



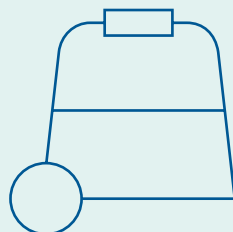
Pre-hospital Checklist



What should I bring?

Whether you are staying overnight or coming in for a day-case procedure, we recommend that you prepare a hospital bag in advance. The below items are worth including:

- ✓ A list of your current medication and dosages, along with any medication you take in its original packaging (not decanted into a pill box). It may be necessary e.g. with controlled drugs, for them to be secured by our team, and we will use our supply for legal and safety reasons. Your medication will be returned to you upon discharge.
- ✓ Copies of your medical information – e.g. any clinical letter, x-rays, scans or medical records relating to your treatment.
- ✓ Any support aids you may need, such as for hearing, eyesight or to assist with walking.
- ✓ Any medical items you usually use e.g. continence or stoma products.
- ✓ Toiletries (we provide towels, soap, shampoo and shower caps).
- ✓ Lip balm may be useful as many patients find the anaesthetic/medications can make their mouth/lips dry.
- ✓ Earplugs and a sleep mask can be useful to aid restful sleep.
- ✓ Nightwear and underwear – even if you are not expecting to stay overnight.
- ✓ Swimming costume for aquatic therapy (pool) if appropriate.
- ✓ Slippers, non-slip with a good grip.
- ✓ Comfortable shoes and clothes to wear when you leave the hospital.
- ✓ Any magazines, books, laptops, tablets and chargers you would like to have with you to remain in contact with family or for entertainment/distraction.
- ✓ All of our rooms include an HD TV with a selection of channels including movies, sport and radio, plus free Wi-Fi.
- ✓ A notebook and pen to jot down any questions or information you need to remember.
- ✓ Organise items you may need to plan prior to discharge (see overleaf for suggested items).

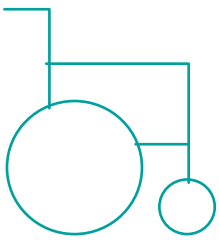


Coming into hospital for treatment can be an anxious time, for patients and their relatives.

We hope that knowing what to expect, and knowing more about the team who will be caring for you, will help ease that worry.

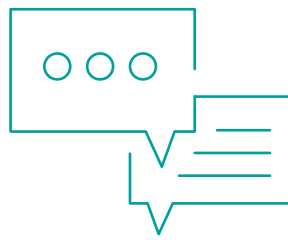
Before you leave home

Your visit is important to us and we would like to support you in the best possible way.



ADDITIONAL NEEDS

If you have any special requirements please call our pre-assessment team on **+44 (0)20 3219 3347** to discuss how we can best meet your needs and support you. These may include the need for an interpreter, a sign language specialist, information in alternative formats, particular dietary needs, mobility difficulties or memory difficulties.



TRANSLATORS OR INTERPRETERS

It is important to us that every patient feels relaxed and comfortable during their stay, including those who do not speak English as their first language.



DIETARY NEEDS

If you have any special dietary requirements or allergies, please provide details of these on your registration form.

If you require an interpreter during your stay, please indicate which language support you require on the registration form provided in your pack or call our International Office on **+44 (0) 20 3219 3266**. This service is provided free of charge.

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On your arrival

On your arrival, please go to the main reception and have your appointment confirmation ready to show our front of house team.

- On arrival at reception our front of house team will welcome you, confirm your details and direct you to the appropriate area.
- You will be asked to confirm your personal details often throughout your stay. While this can seem repetitive, the purpose of this is to keep you safe.
- Usually payment will have been arranged prior to admission but if there are any final queries, the Patient Liaison Team will discuss these with you on arrival.
- The nursing team will complete the admission process which includes checking details, taking your temperature, blood pressure and pulse, and asking you to change into a hospital gown.
- If you are having a procedure the consultant will see you before your surgery and make sure you have time to ask any final questions to ensure you fully understand your planned procedure and your planned care including the expected discharge date.
- If you are having a general or spinal anaesthetic your anaesthetist will visit prior to the procedure. You will be able to ask them questions about the anaesthetic and pain relief following surgery.
- If you are going to Intensive Care after your procedure then the room you are admitted to may not be the room you return to following your procedure. Please discuss this with the nursing team.





We advise you to keep the amount of valuable property you bring with you to an absolute minimum.

Every bedside has a small personal locker, and there is a small wardrobe and safe available in your room. The locker is not secure so please do not use it to store valuables such as your phone or large amounts of money.

- After your operation and throughout your stay, the healthcare and hotel services teams will be there to look after you through your recovery and answer any questions you have about clinical care, meals and housekeeping.
- If you need any further information or are unsure of what happens next, please ask any member of our team. Each department will always have a senior nurse in charge and a ward manager as well as a Matron that co-ordinates your care. Please ask your nurses if you would like to speak to someone senior.

We understand that you will need to bring some items with you, and we will make every effort to ensure your items are kept safe. Please be aware that the Clinic cannot accept liability for any property that is brought into the hospital.

Planning for your discharge

Staying in hospital for longer than is necessary can increase your risk of infection and reduce your independence, making your recovery period longer. This is why we need to plan your discharge before you are admitted.

Our aim is to get you fit enough to go home as soon as possible so that you can recover sooner. When you are booked for a procedure and admitted to hospital you will be given an expected date of discharge (EDD) which will be reviewed according to your needs and wellbeing. We will involve you and your family/carer as much as possible when planning your discharge.

Things to consider and discuss with your healthcare team:



How will you manage in your home environment (e.g., stairs within the property, the location of the bedroom and toilet, getting into the bath and so on)?



Will you require support when you go home e.g. someone to stay with you to help with personal support like help moving around, washing, eating or getting dressed?



Will you need any equipment or home adaptation e.g. Crutches or grab rails?



Do you need to arrange transport home with friends or relatives?



Will you need help with housework like cooking, cleaning or any other chores?



Will you need assistance with getting essential items like medicine or food?



Do you need to make arrangements for dependants or pets?



Do you need to plan to stay at a convalescent home?

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**