



Spire

Clare Park Hospital

Hospital admission

A complete guide for patients

This guide contains important information about your entire patient journey.

Looking after you.

Thank you for choosing Spire Clare Park Hospital.

This brochure is designed to provide information you require before, during and after your stay with us.

Please bring this brochure with you to the hospital as it contains important information about your stay with us and aftercare.

Our hospital team is here to help you during your stay so, if you have any queries or concerns, or would like to chat to someone about any aspect of your stay with us and what to expect, please don't hesitate to ask a member of our nursing team.

During your stay at our hospital we want you to feel relaxed, well-informed and confident. We have high levels in our clinical expertise and with exceptional standards of cleanliness.



Spire

Clare Park Hospital

At Spire Clare Park Hospital we have an exemplary record in healthcare standards.

We have no reported cases of Methicillin Resistant Staphylococcus Aurous (MRSA), bacteraemia or Clostridium Difficile (C.Diff).

We are aware that when you come into hospital, your admission and your procedure will be at the front of your mind. However, it is essential that we start to prepare you for your discharge to ensure that you know what to expect and are confident about your care, particularly when you return home.

We hope that you are comfortable during your stay and we welcome your feedback. On the morning of your discharge, you will be provided with a comments and feedback questionnaire. Upon completion please return to a member of reception or ward staff.

Customer Care

Our objective at Clare Park is to give our patients the best quality of care and service at all times, from your initial enquiry through to post-treatment advice. Our Consultants are leading clinicians in their specialities and they are supported by highly trained clinical and non-clinical teams who are committed to positive outcomes and patient experience.

Our mission is to provide individualised and holistic care.

If you have further comments or feedback you are invited to contact the Hospital Director or Matron.

Useful contact numbers

» Self-Pay Treatment Enquiries

Tel: 01252 895490

Email address: info@spireclarepark.com

» Hospital Reception

Tel: 01252 850216

Fax: 01252 850228

» Pre-operative Assessment Department

Tel: 01252 895493

» Physiotherapy Department

Tel: 01252 895426

Hours: Mon – Fri 9am – 5pm

» Pharmacy Department

Tel: 01252 850216

Hours: Mon – Fri 9am – 3pm

» Radiology Department

Tel: 01252 895427

Hours: Mon - Fri 8am – 7pm

» Invoice and payment queries

Reading Office: 0845 605246

Email address: hsc@spirehealthcare.com

Preparing for your admission

Preparing for your visit

To ensure that your admission is smooth and stress free, there are some things that you can do before coming into hospital. This guide contains all the relevant information you should need. If you have any further enquiries please contact the Pre-admission department directly on 01252 895493

Assessing you for admission

Your admission pack includes a health questionnaire: please ensure that this is completed and returned in the pre-paid envelope as soon as possible. This form is used by our nursing staff to ensure that you are correctly assessed for your procedure. If it is a short notice admission (ie less than one week to procedure), please call the Pre-admission department on 01252 895493 (please note: this extension is not manned over the weekend).

If you are not able to call, please bring in the questionnaire with you on admission. If your consultant feels it is necessary, they will arrange for you to have a pre-operative

assessment consultation with the nurse. This appointment will include a review of your past medical history, your medications, a physical examination, and a variety of tests. Your nurse will use this time to discuss your discharge arrangements. The pre-assessment nurse follows up on your test results and notifies your consultant about any concerns. Generally, the nurse will not contact you about your results unless there is a need to do so.

Medications

If you are coming into hospital as an inpatient, a green medication bag will be included in your pack. Please use this bag to bring your medication in their original containers. Please continue to take any prescribed medication unless we have advised you not to do so by the Pre-admission nurses or your consultant. Please inform the hospital prior to your admission if you:

- » take blood thinners
- » take medications for diabetes
- » take blood pressure medication

- » take any form of oral contraception or Hormone Replacement Therapy (HRT)
- » are allergic to LATEX or anaesthetics
- » have any allergies inc medications and anaesthetic

Herbal Remedies

All herbal remedies must be stopped at least 10 to 12 days before your procedure. If you have any queries please contact the pre admission department 01252 895 493

Fasting instructions

We require all patients who are having sedation or General Anaesthetic (GA)

- » DO NOT eat 6 hours prior to your admission time,
- » MUST drink a full glass of water one hour prior to your admission time.

We ask that you refrain from sucking on sweets or chewing gum once you have stopped drinking fluids.

Please refrain from smoking on the day of your procedure and it is sensible to avoid alcohol up to 48 hrs prior to admission.

Please note: If you are feeling unwell prior to your procedure date please contact the hospital pre-admission department on 01252895493 **as soon as you are able as your procedure may need to be postponed.**



Preparing for your admission

Costs

For in-patient and day-case patients, treatment costs are agreed in advance and payment is arranged with you or your insurance company.

Insured patients

- » On admission, you will be asked to provide us with your membership and authorisation numbers so that we may settle your hospital charges directly with your insurer.
- » We will ask you for payment card details, which will be used only to cover personal expenses that you might incur while in hospital and that are not covered by your insurer.
- » Items of specialist equipment, such as a wrist brace and take-home prescribed medications, might not be covered by your insurer so you will need to pay for these items yourself.

Self-Funding

- » A fixed or inclusive care package price will be agreed with you prior to your admission, and you will receive a letter outlining the terms and conditions. The fees must be paid prior to admission.
- » Your package may be subject to change if you are required to attend the initial pre-assessment examination, which you then fail due to your medical history. This will be discussed further with you at your pre-assessment appointment.
- » Your initial consultation and diagnostic tests will be charged separately.
- » On admission, we will ask to swipe your debit/credit card. This simplifies payment for any items not covered by your inclusive care agreement, such as visitors' meals and take-home medication.

Registration form

If you receive a registration form within your pack, it is very important that you check that all your details are correct; please read the information on the back of the form concerning data protection and the use of your personal information.

Please return the registration form and your Assessing You for Admission form in the pre-paid envelope. If you receive your pack less than 3 days before your procedure date, please bring it into the hospital with you on the day of admission.

If you have any questions regarding anything in the previous text – please do not hesitate to contact our friendly pre admission department on **01252 895 493**.



On arrival

Please report to main reception where you will be checked in.

Please note that it is company policy to obtain debit or credit card details from all patients to pay any sundry charges that are not covered by your insurance or inclusive care package. Your card will not be charged without informing you first; all details about your debit/credit cards are kept secure. We will ask you to confirm your next of kin and if there are any other contacts you wish to add.

As required by the information governance regulations, we will not discuss your well-being with anyone who is not on your list of contacts.

Having completed your check-in, you will be taken to your room by the patient administrator.

What to bring with you:

Comfortable clothing and supportive footwear; for pre and post your procedure. Loose fitting clothing is ideal around possible wound sites. Sling back shoes or flip flops are not permitted for safety reasons. We recommend shorts if you prefer for easy access and mobility.

- » Dressing gown and slippers.
- » All medication that you are taking in the green pharmacy bag provided.
- » Radiology CD's, scans appropriate for your procedure.
- » Toiletries.
- » You may wish to bring some reading material with you.

Towels are provided so there is no need to bring these with you.

Mobile phones and electronic equipment

You are welcome to bring in your mobile phone and electronic equipment; However, we are prohibited by the County Planning Authority from erecting a standalone mast that would improve signal reception. Mobile phones and electronic equipment must not be used in the Extended Recovery Unit.

Valuables

We provide a drawer with a lock in your room. However, we encourage patients to avoid bringing any valuables into the hospital that are unnecessary as we cannot be held responsible for any loss or damage.

Clinical admission

Once in your room, a nurse will admit you. This involves confirming all your procedure details and explaining what will happen during your stay. Your discharge plan will also be discussed.

Your assigned nurse is unable to confirm what time your procedure is; however, your surgeon or anaesthetist will be able to advise you on the day. Your nurse will keep you informed of any changes that may affect you.

Anaesthesia

After your arrival, you will be visited in your room by your anaesthetist to discuss your health and if there have been any changes in your condition since you last saw your consultant. They will discuss with you the most appropriate type of anaesthesia for you and your procedure, if this has not already been confirmed with you beforehand.

Your admission

Pregnancy test

Please note: If you are a female of child bearing age, you may be asked to consent to undergo a pregnancy test if your procedure requires it or sign the relevant disclaimer.

Visiting hours

Spire Clare Park Hospital operates an open visitor policy between 9am and 9pm. However, we do ask that you respect patient privacy and dignity and rest periods. For the purposes of health and safety, all visitors will be expected to sign in the visitors' book, located in the reception area and wear a visitors' badge. Please ask your visitors to sign out as they leave.

Catering

Our inpatient menu offers a wide range of preferences and dietary requirements. You will be offered a light meal following your procedure.

Day case patients can choose from our day case menu which offers a lighter choice.

There is also a chargeable menu for your visitors; please ask a member of staff for further information.



Discharge and recovery at home

Discharge

If you are an in-patient, you are requested to leave your room before 10.00am on the day of discharge. After this time, you may be asked to relocate to our discharge lounge. Please ensure timely collection.

In exceptional circumstances, it might be necessary to arrange a later discharge; this must be discussed on admission.

Your consultant might not see you on your day of discharge but you will be given a copy of your GP letter and medication requirements by your nurse.

'Fit to Work' Notes

The nurse responsible for your care will be able to arrange a 'fit for work' form if this has been requested by your employer. Please advise the nurse on admission to prevent delays in your discharge.

Take-home medication

You will be provided with up to 5 days' supply of medication according to your consultant's prescription.

Should you require a further supply this must be obtained from your GP if required. If you have private medical insurance, please check with your insurers the extent of your cover for take home medication as you may be required to pay for your discharge medication. If you are not insured and have been offered an inclusive care package, please refer to your confirmation letter for further details.

Radiology

If you have been asked to bring in your radiology CD's, please remember to take them home with you as you may need them for any follow up appointments.

Discharge and recovery at home

Discharge and recovery at home

Concerns* – Acute symptoms

If you experience active bleeding or sudden onset of shortness of breath or difficulty breathing and/or chest pain, please contact the emergency services immediately by dialling 999.

It is important that you contact us if you are experiencing any of the following:

- » Severe pain within 5 days of discharge.
- » Sudden inability to pass urine.
- » Sudden onset of shortness of breath and/or chest pain
- » Wounds that are painful, red, swollen and/or oozing associated with feeling generally unwell and/or have a temperature.
- » Pain, tenderness, swelling or discolouration of the skin in one leg and/or cold foot.

To contact us after discharge please dial the main hospital number (01252 850216) and ask for the nurse in charge who will be carrying a bleep.

Dealing with pain or discomfort

A certain amount of discomfort is to be expected from any surgical procedure and its severity is dependent on the type of operation you have had and your personal threshold.

We strongly recommend that you continue to take regular painkillers for at least two to three days post treatment as a minimum. Pain relief should be taken at regular intervals throughout the day to keep pain well controlled and prevent sudden increases in pain levels.



Wound Care

There are several stages of wound healing and you may experience any of the following:

- » Unusual sensations such as tingling, numbness or itching
- » A firm lumpy feeling as new tissues form
- » A slight pulling around (internal/external) stitches as the wound heals

Swelling is normal and can take several weeks to settle. This is also the case with bruising, which may be severe and can take some weeks to disappear.

Before discharge your nurse will give you any further dressings that may be required. They will also give you instructions regarding your wound care and information regarding removal of stitches/clips if necessary.

Please refer to the information you have been provided with during your stay.

If you have been instructed to change your dressing yourself, it is essential that you always wash your hands first and make sure that nothing touches the part of the dressing that will lay over the wound.

If you should experience any of the following, please contact the ward who will advise you on any necessary course of action:

- » The amount of pain, redness, swelling in your wound increases significantly
- » You experience a raised temperature (fever) or feel generally unwell
- » The wound itself discharges fresh fluid

If you require any assistance with your wound dressings please contact our Outpatient Department on **01252 895421**

Deep vein thrombosis (DVT)

DVT can occur in anyone up to 90 days post procedure. It is important that you are aware of the signs and symptoms:

- » Pain.
- » Tenderness and swelling of the leg.
- » Skin discolouration that is pale, blue or reddish-purple.
- » If you suspect a DVT contact the Nurse in Charge or your GP immediately..

Discharge and recovery at home

Surgical stockings (TEDS)

Your surgical stockings are an aid for the prevention of a deep vein thrombosis (DVT). Some types of surgery require you to wear these for up to 6 weeks, but as a minimum you should continue to wear them until you are fully mobile again (unless advised otherwise by your Consultant).

You may also have been prescribed a course of anti-coagulant therapy that will have commenced in hospital. It is vital that you complete this course of medication as prescribed.

Other measures that reduce the risk of DVT are:

- » Not to sit or lie for long periods of time; it is important to mobilise frequently (if able) and to build this up to your normal activity as soon as possible (unless otherwise instructed).
- » To drink plenty of water whilst recovering at home (unless otherwise instructed).

It is important to keep mobile and do any specific exercises that you have been given. If you have any pain, make sure that you take your painkillers regularly until pain subsides.

If you are planning to fly soon after a procedure and have concerns about risks associated with this, please discuss this with your Consultant or GP.

Returning to normal activity

Eating and Drinking

You may find that your appetite is reduced and that your digestive system is temporarily altered i.e bloating or indigestion. These symptoms usually clear by themselves as you become more active. Small meals including fruit and fibre, taken regularly can reduce the likelihood of this happening. Also make sure you drink plenty of fluids.

Bowels

Changes in diet, less activity and some drugs may lead to irregular bowel habits. An anaesthetic can be disruptive to bowel function and can be made worse if you are immobile for some time. Codeine based medicines are prone to cause constipation whilst anti – inflammatory medicine such as ibuprofen/Naproxen, may cause indigestion. The effects are usually only temporary and normal bowel function should return when you regain your appetite and

become fully mobile again. Ensure that you eat a high fibre diet and drink plenty of water to combat constipation. Diarrhoea is also a common side effect of certain drugs such as antibiotics, certain anti-inflammatory and iron supplements. If diarrhoea is particularly problematic for you and is due to the medication you are taking, alternatives should be discussed with your GP.

Passing urine

Most patients will have no difficulties in passing urine after discharge. It is important to remain well hydrated particularly in hot weather. Being well hydrated will also aid in the anaesthetic drugs being eliminated. However, if you are finding it difficult to pass urine and have any associated pain or discomfort, please contact the Nurse in charge on the ward or contact your GP.

Sleeping

Changes in routine and restricted movement can make it more difficult to sleep. Wound discomfort may keep you awake so taking your prescribed painkillers at bedtime would be beneficial.

Bathing and showering

Some general points:

- » Shower where possible as bathing is not recommended.

- » Try not to immerse or soak your wound as this will break down the skin around the wound site and increase the risk of bacteria entering.
- » Allow the shower water to run over the wound site; do not rub the area as this will delay the healing process.
- » It is helpful to have a chair in the bathroom as you may find you will tire easily following an anaesthetic.
- » Avoid using any soap, shower gels or other bathing products over the wound site and avoid talcum powder.
- » It is advised that you have someone to assist you nearby you the first time you shower at home.

Clothing

Avoid tight, uncomfortable clothing that can rub on your wound. If you are required to wear support garments, instructions will be given to you separately.

Work

Resuming work depends on the type of procedure you have had and what your job involves. Your consultant will advise you accordingly; it is better to feel completely well before you return to work as many people can feel tired and find concentrating difficult if they return to work too soon.

Driving

You cannot drive for up to 48 hours post anaesthetics/ sedation. Ask your Consultant for specific advice. It is important that you are able to perform an emergency stop as well as coping with normal driving. You put yourself and others at risk if you ignore these guidelines and your insurance will be invalid.

Rest and Activity

You may feel rather tired when you first go home and sometimes frustrated because you may not be able to do all the things you would normally like to do. This is a normal part of the recovery process. Having an operation, especially under general anaesthetic, is very tiring. This feeling of tiredness can persist for some considerable time so it is important that you rest more than usual when you get home. Plan to increase the things you normally do over the next few days but remember to pay attention to how you feel and rest when your body tells you to.

Exercise

Some procedures require you to refrain from bending, stretching excessively or lifting heavy weights, including small children, for a period of time after your surgery. This is to promote the healing phase and to avoid straining your muscles around your wound site. However, when deemed safe, we encourage gentle exercise daily, which

could be a short gentle walk or sitting in your chair doing a range of motion exercises. Your consultant and nurse will advise you at your time of discharge what you can and cannot do and for how long.

Household jobs

Avoid movements that can cause discomfort such as vacuuming, bending, stretching and lifting heavy objects. This includes small children as this will strain your muscles around your operation site. When making a hot drink, do not fill the kettle to full but rather just enough for 1-2 cups. Standing for long periods eg when washing up can be tiring so adjust the workload according to how you feel and the physical response from your body.

Sexual Activity

In general sexual intercourse may be resumed when you feel comfortable. Check with your Nurse or Consultant if:

- » Your surgery involved your abdomen, hips, back or genitalia
- » You are concerned about restarting oral contraception (remember some medications interfere with the action of the contraceptive pill, alternative family planning should be used).
- » You are concerned with any aspect of resuming sexual activity

Patient satisfaction

The quality of care and service you have received is always of great concern to us and we use patient feedback to help us monitor and improve our service. Every room has a patient satisfaction questionnaire with space for you to write comments, and every comment is read, noted and actioned if required. The quality of the patient experience can only be assessed by the patient, so we encourage you to complete this document – it is very important to us.

Your comments are valuable to us because they inform us about our service and they help to generate staff satisfaction when you let us know we are doing well.

We aim to provide a caring, high quality service and are always pleased to receive feedback from you, or your family or friends.

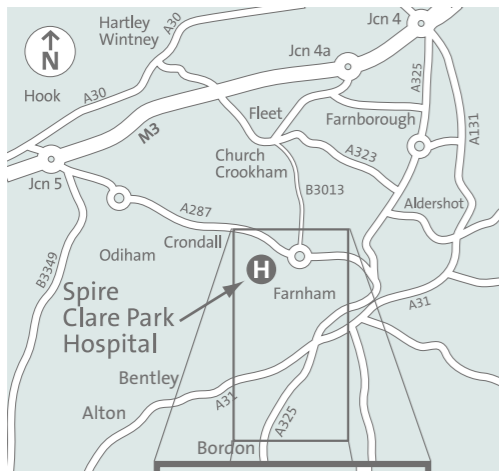
If you are happy with your experience here at Spire Clare Park Hospital, we would like to hear from you – this helps us to know when we get it right and more importantly we need to know when we have not met your expectations.

We will respond to any concerns within 3 days. All comments and complaints are taken seriously. If you experience a problem, no matter how small, we would prefer to know so that we can put it right.

If, during your stay, you wish to discuss any concerns with a senior member of staff please ask a member of staff to contact our Matron/Head of Clinical Services who will come and see you.



How to find us



Directions to Spire Clare Park Hospital

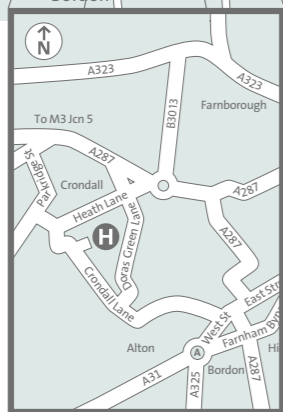
By car

From junction 5 of the M3 motorway:

Take the A287 Farnham Road via the Odiham bypass. In approximately 4 miles, almost opposite the BP/M&S filling station, take a right turn into Bowling Alley, sign posted Crondall. Follow signs to Crondall: in the village centre, opposite the Post Office and stores, take a left turn sign posted Farnham. Spire Clare Park Hospital is then 3/4 of a mile on the left.

From the east of Farnham:

Use the A31 to the west of Farnham, bypassing the town. Take the third exit at A325 roundabout leading to the town centre. After half a mile go straight over the mini-roundabout and then turn left into Crondall Lane (signposted Crondall and Hospital). The hospital is two and a half miles further on, on the right soon after crossing the Hampshire boundary. (Avoid the private drive on your right into Clare Park Residential Home.)



Our address

Spire Clare Park Hospital,
Crondall Lane
Farnham
Surrey
GU10 5XX

Smoking

From Camberley/Farnborough:

Take the A325 Farnham Road, turning right at Heath End traffic lights onto the A287 Odiham / Basingstoke Road. Go straight over the roundabout at the top of the B3013 Fleet Road. After 100 yards turn left into Heath Lane, signposted Crondall and Clare Park. Drive straight on for one mile to the t-junction at the foot of the hill and turn left towards Farnham. The hospital is then half a mile further on, on the left. Please note that during serious adverse weather it is advisable to avoid Heath Lane. At such times, from the roundabout, follow the A287 for approximately 2 miles. Turn left into Bowling Alley and follow signs to Crondall: in the village centre, opposite the Post Office and stores, take a left turn signposted Farnham. Spire Clare Park Hospital is then 3/4 of a mile on the left.

By rail

Spire Clare Park Hospital is a 10 minute taxi ride from Farnham train station and 20 minute taxi ride from Fleet station.

Spire Clare Park Hospital operates a total no smoking policy, which includes e-cigarettes, within the hospital and all grounds. We thank you for your co-operation. If you are a smoker, you might wish to discuss nicotine replacement therapy with your GP or a pharmacist prior to admission.





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01252 850 216



info@spireclarepark.com



www.spireclarepark.com

Crandall Lane, Farnham, Surrey GU10 5XX

Looking after you.