

## Going home

### Your discharge

Your consultant and nurse will advise you on how long you will need to stay in hospital. On the day of discharge we ask that you vacate your room by 10am. We may ask you to move into our discharge lounge to await your lift home to allow us to admit other patients.

As you leave, please settle your account at our Front Reception. Please note, you will need to pay for any additional personal items (such as telephone calls or visitor meals) before leaving the hospital.

### Transport

We strongly recommend that, for your own comfort and safety, you ask a friend or relative to collect you. If you need any assistance organising your journey home, please phone our Front Reception who will organise a taxi for you or any of your visitors.

On behalf of our consultants and staff we would like to thank you for choosing us for your treatment and wish you a speedy recovery.

### Fit Notes

Fit notes are available from your nurse for the duration of your inpatient stay. If you are unable to work after being discharged your GP will be able to issue a further fit note as appropriate.

### Patient Feedback

Upon admission, we will give you a patient feedback questionnaire. We appreciate your comments and feedback, so please complete your questionnaire before leaving the hospital and hand it to a member of staff.

**The Holly**  
PRIVATE HOSPITAL

**Call: 020 8505 3311**  
**Email: [info@theholly.com](mailto:info@theholly.com)**  
**Visit: [theholly.com](http://theholly.com)**

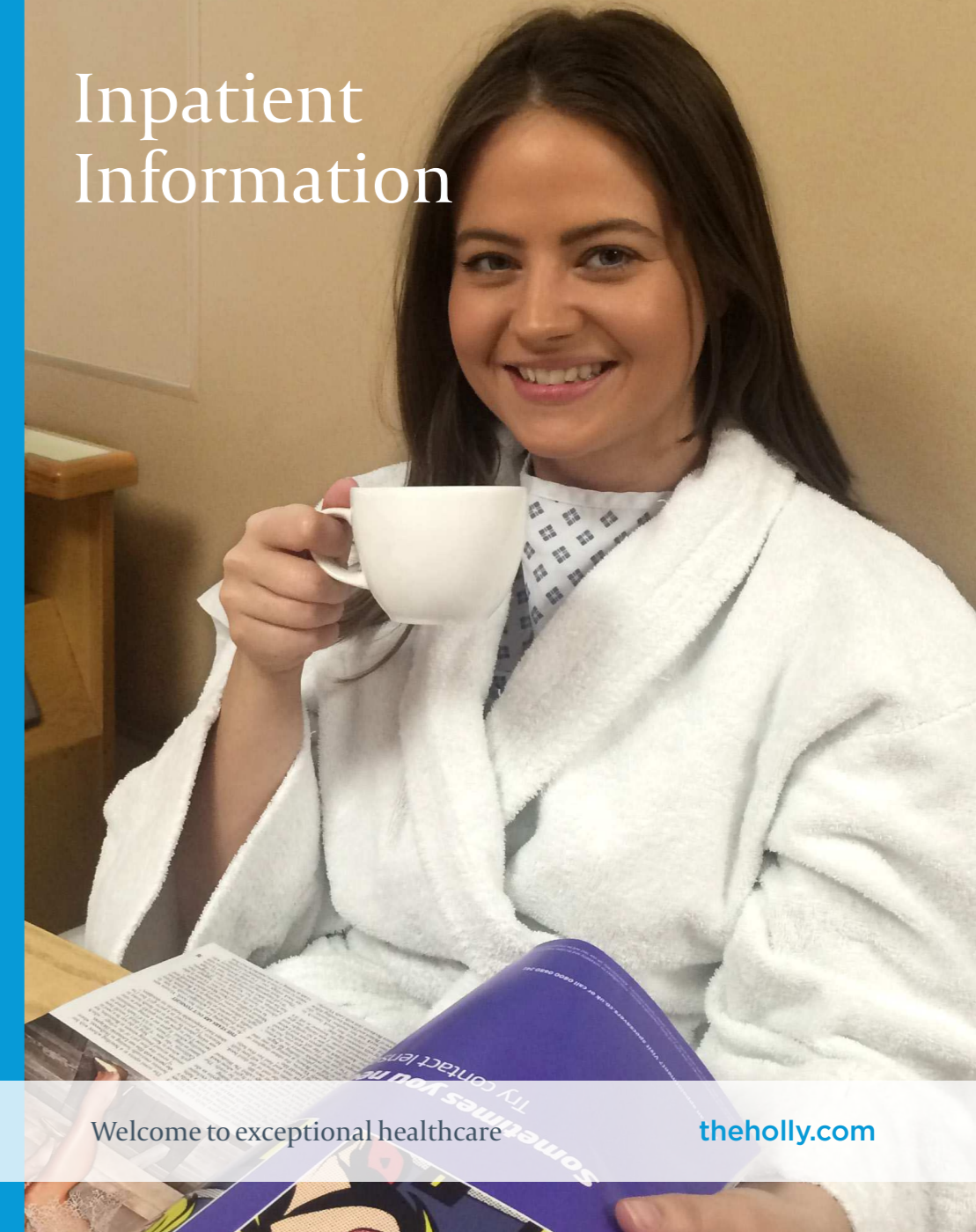
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Essex IG9 5HX

Part of Aspen Healthcare  
[www.aspen-healthcare.co.uk](http://www.aspen-healthcare.co.uk)

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**The Holly**  
PRIVATE HOSPITAL

## Inpatient Information



Welcome to exceptional healthcare

[theholly.com](http://theholly.com)

# Welcome to The Holly Private Hospital

Our aim is to provide first-class independent healthcare in a comfortable and welcoming environment; caring for you as we would our own families.

## Your stay

### Patient Relations

Our Patient Relations Team are here to help make your stay as restful as possible by assisting with any non-clinical issues and requests you may have during your stay. Please raise any concerns with us during your stay, so that we can do our best to put things right straight away. We are here to help you so please do not hesitate to contact the Patient Relations team on x4305 (Mon-Fri 9am-5pm).

### Catering

A member of our Waitressing Team will visit your room to take your food order. We cater for all dietary requirements including vegetarian, kosher, halal and gluten-free. Please make your waitress aware of any special requirements. To contact the Waitressing Team dial x4333.

The following are guide times for meals but may vary:

<b>Breakfast</b>	<b>8am</b>
<b>Morning Coffee</b>	<b>10am</b>
<b>Lunch</b>	<b>12.30pm</b>
<b>Afternoon Tea</b>	<b>3pm</b>
<b>Dinner</b>	<b>6pm</b>
<b>Night-time drink</b>	<b>9pm</b>

### Housekeeping

Your room will be cleaned and bathroom linen renewed each morning during your stay. If you require any extra pillows or blankets, please ask a member of our team to arrange this for you.

### Visitors

Friends and relatives are welcome to visit you at any time throughout the day, but are requested to leave by 10pm. We ask that all visitors report to the Nurses Station first. Visitors are welcome to order meals and refreshments, but please be aware that this is at an additional cost. However, one parent/carer of any patient under 16 years is entitled to a free meal if staying overnight with their child.

## Your room

### Telephones

You can make local calls by dialling '9' followed by the number you need (please note these are chargeable). If you wish to contact anyone from our front of house team please dial '0'. You may also use your mobile phone in the hospital.

### Safe

All our patient rooms are fitted with a safe. If you have any problems, please contact the Concierge on x4605.

### In-house entertainment

All rooms are fitted with TVs displaying Freeview channels, Sky News and Sky Sports. Should you encounter any problems please contact our Concierge on x4605.

A daily newspaper is available to order through your waitress. We also offer a selection of discounted magazines (please note these are chargeable) which can be ordered through our Concierge on x4605.

### Smoking

Patients and visitors are not permitted to smoke anywhere within the hospital building or grounds. This includes the use of electronic or vaping devices.

### Fire

The fire alarm is tested every Wednesday at 10am. If at any other time, you hear the fire alarm you and your visitors should stay in your room with the door closed and await instructions from a member of staff, who will advise you on whether it is necessary to vacate the building.

## Your care

### Calling a doctor

During your stay in hospital your consultant will take personal responsibility for directing your care and treatment. The hospital also has a resident doctor, known as an RMO (Resident Medical Officer) who is onsite 24 hours a day.

If you wish to see him/her at any time, please ask your nurse to arrange this for you.

### Calling a nurse

Your nurse will always introduce themselves to you at the beginning of their shift and will visit you at regular intervals. You may also call for a nurse at any time by using the nurse call button beside your bed.

### Medication

If you were taking any medication prior to coming into hospital, please pass your medication in its original packaging/bottle to your nurse who will make sure that it is safe for you to carry on taking.

## Contact us

### Patient Relations

Ext. 4305/4610  
020 8936 1193

### Switchboard/Front Reception

Ext. 0  
020 8505 3311

### Concierge

Ext. 4605

### Waitressing Team

Ext. 4333

### Housekeeping

Ext. 2555

### Cedar Ward (1st Floor)

Ext. 4161  
020 8936 1228

### Oak Ward (2nd Floor)

Ext. 4282  
020 8936 1222

