



A guide for patients – hospital admission

## A word from our CEO

I am proud and delighted to introduce and welcome you to The Wellington Hospital, one of the world's leading private hospitals with an international reputation for the excellence of its acute medical care. The hospital's many specialist medical teams are led by senior Consultants who are at the top of their profession. Many of our 300 or so Consultants hold senior positions in our Capital city's renowned teaching hospitals and some are involved in ground breaking medical research. Our nursing and technical staff are chosen not only for their knowledge and experience of the latest medical techniques but also their skill and compassion when caring for patients. In turn our medical teams are supported by the most modern diagnostic and treatment technology available today. Having the largest diagnostic and imaging centre helps to attract the nation's top surgeons and Consultants to the hospital. They know all of us at The Wellington are constantly striving to maintain and expand the highest standard of care that you will find anywhere. Our catering and hotel services staff are dedicated to making our patients feel welcome and able to respond best to their treatment.



Keith Hague, CEO

## HCA Mission

Above all else we are committed to the care and improvement of human life. In recognition of this commitment, we will strive to deliver high quality, cost effective healthcare in the communities we serve. In pursuit of our mission, we believe the following statements are essential and timeless:

- We recognise and affirm the unique and intrinsic value of each individual
- We treat all those we serve with compassion and kindness
- We act with honesty, integrity and fairness in the way we conduct our business and in our personal behaviour
- We trust our colleagues as valuable members of our healthcare team and pledge to treat each other with loyalty, respect and dignity

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# Section 1

## About The Wellington Hospital

This is an extract from the 'Statement of Purpose' produced for this Hospital. If you would like to receive a full copy of the 'Statement of Purpose' please contact the Chief Executive Officer's office

The Wellington Hospital with its extensive and ultra modern facilities has specialist medical teams covering almost every area of medicine. With a diagnostic and imaging department that is the envy of many larger hospitals, with its critical care back-up, comprising two intensive care units and a large neurological rehabilitation unit, the Wellington can handle all eventualities.

The Wellington Hospital is a 266 -bedded acute care facility, located in north London within close proximity to Harley Street and Regents Park. The Wellington Hospital is the UK's largest purpose built independent facility. A first class specialist hospital, it provides outstanding medical care, which has earned an international reputation for excellence in advanced medical technology. The specialities range from simple day case procedures to complex cardiac surgery and acute medicine: all of which are supported by two dedicated Intensive Care and High Dependency units, with a 24 hours on site resident Medical Officer specialising in Intensive Care (Intensivist).



The Wellington Hospital facilities and services include:

- 266 Acute beds
- 45 Neurological Rehabilitation beds
- Angiogram
- 3 Cardiac Cath Labs
- Cardiac imaging
- 27 Consulting Rooms
- CT
- Dieticians
- 44 HDU beds
- Hydrotherapy
- 20 ITU beds
- 2 MRI scanners
- Neuropsychology
- Neurophysiology
- Occupational Therapy
- 11 Operating Theatres
- Pharmacy
- Physiotherapy
- Speech and Language Therapy
- Ultrasound
- X-Ray



## Section 2

### The care you will receive

Our aim is to create a caring environment, which will promote a speedy recovery.

You will be looked after by a team of staff who are highly trained and dedicated. This includes your Consultant, supported by a range of other health professionals, to ensure your stay is as comfortable as possible.

We encourage patients – and their relatives or carers – to get involved with their care at every point. Your nursing and medical team will discuss and plan your care with you and tell you what preparations need to be made before the treatment. Please feel free to discuss your care with them and ask any questions you may have.

#### Further information

If you have any questions please contact the Enquiry Helpline on **020 7483 5148**.

If you would like to visit the hospital before your admission please feel free to call us and our staff will be delighted to arrange a suitable time to show you around.



## Section 3

### Preparing to come to hospital

We understand that coming into hospital as an inpatient or a day case patient can be an unsettling experience.

There are some things you can do before you arrive at the hospital which will make your admission smooth and stress free:

#### **1. Read the HCA Patient Registration Guide**

This guide forms part of the terms and conditions of admission, a summary of which is printed on the reverse of the HCA Admission/Registration Form. This document also clearly details the terms and conditions applicable to insured and self-funding patients. It also contains information on the Data Protection Act 1998.

#### **2. Return your Admission Forms**

Please check in good time that you have the correct paperwork ready. If you have been booked in advance, some of the forms can be returned to us ahead of time, by using the pre-paid envelope provided. You cannot be admitted into the hospital until these forms are completed. These forms will include details about the financial aspects of your admission and, where possible, by completing and returning these forms to us before your admission you will ensure a smooth admission and save yourself any unnecessary delays on your arrival.

The information on this form will ensure that we can complete the financial aspects of your admission before you come into hospital and save you any unnecessary delays on your arrival.

### **3.1 Pre-assessment clinic**

We realise that coming into hospital can be an unsettling experience for you as you have to adapt to new routines and surroundings.

At our pre-assessment clinic we not only assess that you are fit for the operation, but also give you a clear understanding of your hospital stay, the operation itself and any family support or discharge plans that may need to be prepared.

Pre-assessment is undertaken at the hospital, or may be conducted by telephone by our pre-assessment nurse. This usually takes place 1-2 weeks prior to admission. The nurse will assess your medical status and if necessary, liaise with your Consultant. If you require any pre-operative tests or investigations you will be asked to come in for an appointment, these may include a blood test, ECG (tracing of your heart rate and rhythm) and appropriate X-rays.

Please can you complete the pre-admission health assessment form which is enclosed and return it in the envelope provided.

Continued overleaf

## Section 3

### Preparing to come to hospital

Continued from previous page

#### 3.2 Medication

You will need to bring with you any medication that you are taking, to ensure that the medication does not interfere with the treatment you receive and so that the clinical team can compile an accurate record of the medication you are taking.

We require you to bring in:

- Any medicine that you are taking prescribed by your doctor, bought from a pharmacy, supermarket or via the internet including: homeopathic medicines, herbal preparations, indigestion remedies. This includes: capsules, creams, inhalers, liquids, patches and tablets
- Any written instructions supplied by your doctor such as a repeat prescription form.

The medication needs to be in the original container as dispensed by your chemist/ pharmacy. Please note this original container needs to have a label with your name and directions of how the medicine is to be taken as prescribed by your doctor. You may also be asked to stop taking certain medication if you are coming for surgery. You will be advised of this by your Consultant or the pre-assessment nurse.

If this is the case, we still advise that you bring this medication into hospital with you. If you have any questions about your medication prior to your admission please call our in-house pharmacy on **020 7483 5019** between 9am-5pm.

#### 3.3 Fasting

You may need to fast or stop eating and drinking before your operation or procedure. Please discuss this with your Consultant. If you are unsure about fasting or any other medical details please contact the pre-assessment nurse on **020 7483 5160**.

#### 3.4 What to bring with you

- Please ensure you bring all relevant X-rays, scans and medication
- Do not wear any make-up or jewellery (other than a wedding band) and remove all body piercings.
- Wear loose, comfortable clothes
- If possible, you should wear glasses instead of contact lenses, as these would need to be taken out before certain procedures.

We make every effort to ensure that you are as comfortable as possible during your stay. We provide you with all the conveniences you would expect, including fresh linen, towels, shampoo, shower gel and soap. However, should you be staying with us for more than a day, you may want to bring the following items with you:

- Personal toiletries, such as a hairbrush, shampoo, toothbrush & toothpaste or denture cleaner, shaving equipment
- Sanitary wear, nightwear & dressing gown
- Underwear
- Some casual loose clothing to wear during the day and slippers
- Reading material (books, magazines)

### 3.4.1 Valuables

We advise that valuables are not brought into the hospital wherever possible. We do not accept any responsibility for any mislaid items. Please do not bring the following items with you:

- Valuables, for example jewellery, unnecessary cheque books, credit or debit cards (the hospital will not assume liability for these)
- Large sums of cash
- Where you cannot avoid bringing valuables into the hospital, please ensure that you are fully covered by your own insurance.

Room safes are provided in your room for storage of your small personal items of value. Please read the in-room instructions on how to operate the safe.



Continued overleaf

## Section 3

### Preparing to come to hospital

Continued from previous page

#### 3.5 Relatives and carers

If relatives or carers wish to stay in the hospital with you, arrangements will need to be made in advance. This can be arranged subject to room availability. Please note that this will normally incur an additional charge.

If you or your carer need more information about this please contact the reservation department on **020 7486 5610** or your Consultant's secretary.

We can provide a list of hotels close to the hospital. Please call the Enquiry Helpline on **020 7483 5148** for this information.

#### 3.6 Going home

You will need to make arrangements for someone to collect you by car after your treatment, or ask them to accompany you in a taxi. It is unsafe to travel by public transport on your own after an anaesthetic. Please ensure someone is with you at home for the first 24 hours after your operation and anaesthetic. If you feel you might be particularly vulnerable after your discharge, please discuss this with us as soon as possible. Please refer to time of discharge in section 8.1.

#### 3.7 Special requirements

Please let us know if you have any special requirements such as:

- a disability
- hearing or sight difficulties
- need of an interpreter
- dietary requirements such as allergies, intolerances, halal and kosher meals

Please contact the hospital's Enquiry Helpline on **020 7483 5148** or the pre-assessment nurse on **020 7483 5160**, so that we can make necessary arrangements prior to your admission.

## Section 4

### Coming into hospital

The following section will explain what to expect on your arrival to our facility

Please remember that parking in central London can be problematic. There is no hospital car park, but there are several car parks nearby and limited meter parking around the hospital. Please be aware that traffic wardens are vigilant in this area. The map at the rear of this booklet indicates the location of nearby car parks and underground stations and provides guidance on getting to the hospital. Please ensure you arrive at the time indicated on your admission letter to avoid any unnecessary delays. Nearest NCP car park is Kingsmill Terrace and the nearest tube station is St Johns Wood on the Jubilee line.

#### 4.1 On your arrival

On arrival, please go to reception where someone will direct you either to your room or to an admissions office. The Registration Guide contains comprehensive information on what information will be required before you can be directed to your room.

#### 4.2 Clinical admission

Soon after your arrival in your room or day case area a nurse will come to admit you. If you have already undergone pre-assessment the nurse will go through some of the details to confirm your current fitness and readiness for admission. If you have not been pre-assessed the nurse will carry out a comprehensive nursing assessment,

taking a concise medical and social history with a number of routine measurements and tests. Your nurse will confirm with you the time of your operation or procedure in due course. Please note that this may change due to unforeseen circumstances and you will be informed if this is the case. Do not hesitate to ask your nurse if you have any questions about your care.

You may find you are asked the same questions by different people; this is because we have to confirm certain details are correct, as part of our checking procedure. You will also be asked to wear a patient identification band throughout your stay for safety purposes.

## Section 4

### Coming to hospital

Continued from previous page

#### 4.3 Your accommodation

All inpatient rooms have:

- En-suite bathroom facilities
  - Telephone with direct dial facilities (please prefix your number with 9)
  - Nurse call system
  - Remote control television
  - Internet access
  - Air conditioning
- \* Your room will be cleaned daily and fresh towels supplied regularly.

The hospital provides mainly private accommodation with some shared room availability. A shared room may be offered depending on the level of your insurance. However, we will always attempt to upgrade you when possible.

A member of staff will introduce you to the facilities within your room. Please also take the time to read the Inpatient Directory, a copy of which is kept in every room.

As a day case patient, you will most likely be admitted to our dedicated day case ward. The ward comprises of 11 single rooms and 7 ambulatory chairs. The allocation of a room or ambulatory chair is defined by the surgery or procedure that you are having.

If you are coming in for a day case cardiac procedure you will be admitted to our 5 bedded cardiac day case area.

If your day case operation is planned for late in the day or there are any concerns about you requiring an overnight stay, an inpatient room may be allocated to you.

## Section 5

### During your stay

The following sections will explain what to expect during your stay with us, whether that be a couple of hours or days or even longer.

While having the very latest technology is vital for any modern acute hospital, it is the people who care for patients and provide support services who really make a difference. From the doctor to the nurse to the radiographer through to the chef and the secretary, it is teamwork and individual skills and commitment to our patients that gives our hospital its reputation for excellence.

#### 5.1 Length of stay

If you are being treated as an inpatient, your Consultant will have told you how many nights you will need to remain in hospital after your surgery or procedure.

If you are being treated as a day case patient, you may remain in hospital for a short stay on average you will need to stay for between two to four hours after your surgery. It is always best to check with your Consultant prior to the procedure.

#### 5.2 Chaperone service

The hospital provides a chaperone service should it be required. You have the right to have a chaperone or be accompanied during any examination procedure. Please ask your nurse for more details.

#### 5.3 Catering

Our inpatient menu offers a wide range of dishes, we can also cater for special cultural diets, for example, kosher, vegetarian, halal and for dietary intolerances such as wheat or dairy free meals. A dietician is also available on request to give advice on dietary issues.

Soft drinks, wines, beers and spirits can be ordered via room service and will also be delivered to your room. Subject to medical restrictions. Guest meals can also be provided if requested from the patient menu.

Day case patients can choose from our day case menu which offers a lighter choice of food. Small fridges are also available in the rooms.

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## Section 5

### During your stay

Continued from previous page

#### 5.4 Services available

The hospital provides a range of other services to make your stay more comfortable. Please refer to the guide in your room for more information.

#### 5.5 Infection control

We are proud to say that here at HCA International facilities we have an extremely low infection rate. All healthcare personnel are required to participate in the control and prevention of infection. Infection Control is a key priority in our hospital and the incident of infection here is extremely low. We work tirelessly to reduce the risks of catching an infection while you are in hospital by putting simple but effective measures in place and providing training for all staff disciplines. We expect all staff to observe simple rules of hygiene.

Clinical staff should clean their hands, either by using alcohol gel or by washing their hands before they examine you or perform any other more invasive procedure. Hand hygiene is a key component of good infection control. You can play a part in helping us avoid infection by washing your hands before you eat and after using the toilet, exactly as you would at home. We would like your visitors to observe the same practice.

You have probably listened to a lot of media publicity about hospital infections such as MRSA and Clostridium difficile. We would like to assure you that HCA have an Infection Control Team of nurses and clinical microbiologists dedicated to prevention and control of hospital infection. The team offer guidance and advice in accordance with Department of Health best practice recommendations. There are more detailed patient/visitor information leaflets which are available in all hospital departments.

#### 5.6 Smoking

Smoking is prohibited within the hospital premises. We thank you for your co-operation. You may wish to discuss nicotine replacement therapy (patches and gum etc) with your General Practitioner and / or your Pharmacist well before (ideally 4 weeks) your admission to hospital.

#### 5.7 Visitors

We know how important your visitors are to you and that is why we have flexible visiting hours. Visiting times are between 8am – 10pm.

However, please note that you will need your rest to aid your recovery during your stay with us. We advise you to try and limit the number of visitors you have immediately after your operation. We also recommend that very young children,

especially those who have not been immunised wait until you leave hospital. We recommend you wait until you leave hospital and are feeling better, before they are brought to see you. Please also note our recommendations regarding visitors in the previous section on Infection Control.

Normally, relatives or carers are discouraged from staying overnight in a patient's room. If required this should be arranged prior to admission. Unless the stay is specifically required on medical grounds or the visitor is acting as a translator, a separate additional daily charge will be made for non-patient overnight accommodation

Due to limited space in the Day Surgery areas we ask that you restrict visitors to one. Calls from friends or relatives can be put through to a private phone in your room. If you wish, you can call our main switch board on **020 7586 5959** and ask to be put through to the room.

The person taking you home is welcome to phone the hospital to check what time you will be ready for going home.

If you wish, you can call the day ward on **020 7483 5022** and we can transfer the call to your room if appropriate. The person taking you home is welcome to phone the hospital to check what time you will be ready for going home.

## 5.8 Mobile phones

Patients are welcome to use their own mobile phone in designated areas. However, please observe any signs that you may see around the hospital asking you to switch off mobile phones, as in these areas they can affect medical equipment. Please also consider fellow patients and visitors when using your phone.



## Section 6

### Getting ready for an operation

The Consultant who arranged your admission will continue to be in charge of your clinical care and is responsible for keeping you fully informed of all treatments and clinical procedures. A Resident Medical Officer (a fully qualified doctor) is available in the hospital 24 hours a day. Before your procedure or operation you will be seen by your Consultant and asked to sign a consent form for your surgery, if you have not already signed this. He/she will outline what will happen during the operation. You will also be seen by your Anaesthetist. Inpatients are often asked to arrive considerably earlier than their planned operation time in order for this to be completed. This also allows time for any further questions to be answered and ensures that the planned care is understood and accepted.

Day case patients will be visited prior to their procedure by the Consultant according to his/her schedule. You will be given an approximate time when you are expected to go to theatre, although this may change, depending on the theatre team's progress. We appreciate that waiting to go to theatre can be a very anxious time. The nursing staff on the ward will keep you informed of any changes or delays as soon as they are made aware of them.

You will be required to wear a hospital gown, but you can wear cotton underwear under it; paper pants will be provided if cotton ones are not worn.

Depending upon the operation, patients will be asked to remove any make-up, nail varnish, contact lenses, dentures, jewellery and body piercings. Wedding bands can usually be retained and will be taped over by a member of the nursing staff. Pre-medications are not normally prescribed unless requested or necessary. If you want a sedative prior to your surgery, please discuss this with your Anaesthetist.

To help prevent blood clots you may be asked to wear surgical stockings and have anti-coagulant injections for the first few days after the operation.

When it is time for your operation you will either walk to theatre or be carried on a trolley, depending on your needs. You will be accompanied by a nurse to the anaesthetic room, where the theatre staff will take over your care.

After your treatment/operation, you will be taken to the recovery bay where you will begin to wake up. The amount of time spent in the recovery unit varies between different people, the nature of the treatment and the way you react to your anaesthetic. When you wake up, you may have an oxygen mask over your face; this is quite normal.

A nurse will be checking your pulse, blood pressure and breathing rate, whilst ensuring you are comfortable and in as little pain as possible. When you are fully awake, you will be taken back to your room, escorted by a nurse from your ward. The nurse will monitor you as you continue to recover. If you experience any pain, please let your nurse know straight away so that appropriate pain relief can be arranged for you. The type of treatment/operation you have had will determine when you can start drinking and eating again. Your nurse will be able to advise you. It may not be advisable for you to get out of bed immediately, so please seek advice from your nurse before attempting to do so. Your Consultant will visit you every day during your stay.



## 6.1 Patient consent

As an inpatient or day case patient, you will be required to consent in writing to your procedure. Your Consultant may have done this at your initial consultation, but in any event, it must be reconfirmed prior to going into theatre.



## Section 7

### After the operation

Following surgery you will recover for a period of time in the recovery room before being returned to your own bed. If you require a transfer to our Intensive Care Unit, you may not return to the same room that you were originally admitted to. The operation or your medical condition will dictate the need of your Consultant to visit. However, if you wish to speak to your Consultant about any concerns, the nursing staff can always contact them for you. Your Consultant will inform you of your plan of care and discharge criteria along with a follow up date. The nursing staff and other multidisciplinary staff you see will assist in your day to day needs.

During your stay, we ask you to report immediately any worries that you may have so that they can be rectified without delay. Floor staff and duty managers or senior nurses are available at all times. You will be given advice on wound care and may require an additional visit to have your wound checked or stitches removed. Following treatment, we will advise you on how long your recovery will take and what you should be doing to aid your recovery. In most cases you will be advised not to take alcohol or sedative drugs for the next 24 hours unless prescribed. Generally, details of further appointments will be given to you before you leave the hospital, or will be sent on to you by your Consultant. If you are a day case patient

and are having a general anaesthetic or sedation, please arrange to be collected. Please do not go home on public transport.

Your escort will be given a time to ring for information, or when to collect you. Following a general anaesthetic or sedation you will not be able to drive for 24 hours (this may be longer depending on the procedure you have had, your Consultant or nurse will inform you). You should have a responsible adult with you during this time. We will give you advice and information after your operation.

#### **Resuscitation decisions**

HCA Hospitals believe the patient's rights are central to decision making about resuscitation. Therefore, a patient information leaflet is available for you to help you with these decisions. If you would like a copy of this information please ask your nurse.

## Section 8

### Your discharge and leaving hospital

Planning for your discharge starts when you are admitted to hospital, if not before.

#### 8.1 Times of discharge

We request that you leave your room between 10.00am and 11.00am on the day of discharge. If someone is coming to collect you please make sure they know when to arrive. In exceptional circumstances it may be necessary to arrange a later discharge, you will need to talk about this with your nursing staff on admission. Please ensure that the nursing staff are aware you are leaving.

#### 8.2 Take home medication

At the time of your discharge, your Consultant may send you home on medication which will be dispensed by the hospital pharmacy. The pharmacy will dispense up to one week's supply of the medication according to the doctor's prescription. This will give you sufficient time to get a further supply from your General Practitioner if necessary. If you have private medical insurance, please check the extent of your cover for take home medication with your medical insurance company before accepting any medication. Please tell the nurse if the medication that has been prescribed for you is not required, unfortunately we cannot accept any unwanted take home medication back once it has been given to you. If you are not insured and have been offered a Self Pay package, please refer to your confirmation letter for further details.

Please remember to take your X-rays/scans home with you. They are your property and you may need them for any follow up visits.

#### 8.3 Patient satisfaction

Our concern is quality care and we use patient feedback to help us to improve the service we offer. Every room has a patient satisfaction questionnaire with space to write comments and every comment is read, noted and actioned if required. We therefore encourage you to complete our patient satisfaction questionnaire. Your comments are valuable to us because they inform us about the service improvements we should be making and help to generate staff satisfaction when you let us know we are doing well.

## Section 9

### Once you're at home

#### 9.1 Queries and concerns

If you have any problems you wish to discuss following your operation/procedure, please phone the ward area where you had your operation. They will be able to help you with a number of concerns or may recommend that you talk to your Consultant or General Practitioner.

If you were nursed in the Day Surgery Unit and need advice between 9.00pm and 7.00am, please phone the hospital switchboard on **020 7586 5959** and ask to speak to the Night Manager, this is a senior nurse in charge of the hospital. The nurse will be able to answer any queries you may have.

If you feel you need to be seen by a doctor in an emergency, please contact your Consultant, General Practitioner or go to your nearest Accident and Emergency Department.

#### 9.2 Carers

We value the care given to our patients by members of their family, friends, significant others or someone who has been employed by the patient to provide essential care. We see carers as partners in care subject to consent given by the patient. We also recognise that patients may want their carers to be involved in some parts of their treatment and not in others. In all cases, it is paramount that the patient

decides the level and duration of their carer's involvement. If you would like to discuss this please contact the hospital.



## Section 10

### Comments and questionnaires

We aim to provide a caring, high quality service and are always pleased to receive feedback from you, or your family or friends. We also welcome comments with regard to this patient guide.

If you are happy with your own experience we would like to hear from you – this helps us to know when we get it right. But more importantly, we need to know when we have not met your expectations.

As part of our commitment to continuous improvement we obtain feedback from patients. Taking account of your views and priorities is vital to our drive to improve our service year on year. We hand out Patient Satisfaction Surveys to all inpatients and day-patients treated in our hospital, as the quality of the patient experience can only be assessed by patients. The feedback received from the surveys remains anonymous and is reviewed quarterly.

This information is shared throughout the organisation. A copy of the Patient Satisfaction Survey can be requested from the office of the Chief Executive Officer/Chief Nursing Officer.

#### **Summary of Patient Satisfaction Survey Results for 2008**

We are pleased to report the following key areas that our patients rated the hospital as follows (all % good or better):

Overall quality of care = 98%

Overall impression of admission = 95%

Accommodation = 98%

Catering = 88%

Departure = 95%

We are proud to report that 98% of our patients tell us they would recommend the Wellington Hospital to their family and friends

We will respond to any concerns considerably, quickly and as effectively as possible. All comments and complaints are taken seriously, regardless of their nature: medical, nursing, accommodation, food or administration. Please do not be concerned about “bothering” the staff. If you experience a problem, no matter how small, we would prefer to know about it and put it right.

A leaflet entitled ‘A guide to making comments and complaints’ detailing our complete complaints procedure, can be obtained from the address on the back cover.

# Section 11

## Care Quality Commission / Regulations

HCA Hospitals are regulated and inspected by the Care Quality Commission (CQC)

In April 2009 the CQC took over the work of the three commissions shown below:

- Commission for Social Care Inspection
- Healthcare Commission
- Mental Health Act Commission

The CQC follows the National Minimum Standards as set out in the Care Standards Act.

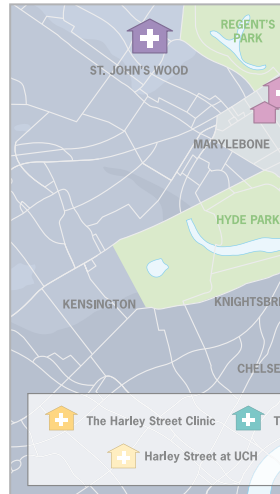
A copy of the hospital's most recent inspection report is available on request. If you wish to view this or would like to request a copy, please contact the Chief Nursing Officer or Chief Executive Officer.

Copies of the report can also be obtained from the regulatory body website as indicated below.

### Care Quality Commission

**Finsbury Tower**  
**103-105 Bunhill Row**  
**London**  
**EC1Y 8TG**

**[www.cqc.org.uk](http://www.cqc.org.uk)**  
**Tel: 03000 616161**



## A word from the President and CEO of HCA International

HCA International has a world class reputation for excellence in healthcare with award winning services. We pride ourselves on being at the forefront of developments in healthcare and invest in cutting edge technology for the benefit of our patients. Quality is paramount and all our hospitals are subject to rigorous inspection by the national regulatory bodies. This together with full participation in accreditation programmes ensures we deliver a continuous high quality and safe service to all our patients.



Michael Neeb  
President and CEO  
HCA International

HARLEYSTREET AT UCH

London Bridge Hospital

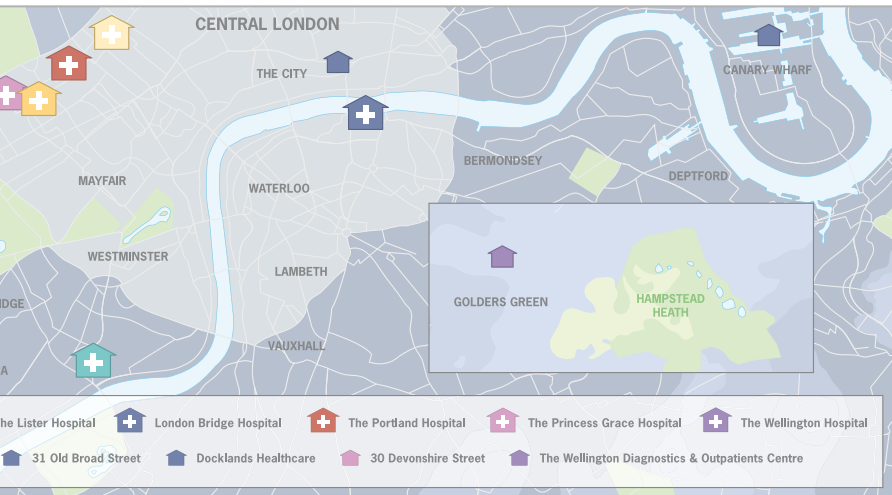
THE HARLEYSTREET CLINIC

THE LISTER HOSPITAL  
chelsea

The Portland Hospital  
for Women and Children

THE PRINCESS GRACE HOSPITAL

The Wellington Hospital



HARLEYSTREET AT UCH

London Bridge Hospital

THE HARLEYSTREET CLINIC

THE LISTER HOSPITAL  
chelsea

The Portland Hospital  
for Women and Children

THE PRINCESS GRACE HOSPITAL

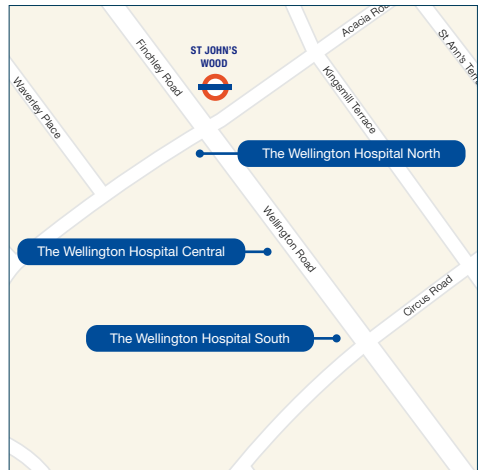
The Wellington Hospital

#### The nearest tube station

St. John's Wood (Jubilee line)

#### Parking information

Limited metered parking is available in the surrounding streets and an NCP car park is in Kingsmill Terrace. Call +44 (0)20 7722 1404 for availability and rates



Wellington Place, St Johns Wood  
London NW8 9LE  
Tel: +44 (0)20 7586 5959  
Web: thewellingtonhospital.com

[hcahospitals.co.uk](http://hcahospitals.co.uk)