

PARKSIDE
PRIVATE HOSPITAL

CANCER CENTRE
LONDON

Referrers' Directory 2021-2022

Welcome to exceptional healthcare

PART OF ASPEN HEALTHCARE

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Welcome



Dear colleagues,

Welcome to this new and updated directory of our services at Parkside Private Hospital and Cancer Centre London.

We are proud of our reputation in offering patients a comfortable, caring and relaxed environment for all their care and treatment needs. Our feedback in 2020 shows that patient satisfaction remains high. 99% of our patients rated the overall impression of their consultant as good, very good or excellent.

We offer an holistic, multi-disciplinary approach and invest in state-of-the-art equipment and facilities for our patients. This makes us one of the leading private healthcare providers in South-West London.

Over the past year, we have installed a new MRI scanner, refurbished our Chemotherapy Day Unit and completed a major refurbishment of our Day Unit. We are also proud to have launched the Parkside Orthopaedic and Sports Medicine Centre. This showcases our outstanding consultants and provides a one-stop shop for patients' medical needs in one location.

We have continued to seek independent assessment and recently achieved various successes:

- The Joint Advisory Group on Gastrointestinal Endoscopy (JAG) independently awarded their accreditation of our Endoscopy Unit.
- The Care Quality Commission reported that all our services were 'Good'.
- Our oncology services were awarded the prestigious CHKS oncology standards accreditation and ISO certification.

At the UK Customer Experience Awards 2020, we won a gold award as part of Aspen Healthcare for our response to the coronavirus pandemic. The pandemic has placed unprecedented strain on healthcare services across the UK and London has been severely affected. On page 32 you can read about how we have shared resources, including inpatient beds, staff and life-saving equipment, with local NHS Trusts. We are proud to support the NHS and will continue to offer our help when needed.

We have also adapted our services to ensure that they remain accessible during the pandemic. Throughout 2020 we offered virtual, as well as face-to-face, consultations for the first time. We also launched a new long Covid service to support patients coping with the long-term effects of coronavirus.

However your patients choose to access our services, we tailor the care package to their individual needs. We put each individual's health and wellbeing at the heart of our work.

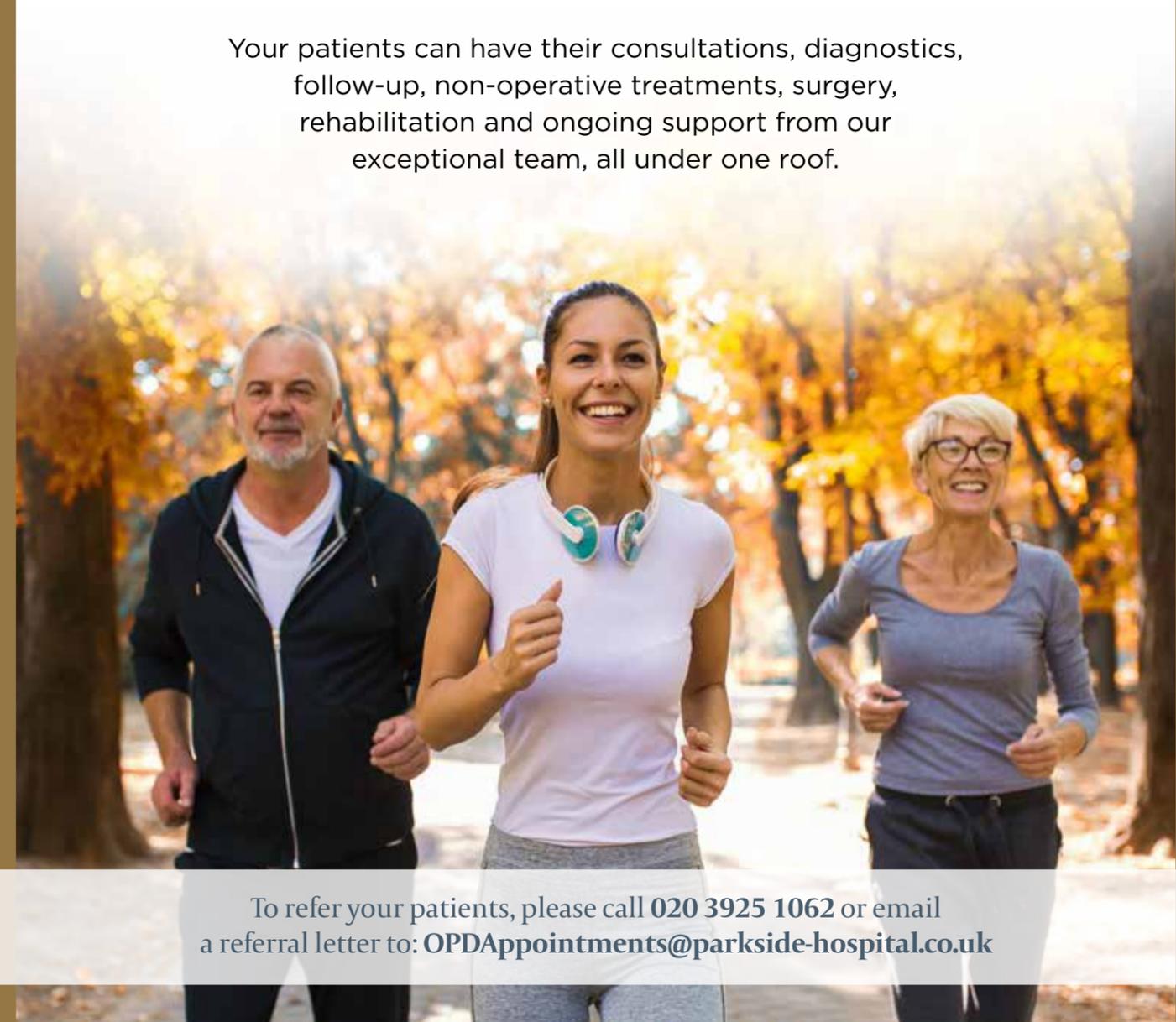
Thank you for recommending us to your patients for their care. We look forward to working with you.

Phil Bates
Hospital Director

PARKSIDE Orthopaedics & Sports Medicine Centre

At Parkside Orthopaedics and Sports Medicine Centre, we look after all your patients' medical needs in one location. They do not have to go into Central London for scans, surgery or post-operative care.

Your patients can have their consultations, diagnostics, follow-up, non-operative treatments, surgery, rehabilitation and ongoing support from our exceptional team, all under one roof.



To refer your patients, please call **020 3925 1062** or email a referral letter to: **OPDAppointments@parkside-hospital.co.uk**

Parkside Private Hospital, No.53 Parkside, Wimbledon SW19 5NX parkside-hospital.co.uk

PART OF PARKSIDE PRIVATE HOSPITAL

Why choose Parkside Private Hospital?

At Parkside Private Hospital, we have been providing first-class independent healthcare to our patients for over 35 years.

We offer everything that you would expect from your local independent hospital. This includes outpatient clinics, imaging and diagnostics, health screening, and treatment and surgery for wide-ranging medical specialities.

Our hospital also has exceptional facilities. These include a JAG (Joint Advisory Group on Gastrointestinal Endoscopy) accredited Endoscopy Unit, a £2.7 million refurbished Day Unit and a Stryker Mako robotic-arm system for joint replacement surgery.

We are trusted partners offering your patients quick and easy access to clinical pathways.

Over 400 specialist consultants

We work with over 400 consultant doctors and other allied healthcare specialists in London. Many of them also have substantive roles in the NHS. All of our nurses are registered with the Nursing and Midwifery Council.

Referring patients to Parkside Private Hospital for outpatient, inpatient or day case treatment is easy. Our team of experienced healthcare professionals ensure that your patients get the best possible care and treatment.

Zero hospital-acquired infection

We have a track record of zero hospital-acquired MRSA or Clostridium difficile (C.diff) infection at Parkside Private Hospital.

Choosing Parkside Private Hospital for your patients' treatment

NHS funded: Parkside Private Hospital welcomes NHS patients who need treatment in the following specialities: Ear, nose and throat (ENT) services, endoscopy, general surgery, pain management and orthopaedics.

Insured: If your patients have private medical insurance, they should be covered to come to Parkside Private Hospital. We have agreements with most major health insurance companies, which allow patients to be treated at our hospital.

Self-funded: Your patients do not have to be insured to be treated at Parkside Private Hospital. We have all-inclusive price packages available for most medical procedures. This gives your patients the reassurance of knowing exactly how much their treatment costs in advance.

Our 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.



Our services

At Parkside Private Hospital, we can care for patients from their initial consultation and diagnostic tests right through to surgical treatment and rehabilitation. We cover most medical specialities.

Our services include:

- Audiology
- Cardiology
- Dermatology
- Ear, nose and throat (ENT)
- Echocardiography
- Endocrinology
- Gastroenterology
- General medicine
- General surgery
- Gynaecology
- Haematology
- Medical microbiology and virology
- Neurology
- Neurosurgery
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedics
- Paediatrics and paediatric surgery
- Pain management
- Palliative care
- Plastic and cosmetic surgery
- Psychiatry
- Rehabilitation
- Rheumatology
- Sports and exercise medicine
- Urology
- Vascular surgery

Facts and figures

 360+ Hardworking staff	 400+ Consultant experts
 69 Registered beds	 21 Outpatient consulting rooms
 4 Operating theatres and JAG accredited endoscopy suite	

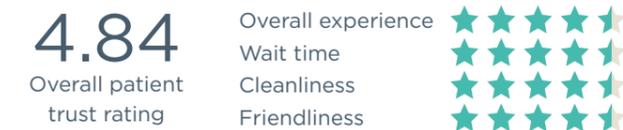
One exceptional hospital

Patient satisfaction survey results in 2020

Our feedback in 2020 shows that patient satisfaction remains high. We are proud of our reputation, our staff and the quality of our healthcare at Parkside Private Hospital.

 99% of our patients rated the overall impression of their consultant as 'good', 'very good' or 'excellent'	 97% of our patients told us that the overall quality of their care was 'good', 'very good' or 'excellent'
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Doctify Reviews on the healthcare review platform Doctify



f Facebook
 Reviews: (based on 146 reviews) ★★★★★

Patient feedback in 2020

'Staff - Helpful, friendly, reassuring, positive, informative, professional.'

'Friendly, patient staff. Stringent Covid-19 regulations, but not sacrificing patient care. I felt safe and looked after. Thank you Parkside.'

'I have attended Parkside Private Hospital on many occasions and have always been impressed with all aspects of service.'

'Fantastic care. My questions were all answered with patience and care. Nurses were amazing, very caring and attentive.'

'The staff at Parkside Private Hospital were all very kind and caring. I have no complaints about the care received.'



Facilities at a glance

- 4 operating theatres
- High Dependency Unit with 5 beds
- 75 registered beds, all with satellite TV, a direct-dial telephone and internet facilities
- 21 outpatient consulting rooms and 4 minor procedure rooms
- £2.7 million refurbished Day Unit with 12 private pods for patients
- BUPA accredited breast and bowel care centres
- Dedicated endoscopy suite
- Pathology laboratory
- Full range of imaging and diagnostic facilities (including MRI and CT scans)
- Dispensing pharmacy
- Physiotherapy and heated pool for hydrotherapy
- Free onsite car parking



Accreditations and awards

Accreditations



Overall 'Good' – Care Quality Commission (CQC) rating

A team of CQC inspectors visited Parkside Private Hospital in 2019. This was part of the CQC's ongoing inspection programme for independent acute hospitals. The CQC awarded us an overall rating of 'Good' in March 2020.



AfPP for theatres

Parkside Private Hospital is accredited by the Association for Perioperative Practice (AfPP).



Joint Advisory Group on GI Endoscopy

Joint Advisory Group (JAG) accreditation

Parkside Private Hospital's Endoscopy Unit has been awarded JAG (Joint Advisory Group on Gastrointestinal Endoscopy) accreditation. This prestigious accreditation is only awarded to endoscopy units that provide a high-quality service for patients.



WorldHost® business status

WorldHost is a nationally recognised badge of excellence for customer service. All staff at Parkside Private Hospital are trained to world host standards. The training covers hospitality, good first impressions, telephone manner and communication skills.



Bupa accreditation

Bupa, the UK's leading private healthcare insurance company, has accredited Parkside Private Hospital as breast care and bowel care centres of excellence for cancer diagnosis and treatment.



Caspe Healthcare Knowledge Systems (CHKS) oncology standards accreditation and ISO certification

In 2021, Parkside Private Hospital's oncology services received the CHKS oncology standards accreditation and ISO certification. This means that our processes and standards meet international best practice, and our services are safe, reliable and of good quality.



Macmillan Quality Environment Mark

Parkside Private Hospital's Oncology Ward has been awarded the Macmillan Quality Environment Mark (MQEM). The MQEM is a detailed quality framework used to assess whether cancer care environments meet the standards required by people living with cancer.



United Kingdom Accreditation Service (UKAS)

UKAS, the national accreditation body for the United Kingdom, has given quality accreditation to Parkside Private Hospital's Pathology Laboratory.



ISO certification for Sterile Services Unit

The Sterile Services Unit at Parkside Private Hospital is Medical Devices Directive (MDD/93/42/EEC), ISO 9001 and ISO 13485 accredited. This means that we comply with the highest standards to ensure that surgical instruments used in clinical procedures are safe and sterile.



Food Standards Agency rating

The Food Standards Agency inspected Parkside Private Hospital in 2020 and awarded us a 5-star food hygiene rating.

Patient-Led Assessment of the Care Environment (PLACE)

Parkside Private Hospital has undertaken a Patient-Led Assessment of the Care Environment (PLACE). This is a system for assessing the quality of the patient environment. It provides a clear message, directly from patients, about how the environment or services might be enhanced.

Awards



UK Employee Experience Awards 2021

Parkside Private Hospital, as part of Aspen Healthcare, won a gold award in the 'Health and Wellbeing of Employees' category. This award celebrates our health and wellbeing strategy, which focuses on the four pillars of employees' physical, mental, financial and social wellbeing.



UK Employee Experience Awards 2020

Parkside Private Hospital, as part of Aspen Healthcare, won double gold awards in the 'Delivering customer experience' and 'Employee training and development' categories. The customer experience award recognises our 'STEP-Up-To-Safety' scheme, which is a patient safety and culture change programme.



UK Customer Experience Awards 2020

In 2020, Aspen Healthcare and Parkside Private Hospital won a gold award in the 'Customer experience in the crisis' category. This award recognises our response to the coronavirus pandemic.



LaingBuisson Awards 2020

Parkside Private Hospital, as part of Aspen Healthcare, was a double finalist at the LaingBuisson Awards. These awards recognise and celebrate industry excellence and innovative services in the public, private and third sectors.



London Healthy Workplace Award 2019

Parkside Private Hospital received a London Healthy Workplace Award 2019. This is an accreditation scheme by the Mayor of London's Office and supported by Public Health England. It recognises London employers who invest in their employees' health and wellbeing. The award is valid for four years.



UK Business Awards 2019

In 2019, Parkside Private Hospital won a gold award in the 'Wellbeing at work' category. This is another award that recognises our health and wellbeing strategy for employees, which has proved highly effective.



Diagnostic imaging services

Features of our diagnostic imaging service

- Relaxed, calm and comfortable environment
- Rapid access with minimal waiting times
- Open seven days a week, with convenient appointment times
- Friendly, experienced radiographers
- Images reported by specialist consultant radiologists
- Quick results sent directly to the patient's consultant or doctor, usually within 48 hours
- Competitive self-pay prices

Our Diagnostic Imaging Department is fully equipped with the latest imaging equipment and offers a range of services, including:

- digital X-ray
- two MRI scanners
- CT scanner
- Ultrasound
- PET-CT scanner
- DXA scanner for our one-stop osteoporosis screening service
- specialist screening for various conditions, including breast, bowel and prostate cancer
- nuclear medicine

Our scans offer patients the highest quality imaging, which is vital for rapid diagnosis and improved outcomes.

A quality service

Our department is made up of registered radiographers and consultant radiologists. We follow the guidelines produced by the Royal College of Radiologists and College of Radiographers.

We are registered and regulated by the Care Quality Commission (CQC) and accredited by all major insurers, including BUPA, AXA Health and WPA.

Our department uses a fully integrated, digital picture archiving and communication system (PACS). This viewing system allows consultants to see investigations instantly in their consulting room or at any terminal in the hospital.

Referrals and appointments

To refer your patients for diagnostic imaging, please download a referral form from www.parkside-hospital.co.uk/referral-information You can either:

- email the completed form securely to psimaging.bookings@nhs.net
- give the completed form to your patients and ask them to make their own appointment by calling **020 8971 8025** or emailing the form to psimaging.bookings@nhs.net

You cannot refer NHS patients directly for diagnostic imaging services at Parkside Private Hospital.

93% of our patients would recommend us to their friends and family

Physiotherapy

Facilities

The Physiotherapy Department at Parkside Private Hospital is fully equipped with:

- a rehabilitation gym
- an outdoor AstroTurf area
- a specialist treatment area with five private cubicles
- a Pilates studio with a reformer machine
- a large hydrotherapy pool

Conditions that can be treated with physiotherapy

Our physiotherapists treat people of all ages with physical problems caused by illness, accident or ageing, including:

- arthritis
- back and neck pain
- dizziness or vestibular issues
- hand conditions
- headaches and migraines
- joint pain and stiffness
- long Covid symptoms
- musculoskeletal pain
- osteoporosis
- neurological disorders
- post-operative pain or reduced function
- respiratory conditions
- rheumatological conditions
- sports injuries
- temporomandibular joint disorder
- women's health issues
- work-related disorders

Treatments available

We currently offer these physiotherapy treatments at Parkside Private Hospital:

- acupuncture
- 3D bike fit assessment (video analysis to achieve the optimum cycling position)
- exercise therapy
- hand therapy (including thermoplastic splinting)
- hydrotherapy
- lung health classes
- lymphoedema therapy (including manual lymphatic drainage therapy and compression garment fitting)
- manual lymphatic drainage therapy
- massage therapy
- neurological treatment
- occupational therapies
- Pilates (reformer, individual and group)
- pre-operative conditioning or preparation
- rehabilitation
- respiratory physiotherapy
- return to fitness classes
- return to sport programmes
- running analysis
- temporomandibular joint physiotherapy
- women's health services
- practical advice and specialised stretching to treat work-related disorders

Our physiotherapists

All our physiotherapists are members of the Chartered Society of Physiotherapy and registered with the Health and Care Professions Council (HCPC). They work closely with other specialists in the hospital and provide supportive services where necessary.

For more information, please visit parkside-hospital.co.uk/services/physiotherapy

Referral information

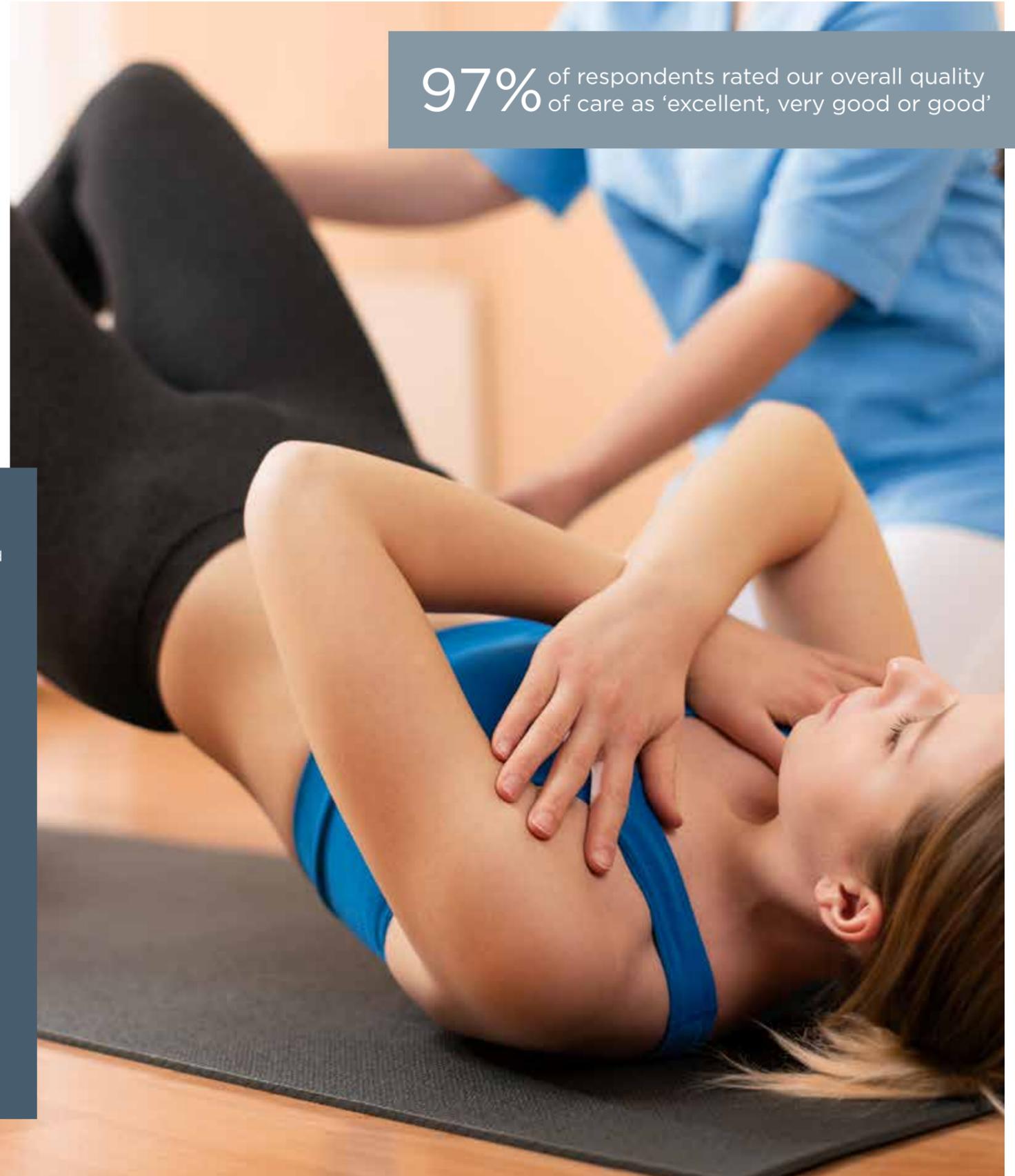
Referring self-funded or insured patients to Parkside Private Hospital for physiotherapy is a simple process. You can:

- email physio@parkside-hospital.co.uk
- phone us on **020 8971 8021**
- post your referral letter to: Physiotherapy Department, Parkside Private Hospital, 53 Parkside, Wimbledon, London SW19 5NX

Patients who are self-funding or have private medical insurance can also refer themselves directly for physiotherapy. They can:

- email physio@parkside-hospital.co.uk
- phone us on **020 8971 8021**
- complete our online form at: www.parkside-hospital.co.uk/contact-us/request-a-physiotherapy-appointment

97% of respondents rated our overall quality of care as 'excellent, very good or good'



Our high quality endoscopy service

We are delighted to announce that Parkside Private Hospital's Endoscopy Unit has been awarded JAG (Joint Advisory Group on Gastrointestinal Endoscopy) accreditation. This prestigious accreditation is only awarded to endoscopy units that provide a high-quality service for patients. We had to show clear evidence of meeting the JAG standards in four areas: clinical quality, patient experience, workforce and training.

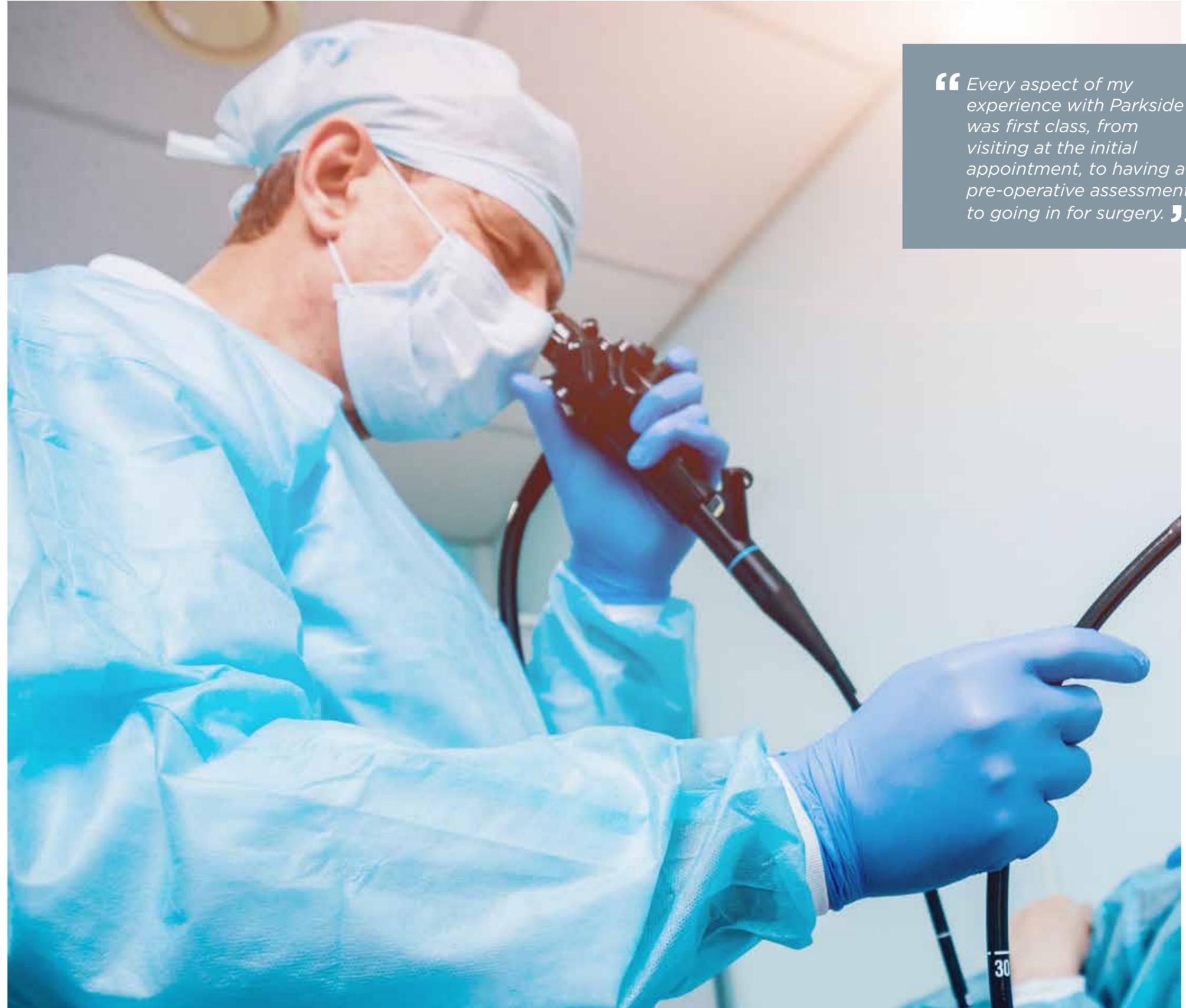
Our hospital provides a welcoming environment, with a self-contained endoscopy suite and procedure room. The Unit has highly skilled endoscopy specialists and an experienced clinical and managerial team.

Various consultant specialists perform endoscopies in our Unit, depending on the medical condition that is being investigated. We offer these procedures in the Endoscopy Unit:

- Capsule endoscopy
- Colonoscopy
- Cystoscopy
- Flexible sigmoidoscopy
- Gastroscopy
- Haemorrhoidectomy (banding of haemorrhoids only)
- Oesophageal stent or dilatation
- Polypectomy

All procedures at the Endoscopy Unit are available for self-pay, private medical insurance and NHS patients. To find out more, including prices for self-pay procedures, please call **020 8971 8000**.

“Every aspect of my experience with Parkside was first class, from visiting at the initial appointment, to having a pre-operative assessment, to going in for surgery.”



JAG
Joint Advisory Group
on GI Endoscopy

Accreditation



Oncology services in partnership with Cancer Centre London

At Parkside Private Hospital, we run our oncology services in partnership with the neighbouring Cancer Centre London.

Cancer Centre London provides:

- chemotherapy
- radiotherapy
- physiotherapy
- psychological support
- various complementary therapies.

Outpatient consultations and treatments are available at Cancer Centre London. We have a dedicated oncology ward at Parkside Private Hospital if patients require surgery or an inpatient stay.

We ensure continuity of care between the two hospital sites. Our expert multidisciplinary team give patients both physical and emotional support before, during and after their treatment. Coping with a cancer diagnosis and treatment can be overwhelming. Individuals may experience many different complex emotions. We have a variety of specialist services to support patients and their loved ones at this difficult time.

For more detailed information, please see the **Cancer Centre London Referrers' Directory 2021-2022** later in the brochure. This explains how Parkside Private Hospital and Cancer Centre London work together closely to offer diagnostic services across both sites, including:

- a full range of diagnostic imaging
- genetic testing for breast, ovarian and colorectal cancer and for rare cancers
- health screening for various types of cancer, including bowel, breast, ovarian and prostate cancer
- nuclear medicine, including PET-CT scans, to assist with more precise diagnosis and staging
- a One Stop Breast Clinic for patients with any breast-related symptom
- a One Stop Clinic to help patients get a quick and accurate diagnosis
- a Rapid Access Clinic for patients with non-specific but concerning symptoms.

Day Unit

In January 2020, we opened our £2.7 million refurbished Day Unit at Parkside Private Hospital. This was the culmination of an ambitious renovation project that began in the summer of 2019.

Our state-of-the-art Day Unit includes 12 private pods for patients having planned day case surgical procedures. There is also an attractive new reception and waiting area for family members and loved ones.

Phil Bates, our Hospital Director, says, *'This significant investment in our hospital has allowed us to move away from open-plan accommodation to developing a contemporary Day Unit. The spacious pods not only increase patients' comfort, but also enhance their privacy and dignity.'*

Our Day Unit was redesigned to improve the experience for patients, visitors and staff. The entire unit has been redecorated and is bright, spacious and welcoming. This can help our patients to feel more relaxed and comfortable both before and after their procedure.

Helen Sheppard, our Surgical and High Dependency Unit Manager, explains, *'For patients coming out of surgery, it makes a big difference to be cared for in a modern and airy environment. The refurbished Day Unit has a hugely positive impact on patient experience.'*



Mako robotic arm assisted surgery for joint replacements

In April 2019, we introduced pioneering surgical equipment to our Orthopaedic Department. The Stryker Mako robotic arm assists our orthopaedic surgeons to perform knee and hip replacement operations with pinpoint accuracy.

Parkside is the first independent hospital in South London to provide robotic orthopaedic surgery. We have invested in the latest technology to offer a modern alternative to traditional methods of joint replacement.

An advanced system of technology

In the weeks before an operation, the surgeon uses the Stryker Mako technology to create a personalised surgical plan. They take a CT scan of the joint and upload it into the Mako system software. This produces an exact 3D model of the patient's knee or hip. The surgeon can then plan the operation to within fractions of a millimetre.

During the operation, the robotic arm helps the surgeon to stay within the planned boundaries and place the new implant in the optimal position. If the robotic cutting tool passes over a part of the joint that does not need removing, it shuts off automatically. The tool does not start again until it reaches the parts mapped out for removal. This method reduces the risk of surgical errors and improves patient safety.

Delivering superior results

The Stryker Mako system offers benefits over and above standard surgery, including:

- a surgical procedure that is fully customised to each patient's needs
- improved accuracy, allowing fine adjustments by the surgeon throughout the procedure
- a higher level of alignment and positioning during surgery
- faster recovery times with less post-operative pain and increased mobility
- reduced complications with fewer revisions needed over time.

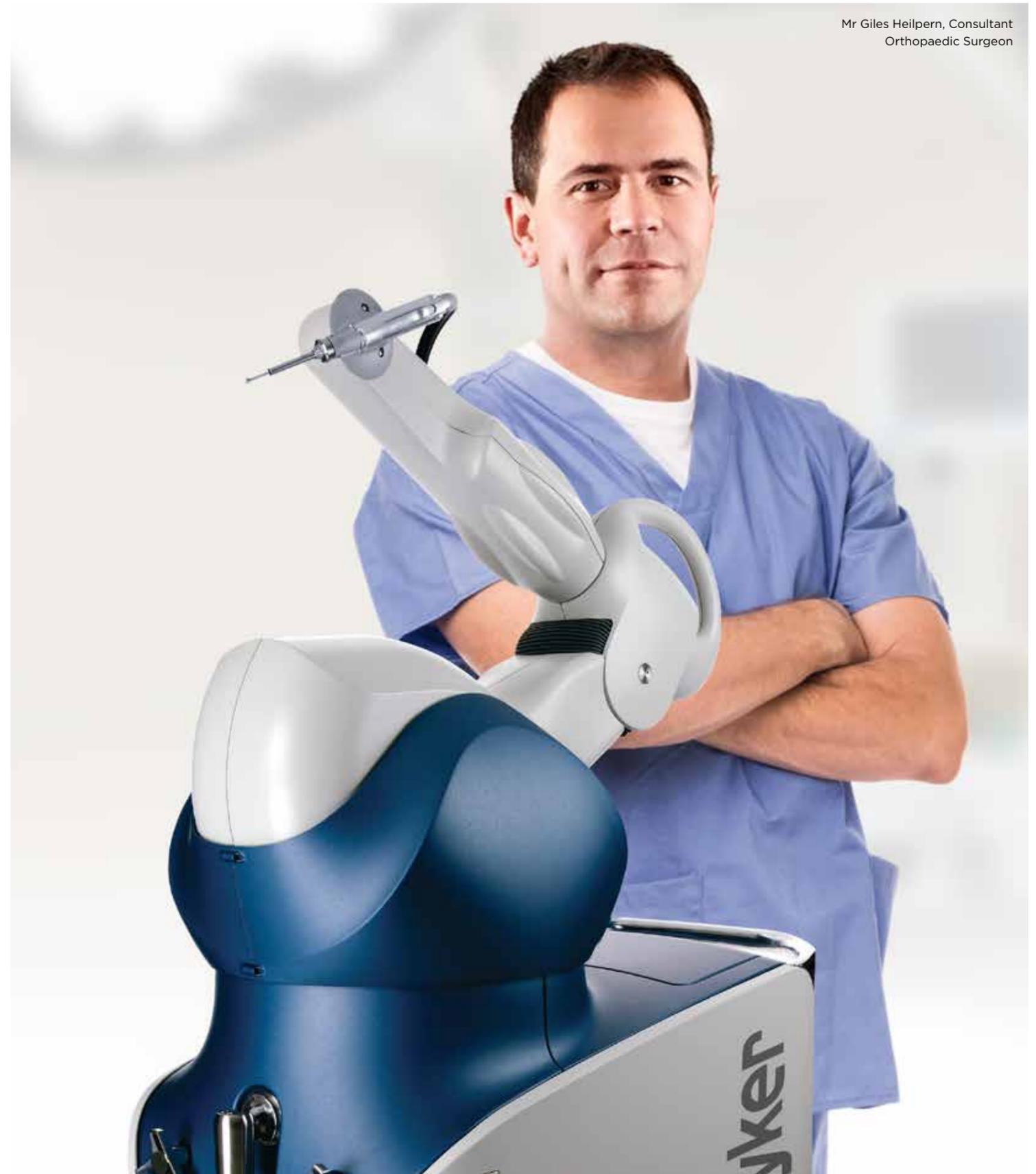
Our patients who opted for robotic surgery have reported positive outcomes and could resume their active lifestyle more quickly.

Celebrating 100 robotic arm assisted operations

In November 2020, we celebrated a landmark 100 operations at Parkside Private Hospital using the Stryker Mako robotic arm. Mr Giles Heilpern, our Consultant Orthopaedic Surgeon, said, *'It is an absolute pleasure to have performed the 100th Mako robot-assisted procedure at Parkside, having performed the very first. I am proud to be involved with this innovative technology and genuinely see it as a game changer in knee replacement surgery.'*

Phil Bates, Parkside Private Hospital Director, believes that the new technology highlights our position as a centre of excellence for orthopaedic care and sports medicine. He reflects, *'In many ways the Mako robot is the jewel in our crown, helping us to raise the bar in terms of the services we can offer.'*

Mr Giles Heilpern, Consultant
Orthopaedic Surgeon



Paediatric services

At Parkside Private Hospital, we have a variety of consultants who can see children at outpatient and diagnostic clinics in the following specialities:

- Allergies and respiratory conditions
- Dermatology
- Ear, Nose and Throat (ENT)
- General paediatrics
- General practice
- Neurology
- Ophthalmology
- Oral and maxillofacial surgery
- Orthopaedics and sports medicine
- Plastic surgery
- Rheumatology
- Urology

We offer:

- exceptional care for children, whether are coming to the hospital for an outpatient appointment, blood test or surgery
- a specialist outpatients' ground floor waiting room, where children can read, play or watch television
- imaging for children aged from 0+ years, provided that they can keep still and the test is medically appropriate
- minimal waiting times for children, who are prioritised
- a special playlist for children and young people to help relax them during MRI scans
- a paediatric phlebotomy service in the Outpatients Department every Wednesday afternoon to ensure that children experience minimal discomfort.

A parent or guardian must accompany any child under 18 years of age who comes to our hospital.

Paediatric surgery

We can arrange day case surgery for children from the age of three. Our consultants treat various childhood conditions and perform these procedures:

- Adenoidectomy and tonsillectomy
- Circumcision
- Grommet insertion
- Inguinal hernia and hydrocoele surgery
- Oral and dental surgery
- Orthopaedic procedures
- Otoplasty
- Surgery to remove skin and neck lumps
- Surgery to correct a squint
- Orchidopexy (undescended testicle repair surgery)

Our dedicated paediatric nurse cares for children between the ages of three and 15 years (inclusive), who are admitted for day case surgery.



Making self-pay or private medical insurance referrals for children

If you would like to refer a child patient for private treatment, you can write your own letter of referral or download a referral form at: www.parkside-hospital.co.uk/referral-information Please email your referral letter or completed form to OPDAppointments@parkside-hospital.co.uk

As referral letters contain sensitive patient data, it is important to comply with the General Data Protection Regulation (GDPR). Please use the secure email address above and do not send the referral letter through our website.

Do you know we offer the following **NHS** services at Parkside Private Hospital?



NHS e-Referral Service

Parkside Private Hospital is part of the Aspen Healthcare Group. When you make a referral, you need to search for:

'Aspen Parkside Private Hospital'



Ear, nose and throat (ENT)

NHS e-Referral

Conditions treated:

- Ear problems
- Swallowing problems
- Thyroid problems
- Nasal blockages
- Sinusitis
- Allergic rhinitis
- Salivary gland problems
- Ear drum perforations
- Conductive hearing loss (age 59 or below)
- Tonsillitis

Procedures performed:

- Tonsillectomy
- Adenoidectomy
- Functional endoscopic sinus surgery (FESS)
- Nasal polypectomy
- Septorhinoplasty
- Partial thyroidectomy
- Parotidectomy

General surgery

Direct access endoscopy

- Gastroscopy
- Endoscopy
- Laparoscopic umbilical hernia repair



NHS e-Referral

Conditions treated:

- Inguinal hernia
- Umbilical hernia
- Lumps and bumps
- Lipoma
- Skin lesions
- Benign cysts
- Cholecystitis
- Haemorrhoids

Procedures performed:

- Repair of inguinal and umbilical hernia
- Excision and biopsy of lumps and bumps
- Laparoscopic cholecystectomy
- Anal fissure/fistula
- Haemorrhoidectomy

Pain management

NHS e-Referral

Conditions treated:

- Acute back pain
- Chronic pain
- Musculoskeletal pain
- Sciatica
- Neuropathic pain
- Spinal pain
- Fibromyalgia

Procedures performed:

- Spinal injections (epidural, facet joint)
- Sacroiliac joint injections
- Epidural injections
- Trigger point injections
- Denervation

Exclusions:

- Patients with conditions assessed as ASA Level 3 or 4
- Patients who require continuous positive airway pressure (CPAP)
- Patients with a body mass index (BMI) over 40
- Patients under the age 18

Orthopaedics

NHS e-Referral

Conditions treated:

Shoulder

- Shoulder pain
- Rotator cuff tear
- Osteoarthritis
- Tendonitis

Spine

- Back pain

Hand and Wrist

- Trigger finger
- Dupuytren's contracture
- Ganglion
- Carpal tunnel syndrome

Hip

- Hip pain
- Osteoarthritis
- Bursitis

Knee

- Osteoarthritis
- Knee trauma

Foot and Ankle

- Ankle pain
- Arthralgia of the ankle or foot
- Osteoarthritis
- Bunions/Hallux valgus

Procedures performed:

- Arthroscopy (shoulder, knee, ankle)
- Bunionectomy/Hallux valgus correction
- Excision of Morton's neuroma
- Hip/Knee hemiarthroplasty
- Primary total hip/knee replacement
- Anterior cruciate ligament repair
- Trigger finger release
- Carpal tunnel decompression
- Excision of ganglion
- Subacromial decompression
- Rotator cuff repair
- Tendon repair
- Lumbar discectomy
- Lumbar decompression
- Facet joint injection
- Epidural injection

“The choice of consultants is nothing short of excellent. They are people at the top of their profession. The staff and nurses go above and beyond to make you feel warm and welcome.”

Referring **NHS** patients to Parkside Private Hospital

At Parkside Private Hospital, we welcome NHS patients and aim to provide the best quality treatment. We can offer your patients fast and easy access to NHS pathways. Our hospital is easily accessible from Central London and the surrounding areas. We pride ourselves on high standards of care and a friendly atmosphere.

We currently offer these specialist services under the NHS Patient Choice scheme:

- Ear, nose and throat (ENT) services
- General surgery (gastroscopy, endoscopy and laparoscopic umbilical hernia repair)
- Pain management
- Orthopaedics (shoulder, spine, hand and wrist, hip, knee, foot and ankle)

How to make an NHS e-Referral Service booking at Parkside

You can refer NHS patients to us and select the date and location of their appointment while they are at your GP practice. To book an appointment at Parkside Private Hospital, please select 'Aspen' and then choose 'Parkside' from the drop-down list. For more information, please visit digital.nhs.uk/services/e-referral-service

When you have created login details, your patients can also make an appointment with us themselves for the services under the NHS Patient Choice scheme. They can do this on the NHS e-Referral Service booking website at refer.nhs.uk/login

If you or your patients have any questions about NHS e-Referral at Parkside Private Hospital, please call **020 8971 1261** or email NHSContractsTeam@parkside-hospital.co.uk

Self-pay, private medical insurance, diagnostic and physiotherapy referrals

Self-pay referrals

All-inclusive price packages

Wherever possible, we offer self-funding patients an all-inclusive price package. This covers all treatment costs, such as the consultant's operating charges, anaesthetist's fees, hospital care and stay, and aftercare. This means that patients know exactly what they will pay before their treatment.

Making a self-pay referral

If you would like to refer a patient for private treatment, you can write your own letter of referral or download a referral form at: www.parkside-hospital.co.uk/referral-information Please email your referral letter or completed form to OPDAppointments@parkside-hospital.co.uk

As referral letters contain sensitive patient data, it is important to comply with the General Data Protection Regulation (GDPR). Please use the secure email address above and do not send the referral letter through our website.

Patients can find out more about self-pay, prices and appointments by visiting: www.parkside-hospital.co.uk/selfpay Alternatively, they can speak to our friendly self-pay advisers by calling **020 3925 1062** or emailing selfpay@parkside-hospital.co.uk

Private medical insurance referrals

Parkside Private Hospital is accredited by, and has direct settlement agreements with, most major private medical health insurance companies. This includes BUPA and AXA Health. Your patients should check with their private medical health insurance company before booking any treatment.

To refer a patient with private medical insurance, you can write your own letter of referral or download a referral form at: www.parkside-hospital.co.uk/referral-information Please email your referral letter or completed form to OPDAppointments@parkside-hospital.co.uk



Diagnostic referrals

You can refer self-funded or insured patients for a wide range of diagnostic imaging, including X-ray, ultrasound, MRI and CT scans, and mammography. To make a referral, please download a referral form from www.parkside-hospital.co.uk/referral-information You can either:

- email the completed form securely to psimaging.bookings@nhs.net
- give the completed form to your patients and ask them to make their own appointment by calling **020 8971 8025** or emailing the form to psimaging.bookings@nhs.net

You cannot refer NHS patients directly for diagnostic imaging at Parkside Private Hospital.

Physiotherapy referrals

To refer insured or self-funded patients for physiotherapy, you can:

- email physio@parkside-hospital.co.uk
- phone us on **020 8971 8021**
- post your referral letter to: Physiotherapy Department, Parkside Private Hospital, 53 Parkside, Wimbledon London SW19 5NX

Patients who are self-funding or have private medical insurance can also refer themselves directly for physiotherapy. They can use the email address or phone number above or complete our online form at: www.parkside-hospital.co.uk/contact-us/request-a-physiotherapy-appointment



NHS e-Referral Service

Parkside Private Hospital is part of the Aspen Healthcare Group. When you make a referral, you need to search for:

'Aspen Parkside Private Hospital'

Our free CPD events and training for GPs, medical and practice staff

We know that continuing professional development (CPD) and networking are important to you. For this reason, we invest in running free CPD educational events on many different clinical subjects. Due to the coronavirus (Covid-19) pandemic, we regret that we have been unable to offer our usual range of training and events in 2020-2021.

At present, we are considering new ways to deliver our CPD training and events. We will be in touch when we can offer you this service again. If you would like an update in the meantime or have any other queries, please email: education@parkside-hospital.co.uk

As soon as possible, we hope to offer you and your practice:

Evening/weekend CPD educational events

Our expert Parkside consultants can run evening and weekend educational events for GPs. At these sessions, we aim to share:

- practical tips to help improve local treatment
- information on how to make appropriate referrals
- updates on new developments in clinical practice.

There will be opportunities to ask questions about individual specialities and build supportive relationships with our consultants.

Seminars and networking

We can host free educational seminars for GPs, physiotherapists and other healthcare professionals. The seminars will cover a variety of topics and be held on weekday evenings and Saturday mornings. Full catering will be included and you will get a CPD certificate.

Learn at Lunch or Breakfast

We can support your in-house learning and development by holding 'Learn at Lunch' or 'Learn at Breakfast' sessions at local surgeries. You will be able to choose the topic, date and format of your learning session. We can offer:

- case-based discussions
- lectures
- practical learning
- a more informal introduction to our consultants.

We will provide the catering and a consultant speaker, and you will be awarded CPD points.



Supporting the **NHS** during the coronavirus (Covid-19) pandemic

The coronavirus pandemic is the biggest challenge that the NHS has faced in history. We have united with the NHS to make more hospital beds, healthcare staff and life-saving equipment urgently available in our local community. Kate Hoffmann, our Group Chief Nurse and Head of Clinical Services, explains, 'Nothing gives us greater pride than to stand with our NHS family at this time of national emergency.'

Partnership working

In March 2020, NHS England announced an historic partnership agreement with almost 30 independent hospital groups including Aspen Healthcare Ltd. Under the partnership, Parkside Private Hospital made all 350 staff,

69 inpatient beds and vital equipment available to the NHS. We also introduced robust safety measures at our hospital, including pre-screening Covid-19 assessments for patients and social distancing.

The Independent Healthcare Providers Network (IHPN) praised our hospital in a report called 'Working together during the Covid-19 pandemic'. Our response to the pandemic was also highlighted at the UK Customer Experience Awards 2020, where Aspen Healthcare won a gold award.

There are three main ways that we have united with the NHS during the pandemic:

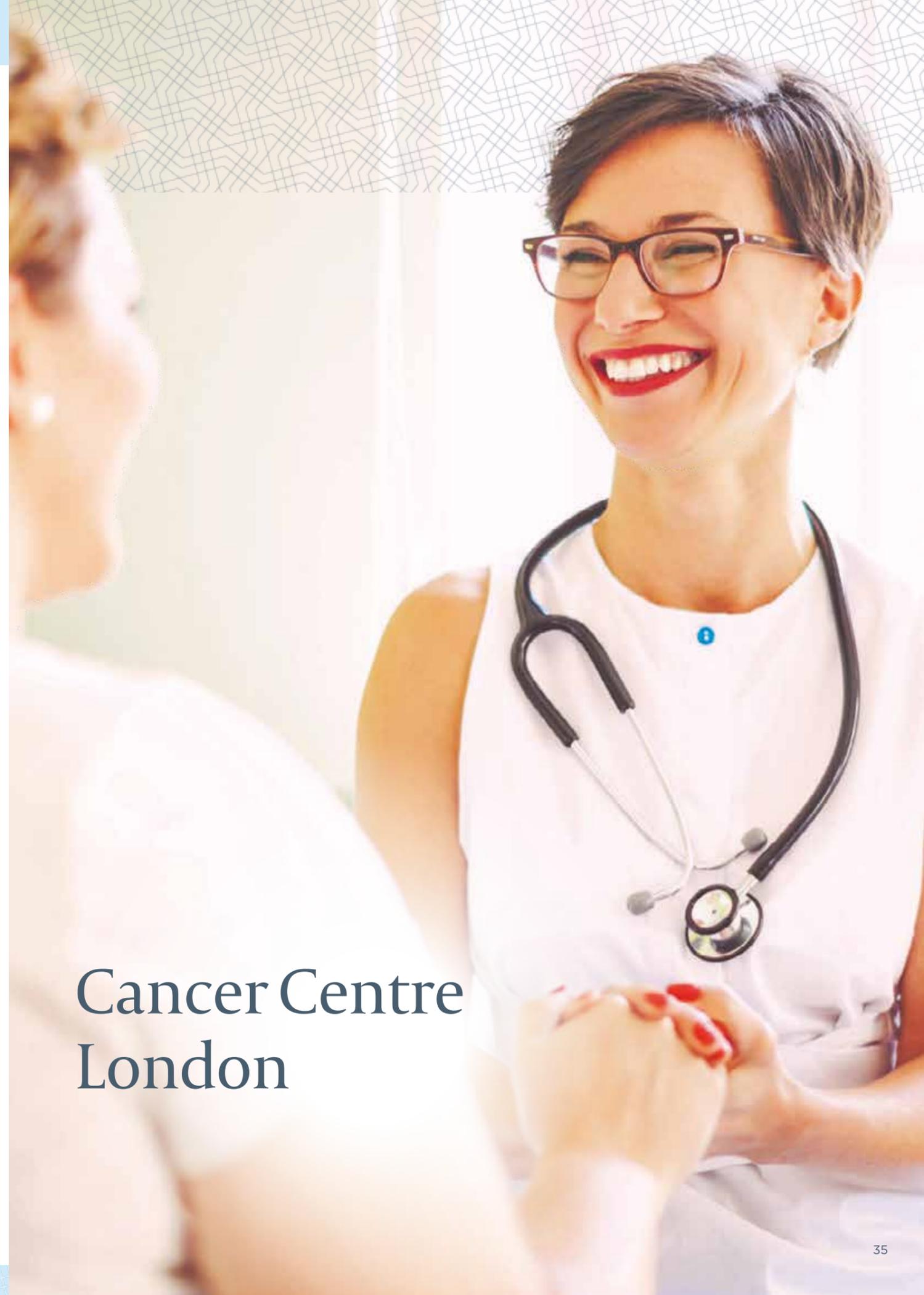
- **Caring for NHS patients at Parkside:** We quickly established links with St George's University Hospitals NHS Foundation Trust in Tooting, London. To deal with the surge in coronavirus cases, they had to redeploy many staff to intensive care units. At Parkside Private Hospital, we helped to reduce the pressure on our local NHS Trust by caring for non-coronavirus patients with urgent needs.

We gave NHS patients time-critical medical and surgical elective treatment. For example, we accepted ambulatory trauma (orthopaedics), general surgery and plastic surgery cases from St. George's Hospital. They referred us diagnostic requests for CT and MRI scans.

We also supported Kingston Hospital NHS Foundation Trust by providing dental treatment for children.

- **Volunteering to work on NHS wards:** 40 clinical and non-clinical staff at Parkside Private Hospital volunteered to support the Nightingale Hospital.
- **Transferring essential equipment to the NHS:** With the British Army's help, we transferred seven life-saving anaesthetic ventilator machines to the South West London Elective Orthopaedic Centre. This NHS site in Epsom is a designated Covid-19 Centre. We also lent the NHS several infusion pumps to care for coronavirus patients.

London has been severely affected by the coronavirus pandemic and we continue to support the NHS in 2021. Phil Bates, our Hospital Director, reflects, 'I'm immensely proud of our team at Parkside, who are going above and beyond to support the health service at this difficult and uncertain time. At Parkside we have the staff, the facilities and the resources to bolster the NHS in our local area. We're absolutely determined to provide whatever support the NHS needs and will continue to help the health service for as long as it takes.'



Cancer Centre London

Introducing Cancer Centre London

At Cancer Centre London, there is a modern, caring and supportive environment for patients having cancer treatment.

Cancer Centre London takes an holistic approach to cancer care and provides the latest equipment and advanced treatment programmes. We constantly strive to develop new procedures and techniques. Our aim is to give patients access to a wide range of therapies and the most up-to-date diagnostic facilities and evidence-based practice.

We recognise that the coronavirus (Covid-19) pandemic has been exceptionally challenging for people living with cancer. During the pandemic, we made our full capacity available to local NHS Trusts and hospitals. We continued to deliver life-saving cancer treatments and ensured that patients had continuity of care.

We have followed all NHS guidelines on Covid-19 and introduced robust safety measures to protect clinically extremely vulnerable patients undergoing cancer treatment. Having to shield or self-isolate and cope with a cancer diagnosis at the same time can be an isolating experience. Our experienced staff are sensitive to the physical and emotional needs of each individual, and offer various supportive therapies.

We currently provide these services:

- Chemotherapy, hormone therapy, immunotherapy and cancer growth inhibitors
- External beam radiotherapy
- Oncology pharmacy
- Nuclear medicine
- Photodynamic therapy
- Cryotherapy for skin cancer
- Haemato-oncology Unit
- Onsite pathology
- Breast care nursing service
- Dietitian service
- Complementary therapies
- Counselling and psychological support
- Support groups (currently postponed during the coronavirus pandemic)
- Specialist physiotherapy
- Lymphoedema service
- Pain management
- Palliative care
- International patient service

Thank you for choosing Cancer Centre London.



Facilities at a glance

- 6 consulting rooms
- 12 chemotherapy chairs
- Bupa accredited Breast Cancer Unit and One Stop Breast Clinic
- Elekta Versa High Definition (HD) system for radiotherapy
- HexaPOD treatment couch for rotational verification treatment set-ups
- Latest radiotherapy treatment techniques, including stereotactic radiotherapy (SRT), volumetric arc therapy (VMAT), intensity modulated radiotherapy (IMRT) and image guided radiation therapy (IGRT)
- Xstrahl superficial radiotherapy machine
- 'AlignRT' optical monitoring system for tattoo-less radiotherapy
- Onsite pathology
- Oncology pharmacy
- Cancer Information Centre
- 4D CT radiotherapy planning with a dedicated planning 64-slice, wide-bore CT scanner
- MRI and PET-CT scans (both carried out at neighbouring Parkside Private Hospital)
- Nuclear medicine
- Haemato-oncology Unit
- Physiotherapy service
- Onsite parking



Facts and figures



55+

Hardworking staff



25+

Consultant experts



12

Chemotherapy chairs



6

Outpatient consulting rooms

One exceptional hospital

“Made me feel relaxed and safe in a potentially scary situation. My treatment was always on time and explained to me throughout. Kind staff with a sense of humour. I can't thank them enough.”



Patient satisfaction survey results in 2020

Our feedback in 2020 shows that patient satisfaction remains high. We are proud of our reputation, our staff and the quality of our healthcare at Cancer Centre London.

According to the patient satisfaction survey results in 2020:

99% of our patients would be 'extremely likely' or 'likely' to recommend Cancer Centre London.

99% of our patients rated the overall quality of their care as 'good', 'very good' or 'excellent'.

100% of our patients said that they were always treated with respect and dignity.

100% of our patients rated the overall standard of their nursing care as 'good', 'very good' or 'excellent'.

100% of our patients would be 'extremely likely' or 'likely' to recommend their consultant.

100% of our patients said that they always had confidence and trust in the staff at Cancer Centre London.

Patient feedback in 2020

'Outstanding level of care, professionalism and efficiency.'

'The Radiotherapy Department was excellent. The staff were so nice and friendly, and also very professional. My treatment was always on time and the whole experience was lovely. I actually enjoyed and looked forward to coming in for treatment.'

'It's a tranquil place with friendly staff, good availability for appointments and easy parking.'

'I really appreciated every person in the team. Each one helped me and were very patient when I felt anxious during treatment.'

'Cancer Centre London handled the very difficult Covid situation really well. All your staff were also really kind and thoughtful, which is important to make you feel at ease.'

'Cancer Centre London has given me the confidence that you will do everything possible to help my condition.'

Accreditations and awards

Accreditations



Overall 'Good' – Care Quality Commission (CQC) rating

A team of CQC inspectors visited Cancer Centre London in 2019. This was part of the CQC's ongoing inspection programme for independent acute hospitals. The CQC awarded us an overall rating of 'Good' in February 2020.

The CQC report states: 'Staff cared for the patients with compassion. Feedback from patients confirmed that staff treated them well and with kindness and provided emotional support.'



Bupa accreditation

Bupa, the UK's leading private healthcare insurance company, has accredited Cancer Centre London as a breast care centre of excellence for cancer diagnosis and treatment.



Caspe Healthcare Knowledge Systems (CHKS) oncology standards accreditation and ISO certification

In 2021, Cancer Centre London received the prestigious CHKS oncology standards accreditation and ISO certification. This means that our processes and standards meet international best practice, and our cancer services are safe, reliable and of good quality.



Macmillan Quality Environment Mark

Cancer Centre London has been awarded the Macmillan Quality Environment Mark (MQEM). The MQEM is a detailed quality framework used to assess whether cancer care environments meet the standards required by people living with cancer.



WorldHost® business status

WorldHost is a nationally recognised badge of excellence for customer service. All staff at Cancer Centre London are trained to world host standards. The training covers hospitality, good first impressions, telephone manner and communication skills.



Food Standards Agency rating

The Food Standards Agency inspected Cancer Centre London in 2018 and awarded us a 5-star food hygiene rating.

Patient-Led Assessment of the Care Environment (PLACE)

Cancer Centre London has undertaken a Patient-Led Assessment of the Care Environment (PLACE). This is a system for assessing the quality of the patient environment. It provides a clear message, directly from patients, about how the environment or services might be enhanced.



Awards



UK Employee Experience Awards 2021

Cancer Centre London, as part of Aspen Healthcare, won a gold award in the 'Health and Wellbeing of Employees' category. This award celebrates our health and wellbeing strategy, which focuses on the four pillars of employees' physical, mental, financial and social wellbeing.



UK Employee Experience Awards 2020

Cancer Centre London, as part of Aspen Healthcare, won double gold awards in the 'Delivering customer experience' and 'Employee training and development' categories. The customer experience award recognises our 'STEP-Up-To-Safety' scheme, which is a patient safety and culture change programme.



UK Customer Experience Awards 2020

In 2020, Aspen Healthcare and Cancer Centre London won a gold award in the 'Customer experience in the crisis' category. This award recognises our response to the coronavirus pandemic.



LaingBuisson Awards 2020

Cancer Centre London, as part of Aspen Healthcare, was a double finalist at the LaingBuisson Awards. These awards recognise and celebrate industry excellence and innovative services in the public, private and third sectors.



London Healthy Workplace Award 2019

Cancer Centre London received a London Healthy Workplace Award 2019. This is an accreditation scheme by the Mayor of London's Office and supported by Public Health England. It recognises London employers who invest in their employees' health and wellbeing. The award is valid for four years.

Our services

At Cancer Centre London, we provide holistic support before, during and after treatment. We understand that cancer not only has a physical impact on an individual, but can also have a huge emotional effect.

Cancer and its treatment can be overwhelming and distressing. There is no 'one size fits all' treatment pathway or response. We offer a variety of services for patients and their loved ones. Our goal is to give individuals the best possible treatment and support at a very difficult time.

Chemotherapy and other cancer drug treatments

Drug treatments for cancer can be divided into:

- chemotherapy
- hormone therapy
- immunotherapy
- cancer growth inhibitors.

At Cancer Centre London, there is a peaceful and comfortable environment for patients having cancer drug treatment. We give both physical and emotional support to our patients and their families or carers. Patients are introduced to a dedicated, specialist oncology nurse, who supports them throughout their treatment.

Patients may have chemotherapy as a treatment by itself or in combination with radiotherapy and/or surgery. We discuss treatment options in detail and ensure that patients are fully informed about every aspect of their care.

Recent cancer drug trials have highlighted the clinical effectiveness of immunotherapy. We have used immunotherapy alongside chemotherapy for some time with good results, especially for solid tumours. Our Consultant Medical Oncologist, Professor Angus Dalglish, has a special interest in this new era of cancer treatment.

Our Oncology Pharmacy Team provides integrated, tailored care for patients. The oncology pharmacists are closely involved in all aspects of cancer drug treatment.



Radiotherapy

At Cancer Centre London, patients are given radiotherapy through an Elekta Versa High Definition (HD) system. This is one of the most technologically advanced systems for radiotherapy in London. Having this sophisticated equipment assures our position as a pioneer and market leader in cancer treatment.

With the Elekta Versa HD system, we can offer patients these treatments:

- Gated heart-sparing radiotherapy for left-sided breast cancer using ABC (Active Breathing Co-ordinator)
- Gated ABC treatment for liver and lung cancer
- Stereotactic body radiotherapy (SBRT)
- Stereotactic radiosurgery (SRS)
- Volumetric arc therapy (VMAT)
- Intensity modulated radiotherapy (IMRT)
- Image guided radiation therapy (IGRT)
- Tattoo-less radiotherapy with live patient motion monitoring
- 4D CT radiotherapy planning

Stereotactic radiotherapy

Stereotactic radiotherapy (SRT) gives radiotherapy from many different angles around the body. The beams meet at the site of the tumour. As a result, the tumour gets a high dose of radiation but only a low dose goes to the surrounding tissue. This lowers the risk of side effects.

Patients having stereotactic radiotherapy usually need between one and eight treatments. Stereotactic radiotherapy is sometimes called stereotactic ablative radiotherapy (SABR) or stereotactic body radiotherapy (SBRT). When used to treat brain tumours, stereotactic radiotherapy is called stereotactic radiosurgery (SRS).

Stereotactic radiotherapy is mainly used to treat very small cancers, including:

- secondary brain cancer
- secondary bone cancer or vertebral bone metastasis
- lung cancer or cancer that has spread to the lung
- cancer that started in the liver or cancer that has spread to the liver
- cancers in the lymph nodes
- prostate cancer
- spinal cord tumours.

Volumetric arc therapy

Volumetric arc therapy (VMAT) is a method of giving high-precision, intensity modulated radiotherapy. A computer-controlled linear accelerator device delivers precise radiation doses to a malignant tumour or specific areas within the tumour.

We use data from CT, MRI and PET-CT scans to plan patients' treatment. These scans help us to target the tumour with a high dose of radiation, while protecting healthy surrounding tissue and organs from damage.

A continuous beam of radiotherapy is delivered in an arc, which moves around the tumour. The radiation dose is planned to fit the shape of the tumour in three dimensions. This is done by modulating (controlling) the intensity of the radiation beam. The radiographer maximises the radiation dose to the tumour, while minimising the dose to surrounding normal tissue.

Research has shown that volumetric arc therapy may reduce the risk of long-term side effects, even when higher doses are used in the area being treated.

Superficial radiotherapy

Most radiotherapy is deeply penetrating. It can reach tissue deep inside the body and destroy cancer cells in the internal organs. However, Cancer Centre London offers superficial radiotherapy treatment, which is delivered using an Xstrahl superficial radiotherapy machine. This gives low dose radiotherapy designed to penetrate only the outer layers of skin and tissue.

Superficial radiotherapy is ideal for treating benign conditions and early stage skin cancer.





Tattoo-less radiotherapy

New high precision equipment at Cancer Centre London has removed the need for permanent tattoo markings on patients before radiotherapy.

Historically, tattoo markings have been the only way to position patients accurately for treatment. Before radiotherapy can begin, patients have a CT scan and this is used to plan their treatment. Patients are then tattooed with small dots, which help them to be positioned correctly for the radiotherapy.

For many patients, radiotherapy tattoos are a constant and permanent reminder of their treatment. This can be psychologically damaging. Tattoos are also problematic for people whose religious beliefs do not allow permanent ink to be marked on their skin.

We have invested in a relatively new optical monitoring system called 'AlignRT'. This involves a different method of positioning patients for radiotherapy that does not rely on tattoos.

The AlignRT system tracks a patient's skin surface in real time with 3D camera technology. Using the patient's external skin surface, the technology monitors their movement. It recognises exactly where the patient is at any moment during treatment to within a fraction of a millimetre.

All patients referred for radiotherapy at Cancer Centre London have the option to use this new technology.

Radionuclide therapy and theranostics

Our Nuclear Medicine Department offers targeted radionuclide therapy. Like chemotherapy, this is a systemic treatment that reaches cancer cells throughout the body in the bloodstream. It is a safe, non-invasive procedure performed at an outpatient appointment. We specialise in neuroendocrine and prostate cancer treatments.

Photodynamic therapy

Photodynamic therapy (PDT) is a technique for treating skin cancers and sun-damaged skin, which could become cancerous if left untreated.

The treatment uses a light-sensitive drug called a photosensitising agent and a light source to destroy abnormal cells. On their own, the drug and light source are harmless. When the drug is exposed to the light, it activates and releases a type of oxygen that damages nearby cells. This allows small abnormal areas of tissue to be treated without surgery.

Photodynamic therapy can be used to treat various malignant or benign skin conditions, including:

- superficial basal cell carcinoma
- Bowen's disease - a very early form of skin cancer, which can occasionally develop into squamous cell carcinoma if not treated
- actinic keratoses (also called solar keratoses) - dry scaly patches of skin that have been damaged by the sun.

If patients' biopsies indicate any of these conditions, they could be referred for photodynamic therapy.

Cryotherapy for skin cancer

Cryotherapy uses extreme cold to destroy cancer cells in a localised area. It is also called cryosurgery or cryoablation. At Cancer Centre London, we offer cryotherapy treatments for benign skin conditions and malignant non-melanoma.

The doctor either sprays liquid nitrogen onto the affected area or applies it directly with a cotton swab. This freezes the area to kill the cancer cells. After treatment, the liquid nitrogen dissolves and the treated area thaws. The body's immune system then gets rid of the dead tissue over a few weeks.

Some cancers need to be frozen and thawed several times. Depending on the treatment area, the process can take from a few minutes to a couple of hours. Patients may have an ultrasound or CT scan to help the doctor position the cryoprobe into the area being treated.

Cancer surgery

If patients need surgery as part of their cancer treatment, this is performed at Parkside Private Hospital. Our experienced team consider various factors when deciding whether to recommend surgery as a suitable option. These include the type, size and stage of the cancer and the patient's general health.

There is a dedicated oncology floor at Parkside Private Hospital and we ensure continuity of care. Our specialist nursing team provide personalised care and make sure that patients have everything they need during their stay in hospital.

Haemato-oncology Unit

Our Haemato-oncology Unit is a highly specialised practice, which deals with blood and bone marrow disorders. The service includes treatment for multiple myeloma, leukaemia and some non-malignant diseases.

Treatment programmes can involve:

- regular blood test monitoring
- chemotherapy and other biological therapies
- radiotherapy.

Most treatments are available on an outpatient basis.

Professor Ray Powles CBE is the Head of our Haemato-oncology Unit. We are a large multidisciplinary team of eminent consultants, specialist doctors, nurses, pharmacists and allied health professionals. Together, we provide safe, high-quality care and full support for patients and their families throughout the treatment pathway.

There are a full range of therapies at the Unit, together with onsite pathology and imaging services. We focus on maintaining patient-centred, personalised care for each individual. On an international basis, we contribute to research in specialised areas through conferences, communications and our research database.



Breast care nursing service

Our breast care nursing service offers extra support, information and advice to patients having breast cancer treatment. This service is run by registered nurses with specialised training in breast care.

They are available to discuss any clinical issues or other concerns that may arise from diagnosis and throughout the treatment pathway.

All patients at Cancer Centre London are given an appointment with a breast care nurse within 72 hours of being diagnosed with breast cancer. At the initial meeting, patients can ask any questions and the nurse gives them information on their diagnosis and the treatment options available. The breast care nurses run a clinic to assess how individuals are coping, both physically and emotionally, through a Holistic Needs Assessment (HNA).

Our breast care nurses:

- support patients at diagnosis, during any hospital stay and throughout their treatment
- give patients verbal and written information about breast cancer
- provide emotional support to patients, carers and family members
- carry out practical procedures, such as seroma drainage, wound care and prosthesis or bra fitting
- assess patients' individual needs and refer them to other services, such as physiotherapy, the lymphoedema service, the dietitian service or counselling, where necessary.

Dietitian service

Eating a healthy, balanced diet can help people living with cancer to improve their strength, energy levels and wellbeing.

At Cancer Centre London, we know that cancer and the side effects of treatment can contribute to problems with diet. Our dietitian service can give patients the nutritional support that they need.

We have a dietitian who is registered with the Health Care and Professions Council and the British Dietetic Association. The dietitian can work with patients on a one-to-one basis or as part of our wider health team. For example, the dietitian can:

- help patients to understand the evidence and myths about diet and cancer
- support the treatment of specific cancers
- support patients' nutritional needs while they deal with the side effects of treatment, such as:
 - taste changes
 - nausea and vomiting
 - diarrhoea or constipation
 - dry mouth or sore mouth and throat
 - difficulty swallowing
 - loss of appetite or early satiety
- help patients plan a healthy diet after treatment to reduce the risk of further cancer, rebuild their strength and aid recovery
- give advice on dietary supplements
- help patients if they want to lose weight in a safe and sensible way after treatment
- support patients who have lost weight as a result of their diagnosis or treatment
- give practical tips for carers to ensure that the person they look after has a healthy diet.

Dietitian appointments are tailored to individual medical needs. Our dietitian gives patients practical guidance based on reliable evidence. Patients can then make positive diet and lifestyle choices to improve their health and wellbeing.

We may ask patients to complete a three-day food diary and bring this to their appointment. If patients cannot visit our clinic, we can arrange a telephone appointment with the dietitian.





Complementary therapies

Our Complementary Therapy Service is an integral part of the overall oncology healthcare service. We have an experienced team of complementary therapists, who provide supportive therapies. These therapies can improve patients' wellbeing while they are having conventional treatments for cancer.

We offer:

- aromatherapy massage
- Indian head massage
- reflexology

Complementary therapies have proved to be invaluable in helping people with cancer cope with the effects of their illness.

Patients having either chemotherapy or radiotherapy at Cancer Centre London are entitled to four hours of free complementary therapy. If their treatment involves both chemotherapy and radiotherapy, they are entitled to six hours of free complementary therapy. Extra sessions are available at a reasonable price. Many patients find that these sessions can bring some lasting comfort at this anxious time.

Counselling and psychological support

At Cancer Centre London, we strive to help our patients deal with all aspects of cancer treatment. Emotional reactions can vary significantly from person to person, and many people find it easier to cope when they are given extra support.

We offer counselling and psychotherapy to all our patients and their loved ones. Having counselling during and after cancer treatment can help people to:

- express anger, sadness, anxiety and even joy
- talk through their fears in a safe place
- cope with side effects
- minimise the strain on relationships
- have a better understanding of life changes
- accept what has happened to them
- ease the transition back into everyday life.

Every counselling session is a confidential space to explore the complex emotions of living with cancer. Our counsellors are accredited with Bupa and registered with many insurance companies.

Support groups

People living with cancer and their loved ones may be feeling isolated, confused about treatment or anxious about the future. We have organised several support group meetings, where people have a space to talk and listen to others in similar situations.

Due to the coronavirus pandemic, our support groups are currently postponed but we hope to announce future dates shortly. As soon as possible, we plan to offer:

• A patient information group

Our patient information group for patients and their families or friends usually meets once a month. When the group resumes, there will be an opportunity to have an informal chat with others and be updated on current topics. We will arrange lectures by guest speakers on varied subjects, such as diet and cancer, managing the emotional impact of cancer and combating fatigue through exercise.

• Meetings for patients

Patients who have finished their radiotherapy or chemotherapy treatment will be able to attend meetings to maintain links with Cancer Centre London. There will be a chance to share experiences with others and keep up to date with information in a supportive manner.

• Meetings for relatives and friends

Every two months, we will hold a meeting with information and support specifically for the relatives and friends of our cancer patients. These meetings will allow people affected by cancer to talk about how they feel in a safe, confidential environment.

'Look Good, Feel Better' sessions

Look Good, Feel Better is an independent national charity. It runs a unique service for women, men and young adults having treatment for any type of cancer across the UK.

At Cancer Centre London, we offer a free two-hour Look Good Feel Better group session for women five times a year. These sessions have been postponed during the coronavirus pandemic, but we hope to announce future dates soon.

Trained beauty consultants give women undergoing cancer treatment skincare and makeup tips, such as how to draw eyebrows if these have been lost. Women who attend enjoy learning how to deal with any visible changes to their appearance and this helps to boost their confidence. They are presented with a lovely gift bag and can share experiences with others in a safe, friendly and light-hearted atmosphere.



Diagnostic services

At Cancer Centre London, we work closely with the neighbouring Parkside Private Hospital to offer diagnostic services across both sites. We provide these specialist services:

Genetic testing

Scientists have identified several genes that increase the risk of developing breast, ovarian or colorectal cancer. Patients with a strong family history of cancer may want to know whether they have inherited faulty BRCA genes. These are involved in breast and ovarian cancer. A small number of rarer cancers are caused by inherited genetic factors.

We run a comprehensive genetic testing service. This gives patients a clear picture of inherited risks and possible lifestyle changes that they can make to reduce those risks.

Health screening

At our sister hospital Parkside, we offer specialised screening services for certain types of cancer. These include:

- **Bowel cancer screening:** This service involves an endoscopic examination of the lower bowel under sedation using flexible sigmoidoscopy. The doctor can remove any non-cancerous polyps that are detected to prevent cancer from developing.
- **Breast cancer screening:** This BUPA-approved service is available for patients over 40 and involves a mammogram.
- **Ovarian cancer screening:** This service involves a blood test that detects levels of the cancer antigen 125 (CA-125), which is found in ovarian tumours.
- **Prostate cancer screening:** This service involves a blood test that detects prostate-specific antigen (PSA) levels, which can indicate the risk of developing prostate cancer.

All health screenings are tailored to a patient's age, gender and medical history.

Nuclear medicine

Nuclear medicine involves placing minute amounts of a radioactive isotope into a patient's body before conducting scans with specialist equipment. This imaging technique can give extra information for diagnosis that other tests cannot provide.

We offer various nuclear medicine tests, with each one following a separate protocol. Patients are usually given a small injection in their arm and images are taken using a special gamma-sensitive camera. PET-CT scans are carried out at Parkside Private Hospital.

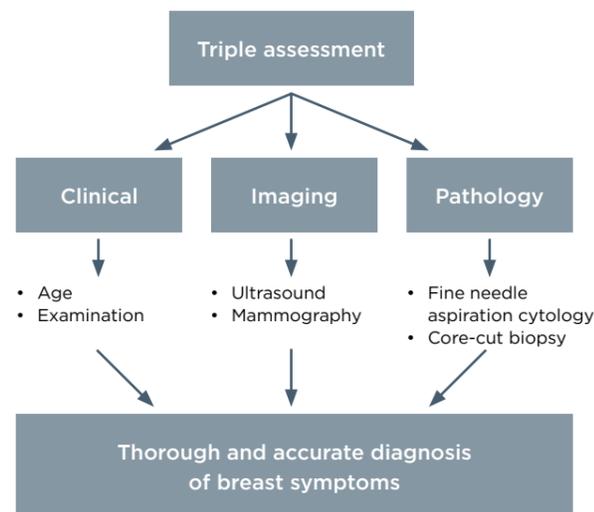
If you refer your patients for nuclear medicine tests, our radiologists report the results to you with accompanying images.

One Stop Breast Clinic

The One Stop Breast Clinic at Parkside Private Hospital is open six days a week for patients with any breast-related symptom. This includes a worrisome lump, breast asymmetry, nipple retraction, nipple discharge, breast pain, changes to the armpit or skin changes.

In a single visit, our experts carry out a triple assessment:

- **Clinical assessment:** A breast specialist consultant takes a full medical history, reviews any risk factors and examines the patient.
- **Imaging:** The patient has a breast ultrasound scan and, if required, a mammogram.
- **Pathology:** If any abnormality is detected, a radiologist carries out further assessment involving breast cyst aspiration or a core biopsy under local anaesthetic.



Using this 'one stop' triple assessment, we can quickly perform all tests needed to assess whether a breast lump is benign or malignant.

If the investigations reveal any cause for concern, we inform the patient of the diagnosis during a consultation. A specialist breast care nurse attends this consultation if the patient is diagnosed with breast cancer and provides support. We can then develop a personalised treatment plan and carry out all tests and treatments on-site.

The Care Quality Commission has recognised our One Stop Breast Clinic as 'an area of outstanding practice'. It offers the ultimate one-stop approach to enable a rapid diagnosis of breast symptoms and prompt treatment.

Patients do not have to be symptomatic for a triple assessment. Self-funding patients can refer themselves to the One Stop Breast Clinic, but most insurance companies require a GP's referral.

One Stop Clinic

Waiting times for cancer tests and treatments are minimal at Cancer Centre London and Parkside Private Hospital. We understand that patients experience an anxious, challenging and uncertain time while they await a diagnosis. For this reason we have introduced a One Stop Clinic, which is held initially at Parkside Private Hospital.

We ensure that patients are seen as soon as possible and have all necessary investigations without delay. Patients can discuss their questions and concerns with our clinicians, who help with planning the next steps.

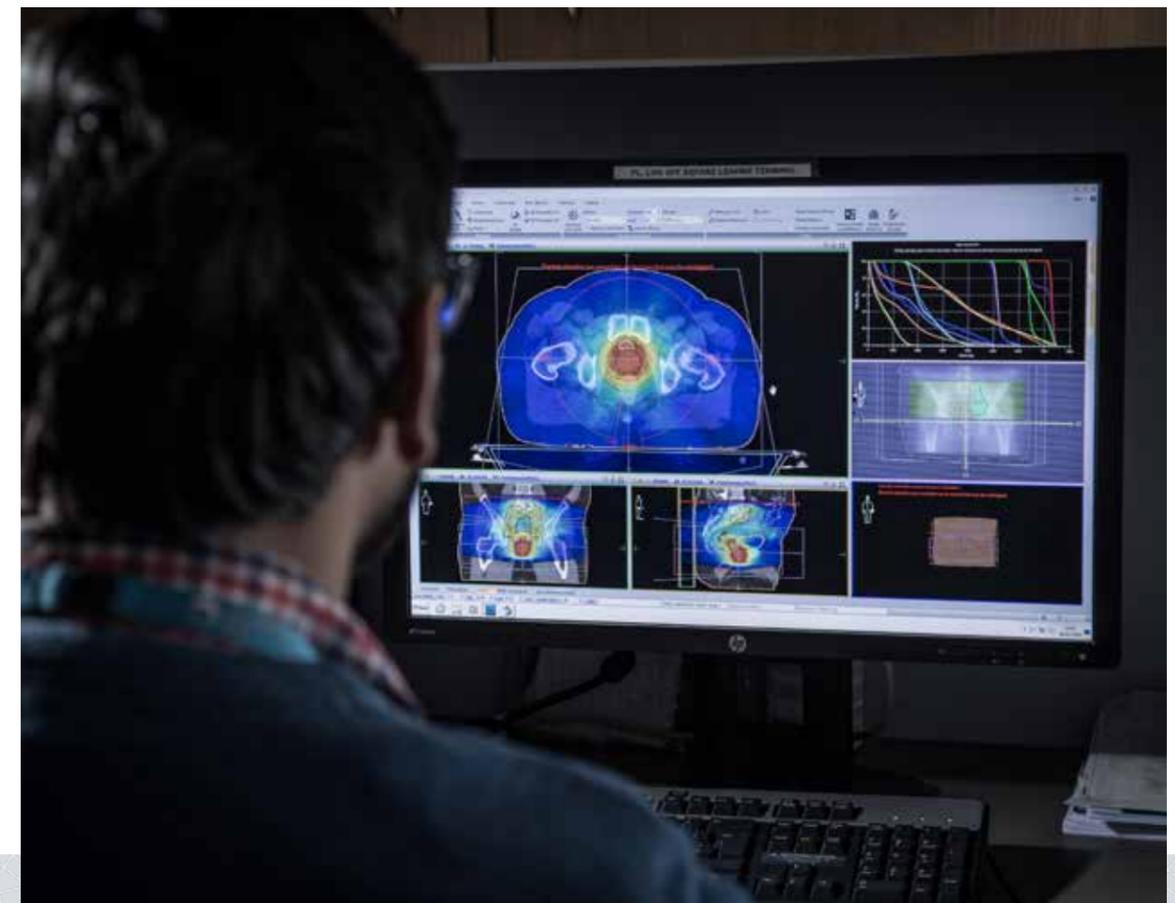
Rapid Access Clinic

Our Rapid Access Clinic provides quick access to a range of diagnostic tests. This benefits patients who have non-specific but concerning symptoms and need a diagnosis to get a treatment plan in place.

We offer these diagnostic services at the Rapid Access Clinic, together with onward referral for surgery or treatment if required:

- Urgent blood testing
- Specialist radiology (X-rays, ultrasound, MRI, CT and PET scans and nuclear medicine)
- Tissue sampling
- Endoscopy
- Drug therapy

Dr Charlotte Rayner, Consultant Physician, leads our Rapid Access Clinic and works as part of an expert multidisciplinary team.



Physiotherapy

Our physiotherapy team specialise in treating people with cancer. We aim to help patients manage the side effects of cancer treatment, continue or resume daily activities and improve their quality of life.

Physiotherapy sessions at Cancer Centre London

Physiotherapy sessions at Cancer Centre London can include:

- individual treatments for cancer-related musculoskeletal and neurological problems
- exercises and stretches for weakness, stiffness, pain, peripheral neuropathy and general wellbeing
- balance and neurological rehabilitation
- mobility assessment and provision of mobility aids
- advice on how to maintain activity levels during treatment
- management of breathlessness and other respiratory symptoms
- advice on adjusting to life after cancer treatment and returning to sports and hobbies
- fatigue management sessions.

Other physiotherapy treatments and services

Our physiotherapy team may recommend that patients access other physiotherapy services at the nearby Parkside Private Hospital, such as:

- Pilates classes or individual Pilates sessions to improve their posture, strength or flexibility after treatment
- specialised Pilates classes to support their bone health

- hydrotherapy in the heated pool at Parkside Private Hospital to manage swelling and lymphoedema symptoms.

Specialised breast cancer physiotherapy

We provide specialist breast cancer physiotherapy to patients who have undergone breast and/or axilla (armpit) surgery. The aim is to restore the normal function of the shoulder, chest wall and neck area, and help patients to resume their daily routine.

Specialist breast cancer physiotherapy sessions may include:

- myofascial release, which is a manipulative therapy used when patients experience cording or scarring in the armpit
- range of motion and strengthening exercises
- practical advice on returning to physical activity
- general advice on managing lymphoedema and, if necessary, a referral to our lymphoedema service for manual lymphatic drainage (MLD), bandaging and compression garments.

Our physiotherapists

Our specialist oncology physiotherapists are members of the Chartered Society of Physiotherapy and registered with the Health and Care Professions Council (HCPC).

For more information, please visit cancercentrelondon.co.uk/support-services/physiotherapy

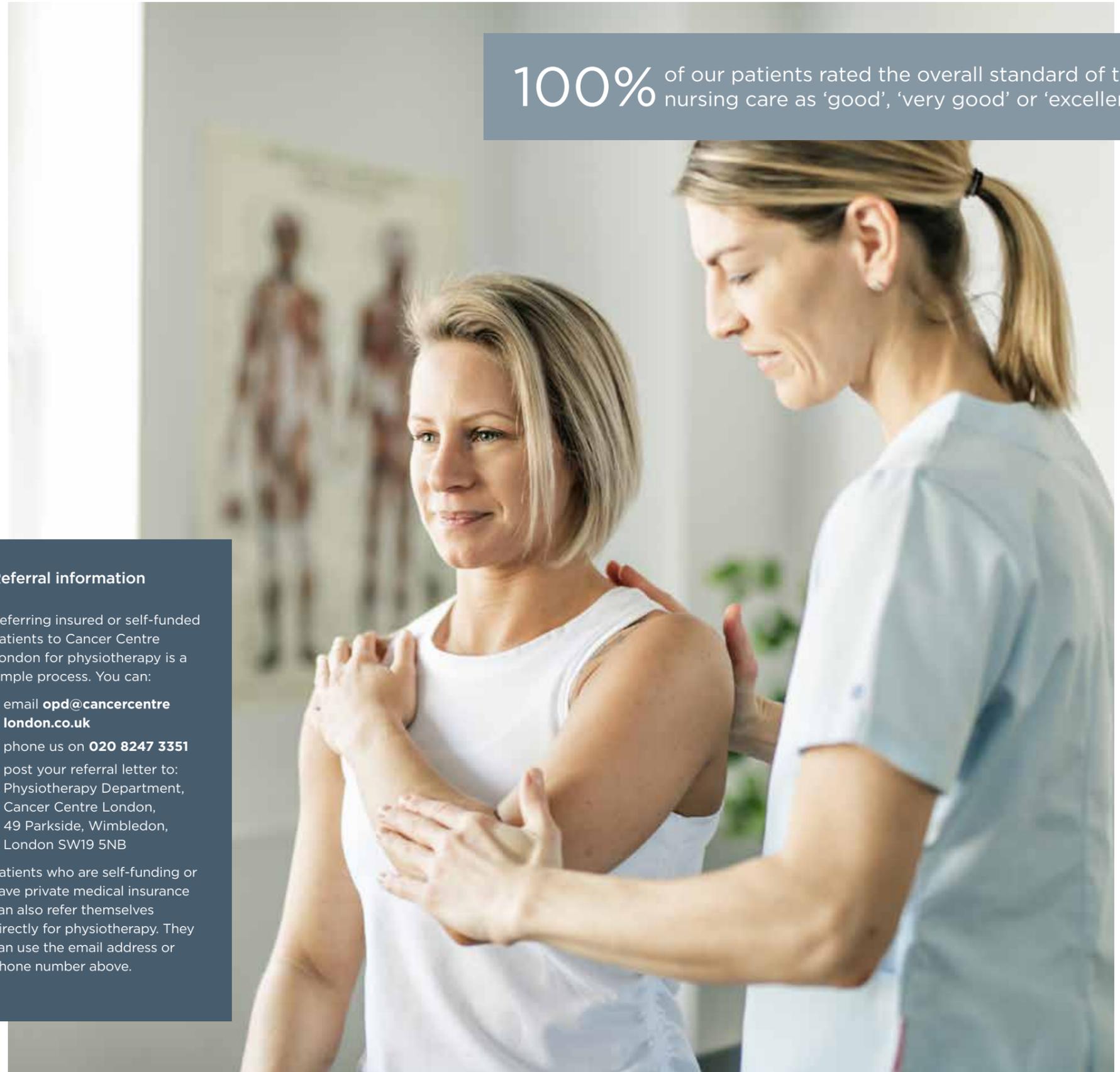
100% of our patients rated the overall standard of their nursing care as 'good', 'very good' or 'excellent'

Referral information

Referring insured or self-funded patients to Cancer Centre London for physiotherapy is a simple process. You can:

- email opd@cancercentrelondon.co.uk
- phone us on **020 8247 3351**
- post your referral letter to: Physiotherapy Department, Cancer Centre London, 49 Parkside, Wimbledon, London SW19 5NB

Patients who are self-funding or have private medical insurance can also refer themselves directly for physiotherapy. They can use the email address or phone number above.



Lymphoedema service

The Physiotherapy Department at our neighbouring Parkside Private Hospital runs a specialised lymphoedema service.

About lymphoedema

Lymphoedema is a progressive condition, which can have a significant impact on a person's physical and emotional health. The physical effects of lymphoedema may include:

- reduced motor function
- muscle dysfunction
- paraesthesia
- pain
- loss of mobility

There can also be psychological consequences of living with a long-term condition, coping with changes to self-image and funding the cost of medical treatment.

Lymphoedema is thought to affect more than 200,000 people in the UK. Patients can develop lymphoedema after surgery or radiotherapy for nearly any type of cancer.

The aims of lymphoedema treatment

Although there is no cure for lymphoedema, our specialist therapists can help patients to control the main symptoms. The aims of lymphoedema treatment are to:

- reduce and control swelling
- improve the condition of the body's tissues
- regain and preserve a full range of movement in the affected area
- prevent further complications

It is important for patients to get specialist advice about lymphoedema and start treatment promptly. To get a better understanding about the signs and symptoms of lymphoedema, patients can see our therapists before their planned cancer treatment.

Lymphoedema treatment options

Our lymphoedema service provides:

- **Information on skincare and preventing infection:** We can give patients practical tips on how to take care of their skin and reduce the risk of infection.
- **Manual lymph drainage and scar tissue treatment:** Our specialist lymphoedema therapists perform manual lymph drainage. This gentle skin massage helps to drain excess lymph fluid away from a swollen part of the body. If patients have a hard, thick or scarred area, our therapists may use appropriate manual techniques to soften the scar and make it more flexible.

- **Fitting of compression garments:** We are experienced at measuring and fitting compression garments. These garments help to maintain the results that our therapists achieve during the intensive phase of treatment with compression bandages.

- **Recommended exercises and physical activities:** We can create a personal exercise and movement plan tailored to patients' needs. This may include exercises in the gym or swimming pool at Parkside Private Hospital. We can recommend appropriate exercises and physical activities for patients to continue independently at home.

Our therapists also treat patients who have lymphoedema that is not caused by cancer or cancer treatment.



Referral information

To refer self-funded or insured patients for lymphoedema therapy, you can:

- email physio@parkside-hospital.co.uk
- phone us on **020 8971 8021**
- post your referral letter to: Physiotherapy Department, Parkside Private Hospital, 53 Parkside, Wimbledon London SW19 5NX

Patients can refer themselves for lymphoedema therapy using the email address or phone number above.

Self-pay, private medical insurance, diagnostic and physiotherapy referrals

At Cancer Centre London we welcome all private patients, whether they wish to pay for treatment themselves or have private medical insurance. Once you have referred your patients, they need to confirm whether they will pay for treatment directly or whether their insurer will cover the cost.

Self-pay referrals

Our consultants create an individual treatment plan, which is tailored to each patient's specific needs. We can offer a fixed price for radiotherapy treatment and give estimated costs for chemotherapy, day care and related expenses.

Self-funding patients are asked to pay in full at the start of their treatment. We then provide an invoice when they have finished treatment.

Making a self-pay referral

If you would like to refer a patient for private treatment, you can write your own referral letter and email it to opd@cancercentreondon.co.uk

As referral letters contain sensitive patient data, it is important to comply with the General Data Protection Regulation. Please use the secure email address above and do not send the referral letter through our website.

Private medical insurance referrals

Cancer Centre London is accredited by, and has direct settlement agreements with, most major private medical health insurance companies. This includes BUPA and AXA Health. Your patients should check with their private medical health insurance company before booking any consultation, investigation, diagnostic imaging or treatment.

To refer a patient with private medical insurance, you can write your own referral letter and email to opd@cancercentreondon.co.uk Please use this secure email address to protect sensitive patient data and comply with the General Data Protection Regulation.

Diagnostic referrals

Cancer Centre London works closely with Parkside Private Hospital to provide diagnostic services at both sites. We carry out planning CT scans and nuclear medicine diagnostic services at Cancer Centre London. Parkside Private Hospital offers a full range of other diagnostic tests, including X-ray, ultrasound, MRI, CT and PET-CT scans, and mammography.

To refer self-funded or insured patients for diagnostic imaging, please download a referral form from www.parkside-hospital.co.uk/referral-information You can either:

- email the completed form securely to radiology@parkside-hospital.co.uk
- give the completed form to your patients and ask them to make their own appointment by calling **020 8971 8025** or emailing the form to radiology@parkside-hospital.co.uk

Physiotherapy referrals

To refer self-funded or insured patients for physiotherapy, you can:

- email opd@cancercentreondon.co.uk
- phone us on **020 8247 3351**
- post your referral letter to:
Physiotherapy Department,
Cancer Centre London, 49 Parkside,
Wimbledon, London SW19 5NB

Patients who are self-funding or have private medical insurance can also refer themselves directly for physiotherapy. They can use the email address or phone number above.

