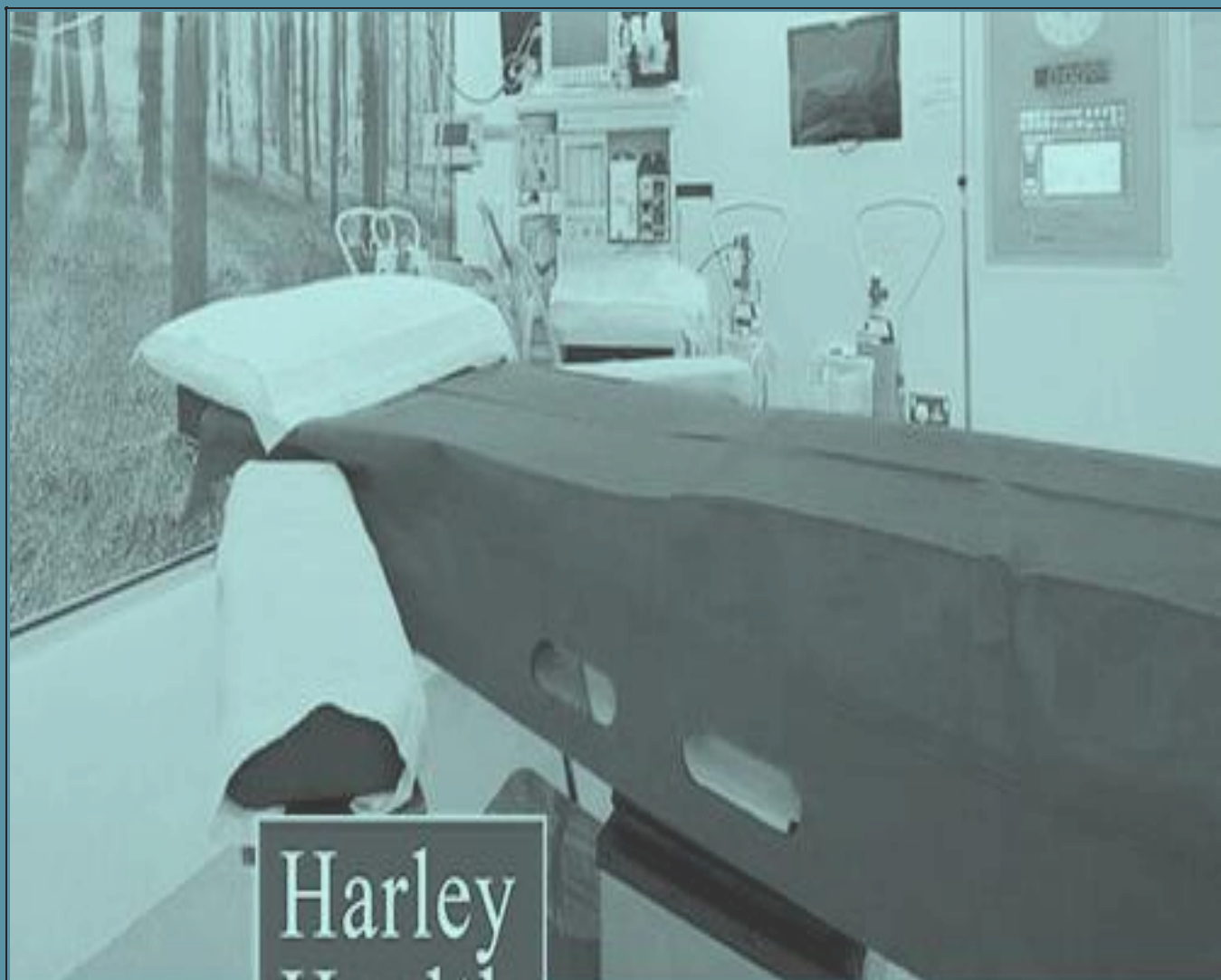


Harley Health Village

PATIENT INFORMATION BOOKLET



Harley Health Village



LEADING WITH EXCELLENCE & CARING WITH COMPASSION

64 Harley Street
London
W1G 7HB

Telephone: 0207 6314779

Email: admin@harleyhealthvillage.co.uk

****This Document is part of your Informed Consent for
Surgery***

Welcome to **Harley Health Village (HHV)** the
premier Hospital located in Harley Street, London.

We offer Outpatient Consultation facilities and Full Operating facilities. Most of our patients are operated on a Day Case basis. However, we also provide overnight facilities where needed which comes with full medical and nursing support during the night and the whole of your stay with us.

Please note the overall responsibility for arranging your care, including post-operative care and check-ups is with your operating Surgeon/ Clinic. They will be able to advise you if your procedure will be a Day Case or entails an overnight stay. They will make those arrangements directly with us.

Harley Health Village is a third-party operating facility independent of my Surgeon and the clinic I booked my surgery with. I understand that the pre-op, operative, post-op care and surgical expectations and outcomes are the sole responsibility of the operating Surgeon/Clinic, details of which should have been provided prior to your visit to Harley Health Village.

The purpose of this document is to provide you with information about who we are, and how we will look after you during your stay here at **Harley Health Village (HHV)**.

We completely understand undergoing surgical procedures can be scary, stressful and may make you feel vulnerable. We place the highest priority in providing you with support during your time with us and make your stay with **HHV** as comfortable and stress free as possible, whilst ensuring the upmost safety and dignity.

Please take the time out to read this leaflet as it will assist you to understand what will happen on the day of your surgery and to provide you with other necessary details

YOUR STAY WITH US AT HARLEY HEALTH VILLAGE

We are a CQC regulated private hospital. On a given day we have many patients using our hospital most on a day care basis. Our aim is to deliver outstanding care to our patients with compassion, with dignity, with respect and always with patient safety at the forefront. We and our staff recognise and respect your need for privacy and confidentiality within a hospital setting.

Your stay with us must and should follow clinical regulatory requirements. This fact will shape the hospital environment and it will impact on both noise levels, meeting other patients and staff. There will be at times unavoidable noise levels and intrusion which we seek to keep to a minimum. Please note you may be moved from one room to another if required, depending on the stage of your recovery for the smooth running of the day. Though we aim to keep movement as a minimum, all patients will be risk assessed before they are moved to another room.

It is the responsibility of the operating users (your surgeon or operating clinic) to fully appraise you of the patient journey at HHV as part of your pre-op assessment.

As much as we would like to make your experience comparable to the environment of a high-quality hotel, as a regulated hospital it can never be a hotel experience. We will strive to keep noise and intrusion to a minimum, but it can never be fully eradicated given both are in the nature of a regulated hospital.

You remain our priority at all times.

PLANNING FOR THE SURGERY – AN OVERVIEW BEFORE YOUR SURGERY

It is a requirement at HHV that all surgeons/ clinics see their patients in a one-to-one consultation a minimum of two weeks before the planned surgery, as per the Royal College of Surgeons 14-day cooling period. This is to allow your surgeon to perform any relevant health checks and pre-operative assessments, to ensure your fitness for the desired surgery, and for you to be able to plan your operation and reflect upon it. Your surgeon remains responsible for undertaking the relevant health checks. If you have any concerns regarding the understanding of your procedure, or any health concerns, you should give full and frank disclosure to alert your surgeon.

COMING IN FOR YOUR OPERATION - HOW TO PREPARE

Once you have booked your surgery, you will receive an **admission letter** from your clinic / surgeon advising you of:

- a. The date and time to arrive at the hospital and the hospital address
- b. When to stop eating and drinking before the surgery, i.e. pre-operative fasting

Please ensure you read your pre-operative and post-operative instructions carefully. **If you have any queries, please contact your operating your surgeon/ clinic.**

GOING HOME AFTER YOUR OPERATION – THINKING AHEAD AND PLANNING

If you have been scheduled as a day case, this means it is expected you will go home on the same day as the procedure. If you will be admitted as an overnight stay patient, you usually will go home one day later.

Please make sure you have made the following arrangements

Who is going to take you home?

Someone will need to assist you when you are discharged, and for 24 hours after your procedure. Make sure you have a family member, partner, or trusted friend to be there for you. You may need to let them know when you are ready to come home so don't forget to charge your phone!

Discharging a patient is not a precise science and you are discharged when you meet the health check criteria. There are a variety of shops, cafes and restaurants which are just a short walk from 64 Harley Street, so the person accompanying you home has lots of choice whilst waiting. Alternatively, they are welcome to enjoy our hospitality in our reception area.

How will you travel home car/taxi/other?

We strongly suggest pre-arrangement of your return journey from the hospital, and once arranged let the family member, partner or trusted friend take charge. We do have phone numbers of taxi companies that can drive you home, which are available from the reception. If you are travelling a long distance, we may need to arrange a booking in advance. You may tell the nurse or reception if you need assistance in arranging a taxi.

We are located in Central London. There is a day charge for cars coming into the centre of London, known as the Congestion Charge. There is limited parking on Harley Street for a maximum of 4 hours. We recommend pre-booking a parking space at nearby Harley Street Q Park or Oxford Street Q Park multi-storey car parks., which are just a short walk away from the hospital. You and your family member, partner or trusted friend will need to be aware of this prior to your surgery date.

What arrangements have you made at home for your care?

Your surgeon will provide you with post-operative instructions after your surgery, which you are advised to read thoroughly to ensure effective healing. Follow the aftercare carefully. Your surgeon/clinic will arrange post-operative check-ups.

Below we set out in far greater detail the things you need to know

INTRODUCTION: AN OUTLINE OF A PATIENT'S JOURNEY

PREPARING FOR YOUR OPERATION

1. Pre-operative Assessment Clinic
2. Preparing Yourself for Surgery

YOUR OPERATION

5. What to Bring with You?
6. Eating and Drinking Before Your Operation
7. Pre-Operative Drinks
8. Admission Ward
9. Going to Theatre
10. The Recovery Area & Patient Call bell
11. Noise Pollution
12. Moving Rooms

GUIDE TO ANAESTHESIA

Guide to Anaesthetic
Anaesthetic risk
Side Effects and Complications
Pain Relief

AFTER YOUR OPERATION

Advice Following General Anaesthesia
Contact Information

LEAVING HOSPITAL

The First Few Days at Home

GENERAL INFORMATION & USEFUL CONTACTS

Mobile Phones
How to get here
WIFI
Fire Drill
Complaint Procedure
Duty of Candour
Patient Satisfaction Survey

INTRODUCTION

We aim to provide you with an efficient, high-quality service during your stay at Harley Health Village. You can participate in achieving the best result for you by doing the following:

- * Follow any pre-surgery health advice given by your surgeon (e.g., stop smoking, lose weight, gentle exercise)
- * Follow the pre-operative fasting advice
- * Remain active after discharge by moving your legs while in bed or walking regularly
- * Ensure your pain and PONV (post-operative nausea vomiting) is well controlled

SCHEDULED TIMINGS & DELAYS

We aim to ensure that all surgery run as scheduled, however, from time to time there may be delays due to a multitude of reasons. We will ensure that you are kept fully updated by our nursing and HCA team. Your surgeon & anaesthetist will appraise you of any delays due to clinical reasons.

CONSENT

You will be asked to sign a consent form before your surgery to allow the surgeon to perform the agreed surgical procedure. The anaesthetist will also consult you and ask for your consent verbally to give the anaesthetic for your operation.

Please make sure that you understand the procedure, the risks, and your options prior to signing the form. It is important that you completely understand the information and co-operate in your care. You will be given several opportunities to ask any questions you may have. Please make sure you are given a copy of the consent form and are given ample time to read it.

Please remember you have a right to cancel your consent and your operation at any stage, even after you have signed the consent form and even when you have been taken to theatre by a member of staff. If you require a doctor's note for employment purposes, please ask the surgeon at this point.

It is important to know what to expect during your day at the hospital. Not knowing can increase your anxiety and we want to ensure that your time with us will be as anxious free as possible. Below is a diagram of your surgical journey. There is a purpose to everything we do, and it is designed to optimise your care and ensure your safety.

AN OUTLINE OF A PATIENT'S JOURNEY

Seen by consultant (or member of their team)

Decision made that surgery is needed and appropriate. Patient referred for review in the pre-op assessment clinic.



Assessed by pre-operative assessment team

Patient's fitness for surgery assessed.
If fit, patient added to the surgery waiting list.



Admission for surgery



Operation/Procedure



Post-Operative Care



After discharge from hospital

Follow up maybe be needed with you operating Surgeon, GP, or community nurses, this will be arranged by your clinic.
Patients will be informed of arrangements before they leave hospital.

PRE-OPERATIVE ASSESSMENT

(THIS IS YOUR CLINIC/ OPERATING SURGEONS RESPONSIBILITY)

The pre-operative assessment appointment will be made by your clinic, and it can last for approximately 2 hours. Please allow for this time when planning your day.

It is normal for clinics to arrange your operative assessment on the same day as your surgical outpatient appointment. However, occasionally you may need to be seen prior to your operation date. For some patients it may be appropriate to assess you over the telephone.

At the assessment you will:

- * be asked about your general health, medical history, medication, and any allergies you may have.
- * Asked to provide a Negative PCR Covid-19 test result
- * have swabs taken to screen for MRSA (Methicillin Resistant Staphylococcus Aureus).
- * be given information about your operation
- * be advised about when to start your pre-operation fasting (times to stop eating and drinking)

You may have investigations that will help the doctor assess any medical problems which may affect your anaesthetic or surgery. This can include a heart trace (ECG) and blood tests depending on your surgeon's assessment.

Your medication will be reviewed, and you will be advised which pills / medicines to continue taking, or alternatively which medications must be stopped.

Please bring a list of all the pills, medicines, herbal remedies and supplements you are taking; both prescribed and those you have bought over the counter. It may be easier to bring the medication packaging with instructions.

PREPARING YOURSELF FOR SURGERY

If you smoke

Harley Health Village is a smoke free site. Giving up smoking for several weeks before the operation is highly recommended as it reduces the risk of infections and wound healing problems. It does not mean that you will not have the same ability to fight infection, or your wounds will heal as if you were a non-smoker, but it really helps. The longer you can give up beforehand, the better. If you cannot stop smoking completely, cutting down will help. You may want to use Nicotine patches during this period to help you not smoke. **You must not smoke on the day of your operation.**

For support to quit smoking

Talk to your GP or nurse at pre-assessment clinic. They will be able to provide you with nicotine replacement therapy (NRT) prior to your admission.

We require a full disclosure of all medical conditions, allergies and dental problems before your procedure takes place. Information relating to you will be provided to us by your operating surgeon/clinic. However, it remains your responsibility to ensure you have disclosed this information accurately and anything missing must be disclosed at the time of your admission.

If you have loose teeth or crowns, the risk of damage to your teeth during anaesthesia may be at a higher risk.

Post-operative wound infection

Ensure you have thoroughly showered before surgery. Good hand and personal hygiene reduce the risk of wound infection.

WHAT TO BRING WITH YOU?

We advise that you only bring essential items with you. If you are having a **day case** procedure, you do not need an overnight bag. We also suggest dressing in loose and comfortable clothing.

Essential items to bring with you:

HHV will provide you with a gown, slippers and reading material while you wait for your surgery. However, you may want to bring your own slippers and reading material if you prefer. Please also bring:

- **Your pills and medicines (in the original containers).**
- **Any booklets / letter that the clerical team asked you to bring**

Please do NOT bring:

- **Cigarettes or tobacco**
- **Alcoholic drinks**
- **Large sums of money**
- **Valuables such as jewellery**
- **Mains electrical equipment**
- **Your pet.**

The above also applies to the person accompanying you and taking you home.

Prior to theatre, ensure that:

- **Body piercings and nail varnish are removed**
- **Nail extensions are removed from your middle and ring fingers**
- **Excess make-up is removed**
- **Jewellery is removed – wedding band can be taped**

Please be aware that any valuables including money, jewellery and expensive electronic equipment and anything else you chose to bring are brought in at your own risk and the hospital is not liable should they go missing or become damaged. If someone comes with you at the booking in stage it is advisable, they take your valuables into their care.

EATING AND DRINKING BEFORE YOUR OPERATION – FASTING INSTRUCTIONS

Your clinic or surgeon may have provided you a guideline for fasting before your surgery. If so, please follow that. You may also find the following table helpful. This is an example only; your specific instructions will vary as per your surgeon's instructions. Be sure to follow the guidelines given by your surgeon. We will be asking you when you last had something to eat and drink. It is advisable to make a note of exact times of when you have last had food and drink.

You are coming in between

07:00 – 11 am
In the morning

You are coming in at or after

11:30 am
In the morning

Have a late-night snack. You
can eat until

02:30 am
In the morning

You can have a **light breakfast**
before

07:30 am
In the morning

Have a drink of water* until

06:30 am
In the morning
(*do not drink milk)

Have a drink of water* until

11:30 am
In the morning
(*do not drink milk)

**Do not eat chewing gum or sweets/mints between the
time you should stop eating and your operation.**

If you have diabetes, please see additional information further
in the booklet.

EATING AND DRINKING BEFORE YOUR OPERATION – FASTING INSTRUCTIONS

Patients with Diabetes

We expect you to be eating and drinking as soon as possible after your operation. This may be about 2 hours or so. You should be placed first or second on the list to keep your 'fasting time' to a minimum. If you are diabetic do, make sure you tell the nurse attending you regardless of telling anyone else and remind your surgeon and tell the anaesthetist.

Admission – Important information

When you come into hospital for your operation you will normally be admitted first.

Your admission time is at least **one to one and a half hours before your scheduled operating time**. Please be on time as your lateness affects other operations after you and if you are very late your operation may have to be postponed or re-arranged on that day.

When you arrive at the hospital, please check in at the reception. The reception staff will ask you to fill in a registration form and ask you about your food preference for after the surgery. Please do not just take a seat. Formally book in at the reception desk by giving your name and the procedure and time of procedure.

A short while later a nurse will admit you to your room.

Please bear in mind that timings may be delayed or altered on the day if the list is not running on time. You will be kept updated on this by the admission staff.

The **Nurse**:

- will take you to your room and make you familiar with it
- will confirm your details and attach an identity bracelet
- will fill in forms and measure your BP, pulse etc.
- may measure your legs for a pair of surgical stockings (TEDs) to prevent blood clot formation.
- may give you some tablets / medicine

Your **Anaesthetist**:

- will confirm your personal and operations details
- will ask about your general health
- will discuss the types of anaesthetic/ pain relief available
- may allow you to have drink of water (only), depending on the time of your operation

Your **Surgeon**:

- will confirm your personal and operation details
- will confirm / gain your consent for the operation (you will be given a copy)
- will mark the site of your operation with a marker pen

Nothing will happen to you until you understand and agree with what has been planned for you. **You have the right to refuse if you do not want the treatment suggested at any time. There is no pressure to proceed. We respect your wishes and your right to decide on your treatment.**

GOING TO THEATRE

Most patients walk into the Theatre. You will be taken by a member of staff. A relative or friend can go with you to the entrance of the theatre complex but is normally not allowed into the actual area.

You can wear your glasses, hearing aids and dentures until you are in the anaesthetic room. If you are having a local or regional anaesthetic, you may keep them on.

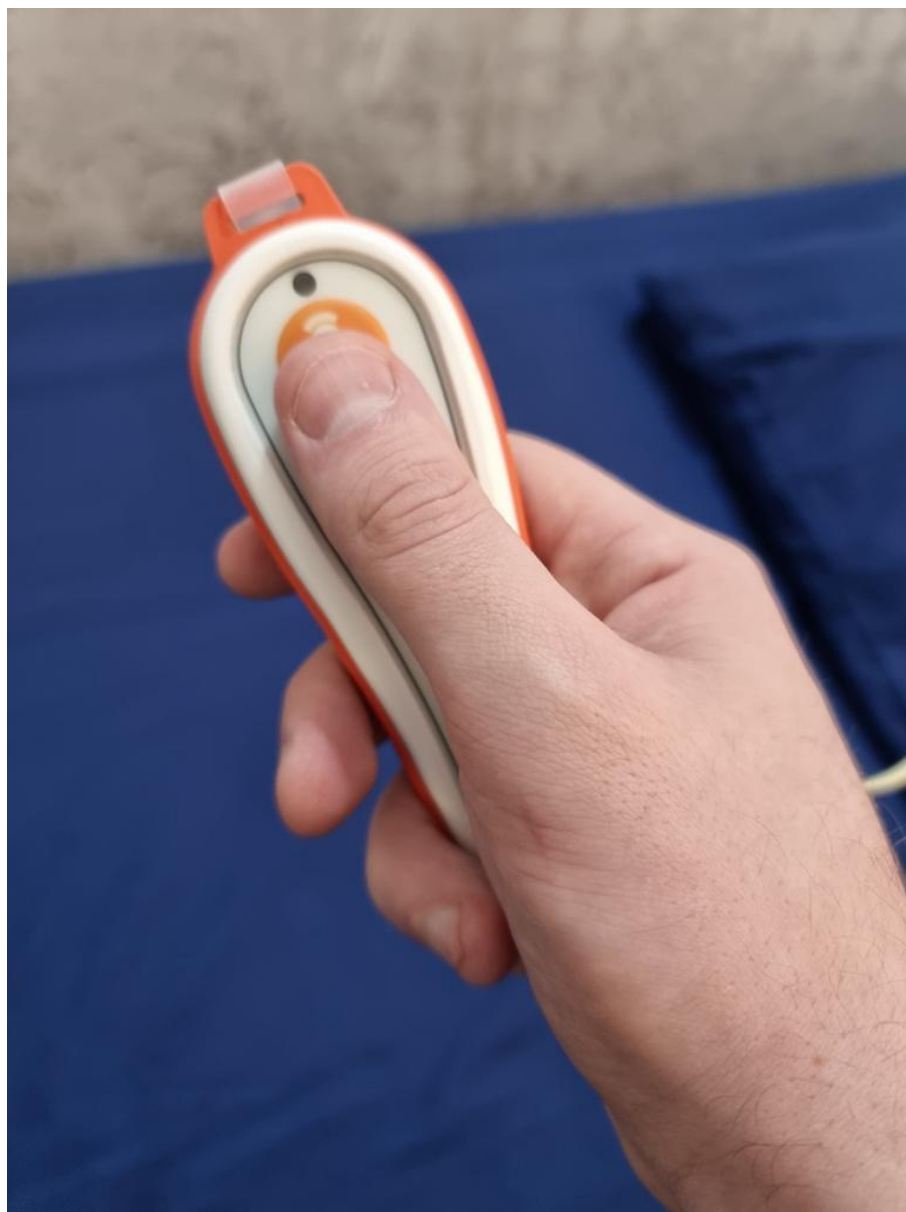
Theatre staff will check your identification bracelet, your name and date of birth and will ask you about other details in your medical records, as a final check that you are having the right operation.

Routine monitoring equipment to record heart rate and blood pressure will be attached to you. This will involve placing sticky discs on your chest underneath your surgical gown.

As part of the Surgical Safety Checklist there will be a final check of your details before you are given your anaesthetic, and you have your operation

PATIENT CALLBELL

If you need to alert the attention of a nurse or HCA, you can do this by using the call bell, which by clicking the orange button the call bell handset. Picture enclosed below



RECOVERING FROM YOUR SURGERY

After your operation, you will be transferred back to your room to recover. You are not fully awake at this stage. The nurse will make sure that you are safely awake and pain free. Before you leave theatre, the anaesthetists would have given adequate pain killers and anti-sickness medication during surgery to make sure you are comfortable. Some surgeons may also use local anaesthetic to numb the area of operation.

During recovery the nurse will measure your Blood Pressure through a cuff. She will also attach a monitor to your finger to check your pulse and level of Oxygen in your blood to ensure you are fully oxygenated.

Once you are fully awake you will be provided with drinks of your choice. Once you have consumed these drinks and are not sickly, the food you have ordered will be provided to you. The Nurse will encourage you to sit up right on the bed initially and then to sit out of bed and walk a little to help your recovery.

Once you are safe to go home the nurse will complete the discharge checklist and provide you with discharge information. Your relative/ friend will need to sign to say they have received and understood this information.

NOISE POLLUTION

Please be aware that as an operating facility, we cannot minimise noise pollution to zero. Our team will try their best to ensure that noise levels are kept to a minimum. We have posters within the recovery area as a reminder to all staff and colleagues to ensure noise levels are monitored and kept to a minimum.

COMPASSIONATE CARE

Harley Health Village prides itself on ensuring all care is compassion led through relationships based on empathy, respect, and dignity. We believe compassionate care to be intelligent kindness and is central in how Harley Health Village leads and demonstrates its level of care.

PAIN RELIEF & NAUSEA MANAGEMENT

It is our primary objective that you are completely pain free, after your operation, in as much as possible. Please feel free to ask for pain relief from the nurses if you are in pain. Different pain killers are available which are of different strength and act differently. These will be given to you as per your need.

If you are experiencing any nausea, please let our nurses know so that can assist you.

Do not hesitate to ask for pain or nausea relief.

MOVING ROOMS

Please be aware that from time to time, and when preparing patients for admission and discharge, they may be asked to move to another room.

EATING AND DRINKING

It is also our primary objective that you are eating and drinking freely before you are discharged. The food and drinks are available freely and if you need to eat or drink more, please do not hesitate to tell the nurse. However, it is advisable to eat light food for 24 hours after general anaesthesia.

DISCHARGE

HHV follows strict criteria before you are ready for discharge from the hospital. You will be ready for discharge once you have met this criterion. Briefly, it includes that you are fully awake, free of pain, mobile without fainting, are eating and drinking freely without sickness, have passed urine and your wound site is secure with no signs of bleeding. Most people will achieve this in 3-4 hours after the surgery. ***Overnight patients will be discharged the next day in the early morning.***

DISCHARGE SUMMARY

HHV encourages patients to inform your general practitioner. However, you have a right to refuse that. HHV will provide you a copy of discharge summary detailing the procedure you have had.

If you are an overnight patient, it is not essential for your surgeon to visit you the next day. Our nursing team will only discharge you when you have met the discharge criteria in full.

POSTOPERATIVE DISCHARGE CHAPERONE

Please ensure you have an appropriate adult to pick you up from hospital and stay with you for 24 hours after your operation. **We do not discharge without a chaperone.**

POSTOPERATIVE PAIN RELIEF

HHV will provide you with appropriate pain-relieving tablets. It is the responsibility of your surgeon to explain how to take these tablets. We will provide free pre-packaged take-home medications as they are convenient.

POSTOPERATIVE ANTIBIOTICS

HHV follows national guidelines in this matter. Evidence shows that postoperative antibiotics do not provide any extra benefit or reduce the risk of infection. They have however a disadvantage of increasing bacterial resistance.

You would have been given IV antibiotic at the start of the surgery. In overwhelming majority of patients this suffices. HHV therefore recommends that no or minimal postoperative antibiotics are prescribed. Your Surgeon may however choose differently depending upon your specific circumstances.

POSTOPERATIVE INSTRUCTIONS

HHV requires all surgeons/clinics to provide instructions and emergency contact number. Please bring it to the attention of you Nurse if you have not received these before your discharge. Your surgeon would have provided you with verbal and written instructions on discharge and may have warned of any symptoms that might be experienced.

HHV requires the surgeons to explain these instructions preferably in the presence of the responsible person who is to escort and care for the patient at home. You should not drink alcohol, operate machinery, or drive until allowed by your surgeon to do so.

LOST PROPERTY

Property found at HHV and handed in will be logged by reception staff in House Services. All unclaimed items, which are not personal items of value will be kept for **30 days**. After this time any item not collected will be disposed of. For security reasons, all bank cards handed in will be securely destroyed immediately.

All staff have a responsibility to hand in any personal items of value which they find on the Harley Health Village premise.

Any belongings left by patients or users in restrooms, corridors & waiting rooms shall be recorded and kept for 30 days.

POSTOPERATIVE DRIVING

You will not be able to drive home after your surgery. You may not be for to drive for at least 24 to 48 hours after General Anaesthesia. More importantly, you should not drive until the pain or immobility from your operation allows you them to control your care safely and perform an emergency stop. However, your surgeon, who is responsible for your overall care, may advise you not to drive for longer period depending upon your operation.

FOLLOW-UP APPOINTMENT

HHV requires all operating Surgeons to provide you with appointments to check your wounds. This will generally be 7-14 days later. Your surgeon will also offer you another check-up appointment few weeks after that.

GUIDE TO ANAESTHESIA

Anaesthetists are doctors who:

- are responsible for giving you your anaesthetic and for your wellbeing and safety throughout your surgery
- discuss types of anaesthesia and the associated risks with you.

Some types of anaesthesia

Anaesthesia stops you feeling pain and other sensations. It can be given in various ways and does not always make you unconscious.

Local anaesthesia (LA) involves injections which numb a small part of your body. You stay conscious but free from pain.

Regional anaesthesia (RA) involves injections which numb a larger or deeper part of the body. You stay conscious but free from pain.

General anaesthesia (GA) gives a state of controlled unconsciousness. It is essential for some operations. You are unconscious and feel nothing. Combinations of anaesthetics are often used e.g., GA plus LA.

Anaesthetic Risk

People vary in how they interpret words and numbers. This scale is provided to help you understand definitions of risk.

Very Common	Common	Uncommon	Rare
Very Rare			
1 in 10	1 in 100	1 in 1000	1 in 10,000

SIDE EFFECTS AND COMPLICATIONS

Very common and common side effects (1 in 10-100)

- Feeling sick and vomiting after surgery
- GA Sore throat
- RA GA Dizziness, blurred vision
- RA GA Headache
- RA GA Itching
- RA GA Pain during injection of drugs
- RA GA Bruising and soreness
- GA Temporary confusion or memory loss

Uncommon side effects and complications (1 in 1000)

- GA Chest infections
- RA GA Bladder problems
- GA Muscle pains
- RA GA Slow breathing (depressed respiration)
- GA Damage to teeth, lips or tongue
- RA GA An existing medical condition getting worse
- GA Awareness (becoming conscious during your operation)

Deaths caused by anaesthesia are very rare and are usually caused by a combination of 4 or 5 complications together. There are probably about five deaths for every million anaesthetics in the UK.

You can get further information about Anaesthesia from:

- * The Association of Anaesthetists of Great Britain and Ireland (AAGBI) <http://www.aagbi.org/>
- * Royal college of Anaesthetists – <http://www.rcoa.ac.uk/>

PAIN RELIEF

It is common to feel some pain after an operation. Different operations lead to varying degrees of discomfort, and everyone experiences pain differently. We will make sure you are comfortable and that any pain is at an acceptable level before you go home. Pain relief is available in different form and strengths. The type of pain relief will be discussed with you by your anaesthetists and will depend on the extent of surgery, your general health, and personal preferences.

Types of pain relief:

- **Oral medication:**

Tablets or liquid painkillers like paracetamol and ibuprofen are suitable for mild to moderate pain. Make sure you take these at home. They are most effective when taken regularly. These tablets are generally safe. Codeine containing tablets can make you drowsy, nauseated and cause constipation. Anti-inflammatory tablets like ibuprofen can cause gastric irritation and are best taken with food. Do not take them for longer than you need. Some studies have shown some painkillers may be addictive.

- **Local Anaesthetic Infiltration**

This is done by the surgeon around the operative site at the end of the operation. It numbs the incision site and helps with pain relief in the first few hours after surgery.

- **Post-Operative Nausea**

Harley Health Village places highest priority on making sure that you are free of nausea or sickness after your surgery. In this regard the anaesthetist will give you very strong anti-sickness medication. Our staff will also undertake various other measure such as making sure you are fully hydrated and pain free because you also feel nausea under those conditions

ADVICE FOLLOWING GENERAL ANAESTHESIA

Minor side effects are common. These include:

- Headache, dizziness, light-headedness
- Nausea and/or vomiting
- Sore throat & dry mouth
- Tiredness, aches, and pains

For your safety, we advise that in the first 24 hours after surgery you do **not**:

- Drive (please contact your own insurance company regarding your policy and general anaesthetic)
- Work, operate machinery, use electrical equipment or tools
- Drink alcohol
- Sign legal documents i.e., cheques

You must have a responsible adult with you till you are completely self- caring. This is usually 24 hours but can be longer depending on your circumstances.

The responsible adult needs to be aware of:

Risk of bleeding - slight oozing is normal but call ambulance if there is a large amount of blood loss or if the patient becomes dizzy / disorientated which could indicate internal bleeding.

Uncontrollable pain - if prescribed medicine is not helping, call the GP or call an ambulance.

If **sickness or vomiting does not ease after 24 hours**, get advice from a GP, call NHS direct or call an ambulance.

Do not delay if you exhibit the symptoms above seek medical assistance.

CONTACT INFORMATION IN EMERGENCY

If you have concerns about your surgery, you must contact operating surgeon/ clinic. Your surgeon/ clinic is your first point of contact. It is patient's responsibility to ensure they have all relevant contact details for the operating surgeon/ clinic.

THE FIRST FEW DAYS AT HOME

Wound Care

Slight redness and tenderness are normal for the first **1-2 weeks**. Each person is different, and you may have these symptoms for longer.

If you experience any of the following, please follow the contact advice listed on page 20:

- Excessive bleeding / fluid discharge from the wound
- Inflammation
- Pain
- Swelling

Removal of Clips / Stitches

- Some stitches dissolve over a period and will NOT need to be removed.
- Other stitches and clips will need to be removed. This is usually done between 10-14 days after surgery by the Practice Nurse at your GP surgery.

Exercise

- Gradually increase your activity during the weeks following your operation until you are back to your normal level of activity.

Work / Returning to normal activity

- Your surgeon will advise you when you can return to work / normal activity following your operation. If required, you will be given a fit/sick note.

Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE)

DVT is the term used when a blood clot develops in the deep veins in the leg, most frequently below the knee. A PE is when a part of a DVT breaks off and travels to your lung. This is a potentially serious complication.

At your pre-assessment visit your risk of DVT will be assessed and your treatment, if any, may include:

Surgical stockings fitted prior to going to theatre - keep these on until you are moving around to your normal level of activity

Blood thinning drugs in the form of injections or tablets, you may need to take them after your operation

Moving your legs while in bed and walking as soon as possible after surgery will help reduce the risk of clots forming.

MOBILE PHONES

Areas where mobile phones can be used will be signed in the hospital. There are areas in the hospital where mobile phones cannot be used because they interfere with sensitive equipment. Please show respect to other patients by using your phone quietly. Please do not take any photos.

HOW TO GET HERE

BY TRAIN

Marylebone Station: Approximately 6 minutes by taxi

Euston Station : Approximately 6 minutes by taxi

St Pancras and Kings' Cross stations: Approximately 8 minutes by taxi

BY UNDERGROUND

Our closest tube stations (at 6 to 10 minutes' walk) are

Oxford Circus Station	Central, Bakerloo or Victoria line
------------------------------	------------------------------------

Bond Street Station	Central or Jubilee line
----------------------------	-------------------------

Regents Parks	Bakerloo line
----------------------	---------------

Great Portland	Hammersmith & City, Circle, Metropolitan Line
-----------------------	---

or

BY CAR

You will have to pay the daily congestion charge. There will be parking restrictions and parking charges to factor in. The paid parking is available throughout the Harley Street and in the surrounding streets. There are also large car parks 3 to 5 minutes' walk from the hospital.

WI-FI

HHV provides free Wi-Fi to all its patients and users. Please ask reception for details

FIRE DRILL

Harley Health Village carries out routine checks on Monday morning around 8am. If you hear the fire alarm at any other time your attending nurse will alert you and help you in evacuating the building. In case of a fire the main entrance is the way out. All areas are clearly marked to guide you for the exit. In event of a fire a Fire Marshall will ensure that you safely leave the building.

INDEPENDENT USE OF PROPERTY

Consultants utilising the premises and facilities of Harley Health Village Ltd at 64 Harley Street, London, W1G 7HB, to provide surgical services to their patients are deemed liable for any civil or criminal claims brought against their conduct or actions. Such Consultants must carry their own appropriate levels of indemnity to protect against any claims, where such insurances are available.

While the registered premises of Harley Health Village Ltd may be referred to as a place of practice for surgical, care and marketing and reference purposes, this does not afford any statutory or contractual rights to any Consultants, or those they are legally bound to, utilising the premises and facilities of Harley Health Village Ltd in pursuance of their business.

Harley Health Village Ltd accepts no responsibility or liability, for any belongings, possessions or property taken into, or received at, 64 Harley Street, London, W1G 7HB by any Consultants; persons appointed by the Consultant; or patients of the Consultant and does not hold any personal belongings of practising clinicians, clinics, or employees in HHV premises.

COMPLAINTS PROCEDURE

HOW TO MAKE A COMPLAINT

It is the policy of the **HHV** out-patient department that all complaints, however slight, should be dealt with immediately if possible. We hope that by doing that, satisfaction can be reached very quickly; this is known as a Local Resolution Procedure.

HHV is an operating facility, pre op and post op care including surgical outcomes is predominantly the responsibility of your surgeon/ clinic, details of which you should have been provided prior to your visit to the hospital.

HHV makes its patients, the central focus of its concern. Your satisfaction is our highest priority. However, on occasions we accept that you may not be one hundred percent satisfied. Under such circumstances we invite you to express your concerns to us, and we will make it our priority to resolve your concerns to your fullest satisfaction.

How we deal with the Complaints

HHV is a member of Independent Sector Complaints Adjudication Services. We follow the protocols agreed upon by this service. Your complaint will be investigated in three stages. A complaint should be made as soon as possible and within six months of the date of the event which is the subject to the complaint or as soon as the matter first came to the attention of the complainant.

Stage 1

- Written complaint acknowledged in 3 working days (unless a full reply can be sent within 5 working days)
- Formal response made within 20 working days or regular updates every 20 working days where there is a delay in the investigation being carried out.

In the first stage your complaint will be investigated by **HHV** Complaints Management office. We will invite you for a face-to-face meeting. If you are not satisfied with our response you may write to us to escalate your complaint to second stage.

Stage 2 – Internal Review

If, following receipt of the final response from the Registered Manager, a patient wishes to seek a review; this should be done in writing to the Clinical Director at the same address. This request should be made within 6 months of the final written response to their complaint at stage 1.

In the second stage your complaint will be independently investigated by a senior staff at **HHV**. A full response will be provided. If you are still not fully satisfied you may write to the Independent Adjudicator within six months. They will fully investigate your complaint and provide you a full response.

Stage 3 – Independent External Adjudication

HHV is a member of the Independent Sector Complaints Adjudication Service (ISCAS). If a patient remains dissatisfied, they may request external adjudication through ISCAS, and this request must be made within 6 months of the stage 2 decision letter. info@iscas.org.uk

A full copy of the complaint's procedure is available on request from the local clinic team. All patient satisfaction information is monitored through the Clinical Governance process and used to improve practice.

Independent Sector Complaints Adjudication Service

70 Fleet Street, London, EC4Y 1EU

T: 0207 536 6091 www.iscas.org.uk

Making a Verbal complaint:

You may make a verbal complaint face to face to a staff member or by telephone.

Any problem should be communicated straight away to a member of staff. All complaints however slight will be documented, investigated and reflected back to the staff. If you do not receive satisfaction, then you should ask to see the Patient Support Officer or the Clinic Manager.

Making a written Complaint: (Letter; Email)

All complaints should be addressed to:

Dr S I Hussain
Complaints Management Office
Harley Health Village
64 Harley Street
London. W1G 7HB
complaintsmanagement@harleyhealthvillage.com

We are regulated by CQC

Care Quality Commission
Citygate
Gallowgate
Newcastle Upon Tyne
NE1 4PA

Telephone 03000 616161
Website www.cqc.org.uk

DUTY OF CANDOUR

HHV acknowledges its statutory responsibility under Duty of Candour and encourages a culture of candour, openness and honesty. We make sure that a patient's right to openness from HHV is clearly understood by all staff; that this right is integrated into the everyday business; and that HHV learns from mistakes with full transparency and openness. Therefore, you can trust us to be open and transparent.

PATIENT SATISFACTION

Patients are asked to complete a questionnaire after their postoperative appointment. The results are studied by the Management. Any criticisms or complaints are investigated immediately, and all results are analysed. Results of analysis and lessons learnt are given as feedback to the staff. All lessons are discussed as reflection and used to improve our standards. Any member of staff who receives a complaint or becomes aware of dissatisfaction is required to report to the Registered Manager who will deal with it as soon as possible. We encourage an open culture and no blame policy, and all staff is required to report any untoward incident without fear of reprisal.

Arrangements made for Patients' Involvement

The Management Team of **HHV** considers that feedback from patients is essential to the continuous improvement of the services that are offered. Therefore, the establishment provides each patient with a satisfaction survey, which is individually reviewed, and the results of these surveys are collated annually into a report, which is available on request.

If patients wish to make comments regarding the services offered, the Statement of Purpose, Patient Guide or any other information or services provided, please ask to speak to a member of staff.

GDPR

You may have heard about GDPR. The initials stand for the General Data Protection Regulation. It is EU regulation on data protection and privacy for all. It applies to any organisation who keeps personal data on individuals in the EU. As an organisation we are under a duty to make safe any personal data we hold on you. We must therefore have legitimate reasons for holding your personal data and you have rights you can invoke under GDPR. Principle seven of GDPR is accountability and we are obliged to have systems in place to safeguard your personal data and to make sure those systems work.

As we hold personal data on you, we are known as a *data controller*. We do hold clinical files and we may hold your clinical file relating to the treatment and/or procedure you have through the facilities of [HHV](#). The clinical file is held off site in specially secured facilities and we have a special agreement with the storage providers as to confidentiality and to keep safe clinical records. If you supply us with a written authority recently signed by you, we can provide you with a copy of your clinical file. It is your right to be able to view the records we hold on you. We keep your records for 9 years from your last treatment/procedure. We never collect information more than is needed. To learn more about what we hold in full and how you can obtain copies please review our privacy policy which is on our [HHV](#) website.

Your surgeon is likely to hold other clinical records about you where they have seen you both before and after using the facilities at [HHV](#). You will need to apply for copy clinical records directly from your surgeon or clinic. We do not hold those records.

Under GDPR we must have a legitimate reason to hold your personal data and GDPR sets out the prescribed reasons. As we are a medical facility our legitimate reasons will be having obtained your consent and also as prescribed by medical and general law. Further as a business our legitimate reasons will be fulfilling contracts and a legitimate interest in running our business. To learn

more please review our privacy policy which is on our [HHV](#) website.

We do share some information with third parties, and we are obliged to provide certain information to government departments. We have set out these in detail in our privacy policy which is on our [HHV](#) website. Please note anyone we share information with has to have in place checks and controls in accordance with GDPR and we have agreements with them. Government departments have stringent checks and balances in place.

GDPR allows you certain rights for a full understanding of those rights please see our privacy policy on our [HHV](#) website. In short, they are the right to be informed; right of access; right of rectification; right of erasure; right to restrict processing; right to data portability and rights in relation to automated decision making and profiling. Clearly not all these rights apply to our medical facility but relate to other industries. Regarding clinical information, it is public policy that a patient cannot request erasure of their medical records in part or on whole. Details must be available for the future for anyone treating you.

If you would like to request any clinical notes or information, please email:

notesrelease@harleyhealthvillage.com

We are regulated by the Information Commissioner's Office (ICO)
A complaint can be made to them and their contact details are:

The Information Commissioner's Office
Waterlane
Wycliffe House
Wilmslow Cheshire
SK9 5AF
International.tea.ICO.org.uk
+44 1625 545 745
www.ico.org.uk

CCTV

We do wish to draw to your attention that in four areas of our medical facility we have CCTV in operation. The legitimate reason for the presence of CCTV is for security reasons. As such the CCTV is placed above the main door; towards the back door entrance on the lower ground floor; outside in the lower ground vault area and near the lower ground stairwell angled towards the staff only area. We take security of our patients and staff very seriously indeed and you should feel safe during your stay with us as should our staff. These are the only areas where the CCTV is placed. Your personal privacy is maintained.

The images from the CCTV are kept for one week only and then automatically deleted and never retained as policy.

If you want to learn more about any of our privacy policy, please visit our [HHV](#) website. If you presently do not have online facilities, you can request a hard copy be sent to you please.

CQC REPORT



Harley Health Village

Quality Report

64 Harley Street
London
W1G 7HB
Tel: 020 7631 4779
Website: www.harleyhealthvillage.com

Date of inspection visit: 15 January 2020
Date of publication: 20/03/2020

This report describes our judgement of the quality of care at this location. It is based on a combination of what we found when we inspected and a review of all information available to CQC including information given to us from patients, the public and other organisations

Ratings

Overall rating for this location

Good ●

Are services safe?

Good ●

Are services effective?

Good ●

Are services caring?

Good ●

Are services responsive?

Good ●

Are services well-led?

Good ●



General
Medical
Council



Regulating doctors
Ensuring good medical practice



Excellence in short stay surgery



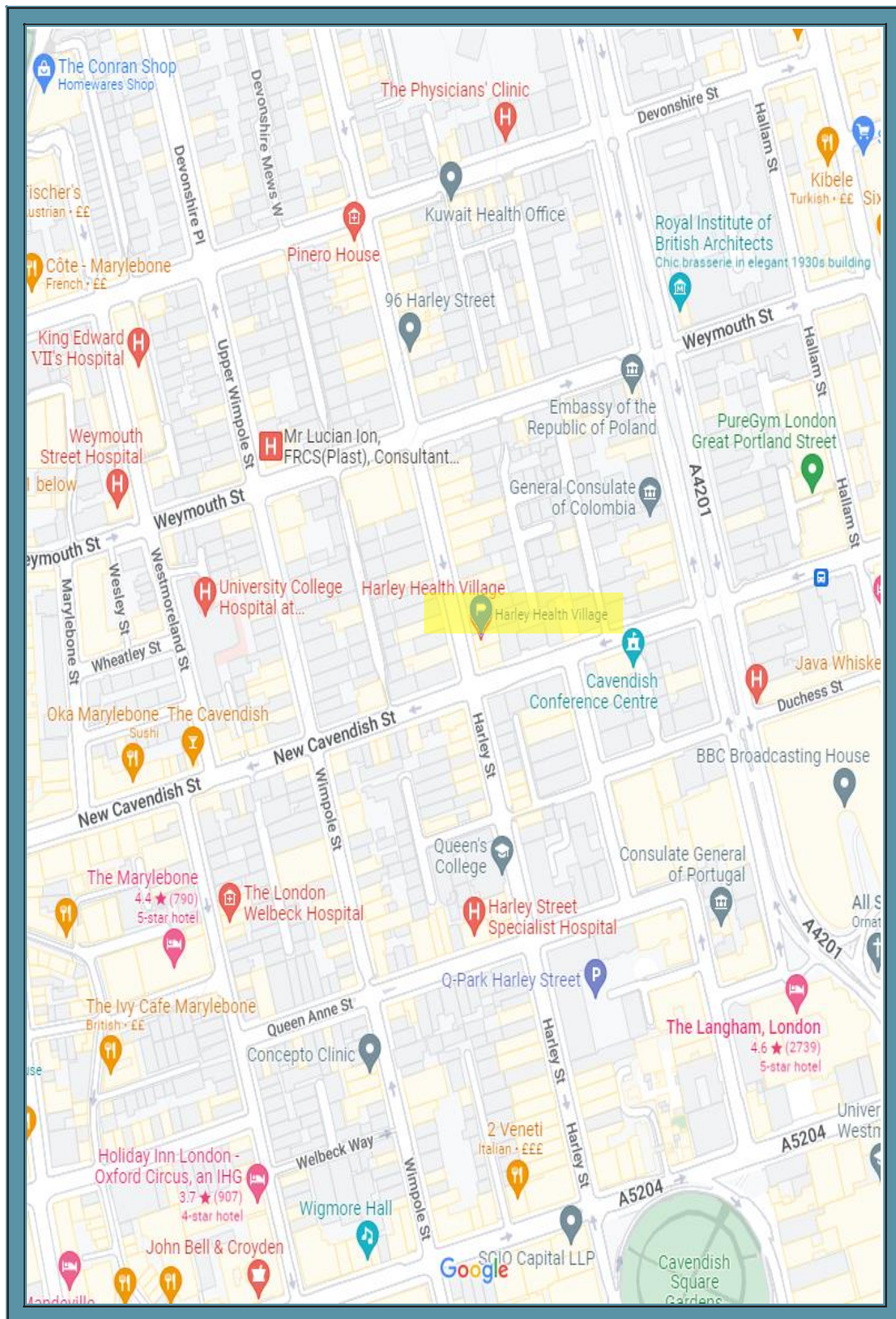
This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

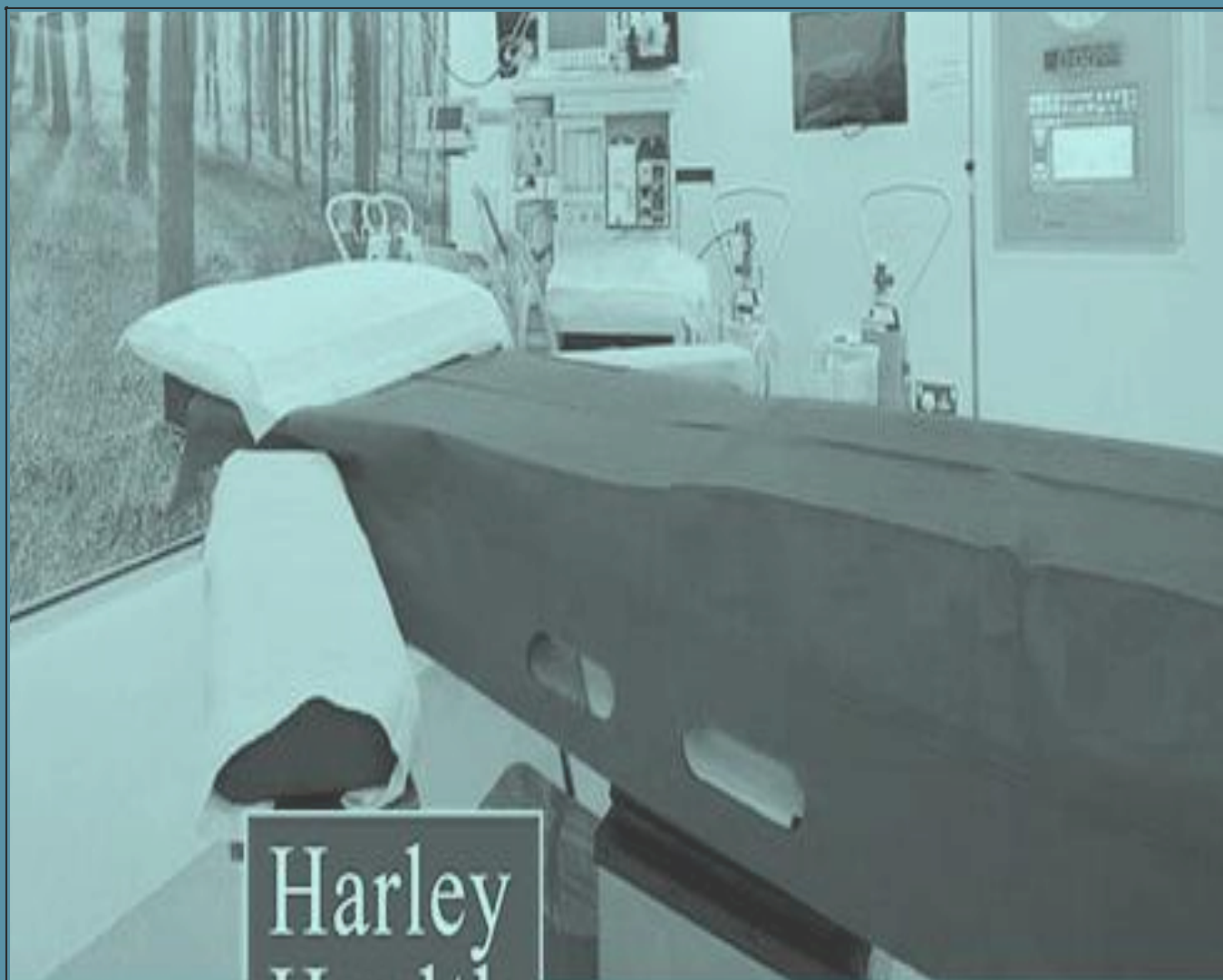
This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

[illegible]





Harley Health Village

