

General information section

For further information on the extensive range of treatments and services we offer at The New Victoria Hospital, please visit our website.

www.newvictoria.co.uk

The New Victoria Hospital was the first hospital in England to be accredited with ISO9001 (now BS EN ISO 9001:2000)



If you would like further information please contact us on:

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V the new
victoria hospital

*When only
the **best**
will do*

admission information

Your stay in hospital

The prospect of going into hospital for treatment or a surgical procedure is daunting for everyone. Apart from the treatment itself, being unsure just what to expect from your stay in hospital can be a worry. At The New Victoria Hospital you can depend on all of our staff to make the whole experience as comfortable and as free from stress as possible. As part of the process, we believe that it will be of great help to you to have all the basic information about the preparations for your surgery/treatment and the care you can expect afterwards, before you come into hospital. We hope that the information which follows will help you to approach your stay at The New Victoria Hospital in a calm and positive frame of mind.

*Positive
frame of
mind*

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Pre-admission assessment

All patients are asked to complete a Health Questionnaire - please ensure this is returned at your earliest convenience, prior to your admission date. Failure to do so may result in your surgery/treatment being cancelled. Your consultant may wish you to have a pre-admission assessment in advance of your operation or you may need to be screened for MRSA. This assessment ensures that all pre-operative tests are completed before admission, allowing for a smooth admission on the day. Pre-admission assessment is undertaken at The New Victoria Hospital by a fully qualified registered nurse.

Before coming to the hospital

Medical concerns: If you have any medical concerns relating to your admission, please contact your Consultant's secretary.

Medication: Please continue to take your medication as prescribed, unless you have been advised otherwise. Some drugs may have to be stopped prior to surgery; please discuss this with your Consultant. The New Victoria Hospital is responsible for the safe storage of drugs during your stay. It is of vital importance that you bring all the medicines that you are taking into the hospital with you; including oral contraceptives, HRT, vitamins and natural supplements. This ensures that medicines given to you while you are in hospital do not interact with your own medicines and, therefore, compromise your surgery/treatment or safety.

Fasting: You may need to fast before your operation and you will be advised of this in your admission letter. Do not drink alcohol or smoke for 24 hours before admission.

Special needs: If you have hearing difficulties, are partially sighted or have any other special requirements, please contact The New Victoria Hospital's Bed Booking Manager on 020 8949 9010, so that we can make necessary arrangements prior to your admission. If you are likely to need an interpreter to help you with your admission, please arrange to have one with you when you arrive at the hospital. Should this not prove possible, please notify us in advance and we will endeavour to make suitable provisions.

Arrangements for going home: You will need to make arrangements for someone to collect you by car after your surgery/treatment, or ask them to accompany you in a taxi. It is unsafe to travel by public transport after an anaesthetic/sedation, even if you are feeling well. You should also ensure someone is with you at home for at least the first 24 hours.

What to bring with you

All patients

- Please ensure you bring all relevant x-rays and scans
- If possible, you should wear glasses instead of contact lenses, which would need to be taken out before your operation
- Please bring all medications with you in pharmacy labeled bottles or blister packs

Overnight patients

- Dressing-gown and slippers
- Pyjamas / nightdress
- Toiletries, including a facecloth or baby wipes

Valuables

Please bring the minimum of valuables or cash as The New Victoria Hospital cannot accept responsibility for damage and loss. There is however a lockable drawer in your room for your use.

Do not wear any make up, nail varnish or jewellery (other than a wedding band).

Extensive range of services

On your arrival

Please arrive at The New Victoria Hospital at the requested time.

After your arrival, you will be escorted to your allocated room by a member of the ward team who will familiarise you with your surroundings, explaining how to operate the nurse call system, lighting, television and radio.

Soon after your arrival a nurse will come to ask you a series of questions in order to obtain a concise medical and social history. You will be asked to hand over your medication for safe storage. Your weight and height will be measured; this is to aid the Anaesthetist when calculating the necessary dose of medication. The nurse will also record your blood pressure, heart rate, oxygen saturation level and temperature; this is to act as a baseline measurement prior to surgery.

You may find you are asked the same questions by different people as part of our checking procedure. This is standard practice and ensures maximum safety for every patient having an operation. For this reason you will be required to wear a patient identification bracelet throughout your stay in hospital.

During your stay

You will be seen by your Consultant and asked to sign a consent form for your surgery. He/she will outline what will happen during the operation. You will also be seen by your Anaesthetist.

You will be given an approximate time when you are expected to go to theatre, although this may change, depending on the theatre team's progress. We appreciate that waiting to go to theatre can be a very anxious time. The nursing staff on the ward will keep you informed of any changes or delays as soon as they are made aware of them.

You will be required to wear a hospital gown, but you can wear cotton underwear under it; disposable pants will be provided if cotton ones are not worn. If you are undergoing a general anesthetic you will be required to remove any make-up, nail varnish, contact lenses, dentures and jewellery. Wedding bands can usually be retained and will be taped over by a member of the nursing staff.

You may also be asked to wear surgical stockings; these help to prevent blood clots forming in the legs. For the same purpose, your Consultant and Anaesthetist may also want you to have anti-coagulant injections for the first few days after the operation.

When it is time for your operation you will be accompanied by a ward nurse to the anaesthetic room, where the theatre staff will take over your care.

After your surgery/treatment, you will be taken to the recovery unit where you will begin to wake up. The amount of time spent in the recovery unit varies between different people, the nature of the surgery and the way you react to your anaesthetic.

When you wake up, you may have an oxygen mask over your face; this is quite normal. A nurse will be checking your pulse, blood pressure and breathing rate, whilst ensuring you are comfortable and in as little pain as possible. When you are fully awake, you will be taken back to your room, escorted by a nurse from your ward. The nurse will monitor you as you continue to recover.

If you experience any pain, please let your nurse know straight away so that appropriate pain relief can be arranged for you.

The type of operation/treatment you have had will determine when you can start drinking and eating again. Your nurse will be able to advise you. If you have undergone surgery you will need the assistance of a nurse when attempting to get out of bed for the first time even if you feel perfectly capable.

Your Consultant will visit you every day during your stay.

Infection control

The New Victoria Hospital has an extremely low infection rate and there have been no incidences of healthcare acquired MRSA and Clostridium Difficile.

Our Infection Control Nurse works closely with the clinical and non-clinical staff and has the support of a 24-hour on call Consultant Microbiologist, to minimise the risk of infection to patients.

Our dedicated housekeepers receive regular training in infection control procedures to maintain high standards of cleaning and ensure a dust free environment.

We ask our patients for their active co-operation in maintaining our standards. You can help by remembering that frequent hand-washing is the most important way of preventing infection, so always remember to wash your hands:

- before and after meals
- after using the toilet or commode

Staff attending you will wash/gel their hands prior to any care intervention and hand gel is readily available in your room for staff, patient and visitor use.

If you have an intravenous infusion, wound drain or catheter do not touch these, or any other device.

Speak to your nurse if:-

- your infusion line, urinary catheter or wound drain becomes loose or disconnected
- your dressing becomes loose or you see any leakage from the wound or infusion site
- you have any pain or redness at the site of your infusion.

We recommend that friends or relatives with a cold, chest infection, diarrhoea and vomiting or any other infection, do not visit you while you are in hospital. Your visitors will be reminded to use the alcohol hand gel on their arrival.

Visitors

Receiving visitors is at the discretion of the nurse in charge. Visiting times are between 9.00am and 9.00pm; although we advise you to try and limit the number of visitors you have immediately after your operation. We also recommend that very young children - especially those who have not been immunised - wait until you leave hospital and are feeling better, before they are brought to see you. Please also note our recommendations regarding visitors in previous section on Infection Control.

If you wish your visitors to eat with you in your room, this can be arranged for an additional charge. If you do not wish to receive visitors or telephone calls, please speak with your nurse.

Pro-active infection control

Your discharge

We expect all day surgery patients to be discharged on the day of admission; you will be able to go home from about three hours after your operation/treatment. Patients who stay for one night or more are usually discharged by 10am.

Your nurse will let you know when you can go home and give you any advice and information you may need, including any relevant contact numbers. You will be advised how to care for your wound when you are discharged, and how soon you will be able to have a bath or shower.

Your Consultant will see you before discharge. If he has prescribed medication for you, this will be given to you before you leave. As The New Victoria Hospital is an independent hospital, your 'take home' medication will be charged at commercial rates and not the NHS prescription price; this cost is not covered by health insurance. Your Consultant will let you know if you require a follow-up appointment. If you do, you will be assisted in making this appointment, prior to your discharge.

If you have had a general anaesthetic, or any other sedation, you **MUST NOT DRIVE FOR THE NEXT 24 HOURS**. Driving after sedation is similar to driving whilst drunk and the authorities would view it in the same way. You should also avoid drinking alcohol, operating machinery, cooking, making any important decisions or signing contracts for 24 hours after your treatment. You should ensure there will be someone at home to look after you, at least for the first 24 hours.

You should make arrangements for someone to collect you by car after your treatment, or ask them to accompany you in a taxi. It is unsafe to travel by public transport after an anaesthetic or sedation, even if you are feeling well.

When leaving The New Victoria Hospital, please remember to take all your belongings, including your own medication and take-home drugs. If you require assistance with your luggage to your waiting transport, please ask a member of staff on the ward to arrange this for you.

After you leave

If you have any concerns following your operation or procedure, please contact The New Victoria Hospital main switchboard on 020 8949 9000 and ask for the Sister in Charge.

General information

Smoking

The New Victoria Hospital operates a Non-Smoking Policy. Due to the fact that there will be an oxygen supply in your room, you will NOT be allowed to light candles, as this would create an extreme fire hazard.

Mobile Phones

You may use your mobile phone in your room. However, please observe any signs that you may see around the hospital asking you to switch off your mobile phones, as in these areas they may affect medical equipment.

Directions

The New Victoria Hospital is situated 100 metres off the A3.

By Road:

From the M25, exit junction 10 and take the A3 towards London. Continue along A3 for approximately 13 miles, past the Hook, Tolworth, New Malden and Raynes Park interchanges. At the next interchange, take A238 towards Kingston Upon Thames and The New Victoria Hospital is on the left hand side, 100 metres from the top of the slip road.

By Rail:

Raynes Park Railway Station is approximately 5 minutes by taxi. Wimbledon Underground and railway station is approximately 10 minutes by taxi.

By Bus:

The number 57 route from Kingston, Raynes Park and Wimbledon train stations provides a regular service.

Car Parking

The New Victoria Hospital has ample car parking facilities.