



Your Child's
Hospital Admission



Exceptional care for your health

Contents

Introduction to New Victoria Hospital

Introduction to New Victoria Hospital 4

Before your child's admission

Health questionnaire 5
Disabled access 5
Fasting 5

Preparation

Preparation 6
Timing 6

Some ideas of what to say...

Some ideas of what to say 7

What to bring

What to bring 8
Valuables 8
Mobile phones and electrical equipment 8

Coming into hospital

On your child's arrival 9
Your child's room 9
Infection control 10
Spiritual and religious needs 10
Our catering service 11

Anaesthesia and Anaesthetists

What is anaesthesia? 12
Choices 12
Some common terms used with medicines 12
Side effects and complications 13
Questions you may like to ask the Anaesthetist 13

Your child's surgery

During your child's stay 14
Delaying the operation or investigation 15
Going to theatre 15
In the anaesthetic room 16
What happens next? 17
After surgery 17

Pain relief

Pain relief 18
Ways of giving pain relief 18

Going home...

Going home 19

Settling your account

Insured patients 20
Registration form 20

Charges not covered by insurance 21
Consultants' fees 21
Settling your claim 21
Self-pay patients & fixed price surgery 22
Your booking 22
Payment 23
What is not included in your child's Fixed Price Surgery 23
Fixed Price Surgery Terms & Conditions 23
Payment methods 24

Additional information

Statement of purpose 25
Outcomes of care 26
The right to a second opinion 26
Care Quality Commission 26
Patient feedback 27
Patient complaints 27
Patient Advisory Liaison Service (PALS) 27
Access to medical records 27

Useful organisations

Useful organisations 28

Useful contacts

Useful contacts 29

Directions

Directions 30



WELCOME

Thank you for choosing New Victoria Hospital for your child's forthcoming treatment.

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 child's stay in hospital can be a worry. At 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. We believe that it will be of great help to you to have all the essential information about the preparations for your child's surgery or treatment, as well as the care they can expect to receive, before they come into hospital. We hope that the information which follows will help you to approach your child's stay at New Victoria Hospital in a calm and positive frame of mind.



Graham Ball
Chief Executive

Introduction to New Victoria Hospital

New Victoria Hospital is a private, charity owned hospital based in Kingston upon Thames, Surrey and is one of the few remaining independent hospitals in the country.

It has provided a high level of service to the local community for sixty years and is consistently ranked by patients as one of the top private hospitals in London.

Excellent standards of patient care, the expertise and compassion of our staff, together with our constant investment in the latest and best equipment enable us to have an uncompromising commitment to our patients' safety and comfort - and this pervades everything that we do.

The hospital offers excellent speed of access and has more than 150 highly skilled Consultants providing a wide range of multi-speciality surgery.

Facilities:

- 21 Bedrooms with en-suites
- 14 Bed Day Surgery Unit
- 3 Operating Theatres
- 1 Endoscopy Theatre
- Consulting Rooms
- Cardiac Diagnostic Facility
- Imaging
- Physiotherapy
- Pathology
- Pharmacy
- Private GP Service

Excellent standards of patient care, expertise and compassion.

Before your child's admission

Health questionnaire

All patients are asked to complete either a Health Questionnaire or My Pre-Op (an online pre-operative questionnaire). Please ensure that the Health Questionnaire is returned or your My Pre-Op online submission completed, at your earliest convenience. A completed registration form will also need returning, prior to admission date. Failure to do so may result in your child's surgery or treatment being cancelled. These assessments ensure that all pre-operative tests are completed before admission, allowing for a smooth admission on the day.

A pre-operative assessment and any required MRSA screening is undertaken at New Victoria Hospital by a fully qualified registered nurse.

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

Disabled access

The hospital entrances and exits have been designed to enable easy access for wheelchairs. If you require the use of a wheelchair during your child's stay, for them, yourself or any visitors, please let the receptionist know either beforehand or on arrival.

Fasting

Your child may need to fast before their operation and you will be advised of this in their admission letter.

If there is food or liquid in your child's stomach during the anaesthetic, it could come up into the back of the throat and damage their lungs.

The following are the latest times that you should give your child anything to eat or drink before surgery:

- 6 hours before, your child can have a light meal, a glass of milk or a fizzy drink
- 2 hours before, all children can have a drink of water or dilute cordial but not milk or a fizzy drink

Preparation

There are many things that you can do to prepare your child for coming into hospital.

All children (except infants too young to understand) should be told:

- That they are going into hospital
- That they will be having an operation or investigation
- Some basic information about what will happen to them when they are in hospital

Everything should be explained to your child in a way that they can understand.

Timing

- Children between 3 and 7 years of age should be told 2 - 7 days before the day of admission
- Older children will usually be involved in making decisions about the operation or investigation and discussion can take place a few weeks before the day of admission

If you wish to visit the hospital before your child's operation please contact us.





Some ideas of what to say...

- Explain that the operation or investigation will help your child to get better
- Use simple words your child understands.
- Encourage your child to talk about the operation and ask questions. Books, games and stories can help
- Tell your child about timing - when they will have the operation or investigation and how long their stay in hospital will be

If it is not possible for you to stay with your child, it is important that you explain to him or her when you will be able to visit, and reassure him or her who will be staying. A responsible adult, with parental responsibility, must be with your child throughout his or her admission.

Your child can help pack their own bag and decide which nightclothes and toys to bring.

Please let us know in advance any special requirements your child has and we will do whatever we can to help.

Please phone the hospital if your child develops a severe cough or cold, has diarrhoea or vomiting, is unwell in any way or has contact with chicken pox shortly before the day of the operation or investigation.

Please let us know in advance any special requirements your child has and we will do whatever we can to help

What to bring

Valuables

Please avoid bringing any valuables or cash as New Victoria Hospital cannot accept responsibility for damage and loss. There is however a lockable drawer in your child's room, for their use.

Mobile phones and electrical equipment

Mobile phones may be used in your child's room, but in order to respect the needs of other patients we ask that they are set to silent. Please observe any signs that you may see around the hospital asking you to switch off your mobile phones.

If you wish to bring personal electrical equipment with you please ensure that all items are in good working order and the electrical chargers being used have a manufacturer's brand or logo, model and batch number, and CE mark.

What to bring

- Please ensure you bring all relevant x-rays and scans
- If possible, your child should wear glasses instead of contact lenses, which would need to be taken out before surgery
- Please bring all medications with you in pharmacy labelled bottles or blister packs
- Comfortable clothes or pyjamas / nightdress to relax in
- Favourite electronic entertainment, toys, comforters or edible treats
- A present or something new can also help provide a distraction

Coming into hospital

On your child's arrival

Please arrive at New Victoria Hospital at the requested time.

After your arrival, you will be escorted to your child's room by a member of staff who will familiarise you with your surroundings, explaining how to operate the nurse call system, lighting and television.

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 about your child. You will be asked to hand over any medication for safe storage. Their weight will be measured; this is to aid the Anaesthetist when calculating the necessary dose of medication. The nurse will also record their blood pressure, heart rate, oxygen saturation level and temperature; this acts as a baseline measurement prior to surgery.

You may find that 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 your child will be required to wear a patient identification wristband throughout their stay in hospital.

Your child's room

All our recently refurbished patient bedrooms are equipped with: television including CBeebies, Nickelodeon and Sky Sports; radio; WiFi; ensuite bathroom with walk-in shower; air conditioning and temperature control; telephone; secure facilities for valuables.



Infection control

New Victoria Hospital has an extremely low infection rate and there have been no incidences of hospital 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.

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 and carers 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 hands:

- before and after meals
- after using the toilet

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

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

Speak to the nurse if:-

- the infusion line, urinary catheter or wound drain becomes loose or disconnected
- the dressing becomes loose or you see any leakage from the wound or infusion site
- your child has 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 your child while in hospital. Visitors will be reminded to use the alcohol hand gel on their arrival.

Spiritual and religious needs

You and your child will be asked by your nurse if you have any specific spiritual or religious requirements during your stay with us. We will endeavour to meet these needs in as sensitive a way as possible. If you wish to have support from a spiritual or religious representative of your faith, the ward staff have the contact details of local places of worship and will assist you as necessary.

Our catering service

Our dedicated chefs and catering team are committed to providing your child with a first class service and meeting your individual nutritional and dietary requirements. A wide variety of freshly cooked hot meals, prepared on site each day, are on offer.

We understand the importance of meeting dietary needs and our menus have been nutritionally assessed by professional dietitians.

There is a children's menu with a variety of healthy options and special treats available

The timings of our dining service have been developed in response to patient feedback, however, flexibility is shown whenever requested. Morning and afternoon tea and coffee are served each day, however, hot and cold drinks and snack foods are available at any time on request to your child's nurse.

Menus are distributed ahead of mealtimes to allow enough time to consider the choices available. One parent/carer's meal is also included. All other visitors are welcome to have meals, subject to an additional charge. If you require clarification on any element of the catering service please do not hesitate to speak to one of the catering team or nurse.

Please let us know if there are any special dietary requirements or food allergies at the earliest opportunity.

Some food items may contain nuts or derivatives of nut products and other allergens. The hospital holds a folder which highlights all the allergens from our daily menus.

Our staff are able to advise on the content of each food item as required.

Where the menu choices do not meet specific dietary needs or personal preferences our chefs are very happy to discuss this with you and your child, and will prepare a dish of their choice wherever possible.



Anaesthesia and Anaesthetists

What is anaesthesia?

The word 'anaesthesia' means 'loss of sensation'.

A general anaesthetic ensures that your child is unconscious and free of pain during a test (investigation) or operation.

- General anaesthesia is a state of controlled unconsciousness and freedom from pain
- Anaesthetics are the drugs (gases and injections) that are used to start and maintain anaesthesia
- Anaesthetists are specialist doctors who give the anaesthetic and look after the health of your child during surgery. They are also closely involved with your child's pain relief after surgery

Choices

It may be possible for you and your child to choose how the anaesthetic and other medicines are given. Sometimes there are medical reasons why things have to be done in a certain way – these will be explained to you.

Nothing will happen unless you understand and agree with what has been planned.

Your wishes and those of your child are very important.

We want to work with you to provide the best possible care for your child and family.

Some common terms used with medicines:

- IV – intravenous – when drugs are given into a vein through a cannula
- S/C – subcutaneous – when drugs are given just under the skin, either as a 'one off' or through a cannula
- Infusion – when drugs are given continuously, usually by a special pump
- Epidural – local anaesthetic is injected through a thin tube placed close to the spine – used after major surgery
- Caudal – an injection of local anaesthetic near the nerves as they leave the spine, similar to an epidural

Side effects and complications

In modern anaesthesia, serious problems are uncommon. Risk cannot be removed completely, but modern equipment, training and drugs have made it a much safer procedure in recent years.

Most children recover quickly and are soon back to normal after their operation and anaesthetic. Some children may suffer side effects like sickness or a sore throat. These usually last only a short time and there are medicines available to treat them if necessary.

The exact likelihood of complications depends on your child's medical condition and on the nature of the surgery and anaesthesia your child needs. The Anaesthetist can discuss this with you in detail at the preoperative visit.

For a child in good health having minor surgery:

- 1 child in 10 might experience a headache, sore throat, sickness or dizziness
- 1 child in 100 might be mildly allergic to one of the drugs that has been given
- 1 child in 20,000 might develop a serious reaction (allergy) to the anaesthetic

Throughout the whole of life, an individual is at least 100 times more likely to suffer serious injury or death in a road traffic accident than as a result of anaesthesia.

You can find more information about risks associated with having an anaesthetic at www.rcoa.ac.uk.

Questions you may like to ask the Anaesthetist

- Who will give my child's anaesthetic?
- What type of anaesthetic do you recommend?
- Have you often used this type of anaesthetic?
- What are the risks of this type of anaesthetic?
- Does my child have any special risks?
- How will my child feel afterwards?

Your child's surgery

During your child's stay

Your Consultant and an Anaesthetist will visit you on the ward before the procedure to discuss your child's anaesthetic and ask you to sign a consent form for surgery.

Patient guides for most procedures can be found on our website. These high-quality patient information leaflets are produced by EIDO Healthcare and provide a general overview of the surgery, the benefits, what the operation involves and any potential complications. The Anaesthetist needs to find out about your child's general health, previous experiences of anaesthesia, any medicines your child is taking and any allergies they might have. It would also be helpful to know if there is any family history of anaesthetic or allergic reactions.

This is a good time to talk about any previous experiences your child has had with injections or hospitals, or any particular concerns you have about this hospital visit.

You may find it helpful to make a list of questions you want to ask.



The Anaesthetist needs to find out about your child's general health, previous experiences of anaesthesia, any medicines your child is taking and any allergies he or she might have.

Delaying the operation or investigation

Occasionally the Anaesthetist may learn something about your child that means it would be safer not to do the procedure on that day.

This could happen if your child has a bad cold, has a rash or has eaten food too recently.

Going to theatre

Your child will be asked to wear a child friendly gown to theatre but if very anxious they will be able to wear their own pyjamas or nightdress. Your child will also be able to keep their underwear on.

Anaesthetic room – the room next to the operating theatre where anaesthetics are usually started.

Operating theatre – the room where surgery is performed.

Recovery room – a place near the operating theatre where children go after surgery until the effects of the anaesthetic drugs wear off.



In the anaesthetic room

A nurse from the ward will walk with you and your child to the anaesthetic room. Your child will be able to take a toy or comforter.

You are welcome to stay with your child until they are asleep.

It may be possible to give the anaesthetic while your child is sitting on your lap. Your child may have either an anaesthetic gas to breathe or an injection through a cannula.

You will be welcome to stay with your child until he or she is asleep.

Some children prefer gas and some prefer injections. If both methods are safe, you will be able to discuss with the Anaesthetist what is best for your child. Anaesthetic gases smell similar to felt-tip pens. The Anaesthetist generally cups a hand over the child's nose and mouth or uses a face-mask to give the anaesthetic gas.

If the anaesthetic is given by gas, it will take a little while for your child to be anaesthetised.

They may become restless as the gases take effect but they will not be aware of this.

If an injection is used, your child will normally become unconscious very quickly indeed. Some parents may find this unsettling. You will then be asked to leave the anaesthetic room promptly, and your nurse will be with you as you leave.

'Magic Cream' is local anaesthetic cream that can be put on the hand or arm before injections so that they do not hurt so much. It works well for 9 out of 10 children. This cream is also called Emla or Ametop.

A cannula is a thin plastic tube which is placed under the skin, usually on the back of the hand. A needle is used to put the cannula in, but the needle is immediately removed leaving only the soft cannula in place.

What happens next?

Your child will be taken into the operating theatre to have the operation or investigation.

The Anaesthetist will monitor your child's blood pressure, pulse, temperature and breathing closely throughout the procedure, ensuring that they are safe and fully unconscious. Anaesthetic gases and/or drugs given into a vein will be used to keep your child anaesthetised.

After surgery

All children go to the recovery room.

Each child is cared for by a specialist nurse until they have regained consciousness and are comfortable enough to return to the ward. Parents will be allowed in the recovery room to be with their child as soon as they start to wake up.

The type of operation or treatment your child has will determine when they can start drinking and eating again; your nurse will advise you. Your child will also need assistance when attempting to get out of bed for the first time even if they feel perfectly capable.



Each child is cared for by a specialist nurse until he or she has regained consciousness

Pain relief

Pain relieving drugs are given during the anaesthetic to ensure that your child is as comfortable as possible after surgery. The type and strength of pain relief given will depend on the procedure.

You will have a chance to discuss and help plan the kind of pain relief (analgesia) your child will get after their operation. This will be with the Anaesthetist, the Surgeon or the ward nurses.

Leaflets giving more detailed information about the methods of pain relief are available and will be provided if applicable.

Ways of giving pain relief

- Syrups and tablets – just like at home
- Melts – medicines that ‘melt in your mouth’ – these are especially suitable for older children
- Suppositories – some pain relieving medicines like paracetamol can be given rectally (into the bottom). These are often given while your child is anaesthetised (subject to parental consent) and last for several hours. Suppositories are very helpful when children cannot take medicines by mouth or are feeling sick
- Local anaesthetics – these are injected near the nerves around the operation site to numb the area. The injections are given while your child is anaesthetised and the pain relief lasts for several hours
- Strong pain relieving drugs – such as morphine can be given in many different ways



Going home...

Children under 16 years of age have their investigations or operations carried out as "day case" patients and go home on the same day. They may experience some pain or discomfort on the first day or so. The hospital will check that you have suitable pain relieving medicines at home. If not, you will be given medicines to take home for your child and an explanation on how to take them.

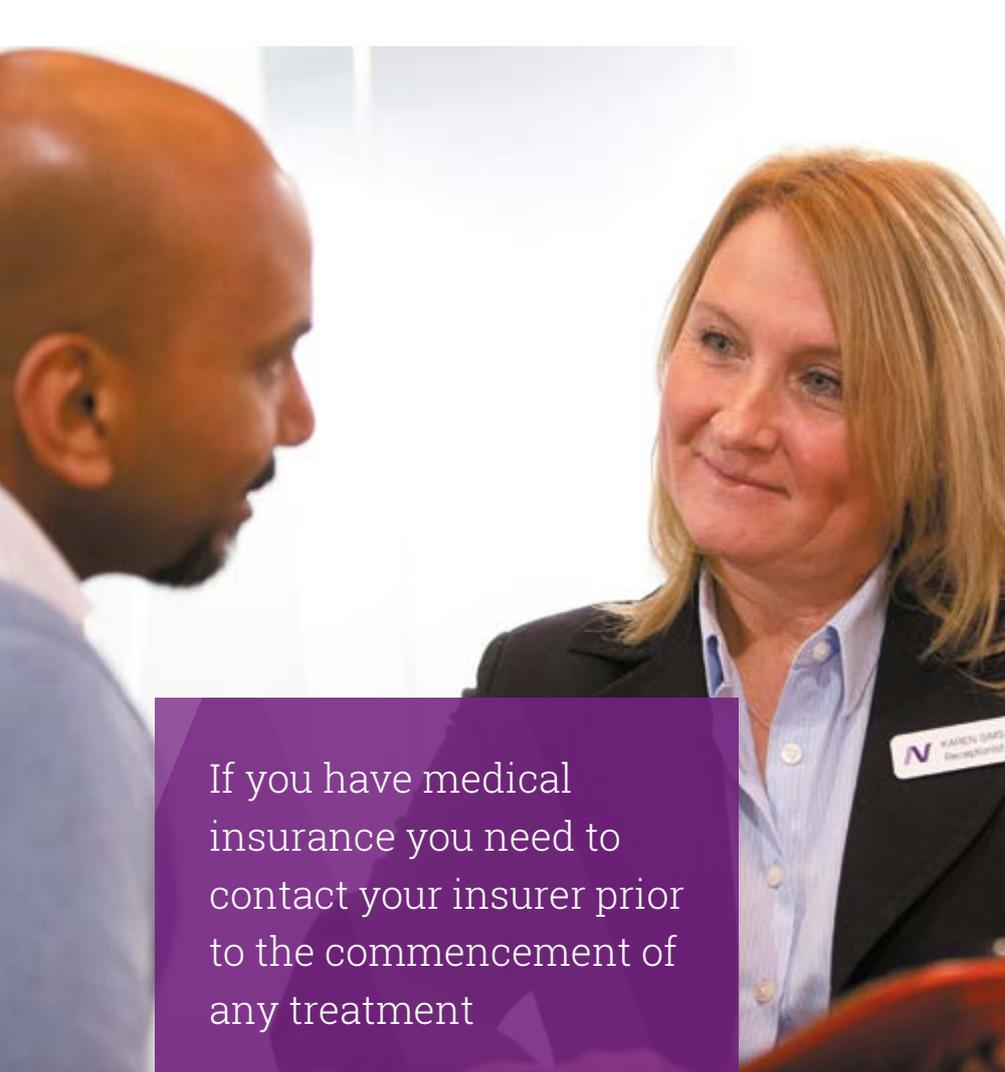
Very rarely, a child may not be fit for discharge on the day of their surgery. If overnight care is required and your child is 15 years or less, you and your child will be transferred to a local NHS hospital under the continuing care of your Consultant. New Victoria Hospital is not regulated to provide overnight care to children under the age of 16. You will be able to be with your child at all times.

Occasionally children feel sick after they have left hospital, or even vomit. This sometimes happens in the car on the way home.

Sometimes children do not sleep well after a stay in hospital. Their behaviour might be a little bit more clingy or difficult than before. This is a normal reaction to a stay in hospital, and they will usually return to normal within 3-4 weeks.

If you have any concerns about your child when you get home you should contact the hospital on 0208 949 9000 and ask for the Nurse In Charge.





If you have medical insurance you need to contact your insurer prior to the commencement of any treatment

Settling your account

The hospital endeavours to provide as much information and reassurance about the cost of treatment by making as many of the financial and administration arrangements as possible before your child's proposed treatment or admission date.

INSURED PATIENTS

If you have medical insurance you need to contact your insurer prior to the commencement of any treatment, to obtain a pre-authorisation number. Your child's treatment may not be covered in full by them or your claim delayed, if you fail to do this.

Registration form

Our registration form asks you to provide us with details of your medical insurance including your membership and preauthorisation numbers.

The registration form contains a financial agreement which we ask you to sign. By signing it, you recognise and accept your responsibility for settling our fees if they are not covered by your health insurance policy or other third party. As the patient is under 18 years of age, the agreement should be signed by the patient's parent, guardian, or legal representative. If your child's treatment is not covered by your insurance policy, or not met in full, you are responsible for the outstanding amount.

If you are covered by a medical insurer who is based overseas we ask you to notify us as soon as possible

Charges not covered by insurance

Services such as telephone calls, alcoholic beverages and meals for visitors are not covered by health insurance. The sale of items like walking sticks and crutches, will not be covered by your insurance policy. These will be charged at commercial rates and you will be invoiced after your departure.

Consultants' fees

The Consultants who treat your child provide their services to you independently of the hospital and will usually submit their bills to you separately. If you are insured you should send your Consultant's fees to your insurer who will settle them according to your policy.

Settling your claim

Your insurer will advise you if your claim has been rejected or only paid in part, in which case you are responsible for the prompt settlement of the outstanding balance. You will be invoiced separately for any services not covered by your insurance after your child leaves the hospital.

If you are covered by a medical insurer who is based overseas we ask you to notify us as soon as possible. In such cases you will usually need to settle the account yourself and be reimbursed by your insurer afterwards.

There may be occasions when we ask for an imprint of your credit card on admission.

For payment methods please see page 24.

SELF-PAY PATIENTS & FIXED PRICE SURGERY

Fixed Price Surgery offers patients an all-inclusive price for a wide range of operations and treatments. Prices are fixed before admission and, subject to the terms and conditions on our website, cover the full cost of your child's stay at New Victoria Hospital. Fixed Price Surgery includes the following:

- Fees of the hospital, your child's Consultant and the Anaesthetist (where applicable), for the services provided by them during your child's hospital stay
- Pre-operative assessment, nursing care, tests, drugs and dressings, imaging, theatre, standard prostheses, physiotherapy and all other clinical facilities and services provided to your child by the hospital during their stay

- Any additional costs arising from medical complications related to your child's procedure during their stay
- Accommodation, meals and drinks for your child and a parent or guardian
- Drugs and medications to take home for use after discharge, as prescribed by the Consultant
- The provision, post-discharge, of any standard mobility aids such as walking sticks and crutches
- Any clinically necessary, post-discharge, outpatient treatments carried out at New Victoria Hospital, relating to your child's procedure, including Physiotherapy, Diagnostic Imaging, Pathology and the removal of sutures

Your booking

Once your child's admission date has been confirmed along with the fixed price for their treatment, we ask you to complete and return a Registration Form and Health Questionnaire on their behalf.

Providing us with this essential information enables us to offer you a faster and more efficient service on your arrival at New Victoria Hospital, and enables us to assess your child's suitability for Fixed Price Surgery.

Payment

You are required to pay in advance for Fixed Price Surgery.

We ask that patients pay in full at least 5 working days prior to their admission.

If a booking is made less than 5 days before admission then payment will be required immediately.

What is not included in your child's Fixed Price Surgery

- All visits to the Consultant before admission and after your child's discharge
- Hospital diagnostic services carried out as a result of an initial consultation, prior to the pre-operative assessment
- Additional nights' accommodation when not required on medical grounds
- Visitors' meals and beverages

- Ambulances and other transport to and from the hospital
- Large home aids such as commodes, wheelchairs or stair lifts
- Post-discharge specialist nursing such as Dietician advice and stoma care
- Post-discharge Outpatient treatments carried out at another hospital

Fixed Price Surgery Terms & Conditions

- We reserve the right to amend our prices or to refuse your child treatment at our fixed prices if we have concerns that their general medical conditions might result in complications
- The Registration Form contains a financial agreement which we ask you to sign. By signing it you recognise and accept your responsibility for settling your account. As the

patient is under 18 years of age, the agreement should be signed by the patient's parent, guardian, or legal representative

- If you do not pay in full for your child's treatment prior to their admission we reserve the right to cancel or postpone their admission
- We will give you a full refund (less any charges for any pre-operative assessments), if you cancel before your child's admission. However if you decide not to proceed with their operation after they have been admitted, we will charge you in full for any services that they have received

Fixed Price Surgery offers patients an all-inclusive price for a wide range of operations and treatments.

Payment methods

Payment can be made in one of the following ways:

By credit card

We accept VISA or Mastercard. You can pay either in person at our Main Reception Desk or by telephoning Main Reception: 020 8949 9000 or Accounts: 020 8949 9641/9646

By internet bank transfer

Our bank account details are:

Account Name:

New Victoria Hospital Ltd

Sort Code: 40 26 12

Account Number: 01688561

In order for us to identify your payment please use your invoice or account number as a reference.

By cash

In person at our Main Reception

By cheque

By post for the attention of the Patient Accounts Team at the hospital, or in person at our Main Reception. Cheques should be sent at least 10 working days prior to admission to allow for clearance.

Finance packages

We offer flexible finance packages which make it that much easier to begin treatment immediately and spread the cost over a period of time.

To enquire further about our finance packages, call our Accounts Department today on: 020 8949 9641/9646.

Questions regarding settlement of your account can be addressed to the Patient Accounts Team on 020 8949 9641/9646



Additional information

Statement of purpose

Under the Health and Social Care Act 2008, (Regulated Activities) Regulations 2014 and the Care Quality Commission (Registration) Regulations 2009, Regulation 12, it is a requirement that all health and social care providers produce a Statement of Purpose, in relation to the hospital's regulated activities.

The Statement of Purpose has been submitted to the Care Quality Commission and is available for inspection by every patient and any person acting on behalf of a patient.

If you wish to see the Statement of Purpose, it can be viewed on the hospital website www.newvictoria.co.uk/about-us/statement-of-purpose.



Outcomes of care

The hospital is committed to the delivery of safe care and as such monitors all activity throughout the organisation. Processes are in place to minimise all identified risks and are regularly reviewed against any incident, accident or adverse event.

New Victoria Hospital takes very seriously any incident that occurs during a patient's stay. The hospital operates a policy of being open and honest when things go wrong; known as Duty of Candour. This means that we will apologise to you and your child, carry out a full investigation and keep you informed of any lessons learned and what we have done to prevent a similar incident from reoccurring. For further details, please request a copy of our Duty of Candour leaflet.

Information on key performance indicators, as defined and monitored by the Care Quality Commission, is available on request and via the

hospital's website. The data collated includes infection rates and set adverse outcome criteria.

If you would like further information relating to key performance indicators, please use the hospital contact details at the back of this leaflet.

The right to a second opinion

You are entitled to a second opinion regarding the treatment offered by your child's Consultant. This can be arranged on request by your admitting Consultant or GP. If preferred you can discuss this with your nurse who will assist you in your request.

The hospital is committed to the delivery of safe care and as such monitors all activity throughout the organisation.

Care Quality Commission

The hospital is registered with and regulated by the Care Quality Commission.

Their contact details are:-
CQC National Customer Service Centre
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA

Telephone: 03000 616161
Fax: 03000 616171
E-mail: enquiries@cqc.org.uk

If you wish to view a copy of the latest CQC Inspection report for New Victoria Hospital, this can be obtained from the CQC using the contact details above or it can be viewed via the link on the hospital website www.newvictoria.co.uk/patient-information/quality.

Patient feedback

Feedback on the service we deliver is vitally important to ensure it reflects what is expected and required by our patients, and the hospital will seek your views about the care and services your child received whilst in the hospital. On admission you will be handed a patient questionnaire on arrival and it would be appreciated if this could be completed before you leave, or online after you leave. The Chief Executive personally reviews every completed questionnaire and responds accordingly, as required.

Feedback is collated monthly and is available to view on the hospital's website or on request.

You will be handed a patient questionnaire on arrival and it would be appreciated if this could be completed before you leave.

If you wish to make any other comments about the services provided or the content of this guide, we would be very happy to hear from you. Any suggestions for service improvements are reviewed and fully considered. This can be done either via email to enquiries@newvictoria.co.uk or in writing to the Director of Clinical Services, using the hospital contact details at the back of this leaflet.

Patient complaints

The hospital prides itself on providing patients with the best available treatment and care. However, if we failed to meet your expectations and you are not satisfied with the service you or your child have received, it is your right to have your concerns investigated and be given a full and prompt reply. Our booklet 'Making a complaint - a guide for patients' is available in your room, at each reception area and on the hospital website and explains the process to

follow. A member of the ward team will assist you with this, as required.

Patient Advisory Liaison Service (PALS)

This service applies to NHS patients receiving treatment at this hospital. Any issues related to care received at New Victoria Hospital, are investigated and managed via the hospital's complaints procedure. The hospital is obliged to inform the appropriate NHS Trust of the issues and provide the patient with the contact number for the relevant PALS. Accessing this service will not compromise your care at this hospital.

Access to medical records

Patients are entitled to a copy of their medical records. In accordance with the Data Protection Act 1998, a formal written application is required and a discretionary fee may be charged for the administration of the request.

Useful organisations

Association of Anaesthetists of Great Britain and Ireland

21 Portland Place
London WC1B 1PY

Phone: +44 20 7631 1650

Fax: +44 20 7631 4352

Email: info@aagbi.org

Website: www.aagbi.org

This organisation works to promote the development of anaesthesia and the welfare of Anaesthetists and their patients in Great Britain and Ireland.

Royal College of Anaesthetists

Churchill House
35 Red Lion Square
London, WC1R 4SG

Phone: + 44 20 7092 1500

Fax: + 44 20 7092 1730

Email: info@rcoa.ac.uk

Website: www.rcoa.ac.uk

The organisation responsible for the standards in anaesthesia, critical care and pain management throughout the UK.

Action for Sick Children

10 Ravenoak Road,
Cheadle Hulme,
Stockport, SK8 7DL

Phone: 0161 486 6788

Email:
enquiries@actionforsickchildren.org

www.actionforsickchildren.org

This is a children's healthcare charity, specially formed to ensure that sick children always receive the highest standard of care. They have a series of information leaflets specifically to help parents cope with, and prepare for, different aspects of children's healthcare.

Useful contacts

Reception

Tel: 020 8949 9000

Fax: 020 8949 9099

Email: reception@newvictoria.co.uk

Bookings

Tel: 020 8949 9006/9010

Fax: 020 8949 9440

Email: bookings@newvictoria.co.uk

Pre-Op Assessment

Tel: 020 8949 9437

Fax: 020 8949 9099

Email:

pre-assessment@newvictoria.co.uk

Patient Accounts

Tel: 020 8949 9641/9646

Fax: 020 8949 9648

Email:

patientbilling@newvictoria.co.uk

Outpatients

Tel: 020 8949 9020

Fax: 020 8949 9098

Email: opadmin@newvictoria.co.uk

Imaging

Tel: 020 8949 9030

Fax: 020 8949 9032

Email: imaging@newvictoria.co.uk

Physiotherapy

Tel: 020 8949 9040

Fax: 020 8949 9099

Email:

physiotherapy@newvictoria.co.uk

Pathology

Tel: 020 8949 9083

Fax: 020 8949 9084

Email: pathology@newvictoria.co.uk

Pharmacy

Tel: 020 8949 9076

Fax: 020 8949 9068

pharmacy@newvictoria.co.uk



Directions

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 New Victoria Hospital is on the left hand side, 100 metres from the top of the slip road.

By Rail

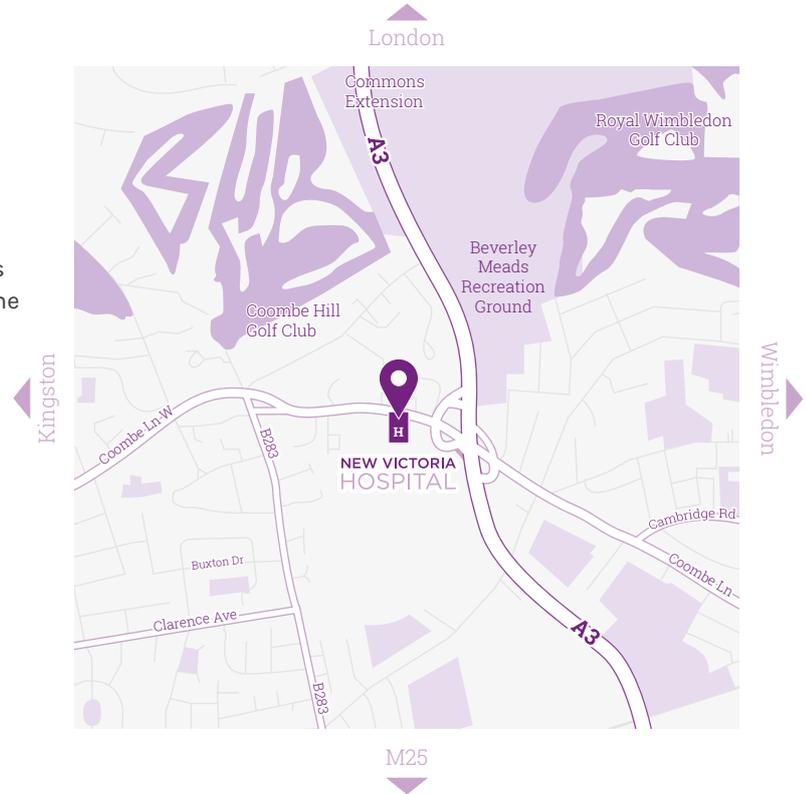
Raynes Park Railway Station is approximately 5 minutes by taxi. Wimbledon Underground and Station is approximately 10 minutes by taxi. Kingston Station is approximately 5 minutes by taxi.

By Bus

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

Car Parking

New Victoria Hospital has free car parking facilities for patients and visitors. The car park is monitored by CCTV.





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

www.newvictoria.co.uk

If you would like further information please contact us on:
Telephone: +44 (0) 20 8949 9000
Facsimile: +44 (0) 20 8949 9099
Email: enquiries@newvictoria.co.uk

New Victoria Hospital
184 Coombe Lane West
Kingston upon Thames
Surrey KT2 7EG
Registered Charity No. 1141784



New Victoria Hospital is accredited for the quality of its service with CHKS Healthcare Accreditation and Quality Unit and is certified ISO 9001:2008.