



Spencer
PRIVATE HOSPITALS 

**Excellence
In Care**

Ashford | Margate

www.spencerprivatehospitals.com

ABOUT US

The Spencer Private Hospital opened its first hospital in 1998, and with our close links with the East Kent Hospitals University NHS Foundation Trust, who help us to provide additional services such as intensive care facilities when they are required, we are able to offer a wide range of private healthcare treatments.

Not being part of a large hospital group means that we are able to react swiftly to the everchanging healthcare environment.

We pride ourselves on offering each patient the individual care and attention that they need to make a full and speedy recovery.



Di Daw
Chief Executive



WHY CHOOSE US

Spencer Private Hospitals is one of the leading private healthcare providers in Kent. Operating two hospitals hosted on NHS sites in Margate and Ashford we have a superb and proud record.

Spencer Private Hospitals are two hospitals situated in South East Kent, owned and operated by East Kent Medical Services Limited. The larger of the two hospitals is a 22 bed hospital situated in Margate which has been open since October 1998. The second hospital is a 4 bed unit in Ashford which opened in November 2008. Both hospitals have a reputation for providing excellent medical and surgical facilities supported by Specialist Consultants, Specialist Nurses and Physiotherapists. We have state of the art diagnostic equipment and exceptionally high standards of nursing care.

Due to the location of each site, our patients have full access to the treatment and operating facilities offered by the two associated Foundation Trust Hospitals.

The Spencer Private Hospitals attract Consultants from a wide range of specialities, the majority of whom have extensive experience gained within both the NHS and private sectors. They are committed to providing first class standards of care and are available twenty four hours a day to support the Spencer Private Hospital's high calibre and proficient staff.

Margate

The Spencer Private Hospital in Margate is a purpose built hospital located close to the Queen Elizabeth the Queen Mother Hospital in Margate (QEQM). The unit has its own High Dependency Unit and access to Intensive Care facilities.

- Excellent infection control rates (see Quality Accounts).
- Exemplary standards of cleanliness.
- Single en-suite rooms with own TV, DVD and Wi-Fi access.
- On site chef and team of staff providing fresh food daily.
- Free Parking.

Ashford

The Spencer Private Hospital in Ashford is located within the Rotary Suite of the William Harvey Hospital Ashford (WHH).

- Excellent infection control rates (see Quality Accounts).
- Exemplary standards of cleanliness.
- Single en-suite rooms with own TV, DVD and Wi-Fi access.

YOUR STAY & TREATMENT

Quality

At Spencer Private Hospitals we pride ourselves on the quality of healthcare that we provide. We are registered with the Care Quality Commission and our reports are available for you to read on their website - www.cqc.org.uk. We also publish an annual Quality Report that demonstrates the quality of service we provide, including a written quality report of our low infection rates.

Infection Rates

The focus on infection control in relation to preventable infections is a main priority for our staff who are justifiably proud of our low infection rates.

Quality Management Systems Award - ISO 9001:2008

To ensure the quality of our processes alongside our healthcare services we are audited annually against the external ISO 9001:2008 standard.

Investors In People

We are aware that our staff are our greatest asset and as such we are committed to their training and development. Every three years we are audited against the Investors In People standard and maintain our accreditations.

Environmental Award - ISO 14001

We have been awarded the ISO 14001 in 2012 and we continue to maintain our environmental standards.

Cosmetic Services Award - Treatments You Can Trust

In 2010 we registered with Treatments You Can Trust and are on the IHAS Register of Injectable Cosmetic Providers.

2010 Healthcare 100

In July 2010 we were delighted to be recognised by the HSJ as one of the top 100 employers in healthcare.

Consultants

At Spencer Private Hospitals we are driven to offer the best standard of care and expertise. Each of our Consultants must meet stringent eligibility criteria and this is reviewed bi-annually.

YOUR CARE

We at the Spencer Private Hospital believe that 'your care' is our number one priority and that 'our care' is the premier 'healthcare' in east Kent.

Patient Care

Our staff aims are to make every patient's stay as comfortable as possible by creating an atmosphere that is conducive to meeting your individual needs.

We aim to treat each individual with sensitivity, respecting their privacy, dignity and right to choose, taking into account their physical, spiritual, psychological and social needs and liaising with

patients to plan, deliver and evaluate their care. We wish to maintain excellent communication between patients, their relatives and staff.

Nurses are encouraged to develop their knowledge and expertise by continued education and training to maintain and increase excellence in the delivery of research based quality care.



YOUR STAY WITH THE SPENCER PRIVATE HOSPITAL

We understand that being admitted into hospital may be a worrying time for the whole family. That is why we The Spencer Private Hospital do everything we can to make your stay as stress free as possible.

Pre Assessment Clinic

At the Pre Assessment Clinic we will discuss your medical history in detail, note any medications that you may have been taking and ensure that you are fit for your procedure. This will involve carrying out various tests and investigations which need to be undertaken prior to your admission.

If you are unable to attend the appointment, for any reason, please contact us as soon as possible as failure to attend could result in your procedure being cancelled.

Tests/Investigations

- Recording of blood pressure and pulse
- Height and weight
- Urinalysis
- Blood tests
- Recording of your heart, ECG if over 50 years of age or medically indicated
- X-ray if needed
- Peak flow reading if asthmatic
- MRSA screen

In addition to viewing the facilities, you will meet the friendly staff and have the opportunity to ask questions and discuss any particular worries or concerns you have regarding surgery and aftercare. You will also be advised what you need to bring into hospital with you and what is best to leave at home.

If you develop a cold or feel unwell please contact the Pre-Assessment Team for advice.

When you come to the clinic please bring with you all your current medication, your repeat prescription and a specimen of urine. Specimen bottles are available from your GP surgery or local pharmacy.

Please contact us if you have any pre-assessment concerns:

Margate – 01843 234555 Ext 62179

Ashford – 01233 616201



YOUR STAY WITH THE SPENCER PRIVATE HOSPITAL

Coming into hospital can be a worrying time, so by making your stay comfortable we hope to help you relax as much as possible.

What To Bring With You

If you are visiting as a day case or an inpatient, there are a number of items you may wish to bring with you.

Check List

- Pyjamas or Night dress
- Dressing Gown and Slippers
- Personal Toiletries
- Medication – this will be discussed at your pre-assessment appointment

If you are staying for a few days or longer you may prefer to bring casual clothing and books/DVDs. Children may gain some comfort from bringing their favourite toy.

Patients undergoing hip or knee surgery are advised to bring shorts, a loose skirt, trousers or a track suit, together with comfortable shoes to wear during post-operative physiotherapy.



Insured Patients

You should bring with you a copy of your current registration and membership certificate and hand it to the receptionist on arrival, together with a completed claim form which can be signed by your GP or consultant. In the case of company cover, a claim form signed by your company's representative is also required.

What To Leave At Home

We advise that you do not bring valuables or large sums of money, if at all possible. If you wish to bring personal electrical equipment please inform the nurse on admission.

When You Arrive

On arrival please report to reception, where your admission details will be confirmed. Having been shown to your room, you will be advised how the equipment in your room functions, including the nurse call system.

If you are having surgery, one of the nurses will check your blood pressure, respiratory rate, pulse and temperature and do some final checks to ensure you are correctly prepared.

Please ensure that you make all necessary preparations for your operation, including removing jewellery, nail varnish and cosmetics.

Your Room

Your care is provided with single en suite rooms giving you the peace and privacy you need to rest.

Remote controlled colour television and radio, Wi-Fi and docking stations are provided along with comfortable seating for your guests. All bed, linen and towels are provided and a direct dial telephone is available for your personal use (charges may apply). Daily newspapers and magazines are also available (charges may apply). For patients requiring business office facilities, these can be provided for an extra cost.

Our customer service and clinical staff will answer any queries that you might have throughout your stay and will also provide suitable information for you to take home.

Before or after your stay we are just at the end of the phone to answer any queries you might have.

During Your Stay

After your treatment you will be able to relax in the comfort of your own room. A member of the Hotel Services staff will visit you daily to discuss your choice from our à la carte menu.

Friends and relatives are welcome to visit at any reasonable time of the day, subject to medical considerations.

GETTING UP & ABOUT AFTER SURGERY

Physiotherapy

After having a general anaesthetic, it is very important to ensure you keep your chest as clear as possible to reduce the chance of a chest infection developing. The easiest way to do this is to walk regularly, sit in a chair rather than lying in bed, and make sure that you cough up any secretions that may be on your chest. It can be uncomfortable to cough following surgery but this can be eased by placing your hands or a folded towel over your wound site. This can also help if you need to sneeze.

Mobility & Exercise

It is generally accepted that you should move around as soon as possible after surgery, unless specifically directed not to by your Consultant. This will play a vital part in speeding up your recovery. Following discharge from hospital you will find a small amount of daily exercise is very helpful. You should try starting with a short walk, gradually increasing the distance over the following weeks. Remember it is normal to tire easily after any surgery so activity should be balanced with periods of rest.

Equipment

If you have been supplied with any walking aids and equipment following your surgery, you should continue to use these as directed by your physiotherapist. It is important that any safety information and guidance on the use of this equipment is followed closely.

“Everyone recovers at different rates and in different ways however, we recommend everyone to relax and rest as much as possible.”

Depending on the nature of your surgery, you may have a dressing to cover your operation site and it is advisable not to remove it for the first 48 hours.

Please keep the wound area clean and dry, we will let you know when you can bath and shower as normal. We will advise you as to when any dressings should be changed or can be removed, and will give you a supply of dressing required for the first few days to take home with you

Normal Wound Healing

All wounds go through several stages of healing and your wound will change over time. It is common for people to feel:

- An unusual stretching feeling like tingling, numbness or itching
- A slight hard lumpy feeling as the skin heals
- A slight pulling around the stitches as the wound heals.

If the wound area becomes very swollen and inflamed please contact the ward. This can be part of the normal healing process. If the wound bleeds when you get home apply pressure for 15 minutes with a clean dry cloth directly over the wound dressing. Always wash your hands and dry well before and after touching your wound or the dressing.

Sutures

If you have had a surgical procedure your Consultant may have used clips or sutures (commonly known as stitches) to close your wound. Many sutures used nowadays are soluble (this means they will usually dissolve within 10 days) and will not need to be removed. If the sutures are not soluble they will need to be removed and we will arrange for you to go to your Practice Nurse or make an appointment at the hospital for you to have them removed usually 5-14 days after, depending on your surgery.

Normal Recovery Expectations

You may or may not experience some of the following symptoms however don't worry as this is a perfect normal part of your recovery.

- General tiredness and lethargy
- Surgical pain. All surgery involves some pain and your Consultant will recommend or prescribe the best pain relief medication to help you through the first few days after discharge
- Muscle aches and sore throat (following general anaesthetic).



PAIN RELIEF & OTHER MEDICATION

Treating Pain

If you experience pain you will need to take pain relief regularly to minimise the chance of pain returning.

What Is The Best Way To Take Pain Relief?

- Painkillers may take up to one hour or more to have some effect on your pain
- Taking painkillers one hour before participating in certain activities such as physiotherapy or walking may help to prevent pain during the activity.
- Painkillers should be taken at the intervals prescribed. You must not take more than the recommended daily dose.

How Long Should I Take Painkillers For?

You should take painkillers for as long as you need to control the pain, or for as long as your doctor has told you to do so. If you require more medication please speak with your consultant or contact your GP.

Will Any Of The Medicines Make Me Sleepy?

Some pain relief medicines can make you feel sleepy or dizzy. Check your patient information leaflet and if you experience feeling sleepy or dizzy, do not drive or operate machinery.

How Should I Stop Taking Painkillers?

As you recover, you will be able to reduce the amount of painkillers you take. Everyone is different and you may find you get more effective pain relief from one type of medicine than another.

IMPORTANT

Before taking any medicine, always read the label and the patient information leaflet. This provides instructions on how to take the medicine and the leaflet also provides information on potential side effects and any reasons to stop taking medication.

Can I Drink Alcohol Whilst Taking The Painkillers?

Avoid drinking alcohol whilst taking painkillers as you will be more severely affected than usual by side effects such as dizziness, sleepiness and stomach irritation.

What Do I Do If I Am At Home And The Medicines Are Not Controlling The Pain?

Never take more pain killers than you have been directed to do so. Contact the hospital if your pain is not being controlled or seek medical advice from your GP where pain is on-going.

Other Medication

If you brought your own medicine to hospital this will be returned to you to continue taking as before, unless otherwise directed. Sometimes your own medication will need to be stopped or altered following your discharge home. A member of the healthcare team will discuss this with you and explain the changes. We will inform your GP of any changes.

You may also be given new medication to take home with you such as antibiotics. If you require new medication a member of the healthcare team will go through with you why you need to take it. If you are given a course of antibiotics it is really important that you complete the course; otherwise the efficiency of the treatment will be affected.



COMPLICATIONS

We don't want you to worry. If you have any concerns or notice something unusual please call us. We are here to help.

As with all surgery, there are risks involved. Complications are rare, however there are some general complications that you should be aware of:

- Post operative bleeding is a risk with any type of surgery and can result in bruising that may cause discomfort. Severe bleeding is very unusual but if you experience excessive bleeding that does not stop within 15-20 minutes, call in at the nearest Accident and Emergency Department
- Nausea and some vomiting can be experienced after surgery. If you have persistent vomiting or an inability to tolerate liquids for more than 12 hours contact us or your GP
- Pressure sores can develop on areas of the body such as buttocks, heels and elbows and if you experience any blistering, bruising or breaks in the skin you should seek further medical attention as soon as possible as minor problems can rapidly develop into a more serious condition.

Infection of the wound is a risk of any surgery. If you notice any of the following signs please contact us:

- The wound may be warm to the touch
- Pain or tenderness around the wound site
- Redness or swelling around the wound site
- Oozing of pus or fluid
- Offensive smell

Preventing Venothromboembolism (VTE)

What is Venothromboembolism (VTE)?

Venothromboembolism is a term used for blood clots that can form inside a blood vessel in the body, more commonly known as Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE).

Venothromboembolism (VTE)

Typically these clots form inside the veins of the leg, blocking blood flow and making the leg swollen and painful. Sometimes these clots break off and become lodged in one of the arteries of the lung. This is a potentially serious condition called a Pulmonary Embolism (PE). It can cause pain and breathlessness and lack of oxygen in the blood.

There Are Many Risks For Developing A VTE

Nearly everyone coming into hospital is at an increased risk, especially if you are having an operation or are confined to bed. Many other factors may increase your risk as well.

Examples of factors that can increase your risk include:

- A previous history of DVT or PE either yourself or in your family
- Conditions such as cancer, heart failure, respiratory disease
- Some medications e.g. certain contraceptive pills, HRT etc.
- Long distance travel
- Being overweight

Your healthcare team will assess your risk of VTE and consider what can be done to reduce this whilst you are in hospital and when you go home.

Measures to reduce the risk will include:

- Moving around as soon as possible after surgery is important and in many cases will be the only measure you need to take to reduce your risk of VTE. You should continue to increase your mobility gradually when you go home.
- Compression stockings have been shown to reduce the risk of VTE. If your team thinks stockings would be helpful you will be fitted with a pair. We will advise you if you need to continue wearing the stockings once you go home to reduce your risk of developing a blood clot
- Medication may be necessary. If we think you are at fairly high risk of VTE, then we may give you some medication which stops the blood from clotting too quickly. This may be either a tablet or a daily injection. If you are already taking an anticoagulant medicine then this will be reviewed by your doctor and a decision made on how to best manage your anticoagulant therapy.

Please remember to tell your Consultant if you are already taking an anticoagulant medication.

How Will I Know If I Have A Blood Clot?

If present, you should get immediate medical advice either from your GP or nearest accident and emergency department;

- Unexplained pain and swelling in your legs
- Chest pain when you take a breath
- Breathlessness
- Coughing up blood



SUPPORT & VISITORS

Throughout your stay we offer as many comforts and conveniences as possible to make your recovery as speedy and relaxed as possible.

Visiting

There is open visiting on the ward and visitors are welcome. If however you would rather not receive visitors please inform the nursing staff, and visitors will be assessed and restricted according to your wishes. We do encourage a quiet period for patients to enjoy their meal times. Friends and family are welcome to visit at any reasonable time of the day, subject to medical considerations.

Telephone

There is direct dial telephone in each room that can be accessed by dialling 9 before the number required. An itemised account will be prepared for settlement on discharge. Please pay at reception on leaving The Spencer Private Hospital. A big button telephone is available with adjustable speech amplification and large buttons to aid patients with sight and hearing difficulties. Please ask a member of staff.

Newspapers

Complementary newspapers are available daily for private patients. Please let the staff know on admission which paper you would like. If you require any other magazines or papers please do not hesitate to ask. A charge will be made for these. The WRVS also provide a daily trolley service Monday to Friday selling newspapers, magazines, sweets and soft drinks.

iPod Docking Stations

Are available on request.

Television & Radio

All rooms are equipped with a television that has built in freeview which allows the use of 92 free channels and DAB digital radio stations.

DVD

DVD players are available in every room.

WIFI Connection

Available on request.

Office Facilities

Should you require any services please ask any of our staff.

Smoking

The hospital operates a non smoking policy therefore smoking is not allowed anywhere on hospital grounds. The hospital operates a penalty system for non adherence to this non smoking policy. Patients will be liable for any fines received.

YOUR GUIDE TO GOING HOME

Recovery from an operation does not end when you are discharged from hospital. In addition to this booklet, your Consultant will give you instructions that relate specifically to your surgery. Your nurse will explain the discharge instructions and answer your question or concerns.

Introduction

Be sure that you understand everything thoroughly before leaving the hospital. Nursing staff will provide you with written instructions regarding your recovery, which you will be able to review and refer to afterwards. At the back of this booklet is an area for you to write your own questions or points you wish to discuss, either before discharge or later at your follow up outpatient appointment if you have one booked.

Please arrange for a responsible adult to escort you home after your surgery. If you live alone, arrangements should be made before the day of your surgery with the family or friends to visit and assist you in the initial post operative period.

Eating & Drinking

If your level of activity has been reduced, you may lose your appetite. Small regular meals can help until your appetite returns. A possible difference in diet, the change in level of activity and the prescription of medication can lead to irregular bowel habits. This is normal and the problem should correct itself in time.

Driving

However fit you feel you should not drive for 24-48 hours after an operation involving sedation or general anaesthetic. In order to drive safely you must be able to cope with emergency stops. Thereafter any operation that affects your ability to perform an emergency stop, means driving is inadvisable and your insurance cover may be affected. Please discuss your individual situation post operation with your consultant who will advise when it will be safe to drive.

Sick Notes

Your Consultant will advise when you may return to work. If you require a medical certificate please ask a member of the healthcare team.

Follow Up Care

If you need to see your consultant again following your discharge, an out-patient appointment will be made and sent to you in the post.

A nurse will go through your discharge advice but, if you have any concerns, questions or are in need of further advice please telephone the hospital on **01843 234555 (Margate)** or **01233 616201 (Ashford)** and ask to speak to the senior nurse on duty.

What Happens Next

Please ensure that you know if you require a follow-up appointment with your Consultant and when you should have this. You should be clear about the date, time and venue of this outpatient visit. This is normally arranged by the hospital just before you go home or by your Consultant's medical secretary. If you are unsure please ask a member of the healthcare team or your Consultant's medical secretary for advice.

Talk To Us

We do not want you to worry. So if you do have any concerns prior to your appointment please remember that our nurses are available to talk to you day and night. Please do call us at the hospital and ask to speak to the nurse in charge. We are here to help you recover safely from your hospital stay.

Settling Your Account

Insured Patients

Some insurance companies require a claim form to be completed by both yourself and either your GP or specialist (Consultant), this is to be completed and returned prior to your admission. In the case of company cover, a claim form signed by your company's representative is also required.

In all cases pre-authorization from your insurance company is required. Hospitals are unable to provide advance details of the anaesthetist who will be attending for your operation. All insurance companies including BUPA are fully aware of this, and therefore will only confirm to patients that they will pay the benefit maximum for anaesthetists.

There will usually be three separate parts to your final bill:

1. Hospital charges.
2. Consultant Surgeon or Physician fees (unless your hospital charges on behalf of the consultant).
3. Consultant Anaesthetist fees.

There may be additional invoices from other Consultants or pathology services relating to your care. These invoices will normally be sent directly to your insurance company. However some Consultant Surgeons and Consultant Anaesthetists are self accounting. This means they may send their invoice direct to your home address. Please forward these to your insurer.

All charges are pre-agreed with your insurance company and therefore copy invoices are not normally sent to you by the hospital.

Uninsured and Fixed Price Package Patients

If you are paying for your treatment yourself, or are undertaking treatment under our Fixed Price Package scheme, you will have been informed beforehand which procedures and services are included in the price. Please be aware that some pre-admission tests and pre and post operative consultations may not be included. You will be expected to settle your account 3 days prior to admission. Where it is not possible to provide a guideline price or a Fixed Price Package, and where we are unable to estimate exactly the treatment cost, a deposit will be required prior to admission. (You will be kept regularly informed on costs incurred and further payments on account will be required, if necessary).



Overseas Insurers

Most overseas insurance companies expect patients to settle accounts on admission and to reclaim the costs at a later date. We will, therefore, ask for payment prior to admission to the hospital although special arrangements can sometimes be made on request.

Personal Charges

The hospital will expect you to settle your account for personal charges (telephone calls, visitor's meals and newspapers etc) on discharge.

“If you are covered by private medical insurance, it is important that you tell your insurers of the proposed admission date and treatment necessary.”

You can now receive 0% finance loans (0% APR) to approved customers for most procedures.

For more information, visit

spencerprivatehospitals.com/patients-and-visitors/medical-loans/

Or call our team on **01843 234555 (Margate)** or **01233 616202 (Ashford)**

Further Information

We are registered with the Care Quality Commission and our reports are available for you to read on their website: www.cqc.org.uk

We also publish our Quality Report annually which is available for you to read at www.spencerprivatehospitals.com/assets/SPH-quality.pdf

MEDICAL LOANS

Once you have made up your mind to have surgery or a particular treatment, the last thing you want is to have to wait.

We focus solely on your individual treatment and care, and we know that for many patients getting help with finance can make all the difference. First Medical Loans are a specialist medical loans company and they are there to help you arrange affordable finance quickly and easily.

So you can have the treatment you want, at the time you want it. Finance plans to suit individual circumstances

- Loan value from £500 up to 100% of treatment costs
- Competitive terms
- Choice of repayment periods
- Discreet personal service
- Friendly advisory team
- Confidentiality assured
- Decisions normally given within two hours
- Application facility available online

All loans are subject to status. Written details are available on request.

You can now receive 0% finance loans (0% APR*) to approved customers for most procedures. Call our Team on 01843 234555 (Margate) or 01233 616202 (Ashford)



(*A £75 administration fee will be charged.)
First Medical Loans are an independent company. Company No 3065024 Registered Address Century House, 29 Clarendon Road, Leeds, LS2 2PG.

For more information, visit spencerprivatehospitals.com/patients-and-visitors/medical-loans/

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