

Circle Bath Patient Guide



CIRCLE BATH PATIENT GUIDE

Circle Bath Patient Guide

Revolutionising the hospital experience

Circle was founded on the belief that hospitals should be dedicated to patients. Our hospitals are designed to offer 21st century medical technology with an unequivocal focus on quality of care and customer service. Each of our hospitals is co-formed, co-owned and co-run by clinicians. We are the largest partnership of healthcare professionals in Europe.

What does this mean for you the patient?

The Circle Partnership, is wholly committed to delivering clinical excellence and the highest level of customer service, every step of the way. We embrace innovation and look for ways to improve what we do every single day. We believe that makes us different to other hospitals.

Registered Premises:

Circle Hospital (Bath) Limited
Bath Business Park
Foxcote Avenue
Peasdown St. John
Bath
BA2 8SQ

Telephone: 0808 188 1880

Email: enquiries@circlebath.co.uk

Managing Partner:

Dr Ali Parsadoust

Responsible Individual

Mr Jonathan E. Boulton Fellow of the Royal College of Ophthalmologists, Member of the Royal College of Physicians

Registered Manager:

Mrs Shelagh Meldrum

Nurse Lead:

Mrs Jane Scott

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Circle Bath – Your Hospital

Circle Bath is unique; both in its design and its approach to healthcare. Purpose-designed by internationally renowned architect firm Foster & Partners, the hospital is a place for healing.

Our partners share a simple job, to look after you.

Please feel able to approach any member of staff for information.

Our Facilities (further detailed in the Statement of Purpose)

Circle Hospital Bath facilities are state-of-the-art and include:

- Four operating theatres
- One endoscopy suite
- 22 day case beds
- 30 in-patient beds
- 9 consultation rooms
- 4 treatment rooms
- Physiotherapy suite
- Full diagnostic service including MRI, Mammography Screening, X-ray, ultrasound, pathology and cardiac testing
- Satellite first Consultation only clinics at the following GP surgeries, these clinics only consist of a first Consultation appointment with no regulated activity being undertaken:

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- The Avenue Surgery, Warminster
- Wells City Practice, Wells
- Malmesbury Health Centre, Malmesbury
- Rowden and Hathway, Chippenham

Our Partners

We value ongoing professional development. Our staff and consultant partners receive full induction training when they start with us. Ongoing training programmes for all staff ensure each and every patient visiting the hospital has the best possible experience.

Our Consultant Partners

All Consultants practising at Circle Bath have to meet standards set out in the hospital's Integrated Governance Strategy and undergo thorough personal and professional checks prior to commencing practice at the hospital, these checks include Criminal Records Bureau screening. The quality of patient care is reviewed by the hospital's Clinical Governance & Risk Management Committee (CG&RMC) on a regular basis, and the findings of the committee are reported to both the hospital's Executive Board and the Board of Directors.

Our Staff Partners

All Staff Partners employed in Circle Bath have the relevant qualifications appropriate to their job functions. All staff partners undergo thorough personal and professional checks prior to commencement of employment, these checks include Criminal Records Bureau screening.

Our Commitment to Care and Comfort

We believe that a caring, tranquil environment promotes a speedy recovery.

Each In-patient room offers en-suite facilities and state-of-the-art technology which provides access to music, television, films and the internet.

Working together with your Consultant and care team we will do everything to ensure that your stay is as comfortable and rested as possible.

Catering

We have enlisted the help of experts to provide a range of high quality, locally sourced organic meals, catering for a range of different diets. There are no enforced meal times in the hospital, food will be available at a time you wish to eat.

Please make staff aware of any food allergies, intolerances or special dietary requirements you have either during your pre-admission visit or on arrival to the hospital

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for admission. A registered dietician is available to advise us on therapeutic diet requirements which may be required during your stay.

We also provide tea, coffee, water and fruit free of charge during your stay.

Should your condition and medication permit, we also have a choice of wines available.

Further Information

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

Please contact the Circle Bath Helpline on: 0808 188 1880

Our Approach and Your Rights

Circle Bath places a high level of importance on effective communication with the patients who attend the hospital. Consultants will fully explain treatment options at the time of consultation.

Information leaflets covering all of the procedures and services offered by Circle Bath are also available in patient areas and on request from staff. These leaflets can be sent to your home address prior to admission to hospital if you prefer.

Patient Consent

Every patient has the right to make his/her own decisions regarding medical treatment and care. In order to make decisions, the patient is entitled to have full information about the treatment options, identified risks and the intended outcome of any treatment / procedure. The consent may be written, verbal or non-verbal dependent on the requirement for consent. If you feel that you have had insufficient information regarding your treatment or procedure, please speak to a member of the nursing team.

Arrangements for Respecting Patients Privacy and Dignity

Please be assured that, under our Confidentiality Policy, your personal details will not be disclosed to any third party without your specific permission. (Except under legislative requirement)

Our policy on Confidentiality can be made available to you on request.

Chaperones

All patients have the right to request a chaperone to be present at any time during their stay or for any element of their treatment or consultation. For further information, please speak to a member of staff.

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Patient Access to Medical Records

Under the Access to Medical Records Act 1996 you have the right (with certain conditions) to view your medical records.

If you wish to view your medical records you should inform a member of the nursing staff who will make the necessary arrangements with the Nurse Lead.

Access to clinical records is provided in line with statutory requirements and policy as follows:

1. Access to Consultant Records

Permission of the Consultant must be obtained before access is permitted. Access to the patients medical record may be refused if the Consultant considers that;

- a. To allow access would seriously harm the physical or mental well-being of the patient or any other individual.
- b. Access would disclose information relating to or provided by another person who can be recognised from the information. This does not apply if the third party has given their permission.
- c. The record was compiled before 1 November 1991 unless earlier information is required to make sense of a current entry.

If a Consultant refuses to allow a patient access to their medical records;

- a. This will be clearly documented in the nursing records
- b. The Consultant will inform the patient with an adequate explanation either verbally (preferably) or in writing

2. Access to Nursing / Hospital Records

- a. Patients are allowed free access to their Nursing Records.
- b. Any questions or issues relating to entries in the nursing records will be dealt with by a senior nurse

Data Protection Act 1998

The Data Protection Act 1998 put in place regulations regarding the processing of personal information and applies to both manual and computer records. Your signature on the Admission / Registration Form which you will be given on arrival will confirm that you have read and understood the Data Protection notice on the form. This notice explains that your consent to information, including medical details, about you being processed for the purpose of your treatment as a private patient and any settlement of related expenses.

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In our continued commitment to maintaining high standards of care, your medical records may be audited. The information produced for audit purposes is anonymous and does not infringe on your rights under the Data Protection Act, 1998. If you wish to refuse permission for your medical records to be used for audit purposes, please let us know when you attend the hospital.

To obtain a copy of the personal data held under these terms of the Act, you will need to apply in writing to the Nurse Lead. Please be aware that a fee may be charged for this service.

Special Requirements

We recognise that everyone has individual circumstances and needs and we use this as the basis for planning your care.

Allergies

Please make sure that a member of clinical staff is made aware of any known allergy you may have.

Blood Transfusion

It may be necessary either during or after certain surgery that you may require a blood transfusion. If you have concerns regarding blood transfusions or would want to refuse a blood transfusion please discuss these concerns with your nurse or consultant, prior to your surgery, as it will not be possible to ascertain your consent whilst you are under any form of sedation or anaesthetic.

Living Wills, Advance Directives and Resuscitation Procedure

We believe that patient's rights are central to decision making about resuscitation therefore please advise us if you have in place a living will or advance directive.

Emergency Care

In the rare event of an emergency we can assure you that our emergency team are fully trained and competent in life support. The Resident Medical Officer is fully trained and competent in both adult and paediatric advanced life support. We undertake emergency scenario testing on a regular basis to ensure that our team remain skilled in the area of emergency care.

Child Protection and the Protection of Vulnerable Adults

The Nurse Lead has attended advanced training in Child Protection and the Protection of Vulnerable Adults and is responsible for awareness training within the hospital. All staff who may be involved in the care, treatment or come into contact with children, adolescents or vulnerable adults will undergo training on induction and thereafter annually as part of their mandatory training programme. Consultants are required to provide evidence that they have also attended training for Child Protection and the

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Protection of Vulnerable Adults, or to attend the hospital's training sessions in these areas.

The Nurse Lead is the named professional for Child Protection.

Coming into Hospital

We recognise that coming into hospital as an In-patient or Day Patient can be an unsettling experience. You have to adapt to new surroundings at a time when you are probably not feeling at your best.

We fully appreciate the difficulties and we have prepared this information to set your mind at ease.

Before You Arrive

Pre-assessment

After your appointment is scheduled at the hospital, you will receive a health questionnaire. Please complete the questionnaire as soon as possible after receipt and return it to us in the accompanying self-addressed stamped envelope or online if available.

When we receive your completed health questionnaire, our nursing staff will review it to ensure that no additional tests are required before your scheduled treatment. We may in some cases decide that we need to complete a further assessment either by telephone or in person prior to your scheduled appointment. We will contact you to arrange the telephone assessment or pre-operative assessment appointment ahead of your scheduled appointment.

Telephone Assessment

The nurse may need to telephone you to ask further medical questions, based on answers given on your health questionnaire. Since some confidential medical information will be required you should not feel embarrassed to request to ring the nurse back to ensure that the call is genuine. If the timing of the call is not convenient you can agree to another more suitable time with the nurse. If there is any doubt about your fitness for your planned operation or procedure, for your safety, we may ask you to attend the hospital for a pre-operative assessment appointment.

Pre-operative Assessment Clinic

During this appointment the nurse will arrange any necessary investigations, assessments or tests which will help us to assess your fitness for the operation or procedure you require. You may also be seen by a physiotherapist, your consultant, your anaesthetist and / or the Resident Medical Officer during this appointment. To make

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appropriate plans to attend your pre-assessment you should be prepared for your visit to last anything up to two hours.

Pre-assessment usually takes place within the 2 weeks prior to your admission

What to Bring With You

We make every effort to ensure that you are as comfortable as possible during your stay. We will provide you with all of the conveniences you would expect, including fresh linen, bath and hand towels and a robe. However should you be staying with us for more than a day, it is advisable to bring the following items with you:

- Toiletries such as:
 - Hairbrush, comb and shampoo
 - Toothbrush and toothpaste or denture cleaner
 - Shaving equipment (male patients)
 - Sanitary wear (female patients)
- Nightwear
- Underwear
- Slippers
- Some casual, loose fitting clothing to wear during the day

If you are being admitted to the hospital for Day Care, you should dress casually and avoid restrictive clothing. You will not need nightwear but may want to bring some slippers.

Medicines

If you are taking any medication please bring them in with you in their original, labelled containers as dispensed by your chemist / pharmacy.

This includes:

- Tablets and capsules
- Liquids
- Patches
- Inhalers
- Creams

It is also important to let us know about any homeopathic or herbal preparations you may be taking.

We will also need to see any written instructions supplied by your doctor such as a repeat prescription form.

You may be asked to stop taking certain medications when coming in for surgery by the pre-assessment nurse following instruction from your consultant and/or anaesthetist. If you are advised to stop taking any medication we would ask that you still bring this

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medication with you to ensure that the clinical team are able to compile an accurate record of your current medication.

Valuables

We advise that valuables are not brought into the hospital wherever possible as we cannot accept any responsibility for mislaid items.

Getting Ready for an Operation

It is very important that you refer to your procedure confirmation letter and follow the instructions given about what you can eat and drink before you attend for your procedure or operation, if in any doubt please contact the hospital the day before to check.

If you become unwell prior to your admission with an unrelated illness such as a cold, flu, chest infection, urine infection or diarrhoea and/or vomiting please contact the hospital at the earliest opportunity as it may be necessary to cancel your operation or procedure and reschedule to ensure your safety and post-operative recovery.

Prior to your operation it will be necessary to remove any make-up and nail-varnish, it may also be necessary to remove false nails, please contact the hospital to discuss or seek clarification from the pre-assessment nurse.

We would request that you leave jewellery at home, however wedding bands can be covered and need not be removed in most cases.

Your Medical and Clinical Team

Your Consultant

Your Consultant will visit you prior to your procedure or operation to ensure that you have a full understanding and will enable you to ask further questions or raise concerns. Your Consultant will supervise your care throughout your stay visiting regularly and being available for advice and to attend the hospital in the event of an emergency.

Your Nurse

The nursing team will introduce themselves at the beginning of each shift and you will be introduced to the particular nurse allocated to you during the shift. The nursing team are dedicated to making your stay as comfortable as possible to ensure your speedy recovery.

Resident Medical Officer

The Resident Medical Officer is a doctor who supports your Consultant, and together with the nursing team provides round the clock medical support to patients. If you wish to see the RMO at any time please advise your nurse.

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Other Departments

It is likely that during your stay you will use one or more of our other departments including:

- Theatre
- Radiology
- Pharmacy (external provider)
- Pathology (external provider)
- Physiotherapy

Please be assured that all of these departments work closely with your Consultant and nursing team and are staffed 24 hours a day for In-patient care.

Details regarding your stay

Meal times can be tailored to your needs and our Host staff and Chef will ensure that your dining experience is individualised.

Breakfast

Will usually be served from 07:00-09:00 with breakfast orders being taken the night prior.

Lunch

Will usually be served between 12:00-13:00 with orders being taken during the morning.

Dinner

Will usually be served between 18:00-19:00 with orders being taken during the afternoon.

General Information

Visiting Hours

Friends and relatives are welcome to visit between 09.00 and 21.00.

We would respectfully ask that visits are kept to a minimum between 09.00 and 11.00, so that our patients can get sufficient rest to aid their recovery. If you do not wish to receive visitors or phone calls, or would like to restrict either of these, please inform a member of the nursing team.

Smoking

Smoking is prohibited within the hospital premises.

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Coming into hospital is always an opportunity to consider giving up smoking, it may be useful to discuss nicotine replacement therapy with your GP and/or pharmacist prior to your admission.

Mobile Phones

Patients and hospital visitors are welcome to use their mobile phones in specific, designated areas within the hospital.

Other Electrical Devices

Any electrical device which you bring with you to Circle Hospital Bath will be checked by our on-site engineer to ensure your safety and the safety of other users of the hospital.

Fire Alarm System

The fire alarm system in the hospital has two different tones:

An intermittent tone means that the fire alarm has been set off in another part of the building, you will be informed of what action is necessary (if any) by hospital staff.

A continuous tone means that the fire alarm has been set off in the immediate area, you will be informed of evacuation plans.

The fire alarm is tested at 11.00am every Friday.

Finance (further detailed in your individual contract – see attached example)

Whether you are funded by your private health insurance, the NHS or are self-funding at Circle Bath we aim to ensure that the financial aspects of your visit to the hospital are dealt with efficiently, transparently and confidentially. The registration form which you sign on arrival at the hospital forms your contract with the hospital for services and facilities.

If you are a self-pay patient, then the fees for your treatment or surgery will be discussed with you individually and a detailed written quote prepared for you. If you would like an estimate of the likely costs of surgery, please call our helpline and we will be happy to discuss this further with you.

Methods of Payment

There are a number of ways to pay for treatment at Circle Bath, the main ones are:

- Through private or company supported medical insurance
- Funding your own treatment through one of Circle Bath's self-pay options

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The amount that needs to be paid will depend on the treatment you require.

Insured Patients

If you have health insurance we always advise that you check with your insurance company that the proposed treatment is covered by your policy prior to attending your appointment.

We also recommend that you liaise closely with your insurance company throughout the course of treatment as each provider has slightly different requirements.

When you come to the hospital please bring with you your Insurance Registration documents and completed claim form, or alternative proof of pre-authorisation. If required by your insurance policy, please make sure that your claim form has been signed by your GP.

If you do not have all your insurance details with you, it may be necessary for you to settle your account in full on admission. In order to meet the admission requirements of many insurance companies, we may need you to provide the date when your symptoms first developed and the date that you subsequently visited your GP.

We have agreements with many insurance companies and the hospital will invoice them directly. However if you receive any invoices from your Consultant after discharge, you will need to forward these to your insurance company for payment.

Many insurance companies have an excess payment policy and it is advisable to check if there is any excess that you will be liable to pay for any treatment.

Please note that take home medicines (apart from your own medication which is returned to you) and physiotherapy aids are not covered by medical insurance and you will therefore be presented with a bill where applicable.

Uninsured Patients

If you are not covered by medical insurance and are self-funding the cost of your treatment, you will be required to pay the agreed cost in full prior to your admission. If you are being admitted under any of the hospital's Self Pay options you will receive a detailed quote – including our Terms and Conditions – in advance of your treatment. This quote will identify what you need to pay and exactly what is included or excluded from this price.

For outpatient treatments a price list is available from the nursing station to ensure that you are aware of the costs of treatments / procedures.

You can pay the required amount by cash, cheque (allowing 10 working days for clearance), debit or credit card.

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If you have any queries about the cost of your treatment please contact the Enquiry Helpline on 0808 188 1880.

NHS Patients

If you are admitted to the hospital under an NHS contract there will be no charges made to you other than those charges incurred for extras such as telephone calls, visitors' meals etc.

All Patients

Costs for any extras such as telephone calls, visitors' meals etc, will be invoiced to you and payment collected when you leave hospital. In order to assist in this process you may be asked to sign a Credit Card Mandate on admission. The Circle Bath Registration Form, available to all patients, contains details of the hospital's general Terms and Conditions.

Leaving Hospital

Once you have left hospital you may be a little uncertain about what to expect. You may be wondering how long your recovery will take, how you can help yourself and when exactly you can resume your normal routine.

After the Operation

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 24 hours after your operation, unless prescribed. Generally details of further appointments will be given to you before you leave hospital, or these will be sent to you by the Consultant.

If you are a Day Patient, and are having a general anaesthetic or sedation, you will need to arrange to be collected from the hospital. Your escort will be given a time to ring for information about 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 of specific restrictions). You should also make arrangements for a responsible adult to be with you for at least 24 hours following your procedure.

Patient Transport

Hospital staff will be pleased to assist you with your transport needs, please inform staff of your requirements as soon as possible.

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Aftercare

Aftercare will play an important part in your recovery, and it is likely you will have to continue taking medication or refrain from some activities when you get home. Do not be afraid to ask your Nurse or Consultant everything you feel you need to know. Some questions you may want to ask include:

- How often do you need to change dressings or keep a dressing on?
- Can you get your wound wet?
- When will your stitches be removed and by whom?
- Is it advisable for you to drive, do housework, garden, play any sports or undertake exercise / strenuous activity?
- How much rest will you need?
- How tired are you likely to feel?
- Do you need to take any medicines home?
- When do you need to take them?
- Are there any special instructions?
- Can you eat normally, or do you need to follow a special or light diet for a while?
- Is your health insurance and payment complete?
- Is there anything else you need to sort out?
- How long will you have to convalesce at home?
- How soon can you return to work or school?
- Can you do any work from home?
- Can you drink alcohol?
- Do you need to take more or less fluid?
- If you have a problem after leaving hospital, whom do you get in touch with?
- How do you obtain a medical certificate?

If you find you have any questions or queries when you get home, please do not hesitate to contact us and we will do our best to help. You will receive a follow-up phone call after your discharge, to check on your progress after your surgery / treatment.

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Patient Feedback

Our goal is, at all times, to provide clinical excellence and a caring restorative environment. We actively encourage everyone who visits Circle Bath to provide feedback on their experiences so that we can learn what areas of our service we can improve.

At Circle Bath we encourage constructive criticism and feedback by patients and/or their representatives.

Complaints (further detailed in the complaints leaflet)

At Circle Bath complaints and constructive feedback are taken seriously. Should a patient wish to make a complaint this can be done either verbally to any member of the hospital team or in writing to the Registered Manager.

All complaints are dealt with in a timely and considerate manner and the response process is as follows:

A written acknowledgement of the complaint is sent within 2 working days of receipt along with a leaflet outlining the complaint procedure and the stages of complaint process.

Following thorough investigation a full response will be sent within 20 working days of receipt of the complaint. If there is a more thorough investigation required which is anticipated to take longer than 20 working days, agreement with the complainant to extend the 20 days will be negotiated outlining the requirement for further investigation and setting an anticipated response date, regular communication will be sent to update the complainant on the response date as required.

Patients being treated in the hospital through NHS funding can also complain using the NHS complaints process – information leaflets are available regarding the NHS Complaints process.

The Nurse Lead is responsible for the management and investigation of complaints and for improvement planning following complaints and constructive feedback. There are also staff within the hospital who are trained to assist patients in making complaints and understanding the complaints process.

If a complainant remains dissatisfied with the final response to a complaint the following organisations can be contacted for independent advice:

Privately funded care:

Independent Healthcare Advisory Services
Centre Point
103 New Oxford Street
London
WC1A 1DU

info@independenthealthcare.org.uk

Helpline 0207 379 8598

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NHS funded care:

The Parliamentary and Health Service
Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

www.ombudsman.org.uk

Quality Standards

Circle Bath is regularly audited by the Care Quality Commission either through self-assessment reviews, performance indicator submission or inspection.

The Care Quality Commission publishes reports on the hospital, these reports when published, can be found on www.cqc.org.uk. A copy can also be obtained by requesting it either through the Lead Nurse for the Hospital or directly from the Care Quality Commission in writing to:

Care Quality Commission – South West
Citygate
Gallowgate
Newcastle-upon-Tyne
NE1 4PA
Telephone 03000616161

Monitoring Quality Standards

At Circle Bath the quality of service provided to our patients is reviewed on a regular basis enabling us to provide a service that meets patients' individual needs and expectations.

We monitor quality standards through a range of measurements, including:

- Patient and customer surveys

Patient and customer feedback is actively sought. A brief questionnaire is undertaken with each patient prior to discharge from hospital. A detailed patient satisfaction survey will be sent out in the days following discharge. This survey invites patients to comment on all elements relating to their hospital experience including clinical care and services. There will also be the opportunity throughout the hospital stay for patients to give direct feedback to the Nurse Lead.

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- Clinical Audit

A full Clinical Audit and Improvement Programme is undertaken within the hospital allowing the review of specific Consultants performance and the outcome of specific operations, treatments or procedures, which measure improvements in quality of life before and after surgery.

- Documentation Audit

Annually 10% of all patient records will be audited. The audit monitors the record keeping standards of all clinical staff, and the outcomes are discussed at the hospitals Clinical Governance and Risk Management Committee and reported to the Circle Bath Quality Improvement Team.

- Adverse Incident Reporting

Adverse incidents and accidents are managed and investigated and rectification and improvement plans put into place

- Participation in National/external Audit

NCEPOD (National Confidential Enquiry into Patient Outcome and Death) – data will be submitted to the Registry as required.

National Joint Registry – data will be submitted following patient consent.

Thank you for taking the time to read the Circle Bath Patient Guide, if you have any comments or concerns regarding the information in this guide please contact the Hospital Manager – Mrs Shelagh Meldrum.

This guide is available for patients, relatives and carers. Please ask any member of staff and additional copies will be made available.