Our 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
About HCA Hospitals

History and Goals

HCA International is part of an American company (Hospital Corporation of America), which owns and operates approximately 200 hospitals in the USA, UK and Switzerland.

HCA was founded in 1968 in Nashville, Tennessee by Thomas Frist, MD, and his late father Thomas Frist, Sr, MD. The international division is led by Mr John Kausch, President and Chief Executive of HCA International.

HCA International has an international reputation for excellence in healthcare. It is the largest private hospital group in central London, with six world-class hospitals. From the latest cardiac imaging equipment, showing heart disease developing long before symptoms occur, to real time imaging of babies in the womb, HCA continually keeps abreast of developments in technology for the benefit of patients, staff and doctors.

The Group’s focus on quality and continuous improvement in all aspects of care is reflected by our Clinical Governance programme and our commitment to internal and external audit. Our hospital is subject to rigorous inspection and audit by the Healthcare Commission and together with the use of other external accredited bodies we aim to ensure continuous high quality service.

Our staff

HCA International is led by Mr John Kausch, Chairman and President. He is supported at Connaught Place by Mr Mike Neeb, Chief Operations and Finance Officer, and Mrs Jasy Loyal, Legal and Human Resources Director.

All staff within the organisation attend corporate and local inductions, annual performance assessment with regular periodic review, and are encouraged to attend development activities to strengthen key skills.
The Wellington Hospital

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 specialties 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/services include

- 266 Acute beds
- 15 ITU beds
- 23 HDU beds
- MRI
- CT
- X-Ray
- Ultrasound
- Angiography
- EBCT
- 3 Cardiac Cath Labs

- 11 Operating Theatres
- 21 Consulting Rooms
- Hydrotherapy
- Neuropsychology
- Neurophysiology
- Dietitians
- Speech and Language
- Pharmacy
- Occupational Therapy
- Extra Counter Pulsation
The care you receive

Our aim is to create a caring environment, which we believe promotes speedy recovery.

We are fortunate to have a team of staff who are highly trained. Working together with your Consultant, and supported by staff in a variety of other disciplines, our medical team contribute to ensuring your stay is as comfortable as possible.

In addition, the hospital has the skills and support of several resident doctors covering each 24hr period.

Your comfort

It is our belief that medical care is at its most effective when you are in a pleasant and relaxed environment. We provide all our patients with en-suite facilities, a nurse call system, radio, television and room safes.

Our experienced catering and Dietetic teams have created a varied menu to cater for your social, religious and cultural needs. Should your condition permit, we can also provide a fine choice of wines.

Please make staff aware of any food allergies, intolerances or special dietary requirements you have. Registered Dietitians are available to advise on therapeutic diets during your stay.

Patients can keep in touch with family, friends and the office, as there is a telephone provided in each room. If you need the services of a fax machine, or any other facility, just ask and we will arrange this for you. We can also provide connection to internet services.

Further information

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 round. Please contact the Enquiry Helpline — to arrange this.
Coming into hospital

Coming into hospital as an In-Patient or a Day Care 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 these difficulties and we have prepared this information to set your mind at ease.

What to bring with you

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, bath and hand towels. 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 & toothpaste or denture cleaner
  - Shaving equipment (male patients)
  - Sanitary wear (female patients)
- Nightwear & dressing gown
- Underwear
- Slippers
- Some casual loose clothing to wear during the day

If you are only being admitted to the hospital for Day Care, you should dress casually and not wear restrictive clothing. You do not need to bring any nightwear, but you might like to bring a pair of slippers.

Pre-Assessment Clinic

We realise that a stay in hospital may create problems for you and your family or carer. So 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 usually takes place 1-2 weeks prior to admission.
Medicines
If you are taking any medicines, please bring them with you in their original labelled container (please do not bring medicines that have been decanted into other devices). Please give medicines to your nurse together with any written information from your GP such as a repeat prescription form. Medicines include any form of medication provided by your pharmacist such as tablets, liquids, patches, inhalers and creams. We also need to know about any medicine bought by you for example from a pharmacy, supermarket or via the Internet, including homeopathic or herbal products.

Valuables
Room safes are provided in your room for storage of your valuables.

Patient Consent
As an In-Patient or Day Care 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 gained prior to going into theatre.

Chaperone Policy
The hospital has a chaperone policy and you have the right to have a
chaperone present during any examination procedure. Please ask your nurse.

Resuscitation Decisions
The Wellington Hospital believes 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.

Special Requirements
We recognise that everyone has individual circumstances and needs, and we use this as a basis for planning your care.

There are certain aspects, e.g. CJD, or allergies such as latex, or drugs, where you would be exposed to a risk if we were not aware of them. Whilst these issues are very rare, the hospital takes its responsibilities in these areas very seriously. So, if you have any further concerns regarding the above, please telephone the hospital prior to your admission.

*Please make all clinical staff aware of any allergies that may affect your treatment.*

Data Protection Act 1998
The Data Protection Act 1998 set rules for the processing of personal information and applies to both manual and computer records. Your signature on the Admission/Registration Form confirms you have read and understood the Data Protection notice displayed there and that your consent to information, including medical details, about you being processed for the purpose of your treatment as a private patient and the settlement of related expenses. The Act means that you have the right to your treatment as a private patient and the settlement of related expenses.

To obtain a copy of the personal data held under these terms of the Act, you will need to apply in writing to the Hospital Data Controller. Please be aware that a fee will be charged for this service. The Data Controller for The Wellington Hospital is the Chief Executive Officer and the nominated Deputy is the Chief Nursing Officer.
Getting ready for an operation
Before your operation or procedure you must not have anything to eat or drink. If you are a diabetic, the above instruction will be slightly different for you. Your Consultant will explain these to you before you are admitted to hospital.

If you have not been given any specific instructions; or if you become ill, however mildly, before you are due to come in for your procedure, please contact the pre-assessment nurse on

You will need to remove any make-up and nail varnish prior to surgery. However, this does not apply to artificial nail enhancements. We would request that you leave jewellery at home, other than your wedding ring.

Services available
The hospital provides a number of services to help patients feel more relaxed. These include providing you with a newspaper of your choice (The Times is complimentary, others need to be ordered and paid for) and arranging for a hairdresser to visit if you wish.
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Smoking
As part of the hospital’s health promotion programme, smoking is discouraged at the hospital. We thank you for your co-operation. You may wish to discuss nicotine replacement therapy (patches & gum etc) with your GP and / or your Pharmacist well before (ideally 4 weeks) your admission to hospital.

Visitors
We know how important your visitors are to you and that is why we have open visiting hours. This means that you can have visitors whenever you like, as long as it does not interfere with your treatment or recovery. However, if you want to receive visitors either very early or very late, then please inform your nurse.

Mobile Phones
We would ask both patients and visitors not to use their mobile phones on hospital premises as they could interfere with the function of medical devices.

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 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 the Consultant.

If you are a Day Care Patient, and are having a general anaesthetic or sedation, please arrange to be collected. 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 24hrs (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.
Finance

There are a number of ways to pay for treatment at The Wellington Hospital, but the main ones are:

- Through private or company supported Medical Insurance
- Funding your own treatment through one of The Wellington’s Self Pay options

And naturally, the amount that needs to be paid will depend on the treatment you require.

Insured Patients

Owing to the wide range of medical insurance schemes now available, we recommend that you liaise closely with your insurance company throughout your course of treatments. It will be necessary for you to check with your insurance company that the proposed treatment is covered by your policy.

Please bring with you your Insurance Registration documents and completed claim form, or alternatively proof of pre-authorisation, on your first day. 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 consultants after discharge, you will need to forward these to your insurance company for payment.

Please note that take home medicines and physiotherapy aids are not covered by private medical insurance and you will therefore be presented with a bill where applicable. Also, we regret that once these items have left the hospital premises a monetary refund cannot be given.
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 treatment. This will identify what you need to pay and exactly what is included in this price.

You can pay the required amount by cash, cheque (allowing 7 working days clearance), debit or credit card.

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

All patients
Costs for any extras such as telephone calls, additional newspapers (The Times is free of charge), visitors’ meals etc, will be invoiced to you and payment collected when you leave the hospital. In order to assist in this process you will be asked to sign a Credit Card Mandate on admission. The HCA Registration Guide, 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.

The general advice given here aims to answer many of the questions you may have. However, you should always follow any specific advice given to you by your consultant or nurse. If you have any further queries please do not hesitate to ask for information, either whilst you are in hospital or by contacting the ward you were treated on.

Becoming mobile again

Following treatment you will find a small amount of daily exercise is very helpful. You should try starting with a short walk, two or three times a day, increasing the distance gradually. Avoid tight clothing including belts and underwear. Loose garments are generally more comfortable and are a lot easier to put on.

Rest and activity

It is perfectly normal to feel tired and rather vulnerable in your first weeks at home. You may also feel frustrated at not being able to do all the things you want. Making a plan to gradually increase your activities over the following weeks may help. Another useful idea is to set aside time each day for total relaxation, making sure your friends and relatives know that you do not wish to be disturbed.

Healing

All wounds progress through several stages of healing. Depending on your treatment you may experience such sensations as tingling, numbness and itching. You may also feel a slight pulling around the stitches and a hard lump forming. These are perfectly normal and are part of the healing process. However, if a wound starts swelling or discharging then you should contact your GP or consultant.
Eating
If you have lost your appetite, have lost weight or need to eat more protein to help you heal, then small meals with shakes and milky drinks can help. Ask your doctor for a referral to a Registered Dietitian if you are worried. A small amount of alcohol can also help. However, if you are on medication, you should consult with your doctor before taking any alcohol.

Sleeping
Changes in routine and restricted movement can cause difficulty in sleeping. Some people are awakened by the discomfort caused by sudden movement. If this does happen you may wish to take a pain killer before going to sleep.

Washing
Unless otherwise advised, it is quite safe to get your wound wet two or three days after your operation. However, you should remove any dressing on your wound after it gets wet and replace it with a fresh one if needed. A rubber mat will help reduce the risk of slipping in the bath or shower. When taking a bath it can be reassuring to have somebody else in the house to help you, should the need arise.

Going to the toilet
The difference in diet, the change in level of activity and the prescription of medication can lead to irregular bowel habits. This is perfectly normal and the problem should correct itself in time. However, if you are suffering from constipation, you can help yourself by eating a high fibre diet with plenty of fresh fruit and vegetables.

Household jobs
You should avoid all strenuous and taxing jobs immediately after treatment. Only when you feel up to it, should you attempt small chores and even then you should have somebody helping you at all times.

Driving
In order to drive safely you must be able to cope with emergency stops. Any operation that affects this makes driving inadvisable and your insurance cover may be affected. If in doubt you should ask your doctor.
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However fit you feel you should not drive within 24 hours of an operation or test involving sedation or general anaesthetic.

Sexual activity
Depending on the operation you have had you may be concerned about resuming sexual intercourse. You may be given specific advice on leaving hospital and unless you have been advised otherwise you should do what feels right for you.

Work
It is best to feel completely recovered before you return to work. If necessary go back only on a part time basis and then build up the hours gradually.

Helping your recovery
At The Wellington Hospital we pride ourselves on providing our patients with the highest standard of care that we can and this continues once you have left the hospital. So if you have any problems, queries or worries concerning your recovery, then please do contact us.
Comments and complaints

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 their views and priorities is vital to our drive to improve our service year on year. We send 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.

We will respond to any concerns considerately, 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.

There are 3 stages to the HCA Hospitals complaints process, which follows the Code of Practice, agreed with the Independent Healthcare Forum (IHF) – the governing body for our independent hospitals.

A leaflet entitled ‘Your guide to making comments and complaints’ detailing our complete complaints procedure, can be obtained from the hospital at the address shown on the back cover.
The Wellington Hospital

The Healthcare Commission

Regulation and inspection
The Wellington Hospital is regulated and inspected by the Healthcare Commission.

A copy of the hospital’s 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 Healthcare Commission on the address below.

The Healthcare Commission will not usually deal with the investigation of any complaint you may have about The Wellington Hospital, but will look into the method of handling it by The Wellington Hospital.

The Wellington Hospital North

Wellington Central

The Wellington Hospital South

Nearest London Underground Station
St. John’s Wood on the Jubilee Line.

Nearest NCP car park
Kingsmill Terrace.
There are also parking meters in the streets surrounding the hospital.
Easy Access

Local Sole Agent:
SERVO MEDICAL (Dr: George H. Rateb)
Tel. : +202 2 418 9614
Fax : +202 2 417 1629
Mobile : +201 2 215 1080
E-mail : servomedical@servomedical.com
Website : www.servomedical.com

24 Hours – 7 Days/week