

WELCOME TO

Parkside Hospital



ASPEN HEALTHCARE

Mission Statement

Our mission is to provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families.



WELCOME TO Parkside Hospital



Parkside Hospital is an independent hospital located opposite Wimbledon Common. We pride ourselves in putting quality at the core of all we do.

Parkside Hospital is able to offer most medical specialties across the entire patient journey, from initial consultation and diagnosis, through to surgery or treatment and then follow up care and rehabilitation.

Parkside Hospital has been providing care and medical services for over 30 years and is part of the respected Aspen Healthcare group. Renowned for our friendly atmosphere, high clinical standards and continuous investment in technology, staff, training and facilities, the hospital offers most medical specialties across the entire patient journey.

We work with over 300 of London's most experienced Consultants most of whom hold substantive posts within the NHS, who are supported by a strong team of highly experienced and qualified nurses and other health care professionals to ensure that patients will always receive the highest possible standards of care.

We pride ourselves in making quality at the core of all that we do, providing first class independent healthcare in a safe, comfortable and welcoming environment - one in which we would be happy to treat our own families.

A handwritten signature in black ink that reads "Phil Bates".

Phil Bates - Hospital Director
phil.bates@parkside-hospital.co.uk

MEET THE Parkside Hospital Senior Team



Phil Bates
Hospital Director



Liz Lindsey
*Director of Nursing
and Clinical Services*



Allison Bullivant
Matron



Isabel Patterson
*Lead
Oncology Nurse*



Helen Sheppard
*Surgical and
HDU Manager*



Áine O'Driscoll
Theatre Manager

Your Care

At Parkside Hospital we think that an important part of your care and our service to you, is to check in with you frequently that we aim for one of our healthcare team to visit you at least every hour from 8am-8pm and at least every two hours from 8pm-8am.



During this time we will be:

- Checking on you and your wellbeing
- Monitoring your comfort and pain
- Helping you move and change position
- Assisting with trips to the bathroom

We try to anticipate your personal needs and monitor your condition on an active, hourly basis so that you, your family and visitors can focus on recovery.

Your healthcare team will also make sure you have access to:

- Telephone
- Bedside table
- Water or other beverages
- Glasses
- Nurse call system

If a member of the healthcare team hasn't seen you, please contact the nurse in charge.

Your Healthcare Team

Every member of the team at Parkside Hospital can be identified by their name badge and job title so you know exactly who they are.

Matron
Senior Nurse
Ward Sister
Healthcare Assistant
Ward Receptionist
Housekeeping
Physiotherapist
Catering Assistant
Pharmacy Staff

OTHER STAFF MEMBERS

Resident Medical Officer (RMO)

Because it isn't possible for your consultant to be on site at the hospital 24 hours a day, we have a doctor who is on site 24 hours a day to provide treatment, advice and medicines in your consultant's absence.

Chaperone

If you would like a member of the nursing staff to be with you during your consultant visits or any treatments please just ask.



Your Stay

Over 35 years, we've developed a reputation for nursing excellence which we are very proud of. We aim to exceed the national standards required by the Care Quality Commission, who regulate and monitor our performance, and will always strive to do so.

Our high standards of care delivery are also complemented by our excellent catering, housekeeping and hospital services.

We provide en suite bedrooms with in-room TV entertainment packages, telephone, free WiFi

and access to a specially designed, nutritionist approved menu. We also accommodate visiting times up to 9pm.

Additionally, we have an 11-bed day unit and a 5-bed High Dependency Unit.



Nurse call system

Your room and bathroom is provided with a **Nurse call system** which alerts the nursing staff when activated. To make a call to the nursing team press the button on the hand held control.

Please ask if you are unsure how to work the nurse call system.

Television

These are set on stand-by mode. You can switch on and off the television by pressing the red button on the remote control. Select the programme you require – a full Freeview service is available.

Telephone

To make calls from your room telephone please dial 9 followed by the area code for the number you wish to dial. If you require assistance with your call or would like to call internationally please dial zero for reception, calls will be invoiced to you at the current rates. We request that you settle your telephone account on discharge.

Incoming calls will be put through to your room from reception, if you would like your calls diverted to the nursing station please let your nurse know.

Mobile phones

If you wish to use your mobile phone please be aware of other patients. Please lower the volume of the ringtone so this doesn't cause any disruption.

Wireless internet access

All our bedrooms are equipped with free wireless internet services via your laptop, mobile phone or tablet.

You will need to connect to the wireless network named **Parkside Hospital** and the Wifi password is **ParksideHospital**.

Parkside Hospital holds no liability for information transmitted or received through our free internet connection.

Fire alarm

Please be aware that the fire alarm is tested weekly on a Wednesday morning at 10am. The test will last between 20-30 seconds.

Parkside Hospital has excellent fire safety standards and meets all requirements under current legislation. The hospital is equipped with an automatic fire detection system including adequate building compartmentation. This allows you to remain safely in your room to await further instructions from staff who will assist with your evacuation if need be.

In the unlikely event of a fire, patients who are in immediate danger will be evacuated to the nearest safety point. Visitors will be asked to evacuate immediately by the fire exit routes or as directed by a member of staff to the hospital assembly point. Do not return to your room, even to collect your personal belongings unless you have been told it is safe to do so.

Meals

Visitors

We welcome your visitors and our visiting hours are 9am-9pm. However, if you are having an operation, we would normally advise that you restrict your visitors to close relatives only on the day of your operation as you will be very tired.

We suggest that visitors are limited to two per patient for safety and infection control reasons. Children are welcome to visit but they must be escorted and supervised by an adult at all times.

There is more information for your visitors in the 'Your Visitors' section of this directory.

Newspapers

You will be asked on admission if you would like a newspaper. Feel free to speak to ward staff if you would like to change this.

Smoking

Parkside Hospital operates a no smoking policy in the hospital, hospital grounds and vehicles in the car park. This includes the use of electronic cigarettes.

Valuables

Whilst we strongly advise you not to bring valuables into the hospital, we accept that you may have certain items with you such as watches and rings.

The hospital cannot accept responsibility for personal belongings. However, if it is unavoidable that you bring valuables into the hospital, at specific times (such as when you are in theatre or under sedation), a safe is provided in each room for your use. .

Interpreter

If you require the services of an interpreter please inform your nurse.

Ministers of Religion

These may be contacted by the nursing team for all faiths. Please let a member of the nursing team know if you require this service.

Parking

Free car parking is available at our hospital but this can be limited during peak times.

Taxis

If you require a private taxi service, please contact our reception and they will be happy to arrange one for you.

We know that nutritious and appetising meals are an important part of your recovery and every effort is made to provide a wide variety of choice on our menus.

Our Catering team will visit you in your room on a daily basis to take your meal orders for lunch and dinner; your breakfast order will be taken in the afternoon for the next morning. If you require a special diet such as vegan, Halal or Kosher, or you do not find anything on the menu to your liking they will be more than happy to discuss your requirements with you.

We recognise that while you are in our hospital you may feel unable to eat a large meal or prefer plain or light meals. Please do not hesitate to discuss this with our team.

If you have any specific dietary needs, please make your nurse aware as they can arrange for you to see a dietician if required.

Meals will normally be served in your room at the following times:

Breakfast8am-9am
Morning tea/coffe10am-10.30am
Lunch12.30pm-1pm
Afternoon tea3pm-3.30pm
Dinner6pm
Night-time drink9pm

Confectionery is available at all times at an extra charge for patients and visitors.

Our restaurant is situated on the lower ground floor for the use of patients, visitors and staff and serves a range of light meals and snacks. The restaurant's opening hours are:

Monday-Friday 8.30am-7pm
Saturday 9am-1pm

If you would like to invite your visitors to eat with you in your room from the patient menus, our catering team can help with this. Alternatively your visitors may prefer to eat in the restaurant.

There is also a drinks machine and confectionery machine located in the restaurant offering a selection of items.



Sample menus

Sample breakfast menu

A selection of chilled fruit juices – choose from:

- Orange
- Cranberry,
- Grapefruit
- Tomato

Cereal selection – choose from:

- Porridge
- A variety of cereals
- Hot breakfast
- Pastries & baked goods
- Seasonal fruit & yogurt
- A selection of cheese.

Hot beverages – choose from:

- Freshly brewed filter coffee
- Selection of teas
- Hot chocolate

Sample lunch/dinner menu

Starters – choose from:

- Homemade soup of the day with freshly baked white or granary petit pain
- Crab and prawn cocktail
- Selection of fruit juice

Main course – choose from:

- Supreme of poached chicken in tarragon and white wine sauce with noisette potatoes and glazed seasonal vegetables
- Grilled swordfish served with wilted baby spinach and minted new potatoes
- Mushroom, vegetable and tofu kebab served on a bed of saffron rice
- Asparagus risotto served with a side salad
- Sandwich or omelette of your choice

Dessert – choose from:

- Sticky toffee pudding with butterscotch sauce
- Ice cream or sorbet
- Fresh fruit salad
- Selection of cheese and biscuits
- Beverage of your choice

If you require any information on allergens, please speak to our catering team who will advise on menu content.



Our Facilities and Services

We pride ourselves on continuous investment into new technology and facilities ensuring we have access to the latest equipment for better patient services. As part of our ongoing drive to improve our facilities, we are looking at continued investment over the coming years. All rooms are designed with your comfort in mind.

Key facts & figures

- 4 Operating Theatres
- 69 en suite bedrooms, all with satellite TV, a direct-dial telephone and WiFi
- 11-bed day unit
- High Dependency Unit
- Dedicated Endoscopy Suite
- Pathology Laboratory
- Full range of Imaging and Diagnostic facilities (including MRI and CT)
- Dispensing Pharmacy
- Physiotherapy and Hydrotherapy
- Free on-site car parking

Outpatients

We have 21 consulting rooms, all fully equipped with modern medical kit and sophisticated IT technology enabling consultants to show diagnostic images. Nursing and administrative support is always available as well as easy access to our imaging, pharmacy and physiotherapy departments.

The Outpatients Department also has 4 minor procedure rooms, an Ophthalmology Suite and Ear Nose and Throat (ENT) room.

Diagnostic imaging

Our fully-equipped on-site Imaging Department, located at the Main Hospital and another suite in Outpatients, is always on hand to ensure we can scan any area of the body as required. We offer state-of-the-art MRI scanning in our BUPA approved MRI unit, ultrasound, x-ray and multi-slice CT scanner which means quicker, more comfortable scans.

These all produce high quality images transmitted via a highly sophisticated reporting system to our specialist Consultant Radiologists and forwarded to the requesting consultant as soon as possible.

The department has its own waiting room and private changing areas.

Pharmacy

We have an on-site, competitively priced pharmacy located by main reception and in Outpatients which is available to all patients, offering an easily accessible dispensing service.

Our team of qualified pharmacists are on-hand to provide advice and answer any questions about prescribed medicines.

The pharmacy is open during normal working hours, Monday to Friday, 8am-8pm and 8am-2pm on Saturdays. Outside of these hours an inpatient on call service is available if required.

Inpatient physiotherapy

Parkside Hospital has a team of specialist inpatient physiotherapists and physiotherapy assistants who are there to aid your rehabilitation after surgery and promote your independence. They will work with you to ensure the best possible outcome from your surgery, provide you with any exercises and aids you may require and ensure your safe discharge from the ward.

Outpatient physiotherapy

All our physiotherapists are chartered and highly experienced providing first class physiotherapy and integrated rehabilitation services for patients including sports men and women. They treat physical problems caused by illness, accident, work related problems or ageing. These include back, neck and shoulder pain, upper and lower limb conditions, sports injuries, post-operative rehabilitation and posture-related problems.

They work closely with other specialists in the hospital including orthopaedic consultants, podiatrists and sports physicians. They also offer specialist services including pilates, shockwave therapy and acupuncture.

Parkside Hospital Private GP Service

It is becoming more and more common for people to feel that they cannot access their GP as quickly as they would like, or get as much time with their GP to discuss their health concerns. At Parkside Hospital you can choose to see a fully qualified NHS GP, for as long as you wish, usually the same day or within 24 hours. You can access the service as a one-off or visit regularly, giving you better control of your own health management. The Parkside Hospital Private GPs can refer you to any of our services:

- All diagnostic imaging including MRI, CT, Ultrasound and X-ray
- Bariatric Surgery (Weight Loss Surgery)
- Breast Surgery
- Cardiology
- Chest Pain Clinic (Rapid Access)
- Colorectal Surgery
- Cosmetic Surgery
- Dermatology
- Dietary Advice
- Ear, Nose & Throat (ENT)
- Gastroenterology
- General Surgery
- Gynaecology
- Laser & Skin Care Clinic
- Neurology
- Neurosurgery
- Ophthalmology
- Oral & Maxillofacial Surgery
- Orthopaedics
- Physiotherapy
- Rheumatology
- Sheffield Foot & Ankle Centre
- Sheffield Private Pregnancy Care at Parkside Hospital
- Speech Therapy
- Sports Medicine
- Trichology (Hair Problems)
- Urology
- Vascular Surgery (including Varicose Veins)

Your visitors

We welcome visitors and our visiting hours are 9am-9pm.

If the person you are visiting is having an operation, we would normally advise that you restrict your visit and only visit if you are a relative, on the day of the operation.

Visitor services

Security

All visitors to the ward may be asked to sign in at reception on each occasion you visit. External CCTV is in operation at the hospital as an additional precaution.

Visitor meals

If you would like to eat with the patient you are visiting in their room, you are able to order from the patient menus, the Ward Host can help with this. Please note visitor meals are chargeable and will be added to the room account.

Alternatively you may prefer to eat in restaurant. There's also a drinks machine and confectionery machine located in the restaurant offering a selection of items to choose from.

Our restaurant is situated on the lower ground floor for the use of patients, visitors and staff, which serves a range of light meals and snacks. The restaurant opening hours are:

Monday-Friday 8.30am-7pm

Saturday 9am-1pm

Visitors are encouraged to leave by 9pm.

Please be mindful of other patients who may be resting whilst you are visiting.

Parking

Free car parking is available at our hospital but this can be limited during peak times.

Taxis

If you require a private taxi service, please contact our reception team and they will be happy to arrange that for you.

Public transport

Bus route 93 stops directly outside the front of the hospital. For more information on times and tickets please visit www.tfl.gov.uk

Ensuring your safety

Patient care lies at the heart of everything we do. We are committed to providing our patients with the highest quality of care which is safe and effective and delivered at the right time, in the right way, by the right people.

Our highly skilled workforce are dedicated to pursuing excellent outcomes for patients in a caring, compassionate and safe environment; delivering personalised care and treating patients with dignity and respect at all times.

The Care Quality Commission (CQC) regulates our services and carries out thorough inspections, provides us and our patients with assurance that we deliver high quality care to you.

Infection prevention

We are committed to taking infection prevention extremely seriously. We have had no cases of hospital acquired infections.

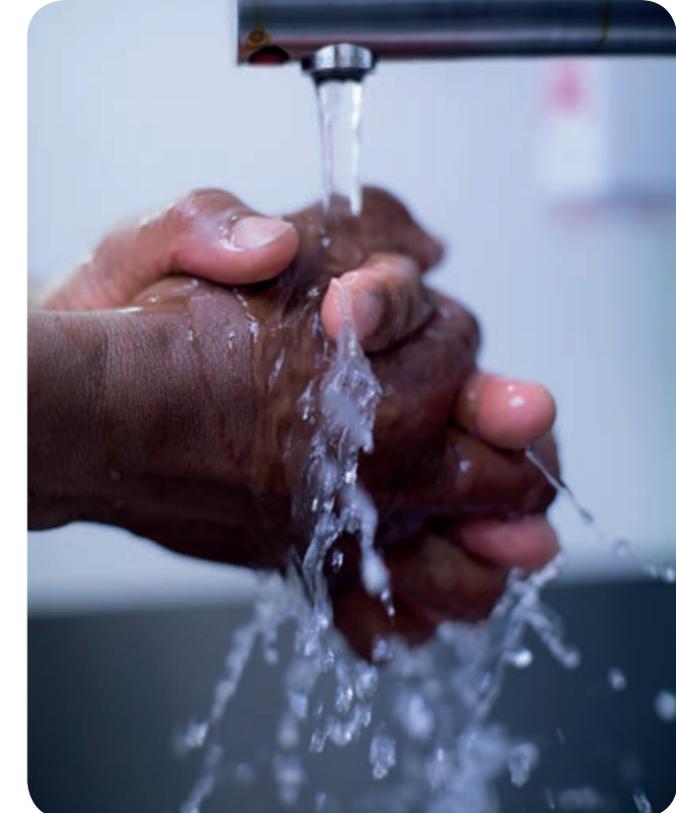
You will find an information leaflet in your room which sets out how to keep yourself safe from infection. Our staff should always wash their hands or use the handgels in each room before and after they give care to you. Do not hesitate to ask staff if they have cleaned their hands before giving care to you.

You should expect to find all areas of our hospital clean and tidy but please inform a member of staff if you are concerned with any areas so that appropriate action can be taken.

Medicines

Please ensure all medicines you bring with you are declared on admission and in their original containers. We can support safe management of medicines for you.

This includes items on prescription and over-the-counter or herbal remedies. They will be returned to you on discharge along with any medicines used to aid your recovery.



Protecting you and your information

Confidentiality

Confidentiality of patient information is of paramount concern to Parkside Hospital, therefore we fully comply with Data Protection Legislation and Medical Confidentiality Guidelines.

Medical information

Medical information will be kept confidential. It will only be disclosed to those involved with your treatment or care, or to their agents and, if applicable, to any person or organisations who may be responsible for meeting your treatment expenses or their agents.

Ethically approved research projects

Ethically approved research projects are supported by Parkside Hospital.

Private Healthcare Information Network (PHIN)

We participate in national audits and initiatives to help ensure that patients are getting the best possible outcomes from their treatment and care.

We will use your personal data in order to monitor the outcome of your treatment by us and any treatment associated with your care, including any NHS treatment. The highest standards of confidentiality will be applied to your personal data in accordance with the data protection law and confidentiality. Any publishing of this data will be in an anonymised statistical form. If you would like to opt out, or know more about this please write to The Hospital Director at Parkside Hospital.

Access to non-medical information

Parkside Hospital and your insurers would, on occasion, like to keep you informed of products and services which they consider may be of interest to you. No medical information would be disclosed to others for this purpose and non-medical information would be disclosed on a strictly confidential basis. Should you not wish to receive information about our products and services please let us know in writing.

Names and addresses

We do not make the names and addresses of patients available to other organisations, though we may send you information about our services please tell us if you would prefer we didn't.

Fraud

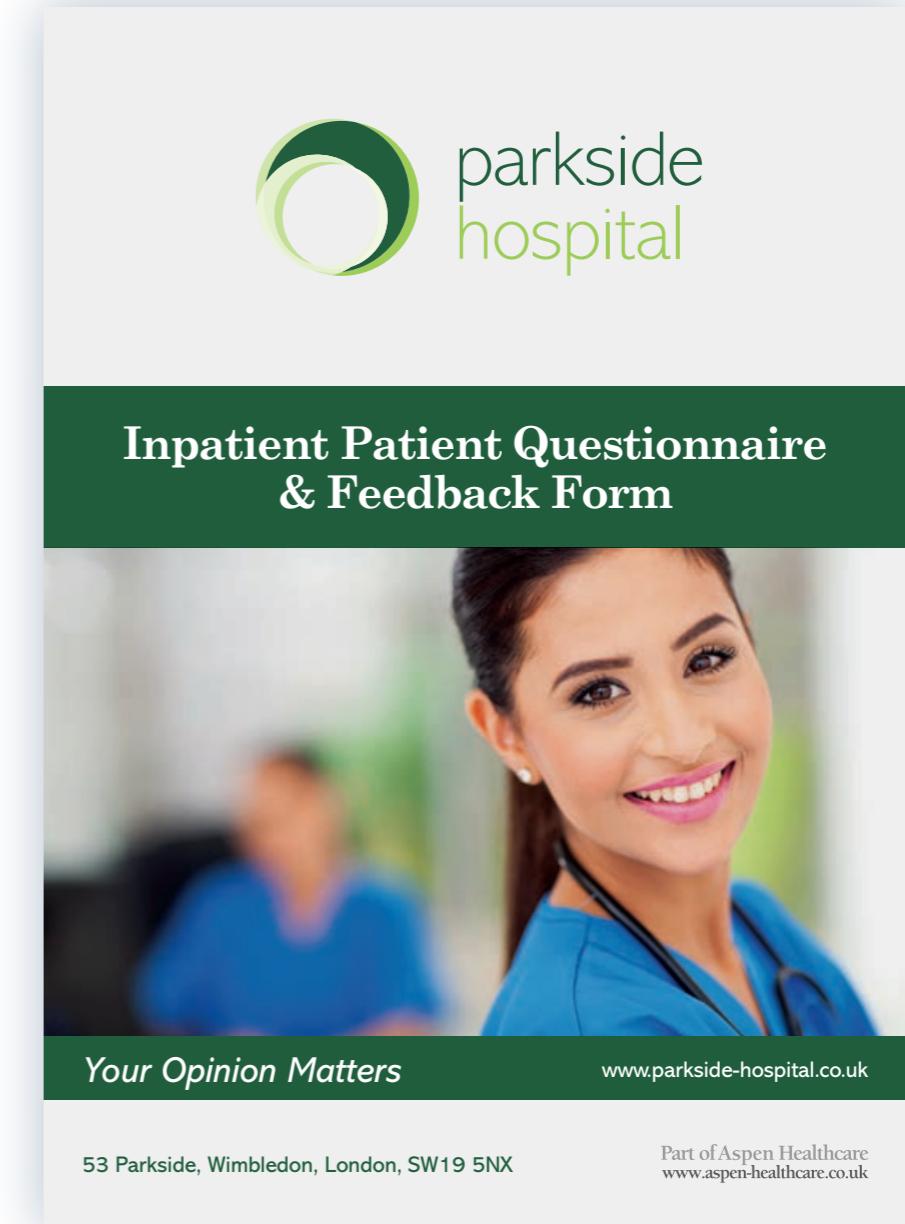
Information may be disclosed to others with a view to preventing fraud.

We value your feedback

In your room or in this folder you will find a patient questionnaire for you to complete. Feedback is not only a great way for us to be able to say thank you to our staff, but also to help us continually improve the services we provide. We would be very grateful if you could give us your feedback.

The information you give helps us monitor the standards of patient care we provide and to identify any areas that require improvement.

If you have any questions regarding your 'Patient Feedback Questionnaire' please contact a member of staff.



The image shows the Parkside Hospital logo, featuring a stylized green circle icon followed by the text "parkside hospital". Below this, a dark green banner displays the text "Inpatient Patient Questionnaire & Feedback Form". A photograph of a smiling female healthcare professional in blue scrubs is visible in the background. At the bottom, a dark green footer bar contains the text "Your Opinion Matters" and the website "www.parkside-hospital.co.uk".

53 Parkside, Wimbledon, London, SW19 5NX

Part of Aspen Healthcare
www.aspen-healthcare.co.uk

Listening to you

At Parkside Hospital, we are committed to providing the very best possible patient experience. Your feedback is a really important way of helping us to achieve this.

Although the staff who look after you will do all they can to make sure that you are treated sensitively and promptly. It is acknowledged that things may occasionally go wrong. However, we take the view that when there has been cause for complaint, it is important to acknowledge this, to put things right quickly wherever possible and to ensure we learn and improve from the feedback received. We will therefore investigate your concerns with those who are directly concerned with the provision of your care, and respond as quickly as possible.

This information tells you what to do if, for any reason, you wish to make a complaint about your care or treatment.

In the first instance, if you are unhappy with any aspect of your care, however small, please speak to any member of staff and we will endeavour to put things right straightaway.

If this cannot be done, or you remain dissatisfied, either the Director of Nursing or the Hospital Director will be happy to speak or meet with you to resolve your concerns. Any member of staff can make contact with them or, in their absence, an alternative member of the Senior Management Team.

If you wish to express your concern or complaint in writing, please contact:

Phil Bates
Hospital Director
Parkside Hospital
53 Parkside
Wimbledon SW19 5NX

Please note that complaints should normally be made as soon as possible and within six months of the date of the event complained about. The time limit may sometimes be extended (so long as it is still possible to investigate the complaint). An extension may be possible, such as in situations where it would have been difficult for you to have complained sooner.

Your letter will be acknowledged in writing within two working days of receipt and an investigation will begin into your complaint. If you submit a complaint via email we will treat your complaint in the same way as we would a written complaint.

All complaints are taken seriously and are handled openly and honestly in a bid to be fair to all concerned and to conclude matters to the satisfaction of all parties as soon as possible.

You will receive our written response within 20 working days. If our investigations should take longer, we will keep you informed. We always try to learn from a complaint and, if appropriate, will adjust our working practices to avoid similar complaints arising.

If you are not satisfied with our response, you may take this up with the Hospital Director/Clinic Manager, who will either try further to explain our response or, in some circumstances, and with your agreement, will arrange an appointment for you to meet with those involved in your care in an attempt to reach a satisfactory conclusion.

It is always our intention to resolve matters amicably but, if you are still not satisfied, then you may write to the Chief Executive of Aspen Healthcare, the company that owns Parkside Hospital. Should you wish to escalate your complaint in this way, you must do so in writing, within six months of the final response to your complaint from Parkside Hospital.

The Chief Executive
Aspen Healthcare Limited
Centurion House (3rd Floor)
37 Jewry Street
London EC3N 2ER

If you remain dissatisfied having exhausted the company's local complaints procedure you may request an independent external review.

The procedure is for you to write to the ISCAS Secretariat to request a stage three investigation at:

Independent Sector Complaints

Adjudication Service

1 King Street
London EC2V 8AU

Telephone: 0203 713 1746

Email: info@iscas.org.uk

Web: www.iscas.org.uk

This must be done within six months of receipt of the letter from the Chief Executive.

The External Adjudication Secretariat will then communicate with you to outline the procedure that they will follow in the investigation of your complaint.

Healthcare paid for by the NHS

If the NHS has funded your care at Parkside Hospital, the NHS is responsible for the quality of the care provided. So, if you are not happy about the care and treatment you have received, you may make a complaint to either Parkside Hospital as outlined above, or the NHS Commissioning Board, or local Clinical Commissioning Group (whichever body commissioned your care). We will work together to resolve your complaint. Parkside Hospital can provide the relevant address on request.

Once you have exhausted the Parkside Hospital local process and you continue to remain dissatisfied with how your concern/complaint has been handled, you are entitled to raise your concerns with the Health Service Ombudsman who can be contacted in the following ways:

- Visiting www.ombudsman.org.uk
- Telephoning the complaints helpline on 0345 015 4033 (Monday–Friday 8.30am–5.30pm)
- Emailing phso.enquiries@ombudsman.org.uk
- Faxing 0300 061 4000

Writing to:

**The Parliamentary and Health Service
Ombudsman, Millbank Tower
Millbank, London SW1P 4QP**

The Hospital is also regulated by the Care Quality Commission, which monitors the Hospital's compliance with the Health and Social Care Act 2008. The Commission can be contacted via their website at www.cqc.org.uk or at:

**Care Quality Commission National
Customer Service Centre**
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Finally, should you have any questions or comments in relation to how your concern/complaint is dealt with, then please do not hesitate to contact the Hospital Director.



Reducing the risk of infection

Working together we can fight infection

Providing high-quality services in a safe and clean environment is a number one priority for Aspen Healthcare – this includes helping everyone to understand what we can do together to fight infection in hospitals.

Hospital infections can be introduced and spread by patients and visitors and so this leaflet explains how you can help the staff to reduce them.

When you are admitted to hospital you are no longer in your familiar surroundings and may be vulnerable to infections because of your illness, surgery or medication.

What can I do before I come into hospital?

- Let us know if you or any of your close family have been an inpatient in an NHS hospital or nursing home in the past year
- Let us know if you have had a hospital infection such as MRSA or Clostridium difficile in the past
- If you are prescribed antibiotics, please make sure you complete the course. If you don't, it is quite possible for some of the bacteria to survive and develop resistance

By following the points in this leaflet, you can help us to:

- Prevent vulnerable individuals picking up an infection
- Prevent the spread of infections
- Prevent yourself picking up an infection

Remember, hand washing remains the single most important factor in preventing the spread of infection.

How can I help as a patient?

As a patient you can help yourself and others by:

- Always washing your hands after visiting the toilet and before you eat. If you need help with this, ask a nurse or healthcare assistant to help you
- Showering as frequently as you are able to and changing into clean clothes regularly. If you need help to do this, ask a nurse or healthcare assistant to help you
- Always wearing something on your feet when walking around - a comfortable pair of slippers with good grip is ideal
- Not touching your wound or any device that is in your arm/leg/bladder or other body cavity, for example, a drip or catheter
- Not taking off your dressing to show your wound to visitors

What can visitors do?

If you are a visitor you should:

- Wash your hands or use the hand gel every time you enter or leave the hospital ward. These are provided at the entrance to all wards
- Not visit relatives or friends in hospital if you have any signs of an infection, for example, sore throat, cold, diarrhoea and or vomiting or are feeling unwell

What if I need more specific information?

If you are worried or unsure about infection control issues, ask your nurse to explain them or ask to speak to a member of the Infection Control Team.

- Keeping the space around you tidy and uncluttered so that the cleaning staff can access all surfaces to remove dust easily
- Telling your nurse if you spot any dirt or dust in the room or if the bathroom does not look clean
- Not being afraid to ask staff if they have first washed their hands or used the hand rub before examining you or performing a procedure
- Asking your relatives or visitors not to visit in large groups
- Asking your visitors to perform hand hygiene by using the alcohol gel or washing their hands thoroughly before and after entering the ward and to not sit on your bed or use the patients' toilets

- Not sit on beds when visiting or use the patient's toilet
- Speak to the nurse if you have any concerns about cleanliness or see an area that has

We also have other patient information leaflets available regarding specific infections such as MRSA, Clostridium difficile and Isolation nursing.

Going home

Once you are ready to go home, a nurse will discharge you. You will be given the necessary aftercare advice, any medication that you need to take home and a follow-up appointment with your consultant. If you have any questions or concerns once you are home, our nursing staff are available 24 hours a day, you can contact us on 0208 971 8000.

Our reception team can help arrange a taxi home for you if needed, all you need to do is ask.

Incidental costs

You will be asked to settle any incidental costs incurred during your visit by you at discharge.

Everyone at Parkside Hospital wishes you well in your recovery.

Please note your take home drugs are not covered by your insurance company.

Settling your account

Insured patients

We have direct settlement arrangements with most major UK health insurance companies including AXA PPP and BUPA, which means that the insurance company will settle the authorised hospital account directly. Our hospital admissions staff will discuss your claim form or authorisation number with you prior to admission in order to facilitate this.

Any policy excess or charges not covered by your insurance company will be billed directly to you.

Self-funding patients

Parkside Hospital has a number of packages and payment options for uninsured patients. If you need further information on these please call 020 8971 8569.

Terms and conditions

A full copy of the hospital's terms and conditions would normally have been forwarded with your admission details. If you have not received your copy, please do not hesitate to request one from any member of staff.

Looking after yourself

What are the risks?

People who are recovering from an illness or surgery may be at a higher risk of having a fall during this period. Even if you are usually fit and well, this risk still exists. This could be due to:

- Feeling weaker than usual following an illness or surgery
- Medication which may cause dizziness such as pain relief
- Anaesthesia or nerve block that requires time to wear off following a procedure
- Loss of confidence, especially after a previous fall

In particular you are most at risk immediately after surgery or when you first get up, often to use the bathroom, after your treatment. There are other reasons why people might be at higher risk of a fall and these include:

- If you have had a fall in the past, you are at greater risk of falling again
- Having trouble remembering
- Not being able to get to the bathroom in time
- Having balance problems or weakness
- Having pain that makes it difficult to walk
- Having difficulty hearing or seeing
- Eating less than usual or having lost a lot of weight

What is Parkside doing to reduce the risk of a fall?

We take the following safeguards to reduce the risk of falls:

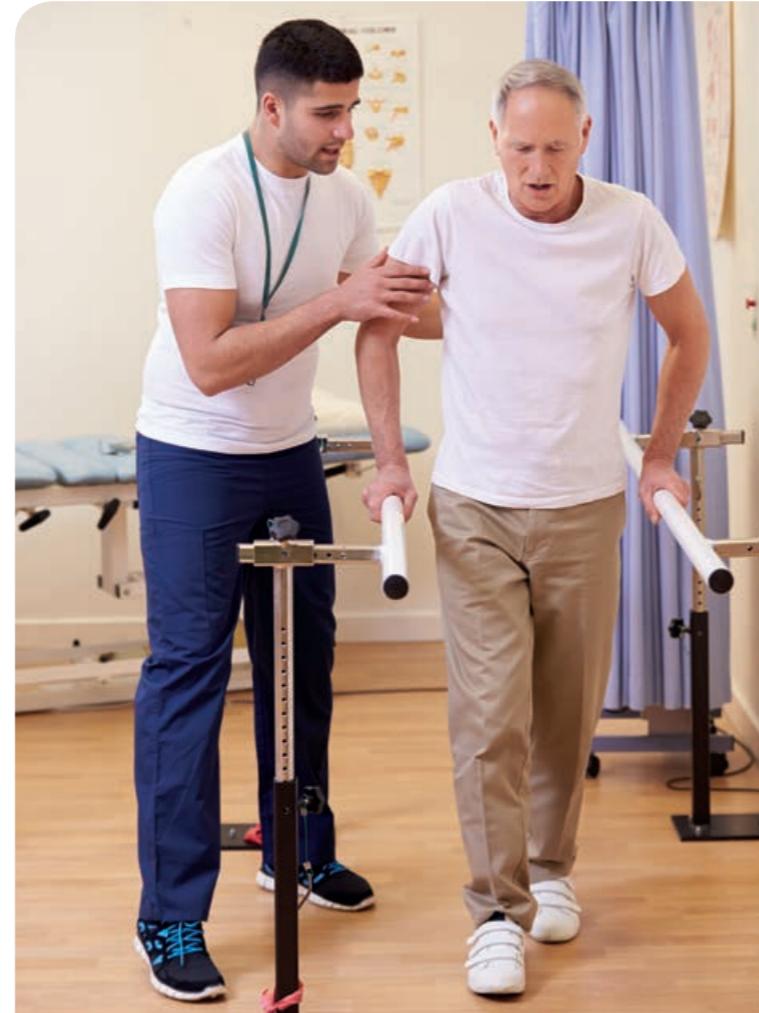
- Training for staff in falls prevention
- On admission your nurse will assess your risk of falling and a plan of care will be devised accordingly
- Any concerns regarding your mobility will be highlighted and included in your plan of care



Fall prevention – advice for patients

What can you do to help reduce the risk of falls?

- Please inform your nurse of any slips, trips or falls over the last year. This will allow staff to make sure you have the correct support you need to ensure your safety
- Please bring in all your regular walking aids from home
- Ensure you use your walking aids when mobilising
- Please ring the call bell to alert staff if you need assistance. Staff will attend to you as soon as possible. Please do not mobilise until a nurse is present, as you may fall
- If you feel unsteady or unsafe to walk alone at any time, please ask for help, day or night. Staff will walk with you until you are safe to walk alone. Follow the advice of the nursing staff and your physiotherapist
- Wear sensible, well-fitting footwear when walking. Ensure your shoes have a low heel and can be securely fastened. It is not safe to walk in your normal socks or stockings. Your nurse will provide you with non-slip socks or slippers as appropriate
- Always inform staff if you are feeling unwell, especially at night. This may affect your safety to mobilise
- Keep everything you need within reach and always wear your glasses/hearing aids should you require them
- If you have a drip, catheter or any other medical equipment, be aware of them while you are walking to avoid tripping. Ask your nurse for advice
- Avoid long nightwear that may be a trip hazard and tie the belt of your dressing gown
- Do not use hospital furniture, such as bed tables, to help you stand – as these may not be stable
- Extra care should be taken at night as the environment is unfamiliar
- Don't forget to turn your light on



The first time you may wish to mobilise following treatment or surgery

We ask that you call for assistance when you get up for the first time following treatment or surgery, as this allows your nurse to assess you and ensure your safety. If the nurse feels for any reason that you are at risk of falling, they will remain with you until you are comfortably settled either back in bed or in a chair.

Please ask a nurse or physiotherapist for advice as to when you are safe to mobilise independently after your surgery or treatment.

If you have any further questions, please speak to your nurse or physiotherapists.

- Ensure you use the anti-slip bath mats if they are provided
- Please inform the staff as soon as possible if you have any spillages in your room or if the bathroom is wet after your shower etc.

Intravenous (IV) Fluid Therapy

Intravenous (IV) fluid therapy is a way of replacing fluids in the body by giving them straight into the bloodstream (intravenous means 'into a vein', and is often called a drip). IV fluid contains water, electrolytes (called salts) and glucose (a type of sugar). It is given to stop people becoming dehydrated and to make sure they have the right amount of fluid, salts and sugars in their blood that they need for normal health.

Having IV fluid therapy

A needle is put into your hand or arm and the fluid is given straight into the bloodstream. How much fluid you need, the exact components and how long you need IV fluids will depend on your individual circumstances.

People in hospital usually get the fluids, salts and sugars they need through eating and drinking, but if you can't get enough in this way, you should have IV fluid therapy. You may also need IV fluid if you:

- Are 'nil by mouth' (that is, you are not allowed to eat or drink, for example, if you are about to have a general anaesthetic)
- Have had surgery or are losing fluids, salts or sugars quicker than they can be replaced, for example, if you have diarrhoea, keep vomiting or are sweating very heavily
- Your healthcare team should decide whether you need IV fluids from your symptoms, medical history, fluid status (whether you have too little or too much fluid in your body), whether you are taking any other medications, and results of various examinations and laboratory tests

When you no longer need IV fluid, it should be stopped as soon as possible

A member of your healthcare team should discuss IV fluid therapy with you and explain what will happen in detail. You should have the opportunity to ask any questions you have – there is a list of questions you might like to ask to help you with this.

Questions to ask about IV fluid therapy

These questions may help you (or your family or carer, if appropriate) discuss your treatment with your healthcare team.

- Can you tell me why you have decided that I need IV fluid?
- What does having IV fluid therapy involve?
- How long will I need it for?
- How will it help me?
- How long will it take to have an effect?
- Are there any side effects? What if I have a reaction during or after IV fluid therapy?
- What if I prefer not to have IV fluid?
- Why are you carrying out these tests?
- Will having IV fluid therapy affect the medication I'm taking?
- Who should I speak to if I notice any of the signs and symptoms listed?
- What if I am having problems passing urine?
- Do I still need IV fluid?

During IV fluid therapy

- If you need IV fluid, all the details about the IV fluid prescription (what fluid you need for the next 24 hours and how it is to be given), together with what assessments you need to have should be detailed in the IV fluid management plan in your medical record
- While you are having IV fluid therapy you will be monitored regularly
- If you have any concerns then please discuss them with the healthcare team who are here to help

Contacts

Package Prices & Inpatient Bookings	Telephone	Fax
Admissions	020 8971 8012	020 8946 4201
Patient Account	020 8971 8569	

Other Direct Lines		
Nuclear Medicine	020 8247 3428	020 8247 3429
Client Service Advisors	020 8971 8026	020 8971 8002
Pharmacy	020 8971 8023	
Radiology	020 8971 8025	020 8947 1526
Pathology	020 8971 8022	020 8944 8461
Physiotherapy	020 8971 8021	020 8971 8036
International Patient Centre	020 8971 8013	020 8247 3444

Email Addresses	
General Information	info@parkside-hospital.co.uk
Patient Account	parksidepatientaccounts@parkside-hospital.co.uk
Admissions	admissions@parkside-hospital.co.uk
Physiotherapy	physio@parkside-hospital.co.uk
Radiology	diagnostics@parkside-hospital.co.uk
Client Service Advisors	opdappointments@parkside-hospital.co.uk
International Patient Centre	international@parkside-hospital.co.uk
Pharmacists	parksidepharmacists@aspen-healthcare.co.uk



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