



**KINGS
BRIDGE**

*Private
Hospital*



SLIGO

KINGSBRIDGE *Private Hospital*
★★★★★

Patient Guide & Admission Information

PLEASE USE
NEW ENTRANCE
FOR OUTPATIENTS
←

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.

Our private hospital which consists of 10 ensuite bedrooms, located in the heart of Sligo.

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 patient who crosses our door.

Mark Regan
Chief Executive Officer





Welcome to Kingsbridge Private Hospital

We offer a comprehensive range of elective surgery and endoscopic procedures in our facility. 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.

*subject to availability



Mission Statement

The aim of Kingsbridge Private Hospital 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 the Private Hospital 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, utilizing 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.



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
- Accreditation 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 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 offers private patient care, and our staff are committed to meeting our aims and objectives, ensuring that:

- Kingsbridge Private Hospital 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.
- 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.

Accreditation

Kingsbridge Private Hospital is accredited
by the Joint Commission International

Our Organisation

The organisational structure of Kingsbridge Private Hospital is supported by the Directors, Management and staff from the Kingsbridge Healthcare Group who have extensive experience in providing first-class, quality independent healthcare.

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.

Kingsbridge Private Hospital Sligo

Ray MacSharry Road, Gardenhill,
Co. Sligo, F91 XO54
T: 071 916 2649
E: sligoadmin@kingsbridgeprivatehospital.com

Kingsbridge Private Hospital North West

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

Kingsbridge Private Hospital

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

During your stay, we will ensure that your nutritional needs are met with well-balanced meals using locally sourced ingredients. 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.

Your Rights as A Patient and How We Value Your Views And Comments

Kingsbridge Private Hospital 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 a 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.

✓ What To Bring

- ✓ Your admission letters
- ✓ 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

- ✗ 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 to have organised transportation from a family member or friend for getting home from hospital following discharge, please organise before you come into hospital (you cannot drive following GA/sedation)
- 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.

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 for surgery 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 we ask patients to go to GP and send in results) 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.

After arriving at Reception, a member of the Admin Team will meet with you and assist you through the admission process.

The clinical 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 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. No physio on site

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.



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 (lab work, bloods, histology, is billed by third party). 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.

Account Name: KINGSBRIDGE PRIVATE HOSPITAL SLIGO LTD

Account No: 4403-4009

Sort Code: 93-72-58

IBAN: IE74 AIBK 9372 5844 0340 09

BIC: AIBKIE2D

**If payment is not made within these conditions,
your procedure may be cancelled or delayed.**

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.

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 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:

Sligo Complaints Department

Kingsbridge Private Hospital, Sligo,
Ray McSharry Rd,
Garden Hill,
Sligo

mcdonnellm@kingsbridgehealthcregroup.com

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

Healthcomplaints.ie provides information on how to make a complaint or give feedback about health and social care services in Ireland. This link also provides information on independent advocacy services.

If a complaint remains unresolved Patients have also the right to direct their complaints directly to JCI's Office of Quality and Safety Monitoring.

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

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:

Cosmetic Surgery

Dermatology

Endoscopy

ENT

Gastroenterology

General Surgery

Gynaecology

MRI

Ophthalmology

Plastic Surgery

Urology

Vascular Surgery

Please visit our website for a full list of services.

Opening Hours

Monday – Friday: 9am – 5pm*

Saturday: 9am – 5pm*

*Subject to change. Additional opening hours may be available, please call 071 916 2649 or visit the website for the most up-to-date information.

Kingsbridge Private Hospital Sligo

Ray MacSharry Road
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F91 X054

071 916 2649

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