



**KINGS
BRIDGE**

*Private
Hospital*



NORTH WEST

Patient Guide & Admission Information

Mr Mark Regan

CEO Introduction

Let me take this opportunity to welcome you to our home, Kingsbridge Private Hospital, part of the Kingsbridge Healthcare Group.

We call this place 'home' because it is precisely this ethos on which we are building our healthcare model. Guided by the needs of our patients and their families, we aim to deliver the highest level of care in a safe and comforting environment. From medical treatment to unique culinary experiences and everything in between, we want you to experience five star quality with a homely and familiar feel.

Kingsbridge Private Hospital Northwest, which consists of 35 inpatient beds and 13 day case beds, located in the picturesque village of Ballykelly, offers sophisticated diagnostic and therapeutic care in virtually every speciality and subspecialty of medicine and surgery.

It is the three tenets of safety, patient focus and efficiency that form the foundation of our approach to patient care. We hope that, by comparing ourselves against local and national benchmarks in key quality and safety, we will deliver an unrivalled experience that you will carry with you when you leave our hospital.

I invite you to browse our Inpatient Guide and avail of the many services we offer as part of the Kingsbridge Healthcare Group.

Finally, thank you for choosing us as your healthcare provider. It has long been and will continue to be our mission to consistently deliver the highest quality of personal healthcare to each and every patient who crosses our door.

Mark Regan
Chief Executive Officer





Welcome to Kingsbridge Private Hospital

Opened in 1989 Kingsbridge Private Hospital Northwest is one of the longest standing private hospitals in Northern Ireland.

We offer a comprehensive range of elective surgery and endoscopic procedures in our state-of-the-art five-star facilities. Kingsbridge Private Hospital is proud to offer the most technologically advanced diagnostic scanning and investigations across all our specialties, giving patients access to the highest standard of treatment, all under one roof.

In order that our patients may receive an unrivalled level of care, we work with an extensive network of consultants to ensure that you can access:

- An appointment with a consultant within 7 working days*
- Our same day* Enhanced Private GP service.
- Our X-Ray, CT, MRI and Ultrasound scans within 3 days*.
- A range of payment options available for self-funding.

*subject to availability



Mission Statement

The aim of Kingsbridge Private Hospital Northwest is to provide a range of medical and surgical services which have been developed in collaboration and partnership with consultants and patients alike and which are responsive to patient need, choice and demand.

We are clear about our objectives and pride ourselves in delivering what we promise. We aim to be Northern Ireland's Private Healthcare provider of choice, positively contributing to the health of the community we serve.

As part of the Kingsbridge Healthcare Group, Kingsbridge Private Hospital is committed to providing the highest standards of excellence and patient care. We strive to make the experience of using our services hassle-free, personalised with added value for the private patient.

We work to the highest evidence-based standards, with some of the best doctors and consultants in the country, utilising the latest technology and equipment in comfortable, state-of-the-art facilities.

Your health, comfort, peace of mind and satisfaction are paramount. Therefore, you can be assured that, whatever health service you require, you are in safe hands at Kingsbridge Private Hospital Northwest.



Information for Patients

In this Patient Guide you will find information about Kingsbridge Private Hospital including:

- Our aims and objectives
- An overview of our organisation and essential contact details
- Regulatory arrangements
- Your rights as a patient and how we value your views and comments
- A summary of our complaint's procedure.

In addition, the management and staff of Kingsbridge Private Hospital Northwest will be happy to speak with you about any queries or concerns. Further information relating to our complaints procedure is available to you on request.

Statement of Purpose

Aims and Objectives

Kingsbridge Private Hospital Northwest offers private patient care, and our staff are committed to meeting our aims and objectives, ensuring that:

- Kingsbridge Private Hospital Northwest offers the highest quality service to its patients.
- Our services are delivered confidentially, sensitively and attentively in a safe, secure and caring environment.
- Patients are given full information in relation to their treatment/ procedure and any risks involved.
- Patient treatment and care is delivered in a non-discriminatory fashion, respecting privacy, dignity and the right to make informed choices.
- The needs and values of each patient are respected.
- Our services are managed safely, efficiently and effectively, making best use of quality resources and evidencing quality of care and added value for the patient.
- Patients are aware of the procedure for making compliments, comments and complaints enabling us to utilise this feedback to facilitate continuous quality improvements. This is outlined on page 25.
- Promotion and development of the multi-disciplinary approach to patient care to provide physical, psychological, social and spiritual support to patients and families.
- Maintenance and development of the system of clinical governance to demonstrate, on an on-going basis, the quality of services being provided and to enhance these services through evaluation and review of practice.
- Provision of an education programme offering in-house and external education to promote professional development, expertise and academic achievement.
- Building partnerships with other statutory and voluntary agencies who support our mission.

Responsible Provider

The registered provider of the facility is:

Name: **Mark Regan (Chief Executive Officer)**

Registered Manager

The registered manager of the facility is:

Name: **Miss Finola Carmichael**

Business Address:

Kingsbridge Private Hospital Northwest

Church Hill House

Main Street

Ballykelly

BT49 9HS

T: 028 7776 3090

Kingsbridge Healthcare Group Limited

21 Old Channel Road

Belfast

BT3 9DE

T: 028 9066 7878

Our Organisation

The organisational structure of The Kingsbridge Healthcare Group is supported by the Directors, Management and Staff who have extensive experience in providing first-class, quality independent healthcare to patients in Northern Ireland.

Since 2003, Kingsbridge Healthcare Group has offered an extensive range of services from three locations in South Belfast, which includes our main hospital, and 3 outpatient clinics, providing the highest level of consultancy from our health professionals.

In 2021 Kingsbridge Northwest in Ballykelly was added to the Healthcare Group's portfolio.

Kingsbridge Private Hospital Belfast

811 - 815 Lisburn Road
Belfast BT9 7GX
T: 028 9066 7878
E: info@kingsbridgeprivatehospital.com

Kingsbridge Private Hospital Northwest

Church Hill House, Main Street,
Ballykelly, BT49 9HS
T: 028 7776 3090
E: infonw@kingsbridgeprivatehospital.com

MRI, CT and Outpatient Centre

801 - 805 Lisburn Road
Belfast BT9 7GX
T: 028 9073 5272
E: imaging@kingsbridgehealthcaregroup.com

Kingsbridge No.6 Lisburn Road (Outpatient Clinic)

6 Lisburn Road
Belfast BT9 6AA
T: 028 9066 7878
E: info@kingsbridgeprivatehospital.com

Kingsbridge Private Hospital Maypole (Outpatient Clinic)

5 - 7 Shore Road
Holywood BT18 9XH
T: 028 9066 7878
E: info@kingsbridgeprivatehospital.com



Overview of Services

Kingsbridge Private Hospital Northwest offers first-class private medical and surgical healthcare services within a private hospital setting for adult, adolescent and paediatric patients.

Outpatient, Inpatient and Day-patient clinical services are available in a wide range of specialties from initial consultation to post-operative care including the provision of imaging and diagnostic services.

Clinical services at Kingsbridge Private Hospital are Consultant-led, with care delivered by a competent multidisciplinary team across a wide range of specialties in a safe state of the art environment.

During your stay, we will ensure that your nutritional needs are met with well-balanced meals using locally sourced ingredients and prepared by our experienced in-house chefs. Your health, comfort, peace of mind and satisfaction is of paramount importance to us.

You will be treated with dignity and respect during your healthcare journey at Kingsbridge Private Hospital. Your confidentiality and privacy will be always maintained.

Regulatory Arrangements

Kingsbridge Private Hospital is regulated by the Regulation and Quality Improvement Authority (RQIA) and is subject to annual inspections.

Reports from the most recent inspection are available on the RQIA website or by contacting:

The Regulation and Quality Improvement Authority

7th Floor Victoria House

15-17 Gloucester Street

Belfast

BT1 4LS

T: 028 9536 1111

E: info@rqia.co.uk

Your Rights As A Patient And How We Value Your Views And Comments

Kingsbridge Private Hospital Northwest ensures that each patient is aware of their right to:

- Privacy, dignity and respect with their modesty protected.
- Be addressed by their preferred name and title.
- Equality of treatment and care.
- Complete confidentiality.
- Access to the health professionals and health service of their choice.
- Clear, non-technical information about their treatment or surgery and its risks to enable them to make informed choices.
- Be fully supported to make informed choices about their treatment and care.
- Access to their health records in line with GDPR.
- Accurate, up-to-date and complete information about the cost of their treatment.
- Give feedback, compliments, raise concerns or complaints and receive a timely response that meets expectation.

All patients at Kingsbridge Private Hospital receive resuscitative care in the event of sudden unexpected collapse. If you have any concerns or requests in relation to your wishes or Advance Directive, please discuss this with your Consultant.



Preparing For Your Admission

To achieve the best possible outcome from your journey with us please follow this guidance.

Medications

For your safety, our clinical team needs to know about all medication that you are currently taking. This includes prescribed and over the counter (not prescribed) medication. On the day of admission, please bring along all your medication including the packaging.

You may get written advice regarding medications at your pre-operative assessment, please ensure you follow any direct requests from the clinical team.

[If you have any questions about stopping your medication, please contact your GP for advice.](#)

If you are on blood thinning medication like Warfarin, you may need to stop this for a short period before your procedure - please contact your GP or Kingsbridge Private Hospital Northwest on **028 7776 3090** prior to your appointment.

✓ What To Bring

- ✓ Your admission letter
- ✓ All medication you are currently taking including the original packaging
- ✓ All relevant medical records including X-Rays, MRI scans, CT scans or other scans (please include disc copies if you have them)
- ✓ Toiletries such as soap, toothbrush, hairbrush, shampoo (towels are provided) (Inpatients only)
- ✓ Nightwear and dressing gown (Inpatients only)
- ✓ Slippers or soft shoes (for your safety, please ensure these are enclosed and not slip-on)
- ✓ Warm clothing
- ✓ Mobile phones, tablets, laptops, books, magazines can all be used in your room
- ✓ If you wear glasses, please bring these

✗ Please Do Not Bring

- ✗ Large amounts of money or jewellery
- ✗ Any personal electrical items which require a mains supply
- ✗ Perishable food stuff
- ✗ Alcohol

Kingsbridge Private Hospital cannot be held responsible for any loss or damage to property that you bring with you.



Before You Come In

Please follow all preoperative fasting instructions provided prior to admission, failure to follow these will result in your surgery being cancelled. Please refer to the separate fasting guidance included in this pack.

- If you drink alcohol, refrain from doing so for 24-48 hours before to your admission. If you need further advice or help with this, please discuss with your GP.
- If you smoke, it is strongly advised that you stop smoking as soon as you have a date for surgery. Advice to help you stop smoking is available on request. Please be aware, there is a strict Smoke-Free policy in operation in Kingsbridge Private Hospital and its grounds (e-cigarettes and vaping are also prohibited).
- Please ensure that you have let us know about medications that you take, and that you have followed the advice of your Consultants or GP, especially if you are taking blood thinning medication or are on oral contraception.
- You will need support from a family member or friend for getting home from hospital following discharge, please organise before you come into hospital.
- You may need support at home in the days following your discharge, please organise this in advance of your coming into hospital, especially if you live alone.
- Let us know if you require specialist services and/or equipment (including an interpreter).

For Your Safety

The following items must be removed before surgery:

- All types of jewellery including rings from fingers and toes
- Contact lenses
- Make-up
- Nail polish/gel nails
- All piercings including body piercings
- Chains/necklaces
- All hair extensions e.g. “micro-loop” (metal bead) hair extensions
- Watches
- Bracelets
- Spacers
- Bangles
- Religious/sacred medals

It is important to follow the above instructions regarding the removal of jewellery, make-up and hair extensions. This is to prevent burns, choking or other injuries to patients and staff. Failure to remove items listed above may result in your surgery being cancelled. If you have any related questions or queries, please contact us.

Preventing Blood Clots

Any patient coming into hospital is at risk of developing blood clots in the deep veins which can break off and move to the lungs. You can reduce the risk of developing a blood clot by:

- Drinking plenty of fluids to keep you well hydrated unless otherwise advised.
- Getting out of bed and walking around as soon as your condition allows.
- Wearing compression stockings (which we will provide) as advised and putting them back on after showering.
- If you are receiving heparin injections speak to a member of staff if you do not receive your injections daily.

Please refer to the separate information booklet on Reducing Risk in Kingsbridge Private Hospital for further advice.

Infection Prevention and Control

Handwashing is the single most important action you can take in the prevention and control of infection in hospitals and in the community.

Please ensure that you and anyone accompanying you, including your visitor's complete handwashing. There are handwashing facilities in each ward area and patient bedroom. Alcohol hand gels are provided throughout the hospital, inside and outside of each patient bedroom. Hands must be washed before entering and leaving ward areas and patient bedrooms.

To help reduce the risk of post operative infection, it is important that you have a shower or bath on the morning of your operation. It is important that the area to be operated on is clean and the skin intact.

Do not use body lotions, perfume, aftershave, make-up, false tan, deodorant, or talc on your body before you come to hospital. Please do not shave the area to be operated on.

Patients undergoing surgery may be asked to attend for infection screening (e.g., MRSA screening) prior to admission, this is for your safety and further information will be provided as required.

Please follow the infection prevention guidance provided to you in relation to the ongoing Covid-19 Pandemic. For further up to date information, please visit our website to view information on Keeping You Safe.

Please Contact Us As Soon As Possible If:

- You have been given a course of antibiotics for any reason in the four weeks prior to admission.
- You are experiencing any of the following symptoms in the three days leading up to your admission – Vomiting, Diarrhoea, Cough, Cold/Flu like symptoms, generally unwell.
- You think you may have been exposed to an infection prior to admission (e.g. Chickenpox).

Things You Can Do To Help:

- Adhere to handwashing guidance.
- Bring moist hand wipes (for handwashing if you are unable to get up to use the wash hand basin).
- Always wash your hands before and after meals and after using the toilet.
- Keep your room free from clutter to allow our domestic staff to clean your room properly.
- Wear something on your feet when walking around the hospital.
- Follow guidance from Nursing Staff regarding visiting. Visitors **MUST** not attend if they are feeling unwell and/or experiencing symptoms vomiting, diarrhoea, cough, cold/flu like symptoms, generally unwell.





About Your Stay

Your admission letter includes instructions about arriving at the Hospital, if you have any queries, please contact us prior to the day of your admission.

Kingsbridge Private Hospital Northwest has two main admissions areas: Day Ward and Inpatient Wards.

The Day Ward consisting of 13 day beds. The Day Ward is a private, comfortable, and safe environment for your admission and recovery care. The Nursing Team are always present in the Day Ward, your private bed area has a nurse call system to allow you to alert a nurse at any time.

There are 3 Inpatient Wards totalling 35 beds, each ward has individual single patient rooms. Each room has an en-suite facilities, television and free WIFI for your comfort. A nurse call system is installed in each room for your safety always providing immediate contact with the nursing staff.

After arriving at Reception, a member of the Nursing Team will meet with you and show you to your admission area. You may be cared for in either Day Ward or one of the 3 Inpatient Wards depending on the type of procedure you are undergoing.

The admission process includes a nursing assessment, measurement and recording of vital signs, blood tests and any other investigation tailored to your needs.

The Consultant Surgeon and Consultant Anaesthetist (if you are having an anaesthetic) will discuss the surgery and anaesthetic with you, outlining risks and benefits and answering any questions you may have. This is called the consent process and your written consent is required following these discussions before going for your procedure or surgery. Please take the opportunity to ask questions and have any queries you may have addressed.

A Resident Doctor is present in the hospital 24 hours per day, seven days per week. Your Consultant Surgeon will consult with you at least daily during your stay and are always contactable through the Nursing Staff and Resident Doctor. If you are having a general anaesthetic, your Consultant Anaesthetist will consult with you as needed during your stay.

The clinical team will tailor your care and treatment to your individual needs, and we would encourage you to actively engage with the team about your care needs.

Going Home

Day surgery patients will usually go home on the same day. Inpatients requiring an overnight stay will usually be ready for discharge at 9am on the planned day of discharge.

Discharge is Consultant-led, and discharge planning begins from the time you are admitted. The clinical team will involve you in your discharge plan and monitor your recovery to pinpoint the best discharge timeframe for you. Planning in advance will allow you to confirm arrangements you made with your family or close friend for your journey home and support at home.

You will be given a letter for your GP and treatment room (if needed). You may need medications on discharge, this will be prescribed by the medical team and provided to you before you go home by our in-house Pharmacist. Any medications brought into the hospital by you, will be returned to you. The clinical team will give you verbal and written discharge patient information which includes post-surgery advice for your ongoing recovery.

If you are assessed as needing mobility aids, these will be provided to you by the Physiotherapists before you leave.

Any other support requirements assessed and identified during your stay which are related to your surgery will be arranged via community referral by our Nursing Team. If you foresee a requirement for any other community support, please discuss this with your GP prior to coming to hospital. If there is anything we can do to help in this, please let us know in advance of your admission.

Do not drive home yourself.

It is ESSENTIAL that you have an identified responsible adult to accompany you home. If you have had a general anaesthetic, you should ensure someone is with you at home for at least 24 hours.

If you expect that there may be discharge problems, please let us know as early as possible. The hospital has a comfortable lounge for patients to stay in on the day of discharge should your transport home not be available at that time.

When You Are at Home

Follow all postoperative advice and instructions given to you verbally by the clinical team and in the written discharge patient information.

If you have any concerns, please do not hesitate to contact us. On discharge, you will be provided with a direct dial number allowing you to contact the ward to speak to the nursing team any time, day or night.



Visiting times

We do not have specific visiting times; however, good nutrition and rest are especially important for your recovery. We therefore ask that visitors avoid coming to see you at mealtimes and that they do not stay late into the evening.

To help you in your recovery and for the safety of all people in the Hospital, visitors must follow advice on infection prevention and control as set out in this guide. Instructions and advice posters about infection prevention and control are also displayed throughout the hospital.

Catering

An excellent catering service is provided by our in-house Chef and Catering Team. Please let the nursing staff know if you have any special dietary needs. Meals are provided at the following times:

Breakfast	7.00am - 7.30am	Mid-Morning Break	10.00am - 10.30am
Lunch	12.30pm - 1.00pm	Afternoon Tea	3.00pm - 3.30pm
Evening Meal	5.00pm - 5.30pm	Supper	8.00pm - 9.00pm

The Hospital can provide visitors with refreshments between 9.00am - 5.00pm in our dedicated café on the lower ground floor. The Hospital does not have a shop however the café has a range of snacks available in addition to hot and cold food. There is a wide range of restaurants and shops within walking distance of the hospital.



Good Food, Good Treatment

At Kingsbridge Private Hospital, we understand the health benefits of good food which is why we use only locally sourced products to create our meals.

Fresh And Healthy

Fresh healthy food is full of vitamins and nutrition. Our meals contain no processed foods because we know that they lack the goodness of fresh food and contain unnecessary additives. Above all, we pride ourselves on the quality of our food and we appreciate any feedback you have regarding the meals served at Kingsbridge Private Hospital.

Passionate About Food

Our dedicated catering team come from a fine dining background so they know good food when they see it. Ensuring that our patients have tasty, healthy food is very important to us. We use only local suppliers who produce fish, bread, vegetables and jams on a small scale to ensure we always receive quality produce.

It's All About The Personal Touch

At Kingsbridge Private Hospital, we believe that the personal touch makes all the difference to our patients stay at our hospital. Our catering team personally deliver each of your meals and you can be assured that your loved ones will be looked after with snacks and refreshments on request. We aim to ensure that no attention to detail is overlooked in order to make your experience with us a positive and relaxing one.





Paying for your procedure

Self-Pay

The full balance due must be paid at least 14 days in advance of your procedure. Unless otherwise stated, your procedure is covered by the fixed price terms and conditions included in this admissions pack. Please read these terms carefully before making payment.

Payment may be made by Bank Transfer using the below details. Please use only your patient number as a reference so that we can identify your payment.

STERLING

Payment Reference: Patient number (on admission letter)

Account Name: Kingsbridge Private Hospital Northwest Ltd

Account No: 110995310

Sort Code: 09-02-22

IBAN: GB29 ABBY 0902 2210 9953 10

EURO

Payment Reference: Patient number (on admission letter)

Account Name: Kingsbridge Private Hospital Northwest Ltd

Account No: 00137994

Sort Code: 09-07-15

IBAN: GB42 ABBY 0907 1500 1379 94

Insured Patients

Please ensure that you have contacted your insurance company to advise them that you are having this procedure. They may ask you for a procedure code, which we have included on the first page of this letter. Unless otherwise stated, your procedure is covered by the Insured Patients terms and conditions included in this admissions pack. Please read these terms carefully before proceeding with your treatment.

Once your insurance company have authorised your procedure, please provide us with the following details;

- Your insurance company
- Your membership number
- Your authorisation number or claim reference

We must have this information 7 days in advance of your procedure, if we do not receive it your procedure may be cancelled or delayed.

As our phone lines are often very busy, the simplest method of providing us this information is via email at **infonw@ kingsbridgehealthcaregroup.com**

Using Your Information

The hospital follows the legislative requirements for data protection and handling patient information under General Data Protection Regulations (GDPR). Your consultant may wish to use your information for clinical audit or research. The hospital will also need to share some of your information for a number of monitoring purposes. Your information will always be made anonymous.

To deliver the service, you require, we may need to collect information about you. For details on how and why we process this information please read our privacy statement which is available on our website at **www.kingsbridgeprivatehospital.com**. Alternatively, you can request a copy of the policy from our staff.



Your Views

We are committed to securing high patient satisfaction levels. We value your views because they are paramount in helping us to monitor and evaluate the quality of care we provide. During or after your journey with us, we will ask you to take part in a patient satisfaction survey which asks a range of questions about your experience as a patient before, during and after treatment. Thank you in advance for taking part.

Complaints Procedure

Our Complaints Procedure is in place to support patients, their families and Kingsbridge Private Hospital staff.

Complaints received are confidential and we are committed to resolving complaints effectively and efficiently.

Who can I speak to?

If you have a complaint or concern, we recommend that you raise it at the earliest opportunity. Raising a complaint early, results in better resolution and higher overall satisfaction with the complaints process. You can raise your complaint with any member of staff, if this staff member cannot help with resolving your complaint it will be escalated to the appropriate manager.

Written complaints

If you would prefer, you can make your complaint in writing. We would still ask that you do this at the earliest opportunity as this allows for a robust investigation and early resolution. Complaints received after a significant amount of time has passed are more difficult to investigate and resolve in manner which satisfies all parties. We aim to acknowledge your complaint within 2 working days, investigate and provide a response to your complaint within 20 working days. If we are unable to respond to a complaint within this timeframe, we will update you with a new timeframe.

Please send your written complaint to:

Governance Department

Kingsbridge Healthcare Group
Channel Wharf
21 Old Channel Road
Belfast
BT3 9DE
Tel 028 9073 5257
Email: governance@kingsbridgehealthcaregroup.com

If you are an NHS patient and remain dissatisfied with the management of your complaint, you have the right to refer your complaint to the Trust that referred you and the ombudsman online, by phone or in writing:

Northern Ireland Public Services Ombudsman,

Progressive House,
33 Wellington Place,
Belfast, BT1 6HN
Telephone: 028 9023 3821
Text Phone: 028 9089 7789
Freephone: 0800 34 34 24
Email: nipso@nipso.org.uk
Freepost: Freepost NIPSO

Alternatively, you can contact the Patient Client Council who can also provide assistance.

If you would like more detail on our Complaints Procedure, please contact us and we will be able to provide this.

The Regulation and Quality Improvement Authority (RQIA) is a Regulatory Body and will have no part to play in the resolution of complaints.

However, RQIA will be notified of any breach of regulations or associated standards and will review the matter and, as a Regulatory Body, will take whatever appropriate action is required.

Kingsbridge Private Hospital are following all current Health and Safety guidelines so you can be reassured that you will be seen in a Covid safe, secure environment.

At Kingsbridge Private hospital we specialise in:

Back & Spinal Surgery
Cardiology
Cosmetic Surgery
Dermatology
Endoscopy
ENT
Gastroenterology
General Surgery
Gynaecology
MRI & CT
Ophthalmology
Orthopaedics
Plastic Surgery
Urology
Vascular Surgery
Weight Loss Surgery

Please visit our website for a full list of services.

Opening Hours

Monday – Friday: 9am – 8pm*

Saturday: 9am - 5pm*

*Subject to change. Additional opening hours may be available, please call 028 7776 3090 or visit the website for the most up-to-date information.

Kingsbridge Private Hospital Northwest
Church Hill House, Main Street,
Ballykelly, BT49 9HS

T: 028 7776 3090

E: inforw@kingsbridgeprivatehospital.com

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