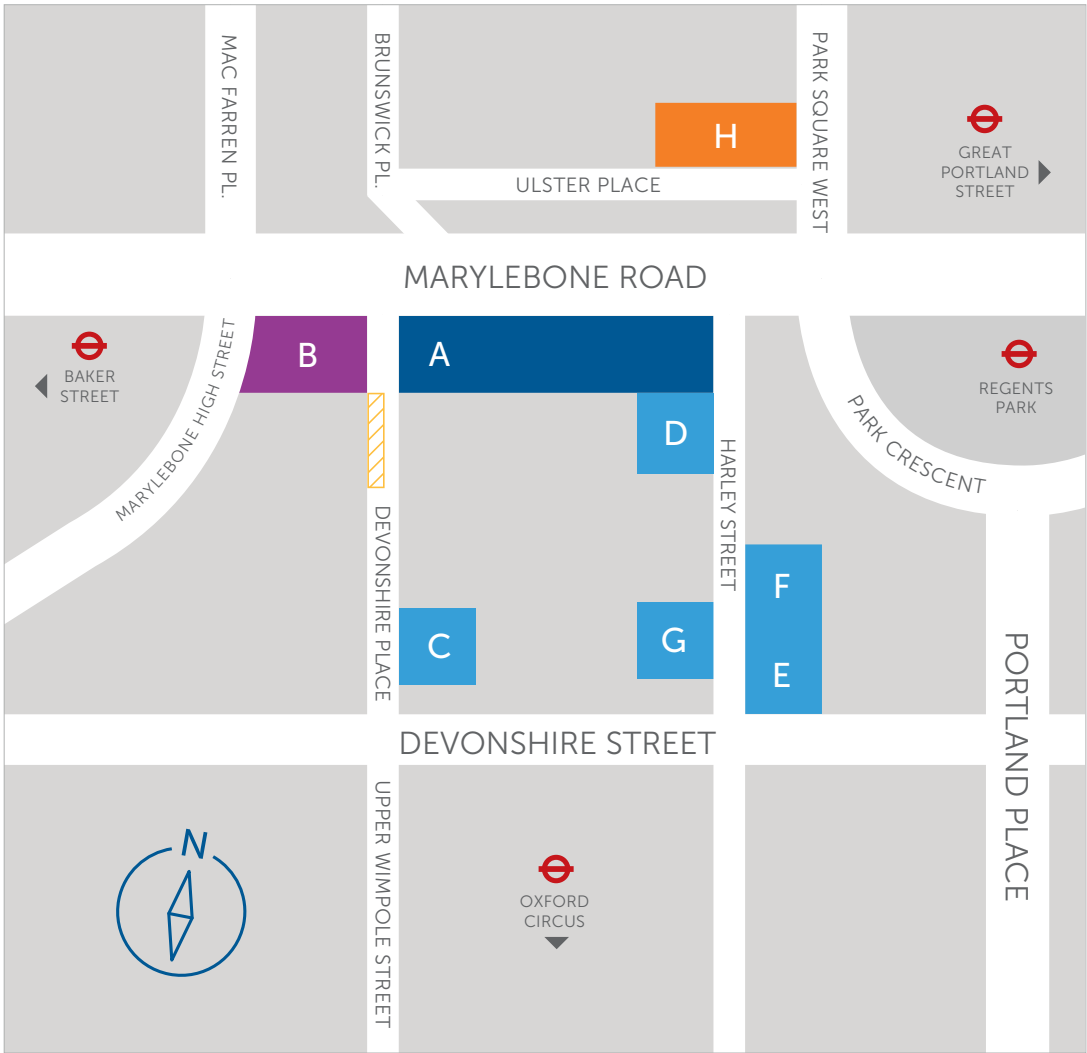
### TRAVELLING BY LONDON UNDERGROUND

Depending on which line you use, the closest London Underground stations are:

- **Regent's Park Station**  
Bakerloo Line | 3 minute walk
- **Baker Street Station**  
Bakerloo, Circle, Hammersmith & City, Jubilee, and Metropolitan lines | 6 minute walk
- **Great Portland Street Station**  
Circle, Hammersmith & City and Metropolitan lines | 7 minute walk

### PARKING

We recommend that patients travel by taxi or public transport or ask a friend or relative to drop them off, when visiting The London Clinic. The London Clinic is located in an area with limited parking meters. However, if you do wish to drive, there are a number of public car parks nearby. To avoid the congestion charge, we suggest parking in Regent's park where there are a number of metered four hour spaces.



- A Main hospital**  
20 Devonshire Place  
London W1G 6BW



Our pharmacy can be found on the ground floor behind reception

- B The Duchess of Devonshire wing**  
22 Devonshire Place  
London W1G 6JA



The Duchess of Devonshire Café can be found on the ground floor

- C Outpatient department & consulting rooms**  
5 Devonshire Place  
London W1G 6HL



- D Consulting rooms**  
145 Harley Street  
London W1G 6BJ



- E Pathology services & consulting rooms**  
120 Harley Street  
London W1G 7JW



- F Consulting rooms**  
116 Harley Street  
London W1G 7JL



- G Eye Centre & consulting rooms**  
119 Harley Street  
London W1G 6AU



- H Admin building**  
(staff only)  
1 Park Square West  
London NW1 4LJ



Ramp or wheelchair access



Elevator access on the inside of the building only



Hearing loop available

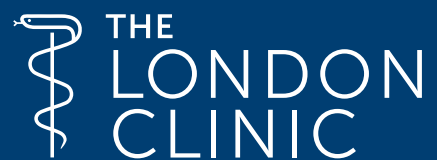


Disabled parking









A more complete  
kind of care.

**The London Clinic Main Hospital**  
20 Devonshire Place, London W1G 6BW

**The Duchess of Devonshire Wing (Cancer Care)**  
22 Devonshire Place London W1G 6JA

[thelondonclinic.co.uk](http://thelondonclinic.co.uk) | +44 (0)20 7935 4444



[RETURN TO CONTENTS](#)