



FITZROVIA HOSPITAL

LONDON

Part of QASMC Healthcare

13-14 Fitzroy Square,
London,
W1T 6AH

PATIENT GUIDE

*Our mission is to always provide effective patient care and
achieve outstanding medical excellence*

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GETTING READY FOR YOUR VISIT

Coming into hospital to stay overnight or as a day patient can be an unsettling experience, adapting to new surroundings when you are not feeling at your best may cause you to feel worried or nervous. We fully appreciate these difficulties and we have prepared this information to set your mind at ease.

Your consultant should be your first port of call if you have questions concerning your procedure, however our Theatre Staff or our Reception team will be only too pleased to talk to you and help in any way they can. You can contact the team on **0207 0343300**.

Please see our current guidelines on Covid-19 testing

Option 1: No self-isolation

If you have been fully vaccinated and have no health concerns, you will not be required to self-isolate. Instead, you will need to carry out a lateral flow test on the day of your procedure, and before arriving at the hospital. Please show the email or text confirming your negative result to Fitzrovia reception on arrival, and the admitting clinical team.

Option 2: Self-isolate for three days

If your assessment by your consultant has identified a concern, for example an existing health condition or that you have not been fully vaccinated, then you will need to self-isolate for three days prior to your procedure. You will also need to complete a PCR test three days prior then continue self-isolation until admission.

Don't forget that there will be restrictions on what you can consume in the preceding hours before your procedure; it is very important that you follow the instructions given, if not your operation will not be able to take place.

THINGS TO REMEMBER

Insurance

If your procedure is covered by an insurance provider (BUPA or other) it is important that you contact your insurance company prior to arriving at the hospital to obtain an authorisation number. This will be used to process your claim, without this number, Fitzrovia Hospital will be unable to charge your insurance company and you will have to pay the full fee for your procedure and outpatient charges on the day of attendance. If you are a self-paying patient payment for procedures will occur at registration point. Your credit card details will be required to pay for sundry items i.e.: take home medication.

Take Care

You may be away from your family for a whole day. You will not be able to drive or operate any machinery or equipment for 24 hours after your procedure.

What to Bring

We make every effort to ensure that you are as comfortable as possible during your stay. We provide you with all the conveniences you would expect, including fresh linen, bath and hand towels. However, should you be staying with us overnight it is advisable to bring the following items with you:

1. Toiletries, such as:
 - Hairbrush, comb, and shampoo.
 - Toothbrush and toothpaste.
 - Shaving equipment (male patients).
2. Nightwear.
3. Underwear.
4. Slippers.
5. Some casual loose clothing to wear on leaving.
6. Glasses or contact lenses.

7. Any medication you are currently taking, please bring them with you.

If you are only being admitted to the hospital for Day Care, you should dress casually and not wear restrictive clothing. You do not need to bring any nightwear, but you might like to bring a book or magazine.

Valuables

Please do not bring valuables or large sums of money to the hospital. We cannot accept responsibility for items that are lost.

We don't have any long-term waiting areas in the hospital; therefore we request you to attend with only one accompanying person. Any accompanying person would need to be asked to leave the hospital while the procedure is taking place and the ward staff would contact them once back on the ward.

WORKING TOGETHER

Help with Disability

Wheelchair access – All pedestrian entrances at Fitzrovia Hospital are suitable for wheelchairs. There are disabled facilities in key locations around the hospital, including the main reception area.

Smoking

Smoking is prohibited within any hospital premises, within the UK. We thank you for your co-operation.

Mobile Phone Policy

Mobile phone usage is restricted in certain areas and must be switched off in communal areas such as reception.

Cancellation Policy

If you are unable to attend your appointment, please contact your consultant as soon as possible, failure to do so may incur cancellation charges.

ARRIVAL AT THE CENTRE

How to Find Us

MAP – on the last page.

Parking: The hospital front is for drop offs and collections. Pay and Display parking is available outside the Centre. NCP parking is available locally, **the closest parking lots are**

- **Holiday Inn** - Carburton Street, London W1W 5EE;
- **CitiPark** - Clipstone Street, Clipstone Mews, London W1W 5DG
- **Bank Park** - Devonshire Row Mews Car Park, 2-5 Devonshire Row Mews, Devonshire St, London W1W 5AU

Upon your arrival at Fitzrovia hospital, you will be greeted at reception. If someone is dropping, you off we will take their contact details so that we can contact them when you are ready to be picked up; there are a number of coffee shops and also a range of excellent shopping opportunities within a short walk of the hospital. Our reception staff will register you and this is an opportunity to ensure that you are fully appraised of payment options before meeting one of our nurses who will get you ready for your procedure. A member of our medical team will ask you some questions so that everything relevant is known about your health, including your medical history. They will also take your vital signs.

Please Make all Clinical Staff Aware of any Allergies that may affect your Treatment

You will need to remove any make-up and nail varnish prior to surgery, including artificial nail enhancements. We would request that you leave jewellery at home, other than your wedding ring. The doctors, nurses and

anaesthetist will assess your general health to check you are well enough for treatment. Therefore, there may be a delay between your arrival and actual going into theatre.

Information about your Operation

Your consultant will see you and explain what is going to happen. Your anaesthetist will also decide which type of anaesthetic is best for you. This will depend on your state of health and the type of procedure you are having. If you are going home on the same day, they will choose an anaesthetic from which you will recover quickly and with as few side effects as possible.

You will be asked to sign a form giving your permission for the operation to be carried out and the anaesthetic to be given. Please read this form carefully and ask the doctor if there is anything you do not understand. This is a good opportunity to ask any questions which you may still have about your operation. It is sometimes a good idea to write these down as you think of them beforehand.

Getting ready for the Procedure

After undressing, you will be asked to put on a gown. Jewellery must be removed. You will then walk to the theatre accompanied by a member of the theatre team.

AFTER SURGERY

After your Procedure

We will first move you into the recovery area. A specially trained nurse will care for you until you are awake, and your condition is stable. While you are waking up, we may give you oxygen to breathe through a clear plastic mask. Your nurse will take your pulse and blood pressure regularly and give any care your doctor or anaesthetist has recommended.

How will you feel when you wake up?

At first you will probably feel drowsy. Your throat may be dry, like a mild sore throat. If these feelings continue or you have any discomfort, your nurse will give you something to ensure that you are comfortable.

Visiting Policy

Following the Covid-19 pandemic, no visitors are permitted in the hospital, when you are ready for discharge

Our hospital policy is that day case patient routinely are not permitted visitors, we will contact your companion to ensure they arrive in time to collect you. Each patient is reviewed individually, any visitors will require a LFT on the day.

Staying Overnight

If you are staying with us overnight, a nurse will take you from recovery to the private room. You will be provided with a light meal and breakfast, and discharge time is 09.00am.

Discharge after this time may incur a fee, your nurse will be able to advise you regarding this.

LEAVING THE CENTRE

Recovering after the Procedure

Following treatment, we will advise you on the expected length of your recovery and what you should be doing to aid your recovery. In most cases you will be advised not to take alcohol or sedative drugs for the next 24 hours unless prescribed. Generally, details of further appointments will be given to you before you leave the hospital or will be sent on to you by your consultant.

Going Home

When your nurse considers that you are fully recovered from the anaesthetic you will be offered light refreshments.

If you are having a general anaesthetic or sedation, please arrange to be collected. Your companion will be given a time to ring for information, or when to collect you. Following a general anaesthetic or sedation you will not be able to drive or operate machinery for 24 hours (this may be longer, depending on the procedure you have had, your consultant or nurse will inform you). You should have a responsible adult with you during this time. We will give you advice and information after your operation.

Before you go home, your consultant will give you any instructions or advice about what to do and expect over the next few days. He/she will also arrange a prescription for any medication you need. Arrangements will be made for any follow-up treatment or appointments you may need.

If you have any pain or discomfort, please tell the nurse before you go home.

Should this be case after your departure, there is a hospital 24 hour on call number 07969547438

Alternatively, you can contact your consultant on the number they have provided.

Your Views

A Patient Satisfaction Audit questionnaire will be given to you on discharge; we are always pleased to share appreciative comments and will do our best to act on ideas for improvement. If you are worried or dissatisfied with any aspect of your care, please tell your nurse or doctor. If you prefer, you can ask to speak to a manager, who will be happy to spend time discussing any concerns you may have.

For the first 24 hours after your operation

You may feel tired when you get home. Take a complete rest for the remainder of the day and have a quiet day after. Depending on the procedure, you may need to take some time off work. Please ask your consultant for advice.

Please also avoid operating machinery of any kind or doing anything that requires coordination of judgement, such as driving or operating kitchen appliances.

If pain stops you sleeping, a mild painkiller may help. Continue to take your medications before, unless otherwise directed. If you have any concerns following your operation, please contact your consultant.

30 days telephone follow up call.

30 days following your treatment a nurse from the hospital will give you a call to follow up on your recovery.

Data Protection

In our continued commitment to maintaining high standards of care, your medical records maybe audited. This information is anonymous and does not infringe on your rights under the General Data Protection Regulation 2016.

A FINAL WORD

At Fitzrovia Hospital, we value your views in the development of our services. If there is anything that we have done that is less than satisfactory, our Head of Clinical Services would be happy to discuss your experience in person.

DDI: 0207 034 3300

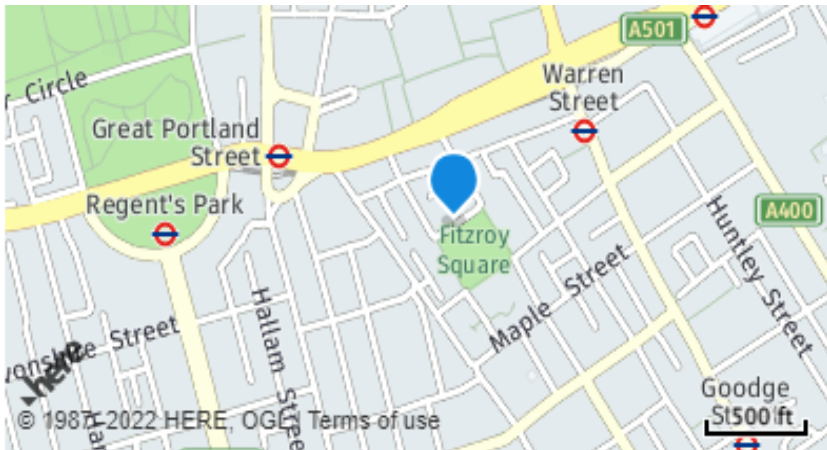
Email: reception@fitzroviahospital.com

How to find Fitzrovia Hospital

Address

13-14 Fitzroy Square
London
W1T 6AH

Tel: 0207 034 3300



Nearest Stations:

The closest underground stations are:

London Euston Station



Trains

- Avanti West Coast
- Caledonian Sleeper
- Overground
- West Midlands Trains

Subway services

- Northern
- Victoria

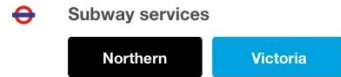
Euston Square Station (Circle, Hammersmith & City and Metropolitan)



Subway services

- Circle
- Hammersmith & City
- Metropolitan

Warren Street Station (Victoria and Northern Lines)



Subway services

- Northern
- Victoria

Great Portland Street Station (Bakerloo, Circle, Hammersmith & City and Metropolitan)



Subway services

- Bakerloo
- Circle
- Hammersmith & City
- Metropolitan

All stations are a 5-15 minute walk to Fitzrovia Hospital.

Nearest Hotels:

Fitzrovia Hotel - Gem Hotels

20-28 Bolsover St, London W1W 5NB

02074677000

Holiday Inn London - Regent's Park, an IHG Hotel

Carburton St, London W1W 5EE

03719429111

Radisson Blu Edwardian Grafton Hotel, London

130 Tottenham Ct Rd, London W1T 5AY

02073884131

The Rathbone Hotel

30 Rathbone St, London W1T 1LB

02076362001

The Grafton Arms Pub & Rooms

72 Grafton Way, London W1T 5DU

02073877923

hub by Premier Inn London Goodge Street hotel

Brook House, Torrington Pl, London WC1E 7HN

03333213104