



Spire

Harpenden Hospital



Spire for You

Health and news features from Spire Harpenden Hospital

Looking after you.

Welcome



Julia Salmon
Hospital Director

Welcome to **Spire for You** – our hospital magazine for patients, visitors and the wider community in our area. In each edition, we'll shed some light on the ease of private healthcare, the ways we can help you to get better sooner, and updates of new services available at Spire Harpenden Hospital.

In this edition, you'll hear about our incredible cancer services, booking consultations online, our private GP services allowing you to book same day appointments and much more.

If you are reading this magazine because you need surgery or require fast access to an appointment with a consultant, please be assured we'll always aim to provide the highest standards in all aspects of your care.

I hope you enjoy this edition of Spire for You and if you have any other questions, please do not hesitate to contact our wonderful team.

What Spire Harpenden can offer you



We are rated **'Good'** overall by the CQC, and our medical services were rated **'Outstanding'**



Patient satisfaction – 98% would recommend us to friends and family (2019)



Radiology: MRI, CT, Cardiac CT, ultrasound and general radiology on-site



Physiotherapy – including a hydrotherapy pool, hand therapy and men's and women's health



Bupa Health Clinic – offering a range of screens, please search Bupa Health Assessments



Five **operating theatres**



64 **private en-suite rooms**



Macmillan accredited **chemotherapy ward**



No restriction on **visiting hours**

Spire GP

At Spire GP we provide quick and easy access to private GP services – when you need it. There are a range of Spire GP appointment times available, including same day, for both adults and children at Spire Harpenden Hospital.

At Spire GP we offer:

- Advice and support for your healthcare needs
- Appointment times to suit you
- Easy access to Spire Healthcare's network of specialists
- Modern, private healthcare settings
- Private prescriptions and referrals for further investigations if needed
- More time to discuss your concerns with an experienced GP



Step 1

Is Spire GP right for you?

Spire GPs can help with a wide array of issues.

There are some services not offered by Spire GP. Please check what is included before booking an appointment to avoid disappointment.



Step 2

Book an appointment

Once you are ready to book an appointment, view the dates and times available. You can now book same day appointments online. If you couldn't find a suitable time, call us on **01582 787 793** to check availability.

Follow up appointments are not available to book online but you can contact the hospitals directly to arrange these.



Step 3

Your Spire GP appointment

We'll send a health questionnaire to save time on the day.

You'll have a 30 minute appointment giving you plenty of time to discuss your concerns and symptoms without feeling rushed.

Does seeing a Spire GP affect my relationship with my NHS GP?

Having a Spire GP appointment does not result in any changes to the care you receive from your NHS GP and we recommend that you remain registered with your local NHS practice to ensure assistance in the event of a medical emergency.

Spire GP is not an alternative for emergency services

Please remember, Spire GP should not be seen as an alternative for emergency services. In the event of an emergency call 111 or 999 if you are within the United Kingdom.

A day in the life of... Heartwood ward!

We caught up with Amber Dance, Cancer Nurse Specialist from Heartwood Ward to find out what a day's work is like for them.

'There isn't a typical day on the Heartwood Ward, you never know what may occur!

The morning usually starts with patients attending the unit to have their blood test taken for treatment. Patients then attend throughout the day for chemotherapy or immunotherapy for various cancer sites eg breast, bladder, gynaecological, colorectal and haematology.

There's a lot going on in Heartwood, such as:

- Covering oncology clinics to enable good relationships with the consultants and patients, improving communication and efficiency
- Running a 24 hour on-call service for patients who are unwell outside the 9 – 5 working hours
- Liaison with community teams, local Trust Hospitals and hospices to organise other aspects of care for patients
- Covering all the breast clinics that take place throughout the week and support patients in chemotherapy
- I visit patients post op and sit in with new diagnosis to offer support
- We run monthly support groups and provide a bra and prostheses fitting service

- We also run 'Moving Forward' sessions when treatment has finished

Interesting facts:

- Unlike other chemotherapy units, we have separate treatment rooms for the patients, which gives them privacy and dignity
- Heartwood has its own kitchen area to enable the staff to make drinks for patients and visitors, accompanied by a cheeky biscuit or two
- We organise lunches for the patients and drive the chefs mad with our requests!
- The support groups such as coffee mornings or evening meetings involve a speaker who will present a topic, which may benefit and interest the patients
- We have developed great referral pathways for our patients, by working closely with lymphedema specialists, a psychotherapeutic counsellor, medical tattooist, and an exercise programme for cancer patients, Pilates for breast cancer, hairdresser and wig specialist, the local hospices and lots more

Vicky is the Oncology Lead, there are then three fab chemo nurses Roma, Debbie and Jenny, then we have Linda, who is the Breast Care Support Worker and Leanne, Specialist Nurse, and are both great assets to the team. We're a small team, but work very well together and it is a really nice atmosphere.



For giving chemotherapy, you must be trained in Cytotoxic Chemotherapy and then update the training every two years, due to the constant change in cancer treatments. We are able to access portacaths and PICC lines and we are also very skilled in cannulating/bleeding tricky veins (our aim has always been to be as good as the theatre staff haha)!

We are privileged to have an End of Treatment bell, it really catches people's eye when they walk into the ward and comments have been lovely.

We spend many hours of our day talking to, and reassuring our patients – it is a vital part of their treatment. During treatment it is very normal for people to have difficult times. But as a team we are all there to support them and guide them through as best as we can. I always ensure that the patients have my number and are very aware that they can call or text about anything.'

What our patients say about Heartwood ward:

"Excellent specialist teams. The Heartwood team have been amazing throughout my treatment – Vicky, Roma, Amber, Debbie, Jenny, Linda (and the daily volunteers). Their understanding of cancer treatment and how to communicate to people living with cancer is a great asset and also their strength in integrating with the consultants and other departments & services @ Spire such as Ambrose Ward, physio, imaging, pharmacy etc."





Breast Care Clinic

Are you breast aware?

Discovering a lump in your breast can be very distressing, and any time spent waiting for a diagnosis can seem like an eternity. At the Breast Care Clinic here at Spire Harpenden Hospital, our compassionate, efficient team of specialists work together to diagnose the cause and ensure minimal waiting for results.

Whatever your concern, from initial consultation to diagnosis and treatment, we aim to offer continuous and seamless care to deliver the best and most effective medical care for you.

Please note: You will require a referral if you have symptoms and you should visit your GP first to discuss these and request a referral.

Which breast changes should I look out for?

- A change in the size, shape or feel of your breast
- Dimpling, puckering or redness of the skin
- Redness, a rash or crusting on your nipple or surrounding area
- A change in your nipple, such as in its shape or if it turns inwards to your breast (becomes inverted)
- A discharge from your nipples (unless you're breastfeeding)
- Bleeding from your nipple area
- Pain in part of your breast or armpit
- Swelling, thickening or a lump in your breast or arm pit

How does it work?

- You will have an initial examination with one of our specialist consultant breast surgeons
- Any further imaging or diagnostic tests are necessary to access the lump are then carried out immediately; however there may be a short wait for this
- Scan results are then discussed with you by your consultant
- On the occasion that a biopsy* is required, your consultant will discuss the next steps
- Throughout your visit a specialist breast care nurse will be available to provide you with information and support

*These results will not be available on the same day, another appointment will need to be made at a later date.

*Any additional tests or examinations will incur a separate fee.

Breast Care Clinic appointments

- Monday monthly
- Tuesday afternoon **2pm – 5pm** and evenings **6pm – 7.30pm**
- Wednesday afternoon **1pm – 5pm** and evening **5.30pm – 7pm**
- Thursday morning **9am – 11am**
- Friday afternoon **1.30pm – 4.30pm**

Breast Care Clinic appointments

If you would like to book into the Breast Care Clinic, or have any questions, please call our self-funding team on **01582 714 420**.



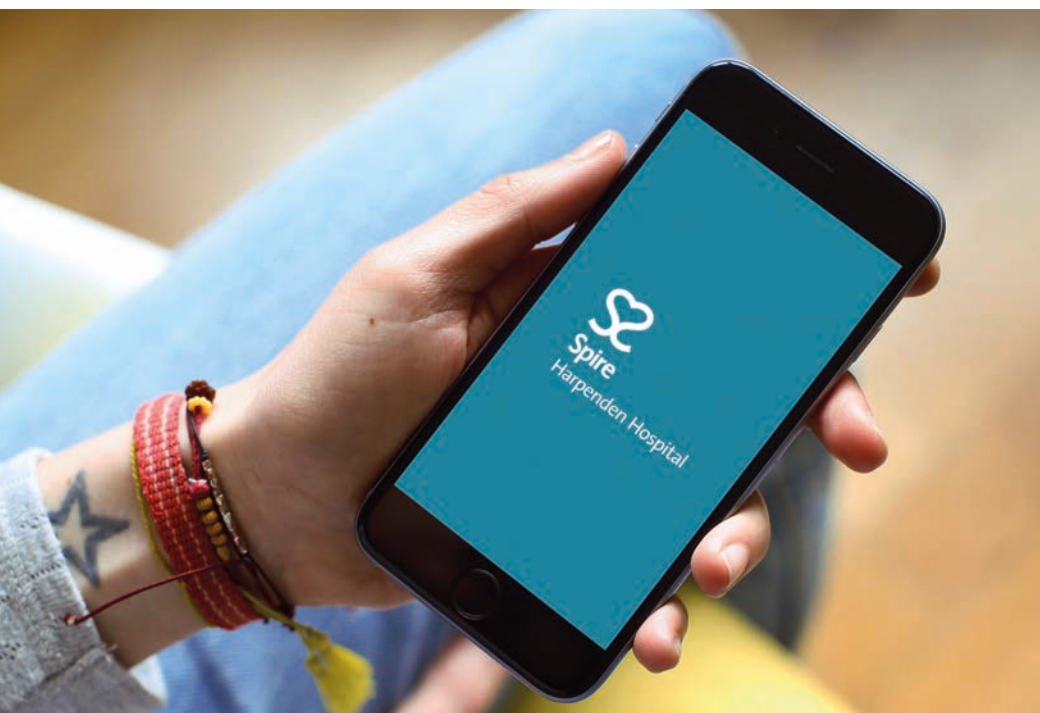
Did you know you can book to see a consultant online?

We know how hard it is to make time for your health, and arrange appointments, when you live a busy life. Here at Spire Harpenden Hospital we are always looking to make things easier for you. We have recently added to our Consultant Online Booking Tool, with 71 consultants now live.

This means you can book an initial consultation with a range of consultants, online, at a time that suits you. We currently have the following specialities covered:

- Breast
- Cardiology
- Cosmetics
- ENT
- Gastroenterology
- General
- Gynaecology
- Neurology
- Rheumatology
- Orthopaedics (upper limb, lower limb, spinal)
- Ophthalmology
- Urology

If you'd prefer to speak with one of our self-funding team to book an appointment, please call **01582 714 420** and they'll be happy to help.





Patient bedroom

Frequently asked questions about self-funding

Will I see the same consultant every time?

Yes. We know that continuity of care is important, which is why the consultant you see for your very first appointment will be the one who performs your surgery and provides your follow up advice.

Do you offer a payment plan?

Yes. We offer a range of payment plans from 0% APR interest free credit over 10 months to higher interest bearing loans at 9.9% APR if you wish to spread your payments over 12 months or more (up to 60 months). The loan can be personalised based on how much you'd like to pay per month, how long you want the payments to be spread over and how much deposit you'd like to pay.

If you're interested in finding out more and you know the cost of the treatment you need, speak to one of our advisers on **01582 714 420** and they'll be able to help you further through our provider Omni Capital Retail Finance.

Do I have to have a GP referral?

No, you can self-refer. Many consultants are happy to see you without a referral letter, as we understand you're using private healthcare to skip the queues and the waiting. If you give our friendly self-pay team a call they can assist you further: **01582 714 420**.

How quickly can I be seen?

Most outpatient and diagnostic appointment can be arranged within 48 hours of your initial enquiry.

Free patient events

We understand that private healthcare can be a big step for some people, so we've introduced multiple free information events and mini consultations, to allow you to meet with consultants, and discuss any concerns, or queries, you may have. For the latest patient events please visit: <https://harpendenevents.spirehealthcare.com/>

Don't just take our word for it, take our patients word!

"The competency of you and your team is awe inspiring."

"From the moment one walks through the door, the treatment you receive from reception, porters, consultants, theatre staff, nurses and the tea lady are 100. Nobody enjoys hospital visits, but Spire Harpenden is incredible. 100% all round. Thank you all once again."

"From the moment you walk in to reception you are welcomed, with professional, friendly staff. The whole experience was so stress-free."

"Care and kindness provided support, provided professionalism of staff, I was treated as an individual from the moment I arrived. Being nervous, many things were done to help relax me."

"The best hospital in the UK, best care for the patient."

"You are made to feel at ease from the moment you set foot in the building. Everyone I came into contact with was friendly and helpful, answering any queries I might have."

Keep in touch!

To keep up to date with our latest news, please follow us on:



@SpireHarpenden



Spire Harpenden Hospital

Useful contacts

If you ever have any questions please do not hesitate to contact our teams:

If you're insured please call **0800 585 112** to book an appointment

If you're self-funding please call **01582 714 420** to book an appointment

Main Switchboard

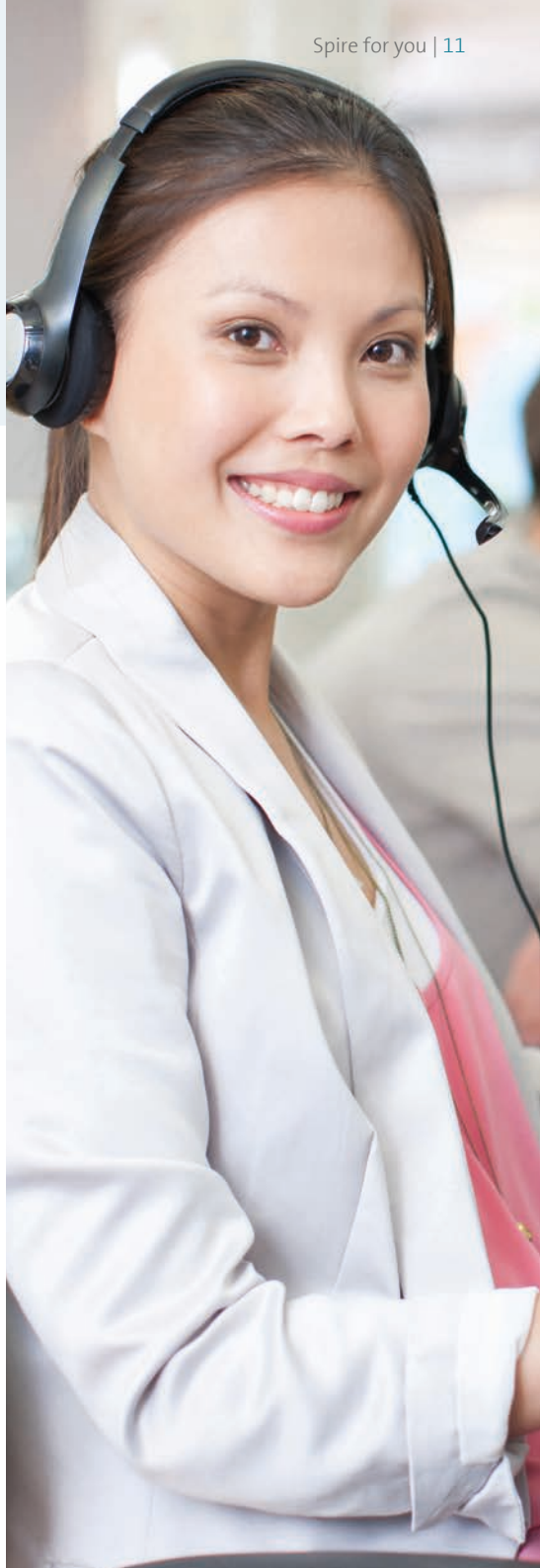
Phone: 01582 763 191

Imaging appointments

Phone: 01582 714 435

Physiotherapy bookings

Phone: 01582 714 447



How to find us



Spire Harpenden Hospital

Ambrose Lane
Harpenden
Hertfordshire
AL5 4BP

For more detailed directions to the hospital please visit:



www.spireharpenden.com



01582 763 191



info@spireharpenden.com



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