



Your Child's Hospital Admission



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Welcome

On behalf of everyone at New Victoria Hospital, I would like to welcome you and to thank you for choosing us for your healthcare needs.

Your wellness and safety is our priority, and our staff are committed to providing you, and your family, with the highest possible standard of care with compassion, dignity and understanding. Our goal is to ensure a great healthcare experience for you and your loved ones.

For more than 128 years, New Victoria Hospital has been providing excellent patient-centred care. Today, we are proud to be part of Bupa, one of the UK's leading healthcare organisations, combining our long-standing local expertise with the strength, investment and innovation of a trusted healthcare group. This enables us to continue enhancing our services and patient experience, while maintaining the personalised approach and high standards of care that our patients expect. Our size allows us to remain responsive, innovative and focused on individual patient needs. Supported by state-of-the-art facilities and technology, it is the dedication, expertise and professionalism of our staff and consultants that continue to define who we are and underpin our success.

We understand that coming into hospital can feel daunting for many patients. At New Victoria Hospital, you can depend on all our teams to make your experience as comfortable, reassuring and stress-free as possible.

We believe it will be of great help to you to have all the essential information you need before your surgery or treatment. We hope the information in this guide will help you prepare for your stay and approach the visit to New Victoria Hospital with confidence and peace of mind.



Andrew Fairweather
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 over 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.

The Hospital offers excellent speed of access and has a broad range of highly skilled Consultants providing a wide range of multi-speciality surgical and medical care.

**Excellent standards of patient care,
expertise and compassion.**

Facilities:

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

Before your child's admission

Registration form

Your completed registration form will need returning, prior to your admission date. Failure to do so may result in your surgery or treatment being cancelled.

Health Questionnaire

All patients are asked to complete a Health Questionnaire and return it at their earliest convenience. These assessments ensure that all pre-operative tests are completed before admission, allowing for a smooth admission on the day.

A pre-operative assessment is undertaken by a fully qualified registered nurse over the phone. Your child will only need to come in to the Hospital before their operation, if any pre-operative bloods or MRSA screens are required.

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

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
- 1 hour before, your child can have a drink of water but no cordials, milk or fizzy drinks.

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 stay, either for yourself or visitors, please let the receptionist know either beforehand or on arrival.





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...

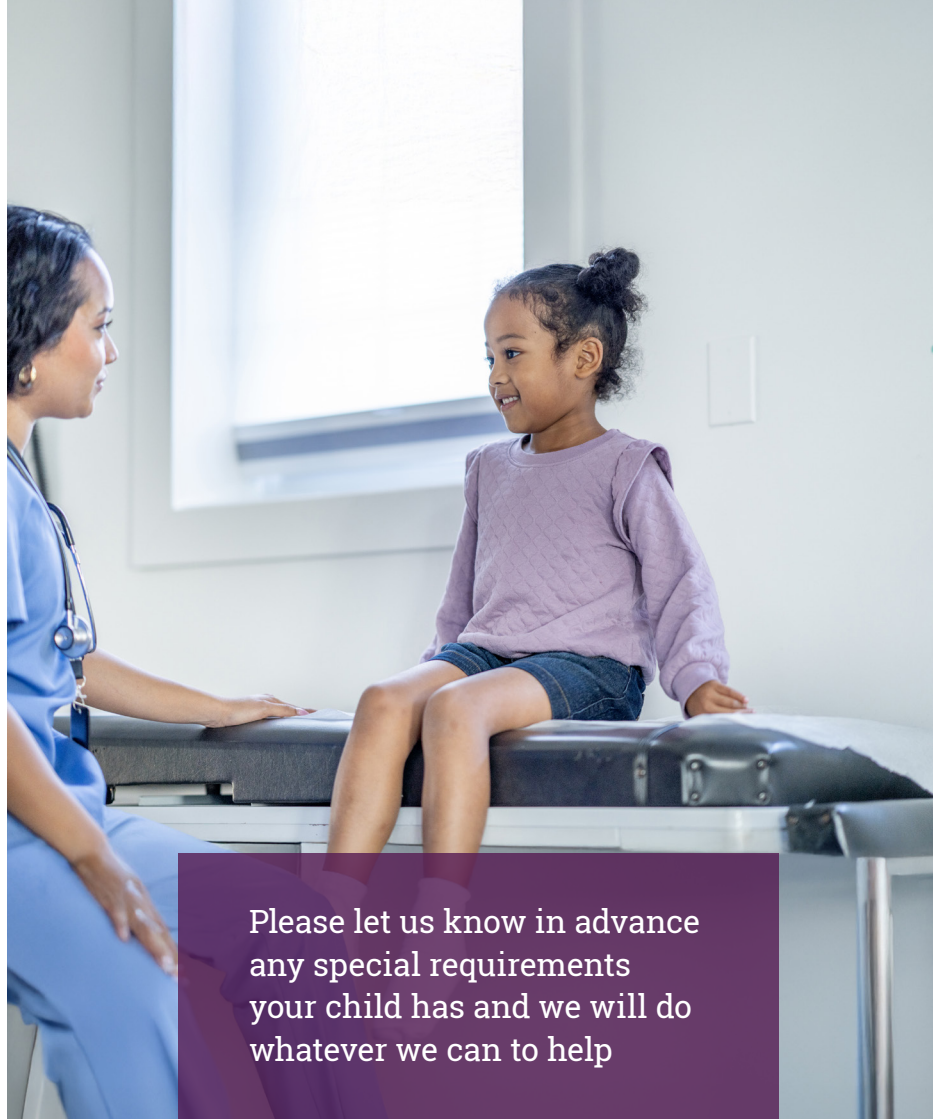
- Explain that the operation or investigation will help your child to get better
- Use simple words your child understands.
- Encourage your child to talk about the operation and ask questions. Books, games and stories can help
- Tell your child about timing – when they will have the operation or investigation 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 medication 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



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?

Coming in to 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 or 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 a dietitian.

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.



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.

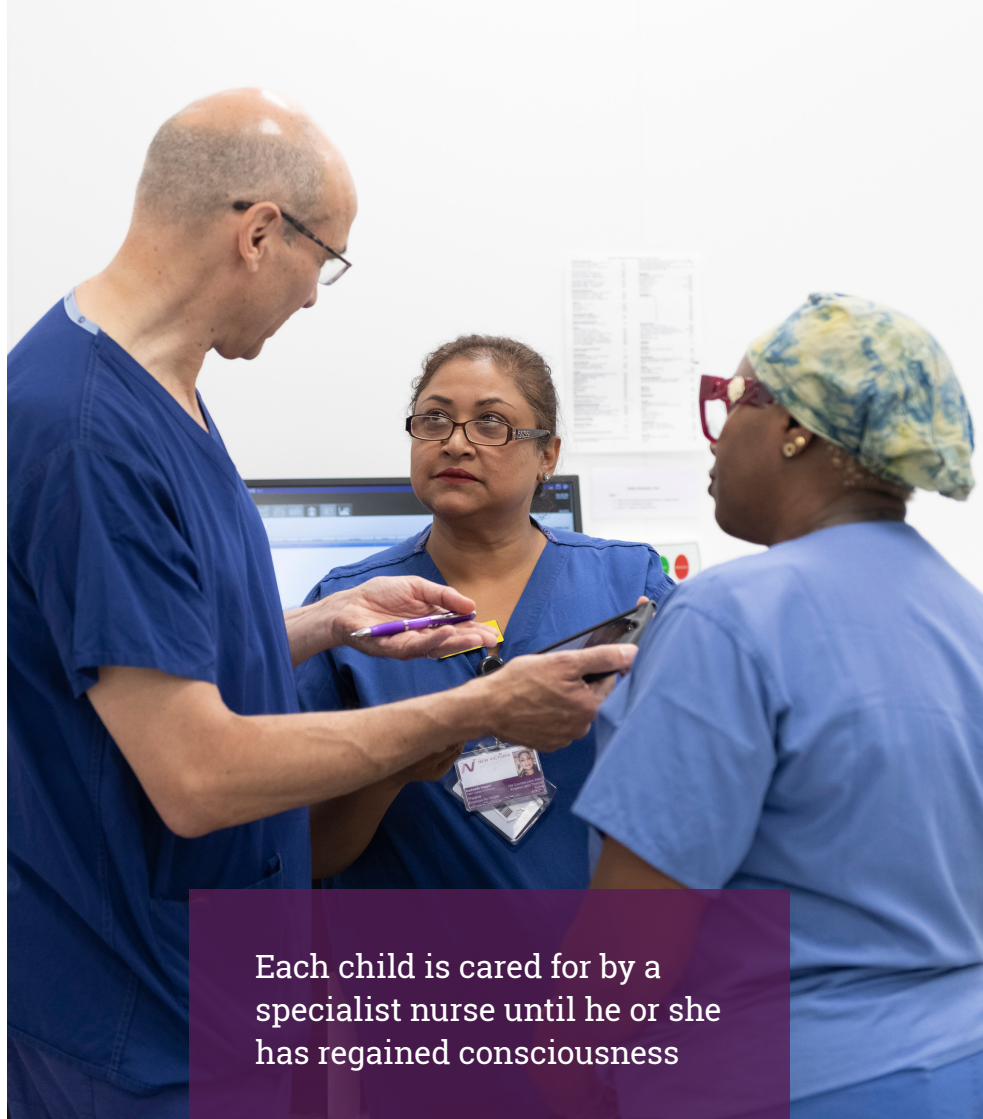
The anaesthetist will monitor your child's blood pressure, pulse, temperature and breathing closely throughout the procedure, ensuring that they are safe and fully unconscious. Anaesthetic gases and/or drugs given into a vein will be used to keep your child anaesthetised.

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.



Settling your account

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

Financial agreement

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 a health insurance policy or other third party.

If your child's treatment is not covered by your insurance policy, or not met in full, you are responsible for the outstanding amount.

Self Pay patients are required to pay in full for their treatment prior to admission. Failure to do so may result in the postponement or cancellation of admission.

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



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 treatment may not be covered in full by them or your claim delayed if you fail to do this.

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

Charges not covered by insurance

Services such as telephone calls and meals for visitors (other than for a parent/carer), 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.

Consultants' fees

The consultant who treats your child, provides their services to you independently of the Hospital. If you are insured, your consultant will send their bills directly to your insurer who will settle them in accordance with 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 you leave 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 22.

To see the full Terms and Conditions visit www.newvictoria.co.uk

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

Self Pay Patients & Fixed Price Surgery

Fixed Price Surgery offers patients an all-inclusive price for a wide range of operations and treatments. Details of what is or is not included in your Self Pay surgery can be seen on pages 23-24.

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.

We reserve the right to amend our prices or to refuse you treatment at our fixed prices if we have concerns that your 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. If 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 your admission we reserve the right to cancel or postpone their admission.

Payment methods

Payment can be made in one of the following ways:

By credit/debit card

We accept VISA or Mastercard. You can pay either in person at our Reception Desk or by telephoning Reservations: 020 8949 9069 or Patient 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 Reception.

By cheque

By post for the attention of the Patient Accounts Team at the Hospital, or in person at our 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 Self Pay Team on: 020 8949 9090.

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

What is included in your Fixed Price treatment package

The treatment letter you receive will confirm the fixed price for the care that your child is to receive under their treatment package. Unless stated otherwise, the fixed price in relation to their treatment package includes:

Prior to your child's admission

- a clinical pre-operative assessment assessment which includes all screening tests to assess your suitability for treatment;

During your child's stay in hospital

- New Victoria Hospital's fee, the Consultant's procedure fee and the Anaesthetist's fee (where applicable);
- your child's accommodation in New Victoria Hospital and meals and beverages for your child and an adult/carer.
- all nursing care, physiotherapy imaging and operating theatre charges;
- all drugs and medical consumables used during your child's stay;

- all pathology tests;
- a standard range of prostheses for your child's procedure, if applicable; and
- any additional costs arising from medical complications related to your child's procedure during their hospital stay;

Aftercare following your child's discharge

- the provision of any standard mobility aids that that may be required such as walking sticks and crutches;
- outpatient care relating to your child's procedure will be available to them at New Victoria Hospital for up to six months, and includes, where applicable:
 - (i) clinically necessary physiotherapy to support your rehabilitation. The number of treatment sessions/time frame offered will depend on the surgical procedure;
 - (ii) the removal of sutures, stitches and dressings;
 - (iii) one post-operative x-ray.

- all take home medication they require on the advice of, or as prescribed by their Consultant, for a period of seven days.

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



What is not included in your Fixed Price treatment package

Unless stated otherwise, the fixed price in relation to your child's treatment package excludes:

- any initial outpatient diagnostic services at New Victoria Hospital which are carried out prior to the clinical pre-assessment; ...
- fees for all outpatient consultations before and after surgery which will be invoiced to you directly by your child's Consultant unless otherwise specified; ...
- large home aids such as commodes, wheelchairs or stair lifts;
- post-discharge specialist nursing and any long term care that may be required (whether provided at home or otherwise); ...
- any post-discharge, outpatient treatment or care carried out at another hospital that is not part of New Victoria Hospital;
- any bespoke prostheses and similar devices outside of the standard range offered by New Victoria Hospital; ...

- any replacement prostheses, where required due to normal wear and tear; ...
- ambulances and other transport to and from the Hospital; ...
- treatment of other conditions identified at the clinical preoperative assessment and which require a separate pathway of care; ...
- any revision procedure which is not clinically required; ...
- any sundry items e.g. visitors' food and drinks; and ...
- anything else not covered in "What is included in your fixed price surgery" (p23) or anything listed in your treatment letter as being excluded from your treatment package.

To see the full Terms and Conditions visit www.newvictoria.co.uk

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.

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
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.

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

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. You will be provided with a patient questionnaire on discharge and it would be appreciated if you could complete this or the on-line form at your earliest convenience. If you would like a response to your feedback please ensure you record your name and contact details on the form.

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

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 General Data Protection Regulation and the Hospital's Fair Processing Policy, a formal written application is required.

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

Useful organisations

Royal College of Anaesthetists

Churchill House
35 Red Lion Square
London, WC1R 4SG

Phone: + 44 20 7092 1500

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.

Association of Anaesthetists of Great Britain and Ireland

21 Portland Place
London, WC1B 1PY

Phone: +44 20 7631 1650

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.

Action for Sick Children

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

Phone: 0161 486 6788

Email: enquiries@actionforsickchildren.org

Website: 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/Switchboard:

Tel: **020 8949 9000**

Email: **reception@newvictoria.co.uk**

Self Pay:

Tel: **020 8949 9090**

Email: **selfpay@newvictoria.co.uk**

Outpatients:

Tel: **020 8949 9020**

Email: **outpatients@newvictoria.co.uk**

Reservations

Tel: **020 8949 9006/9010/9069**

Email: **reservations@newvictoria.co.uk**

Pre-operative Assessment:

Tel: **020 8949 9437/9049**

Email: **preop-assessment@newvictoria.co.uk**

Patient Accounts:

Tel: **020 8949 9641/9646**

Email: **patientbilling@newvictoria.co.uk**

Imaging:

Tel: **020 8949 9030**

Email: **imaging@newvictoria.co.uk**

Physiotherapy:

Tel: **020 8949 9040**

Email: **physiotherapy@newvictoria.co.uk**

Pathology:

Tel: **020 8949 9083**

Email: **pathology@newvictoria.co.uk**

Pharmacy:

Tel: **020 8949 9076**

Email: **pharmacy@newvictoria.co.uk**

Private GP Service:

Tel: **020 8949 9640**

Email: **privategp@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.







New Victoria Hospital
184 Coombe Lane West, Kingston upon Thames, Surrey KT2 7EG

Tel: 020 8949 9000
Email: enquiries@newvictoria.co.uk
Web: www.newvictoria.co.uk

New Victoria Hospital is accredited for the quality of its service with CHKS Healthcare Accreditation and Quality Unit and is certified ISO 9001:2015.

2026



ACCREDITED AND CERTIFIED BY

