



**KINGS
BRIDGE**

*Private
Hospital*



Kingsbridge Private Hospital

Patient Guide and Admission Information Booklet

T: 028 9066 7878

E: info@kingsbridgeprivatehospital.com

www.kingsbridgeprivatehospital.com



MR MARK REGAN CEO INTRODUCTION



Let me take this opportunity to welcome you to our home, Kingsbridge Private Hospital, part of the 3fivetwo Group.

We call this place 'home' because it is precisely this ethos on which we are building our healthcare model. Guided by the needs of our patients and their families, we aim to deliver the highest level of care in a safe and comforting environment. From medical treatment to unique culinary experiences and everything in between, we want you to experience five star quality with a homely and familiar feel.

Our sixteen bed private hospital, located in the heart of South Belfast, offers sophisticated diagnostic and therapeutic care in virtually every specialty and subspecialty of medicine and surgery.

It is the three tenets of safety, patient focus and efficiency that form the foundation of our approach to patient care. We hope that, by comparing ourselves against local and national benchmarks in key quality and safety, we will deliver an unrivalled experience that you will carry with you when you leave our hospital.

I invite you to browse our Inpatient Guide and avail of the many services we offer as part of the 3fivetwo Group.

Finally, thank you for choosing us as your healthcare provider. It has long been and will continue to be our mission to consistently deliver the highest quality of personal healthcare to each and every patient who crosses our door.

Mark Regan

Mark Regan, Chief Executive



WELCOME TO KINGSBRIDGE PRIVATE HOSPITAL

Opened in 2011, Kingsbridge Private Hospital is the latest and most modern private hospital in Northern Ireland.

We offer a comprehensive range of elective surgery and endoscopic procedures in our state-of-the-art five-star facilities. Kingsbridge Private Hospital is proud to offer the most technologically advanced diagnostic scanning and investigations across all our specialties, giving patients access to the highest standard of treatment, all under one roof.

In order that our patients may receive an unrivalled level of care, we work with an extensive network of consultants to ensure that you can access:

- An appointment with a consultant within seven working days.
- Our same day Private GP service including Minor Injuries Unit.
- Same day x-ray, CT, MRI and Ultrasound scans.
- A range of payment options available for self-funding.

MISSION STATEMENT

The aim of Kingsbridge Private Hospital is to provide a range of medical and surgical services which have been developed in collaboration and partnership with consultants and patients alike and which are responsive to patient need, choice and demand.

We are clear about our objectives and pride ourselves in delivering what we promise. We aim to be Northern Ireland's Private Hospital of choice, positively contributing to the health of the community we serve.

As part of the 3fivetwo Group, Kingsbridge Private Hospital is committed to providing the highest standards of excellence and patient care. We strive to make the experience of using our services hassle-free, personalised with added value for the private patient.

We work to the highest evidence-based standards, with the some of the best doctors and consultants in the country, utilizing the latest technology and equipment in comfortable, state-of-the-art facilities.

Your health, comfort, peace of mind and satisfaction are paramount. Therefore, you can be assured that, whatever health service you require, you are in safe hands at Kingsbridge Private Hospital.





INFORMATION FOR PATIENTS

In this Patient Guide you will find information about Kingsbridge Private Hospital including:

- Our aims and objectives.
- An overview of our organisation and essential contact details.
- Regulatory arrangements.
- Your rights as a patient and how we value your views and comments.
- A summary of our complaints policy.

In addition, the management and staff of Kingsbridge Private Hospital will be happy to speak with you about any queries or concerns. Our complaints policy is available to you on request to the General Manager at Kingsbridge Private Hospital.

STATEMENT OF PURPOSE

AIMS AND OBJECTIVES

Kingsbridge Private Hospital offers private patient-centred care and our staff are committed to meeting our aims and objectives, ensuring that:

- Kingsbridge Private Hospital offers the highest quality service to its patients.
- Our services are delivered confidentially, sensitively and attentively in a safe, secure and caring environment.
- Patients are given full information in relation to their treatment/procedure and any risks involved.
- Patient treatment and care is delivered in a non-discriminatory fashion, respecting privacy, dignity and the right to make informed choices.
- The needs and values of each patient are respected.
- Our services are managed safely, efficiently and effectively, making best use of quality resources and evidencing quality of care and added value for the patient.
- Patients are aware of the procedure for making compliments, comments and complaints enabling us to utilise this feedback to facilitate continuous quality improvements. This is outlined on page 20.
- Promotion and development of the multi-disciplinary approach to patient care to provide physical, psychological, social and spiritual support to patients and families.
- Maintenance and development of the system of clinical governance to demonstrate, on an on-going basis, the quality of services being provided and to enhance these services through evaluation and review of practice.
- Provision of an education programme offering in-house and external education to promote professional development, expertise and academic achievement.
- Building partnerships with other statutory and voluntary agencies who support our mission.

REGISTERED PROVIDER

The registered provider of the facility is:

Name: Mark Regan (Chief Executive Officer)

Business Address: Kingsbridge Private Hospital
811 - 815 Lisburn Road
Belfast BT9 7GX

OUR ORGANISATION

The organisational structure of Kingsbridge Private Hospital is supported by the Directors, Management and staff from the 3fivetwo Group who have extensive experience in providing first-class, quality independent healthcare to patients in Northern Ireland.

Since 2003, the 3fivetwo Group has offered an extensive range of services from three locations in South Belfast, providing the highest level of consultancy from our health professionals.

Kingsbridge Private Hospital

811 - 815 Lisburn Road
Belfast BT9 7GX
T: 028 9066 7878
E: info@kingsbridgeprivatehospital.com

MRI, CT and Outpatient Centre

801 - 805 Lisburn Road
Belfast BT9 7GX
T: 028 9073 5272
E: imaging@3fivetwo.com

Kingsbridge Private Hospital

6 Lisburn Road
Belfast BT9 6AA
T: 028 9066 7878
E: info@kingsbridgeprivatehospital.com

Kingsbridge Private Hospital

Maypole Clinic
5-7 Shore Road
Holywood BT18 9XH
T: 028 9066 7878
E: info@kingsbridgeprivatehospital.com

3fivetwo Healthcare

352 Lisburn Road
Belfast BT9 6GJ
T: 028 9066 7878
E: info@3fivetwo.com



OVERVIEW OF SERVICES

Kingsbridge Private Hospital offers first-class private medical and surgical healthcare services within a private hospital setting for adult, adolescent and paediatric patients.

Outpatient, Inpatient and Day case services are available in a wide range of specialties from initial consultation to post-operative care including the provision of imaging and diagnostic services.

Services will be provided by appropriately qualified Consultant Surgeons, Consultant Physicians, Specialist Registrars, Staff Grade Doctors, Specialist Nurses, Nurses and Allied Health Professionals, in a state-of-the-art and safe healthcare environment.

During your stay, we will ensure that your dietary needs are satisfied with nutritious, well-balanced meals using locally sourced ingredients and prepared by our experienced chefs. At all times, your health, comfort, peace of mind and satisfaction will be of paramount importance to us.

You can expect to be treated with dignity and respect by everyone at Kingsbridge Private Hospital. Your confidentiality and privacy will be maintained at all times.

REGULATORY ARRANGEMENTS

Kingsbridge Private Hospital is regulated by the Regulation and Quality Improvement Authority (RQIA) and is subject to annual inspections.

Reports from the most recent inspection are available on the RQIA website or by contacting:

The Regulation and Quality Improvement Authority
9th Floor, Riverside Tower
5 Lanyon Place
Belfast BT1 3BT
T: 028 9051 7500

YOUR RIGHTS AS A PATIENT AND HOW WE VALUE YOUR VIEWS AND COMMENTS

Kingsbridge Private Hospital ensures that each patient is aware of their right to:

- Privacy, dignity and respect with their modesty protected.
- Be addressed by their preferred name and title.
- Equality of treatment and care.
- Complete confidentiality.
- Access to the health professionals and health service of their choice.
- Clear, non-technical information about their treatment or surgery and its risks to enable them to make informed choices.
- Express an Advance Directive regarding their treatment and care including emergency resuscitation.
- Access to their health records under the Data Protection Act 1998.
- Accurate, up-to-date and complete information about the cost of their treatment.
- Make a complaint and receive a timely and appropriate response.

Kingsbridge Private Hospital believes that its patients have a right to speak freely about our services. To this end, we wish to encourage and maintain this vital feedback from our patients.

We have a quality assurance framework that involves patient questionnaires, governance meetings and individual discussions with patients and their families all of which are essential to ensure that our service is continuously assessed and improved.



PREPARING FOR YOUR ADMISSION

To achieve the best possible outcome from your hospital stay please follow these simple preparations and guidelines.

MEDICATIONS

It is important that we know about the medication you are currently taking. Please ensure you have notified us of your medications prior to your admission date. Please also bring all medications that you normally take with you on the day of admission in the original packaging.

You may get written advice regarding medications at your pre-operative assessment, please ensure you follow any direct requests from your clinicians.

If you have any questions about stopping your medication please contact your GP for advice.

If you are on blood thinning medication like Warfarin, you may need to stop this for a short period before your procedure - please contact your GP or Kingsbridge Private Hospital on **028 9066 7878** prior to your appointment.

WHAT TO BRING

- ✓ Your admission letter
- ✓ Any records, x-rays, MRIs, CTs or other scans (including images on disc)
- ✓ Toiletries such as soap, toothbrush, hairbrush, shampoo (Inpatients only)
- ✓ Nightwear, dressing gown (Inpatients only)
- ✓ Slippers or soft shoes
- ✓ Warm clothes
- ✓ Mobile phones, tablets and laptops can be used in your bedroom

PLEASE DO NOT BRING

- ✗ Large amounts of money or jewellery
- ✗ Any personal electrical items which require a mains supply
- ✗ Any alcohol

It is important to stay warm before surgery as this will help lower the risk of post-operative complications, however please be advised that the hospital environment may be cooler than your own home. Please bring additional clothing to help keep comfortably warm.

BEFORE YOU COME IN

Please follow all fasting instructions provided prior to admission, failure to comply will result in your surgery being cancelled.

Please refer to the separate fasting guidance included in this pack.

- Do not drink alcohol the day before your visit.
- If you are a smoker you should try to give up or cut down as much as you can, especially if you will be having a general anaesthetic.
- Ensure any adjustments to your medication have been made by your Consultant or GP, especially if you are taking blood thinning medication.
- Organise support and someone to look after you for a few days following discharge in advance, especially if you live alone.
- Let us know if you require specialist services and/or equipment (including an interpreter).



FOR YOUR SAFETY

The following items must be removed before surgery:

- All types of jewellery including rings from fingers and toes
- Contact lenses
- Make-up
- Nail polish/gel nails
- All piercings including body piercings
- Chains/necklaces
- All hair extensions e.g. “micro-loop” (metal bead) hair extensions
- Watches
- Bracelets
- Spacers
- Bangles
- Religious/sacred medals

It is important to follow the above instructions regarding the removal of jewellery, make-up and hair extensions. This is to prevent burns, choking or other injuries to patients and staff. Failure to remove items listed above may result in your surgery being cancelled. If you have any related questions or queries, please contact us.

PREVENTING BLOOD CLOTS

Any patient coming into hospital is at risk of developing blood clots in the deep veins which can break off and move to the lungs. You can reduce the risk of developing a blood clot by:

- Drinking plenty of fluids to keep you well hydrated unless otherwise advised.
- Getting out of bed and walking around as soon as your condition allows.
- Wearing compression stockings (which we will provide) as advised and putting them back on after showering.
- If you are receiving heparin injections speak to a member of staff if you do not receive your injections daily.

Please refer to the separate information booklet on VTE (Venous Thromboembolism) provided in this pack for further advice.

INFECTION PREVENTION

In order to help reduce the risk of infection, we would ask that you have a bath or shower on the morning of your operation. It is important that the area to be operated on is clean and the skin intact.

Do not use body lotions, perfume, aftershave, make-up, false-tan, deodorant or talc on your admission to hospital. Please do not shave the area to be operated on.

PLEASE CONTACT US AS SOON AS POSSIBLE IF:

- You have been given a course of antibiotics for any reason in the four weeks prior to admission.
- You are experiencing any of the following symptoms in the three days leading up to your admission - Vomiting, Diarrhoea, Cough, Cold/Flu like symptoms, generally unwell.
- You think you may have been exposed to an infection prior to admission (e.g. Chickenpox)

THINGS YOU CAN DO TO HELP:

- Bring personal toiletries including soap and a flannel.
- Bring moist hand wipes.
- Always wash your hands after using the toilet.
- Try to keep your room free from clutter.
- Wear something on your feet when walking around the hospital.
- Inform your friends and family not to visit if they have a cough, cold or other illness.

Hand hygiene is extremely important in the prevention and control of infection in hospitals. We would ask that you use the alcohol hand gels provided in your room and the ward areas before leaving and entering. We would also ask that you encourage your visitors to do the same.





ABOUT YOUR STAY

Kingsbridge Private Hospital has two main admissions areas.

The O'Malley Day Ward is an open ward with day beds, 6 couches and a number of reclining chairs. Whilst your privacy will be maintained throughout your stay, you will not be given an individual room.

The main ward comprises a number of individual single rooms with en-suite facilities and a TV for your comfort. A nurse call system is installed in each room for your convenience, providing immediate contact with the nursing staff.

A resident Doctor is based in the hospital 24 hours a day.

IF YOU ARE A DAYPATIENT

You may be seen in either admission area depending on the type of procedure you are attending for.

Admission may take up to 45 minutes. You will go to the operating theatre for your procedure from the admissions area. After your surgery you will return to the day ward or be taken to the recovery area. If you have received sedation you will need to stay until the effects of the sedation have worn off and it is safe to discharge you from the hospital. It is important that you have a responsible adult to accompany you home and stay with you for the first 24 hours after your discharge.

IF YOU ARE AN INPATIENT

You will be shown to the admissions area on the ward where you will be seen by a nurse who will complete a full admission. You will go to the operating theatre for your procedure from the admissions area or ward. After your surgery, you will be taken to your room in the ward with your personal belongings.

VISITING TIMES

Visiting times are largely open. In order to assist you in your recovery, please advise visitors to follow hospital procedures to prevent and control infections. Instructions are displayed throughout the hospital.

CATERING

An excellent catering service is provided by our in-house chef and supporting team. Please advise nursing staff if you have any special dietary needs. Meals are provided at the following times:

Breakfast	7.00am - 7.30am	Mid-Morning Break	10.00am - 10.30am
Lunch	12.30pm - 1.00pm	Afternoon Tea	3.00pm - 3.30pm
Evening Meal	5.00pm - 5.30pm	Supper	8.00pm - 9.00pm

The hospital can provide visitors with refreshments at the above times. A menu and price list is available on request. The hospital does not have a shop facility. A vending machine is available for snacks. There is also a wide range of restaurants and shops within walking distance of the hospital.

GOING HOME

You will be informed of your discharge time and date so that you can make arrangements for a friend or family member to accompany you home. Do not drive home yourself.

If you are an overnight inpatient, you will be discharged at approximately 10am on the morning you are due to go home. However, day case patients can be discharged throughout the day as appropriate.

It is ESSENTIAL that you have an identified responsible adult to accompany you home and stay with you for the first 24 hours after your discharge.

If you anticipate that there may be discharge problems please let us know as early as possible. The hospital has a comfortable lounge for patients to stay in on the day of discharge should your transport home not be available at that time.

Your consultant will liaise with you and the nursing staff to determine when you will be able to go home. You will be given a letter for your GP and, if required, any take home medication prescribed by your consultant. If you foresee any need for support from community services, please let us know in advance of your admission and we will assist you as much as possible in making arrangements.

WHEN YOU ARE AT HOME

- Relax and rest as much as possible.
- Take any drugs exactly as your Consultant has prescribed.
- Follow your discharge advice exactly including advice on what to eat and resuming activities such as driving and work.
- Contact the hospital ward directly if you have any concerns. Tel 028 9068 8867.



USING YOUR INFORMATION

The hospital follows the legislative requirements for data protection and handling patient information. Your consultant may wish to use your information for clinical audit or research. The hospital will also need to share some of your information for a number of monitoring purposes. Your information will always be made anonymous.

YOUR VIEWS

We are interested in your views as it helps us to monitor the quality of our services. You will receive a satisfaction survey. We would appreciate if you would complete this survey before you leave.

In order to assist us with any complaint or concerns you may have, it is important that you bring this to the attention of the nurse in charge or ward manager as soon as possible. It is important that we investigate your complaint or deal with your concerns. We have a complaints policy that is available on request.

GOOD FOOD, GOOD TREATMENT

At Kingsbridge Private Hospital, we understand the health benefits of good food which is why we use only locally sourced products to create our meals.

FRESH AND HEALTHY

Fresh healthy food is full of vitamins and nutrition. Our meals contain no processed foods because we know that they lack the goodness of fresh food and contain unnecessary additives. Above all, we pride ourselves on the quality of our food and we appreciate any feedback you have regarding the meals served at Kingsbridge Private Hospital.

PASSIONATE ABOUT FOOD

Our dedicated catering team come from a fine dining background so they know good food when they see it. Ensuring that our patients have tasty, healthy food is very important to us. We use only local suppliers who produce fish, bread, vegetables and jams on a small scale to ensure we always receive quality produce.

IT'S ALL ABOUT THE PERSONAL TOUCH

At Kingsbridge Private Hospital, we believe that the personal touch makes all the difference to our patients stay at our hospital. Our catering team personally deliver each of your meals and you can be assured that your loved ones will be looked after with snacks and refreshments on request. We aim to ensure that no attention to detail is overlooked in order to make your experience with us a positive and relaxing one.





COMFORT SERVICES AND PERKS

Make your stay special with our range of comfort services and patient perks.

WIFI

Catch up on your favourite TV series, do some online shopping or catch up on the latest breaking news. Our hospital features high speed WIFI throughout the building.

COMPLIMENTARY NEWSPAPER

Let us know which newspaper you would like before your stay and we'll ensure the latest edition is in your room. Choose from a wide range including The Times, Belfast Telegraph, Irish News, Financial Times etc.

COMPLAINTS PROCEDURE

Our Complaints Policy and Procedure is in place to support patients, their families and Kingsbridge Private Hospital staff.

Complaints received are completely confidential and we are committed to dealing with complaints swiftly and appropriately.

Complaints, Concerns, Comments and Compliments

Patient feedback in relation to the quality of our services is reviewed and any required change in our service is assessed for implementation.

There is a formal process for the management and handling of complaints from patients. This is documented in the Complaints Procedure. The Policy provides for appropriate investigation and a timely response to the complainant and, if required, the means for the patient to take the complaint to the appropriate regulatory authorities.

To ensure that the service we provide matches your needs and your expectations, we welcome any comments you may care to make.

As one of our patients, you are perfectly entitled to make a complaint at any time. If you wish to complain about the service you receive from us then you should follow the steps below.

If possible, the problem should be discussed with one of our Medical, Nursing or Administrative staff who will do their best to resolve the problem quickly.

If you feel unable to discuss the problem in this way or you feel they are unable to resolve the problem, then you should contact the General Manager at Kingsbridge Private Hospital. If possible, at this stage, you should record your complaint in writing and send it to Kingsbridge Private Hospital. You may wish to ask a friend or relative to write out the complaint for you which, if possible, you should sign.

If we receive a written complaint, it may take a little time to consider it fully but we will write to you within one week to acknowledge receipt of the complaint and to inform you of the steps we are taking to resolve it.

If no immediate solution is found, we will investigate the complaint fully, contacting those concerned. We will then write to you within a further three weeks with details of our findings, any action we have taken and proposals to resolve your complaint.

Governance Department
3fivetwo Group
Channel Wharf
21 Old Channel Road
Belfast BT3 9DE
T: 028 9066 7878

COMPLAINTS PROCEDURE

If you are an NHS patient and remain dissatisfied, you have the right to refer your complaint to the Ombudsman, contact details are:

The Ombudsman
Freepost BEL 1478
Belfast BT1 6BR

or

The Ombudsman
33 Wellington Place
Belfast BT1 6HN

T: 028 9023 3821
Freephone: 0800 343 424
Email: ombudsman@ni-ombudsman.org.uk

The Regulation and Quality Improvement Authority (RQIA) is a Regulatory Body and will have no part to play in the resolution of complaints. However, RQIA will be notified of any breach of regulations or associated standards and will review the matter and, as a Regulatory Body, will take whatever appropriate action is required.

It is the policy of Kingsbridge Private Hospital to strive to ensure that compliments outweigh complaints.



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★★★★★



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AT KINGSBRIDGE
PRIVATE HOSPITAL WE
SPECIALISE IN:

- Back and Spinal Surgery
- Cardiology
- Cosmetic Surgery
- Dermatology
- Endoscopy
- ENT
- Gastroenterology
- General Surgery
- Gynaecology
- MRI & CT
- Ophthalmology
- Orthopaedics
- Plastic Surgery
- Urology
- Vascular Surgery
- Weight Loss Surgery

Please visit our website for
a full list of services.

Opening Hours

Monday - Friday: 9am - 8pm*

Saturday: 9am - 5pm*

*Subject to change. Additional opening hours may be available, please call
028 9066 7878 or visit the website for the most up-to-date information.

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