

WEYMOUTH STREET
HOSPITAL



A GUIDE TO
YOUR STAY



WELCOME TO WEYMOUTH STREET HOSPITAL

We are delighted that you have chosen Weymouth Street Hospital for your procedure. We understand that coming into hospital can be an anxious and unfamiliar time and we will endeavour to make your stay as comfortable as possible by ensuring you are looked after throughout your time with us.

Weymouth Street Hospital is part of the Phoenix Hospital Group and is widely recognised as one of the UK's most luxurious independent hospitals providing first class healthcare.

We hope your stay is a pleasant one and wish you a speedy recovery.

Andrew Barker
Chief Executive Officer





WHAT TO BRING INTO HOSPITAL

We provide a dressing gown and slippers, plus a selection of toiletries.

Please feel free to bring your own nightwear, comfortable clothing and wash bag. You may wish to bring in a book, a laptop or an iPad.

Please remember to bring your own mobility devices and any personal medication.

YOUR BEDROOM

All of our bedrooms are equipped for your ease, convenience and medical care. Your bed is electronically operated and can be adjusted for your comfort. A member of the nursing team will show you how to operate the bed when you arrive.

Your room is equipped with a safe if you wish to store any valuables for the duration of your stay.



YOUR BATHROOM

Fresh towels are provided daily and a selection of toiletries are available for you to use. If you are in an en-suite room, you will find a well-equipped room with shower and WC. Day rooms all have access to a shower and WC.

We have disabled access to bathrooms on the ground floor for visitors and specially designed bathrooms for patients.

Please speak to a member of the nursing staff if you would like any help with using your shower.

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TELEPHONE

For your privacy and comfort all incoming calls to your room are routed through our main switchboard. If you do not wish to receive calls during your stay, please inform a member of the nursing team.

TO USE YOUR PHONE:

- To call reception, press '0'
- To call an outside line, press '9' followed by the number you wish to dial.
- For international calls, please contact the reception team, who will arrange this for you.

Mobile phones are permitted at the Weymouth Street Hospital, however please consider other patients when using your phone.



VISITING HOURS

The Hospital is happy to have visitors at most times, however we do need to ensure that patients get appropriate rest to aid their recovery. Therefore we advise that our visiting hours are between 7am and 9:30pm.

NEWSPAPERS, MAGAZINES AND POST

If you would like any newspapers or magazines to be delivered to you during your stay, please ask reception or a member of the nursing team to arrange this for you.

Any incoming post will be delivered to your room and if you have any outgoing mail to be posted, a member of the team will be happy to arrange this. Please note that charges will apply and are added to your bill to be settled on discharge.

ENTERTAINMENT

Your room is equipped with a HD television with Freeview service. We also offer a number of Arabic television channels. A list of all the channels available and instructions on how to access them is provided in your room.

The Weymouth Street Hospital also offers complimentary wireless internet connection, which can be accessed in patient rooms and public areas. The Wi-Fi code throughout the hospital is **1122334455**.



EATING

Our chefs are proud to offer you freshly cooked meals prepared on site every day. Our varied menus aim to cater for all tastes and dietary requirements.

Your visitors are also welcome to join you for meals but please be aware that this is subject to an additional charge

Halal and kosher menus are available on request and we can provide gluten and dairy free options if required. Please let us know if you have any other special dietary requirements and we will endeavour to provide it for you.

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YOUR CARE

During your stay at Weymouth Street Hospital you will be supported in your treatment by our specialist team of doctors, nurses, healthcare assistants and many others including physiotherapists and the pharmacy department. They are dedicated to ensuring your stay with us is both restful and supportive of your treatment and recovery.

Whilst our professional nursing staff will be caring for you during your stay, your Consultant is in overall charge of your clinical care. To support your Consultant, our Resident Medical Officer, a qualified physician, is also on-site 24 hours a day to offer care and advice.

If you are having any kind of anaesthetic then you will also be under the supervision of a Consultant Anaesthetist who will explain any issues to do with your anaesthetic and to work in conjunction with your admitting Consultant to make your visit as streamlined as possible.

Weymouth Street Hospital Tel: +44 (0)20 7935 1200

9 Harley Street Tel: +44 (0)20 7079 2100



INFECTION CONTROL

Control of infection is given the highest priority and all staff members take responsibility for this. Patients and their visitors will be asked to follow staff guidance where necessary and sanitising hand gel is available throughout the hospital for staff and visitors to use.

PAIN MANAGEMENT AND PHARMACY

Some operations and procedures may cause you some pain or discomfort, however our aim is to ensure you are as comfortable as possible.



HEALTH AND SAFETY

The hospital is protected by a fire alarm system. All staff members are familiar with the hospital's fire procedure. In the event of the fire alarm sounding, please await instructions from the nursing team who will advise you of the correct procedure or refer to the information displayed in your room. Fire alarm testing takes place between 11am and 12pm on Wednesdays.



PETS

Unfortunately we are unable to allow pets, with the exception of guide dogs at Weymouth Street Hospital.

SMOKING

Smoking is not permitted in any part of the hospital.

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GOING HOME

Your Consultant or the nursing team will inform you when you can leave the hospital. Before your departure there are a number of administrative processes which require completion to assist in your departure.

ONGOING CARE

Your Consultant and nursing team will advise you on any ongoing care before your departure and will arrange any medication and post-operative items. You will receive a discharge pack with instructions and information to support your care and to make sure you are prepared for your continuing recovery once you leave the hospital.

SETTLING YOUR BILL

Before you leave the hospital, please report to reception where a member of the reception team will confirm your discharge and you can settle any outstanding fees from your stay. Any invoices for your take home medication, physio aids, visitor meals or other personal services will need to be paid for on departure.

If you provided us with credit card details on arrival we can process the payment after you leave and send you a receipt.

Please give us as much notice as possible if you need to rearrange your surgery. **For cancellations less than 48 hours prior to surgery, 25% of the hospital fee is due. For cancellations made less than 24 hours prior to surgery, 50% of the hospital fee applies.**

YOUR COMMENTS

A satisfaction questionnaire will be issued to you during your stay which we encourage you to complete. The questionnaire is independently audited; all information will remain anonymous unless you would like us to respond to your feedback.

If you have a concern about any aspects of our service or care, please ask any member of staff, they will do their best to resolve the complaint for you. Our intention is that any concerns are resolved promptly and to your satisfaction. However, if you are still not satisfied you are invited to write to our Chief Executive Officer at The Weymouth Street Hospital, 42-46 Weymouth Street, London, W1G 6NP.

GETTING HOME

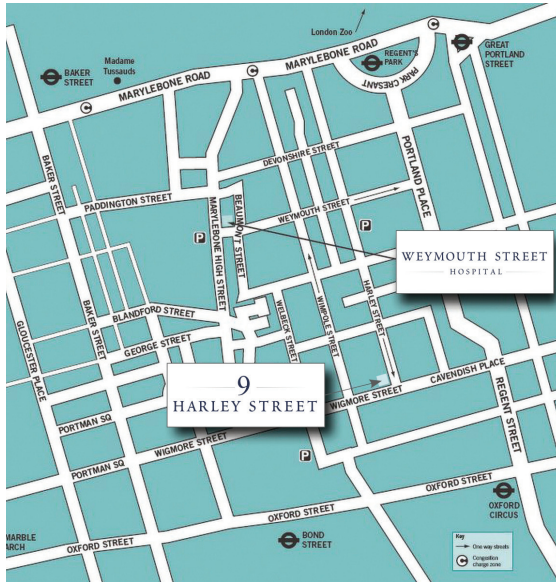
After your discharge you will not be able to drive for 24 hours so we strongly advise that you are driven home from hospital. Alternatively we are happy to arrange a taxi for you.

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STAYING IN TOUCH



Our duty of care does not end after your discharge. If you have any concerns or questions when you get home feel free to get in contact with us and a nurse can give you appropriate advice. We understand you may need further information or simply some reassurance following your procedure. The main number for Weymouth Street Hospital is 020 7935 1200.



HOW TO FIND US

We are located at 42-46 Weymouth Street, London W1G 6NP, on the corner of Beaumont Street. The hospital is a short walking distance from both Marylebone High Street and Portland Place, with easy access to the nearest underground stations at Baker Street, Regent's Park, Great Portland Street and Bond Street.

Telephone: 020 7935 1200

Email: info@weymouthhospital.com

www.weymouthhospital.com



CAR PARKS

Cramer Street Car Park

Open between 6:00 am and midnight and covered by 24 hour CCTV. Cars left in the car park after midnight cannot be accessed until 6:00 am the following morning.

Harley Street Car Park

Open 24 Hours and covered by 24 hour CCTV.

PHOENIX  HOSPITAL GROUP



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