



Preparing for Your Stay



The Portland Hospital
for Women and Children

Welcome to The Portland Hospital for Women and Children



Thank you for choosing The Portland Hospital for Women and Children for your healthcare needs. We are confident that with our expert team of medical, nursing and support staff, you will receive the highest standards of care and attention. We aim to create a 'home from home' environment and ensure our patients are treated with trust, friendliness, respect and concern.

The aim of this booklet is to provide information on the services and amenities available within the hospital. We are pleased to have you as a patient and guest of The Portland Hospital and we hope your stay is a pleasant one.

Yours sincerely

A handwritten signature in black ink, which appears to read "Peter J. Curtis". The signature is fluid and cursive, with a prominent initial "P" and "C".

Peter J. Curtis
Chief Executive Officer

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What to Bring

For All Patients

The Portland Hospital provides many items for your personal comfort such as towels and soap. We suggest you bring items of a personal nature including:

- Nightclothes
- Dressing gown
- Slippers
- Face flannel
- Toothbrush and toothpaste
- Personal toiletries
- Any medication you are taking on a regular basis
- Copies of medical information (x-rays, scans, records, etc)
- Admission paperwork not previously submitted to the Reservations department

For Maternity Patients

If you are a maternity patient, you may also like to bring these additional items:

For labour:

- Water spray for the face
- Small natural sponge or face flannel
- Lip balm
- Pair of loose-fitting socks
- Hair band to keep hair off your face
- Massage oil
- CD player and CDs if you would like music
- Camera and/or video

Hospital gowns are available for your use in labour. Sanitary pads and disposable pants are also provided by the hospital.

For your newborn baby:

The hospital provides the following for your baby during your stay:

- Disposable nappies
- Baby night gowns
- Baby blankets
- Towels
- Cotton wool

All you will need to bring for your baby is an outfit to go home in. A car seat for the newborn baby is also essential for your baby's safe journey home.

For Child Patients

If you are preparing for the admission of a child, please note that the hospital has a large playroom with Play Specialists available from Monday to Friday. The playroom is fully equipped with toys and games, but if your child has a favourite toy, book or video please feel free to bring it with you.

“I couldn't have asked for a more helpful, confident, comforting, professional and nice consultant.”



On Arrival

On arrival at The Portland Hospital please report to the main reception desk. A member of our front of house staff will meet you, escort you to your room and explain our facilities for your comfort and care. Our admitting personnel will visit you in your room to check that your personal and insurance details are in order and to collect a deposit as appropriate.

Infection Control

There are hand cleansing gel dispensers in hospital lifts, as well as inside and outside all rooms. Your visitors should wash their hands on entering your room and then use the cleansing hand gel provided. It is also advisable for visitors to again wash their hands and use hand cleansing gel when they leave your room.

Valuables

We advise you to ask relatives or friends to look after your valuables and money and not keep them with you. If you cannot arrange for these goods to be kept for you, there are small personal safes located in all patient rooms. The hospital will not accept any liability for any personal valuables or money kept in the safes as we are not able to monitor their usage and access by patients or their families and their visitors.

Medicines from Home

You may be asked to bring tablets or medicines which you are currently taking at home. If this is the case, please show them to the nursing staff and any doctor who visits you following your admission.

“All the staff were incredibly friendly and it really makes a difference to your stay at The Portland. My recovery in the first few days was helped by their kindness.”



Hotel Services

Your Room

All of our rooms include:

- En-suite bathroom
- Nurse call facilities
- Telephone with direct dial facilities
- Remote control satellite television
- Air conditioning
- Fridge
- Hairdryer (women's health and maternity rooms)
- Personal safe

Catering

Each day you will be able to choose your meal from our daily menus which will be delivered to your room. If you have a request for dishes not shown on the menus, please contact our Catering Manager. We can cater for almost all dietary needs. On admission please call Room Service on 16140 and inform the Catering Supervisor of your needs and room number. Halal meat is provided for all Arabic Patients. In the case of extremely rare dietary requirements, please contact our Catering department in advance of your hospital stay on **020 7390 6140**.

Room Service

A Room Service menu will be in your room. Room Service is available until 8:30pm. After this time a selection of sandwiches, tea and coffee may be ordered. Tea and coffee is included in the room charge. Additional refreshments such as sandwiches, guest meals and other drinks are served as required to patients and visitors, with charges indicated on the menu.

Meal Times:

Continental breakfast served	7:00am – 9:00am
Cooked breakfast served	7:30am – 9:00am (on request)
Lunch served	12:00 noon – 1:30pm
Dinner served	5:00pm – 7:30pm

Housekeeping

Cleanliness and hygiene are extremely high on our day-to-day agenda. All of our Housekeeping Assistants are Portland Hospital employees and will ensure that your room will be cleaned to a high standard. A Housekeeping Assistant will call on you daily to clean your room and supply you with fresh towels.

“The catering was outstanding, tasty and well balanced.”



Security

The Portland Hospital pays vigorous attention to the safety and security of our patients and staff. Staff and doctors of the hospital are issued with personal electronic security tags to allow them access to the hospital.

All visitors must report to the Front Reception desk at every visit and sign the visitors book. Video cameras are placed in strategic areas to monitor and record movements within the hospital. Additionally, there is a baby system in operation on our maternity wards to provide greater security in the care of newborn babies.

Day Case Patients

Day case patients may be cared for in shared accommodation. Your Consultant will advise you when you are ready to go home. Please note that if a patient has undergone day care it is required that they are discharged in the care of a 'responsible' adult and that they will not be unaccompanied overnight. If this is not adhered to by patients it will be necessary to sign a 'self-discharge' form.

“...the midwives were lovely in every way and excellent professionally.”

Visitors

Visiting is unrestricted for parents of child patients and partners but we do ask for the co-operation of visitors. Please ensure that during rest periods and where medically indicated, consideration is shown.

We request that all visitors leave the hospital by 10pm. Parents of child patients and partners are able to stay overnight if desired. For children under the age of twelve, one companion may have a complimentary stay with each patient, including all meals. For all other patients there is a fee for companions for each night's stay, which is exclusive of meals and drinks.

For security reasons, please ask your visitors to sign in at the main reception and report to the Nurse station on your floor before entering your room.

Interpreter

Interpreter services can be organised to assist you during your hospital stay. Please contact our Pre-admission department in advance of your hospital stay.

Useful Numbers

Hospital switchboard:	020 7580 4400
Labour ward:	020 7390 8274 (7 th floor)
Tour of maternity facilities:	020 7390 6068 (Patient Coordinator)
Gynaecology ward:	020 7390 8220 (4 th Floor)
Paediatrics ward:	020 7390 8268 (5 th floor)



Travel Arrangements

Parking

There are no parking facilities at the hospital. The nearest car park is the NCP in Carburton Street. There is also meter parking in the surrounding streets. The forecourt of the hospital is available for arrival and collection of patients only. Please note that The Portland Hospital is inside the congestion charging zone.

Public Transport

The Portland Hospital is opposite Great Portland Street tube station, on the Circle, Hammersmith & City and Metropolitan lines.

Warren Street tube station on the Victoria line and Regents Park tube station on the Bakerloo line are also within easy walking distance.

Private Ambulance Companies

Capital Rescue Service: 0800 096 9277
Independent Ambulance Service: 0800 980 8541
Please note that the NHS ambulances (999) cannot be contacted to bring patients to a private hospital.

Going Home

Your Consultant will advise you when you are ready to go home. Following treatment under general anesthetic you should not drive a car for 24 hours and we therefore recommend that someone collects you from the hospital. We kindly ask that you vacate your room by 10am and your co-operation is appreciated. If leaving later than the given departure time of your own accord, an hourly late discharge fee will be charged.

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“I have always been cared for very well. I am always impressed with the care and accommodation. My impression is that it is an efficient professional hospital with very high standards.”

The Portland Hospital for Women and Children is part of HCA International, London's No. 1 Private Hospital Group.

For more information on HCA International visit www.hcahospitals.co.uk

Other HCA International Hospitals


THE LISTER HOSPITAL
chelsea


THE PRINCESS GRACE HOSPITAL

THE HARLEY STREET CLINIC


London Bridge Hospital


The Wellington Hospital

HARLEY STREET AT UCH
Working in partnership with University College Hospital

How to find us

Contact Details

The Portland Hospital for Women and Children
205-209 Great Portland Street
London
W1W 5AH
Switchboard: 020 7580 4400
Fax: 020 7390 8012
www.theportlandhospital.com

Car Parking

The nearest NCP car park is in Carburton Street. There is also meter parking in the surrounding streets. The forecourt of the hospital is available for arrival and collection of patients only.

Please note that The Portland Hospital is inside the congestion charging zone.

