

# Patient Guide



All you need to know for your visit to Edinburgh.



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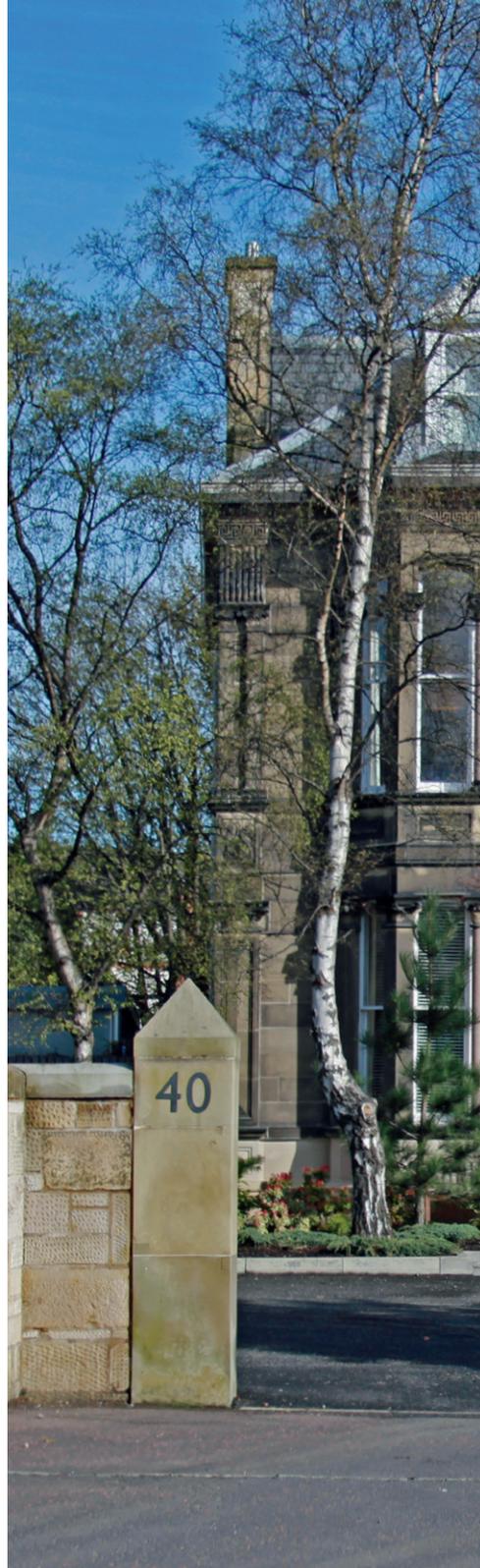
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## Welcome

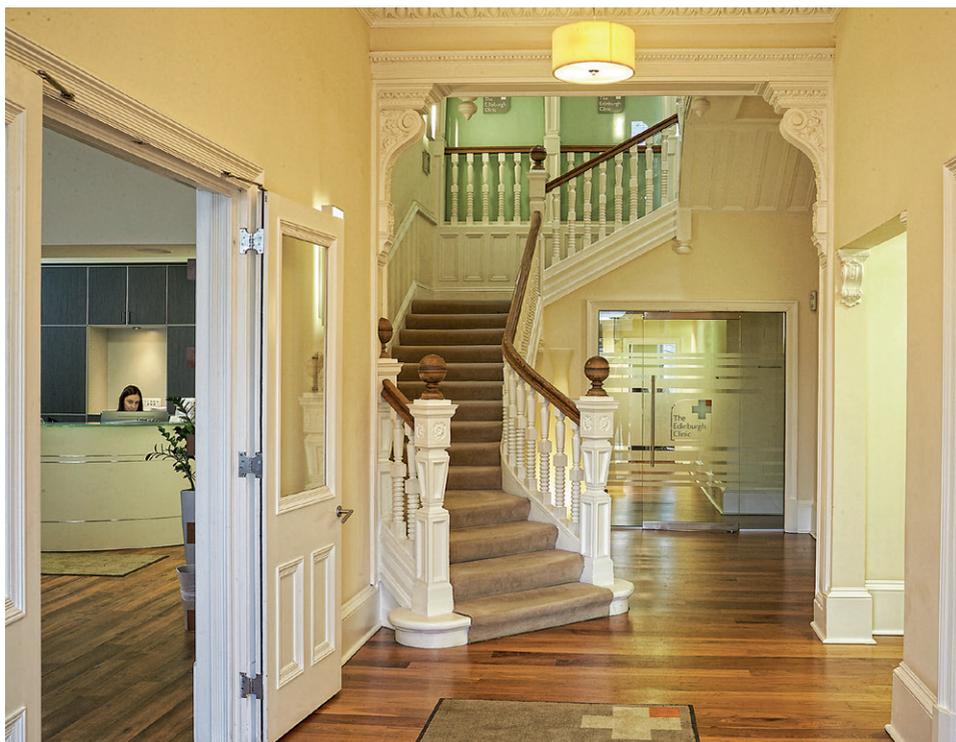
We are delighted to welcome you as a patient to The Edinburgh Clinic Private Day Surgery Hospital.

We are very proud that you have chosen us and are committed to providing first-class independent healthcare in a comfortable and welcoming environment; caring for you as we would our own families.

We recognise that coming into hospital is, for most people, an unfamiliar experience. This guide aims to make it a little less daunting by providing all the information you will need before your visit. We hope that it will answer most of your questions but if not please do not hesitate to contact us.







## About us

Step inside our beautiful Victorian building and the first thing you notice is the open and bright spaces. Our treatment rooms are equally relaxing, thanks to the way we've retained the stunning architecture whilst installing the very latest medical equipment.

The Edinburgh Clinic is the only AfPP accredited theatre in Scotland. Our extensive imaging facilities include MRI, DEXA, CT, Ultrasound and X-Ray. We can therefore provide a quick turnaround for results (normally 48 hours compared to 2 weeks at other private hospitals in the city.)

We also have a full range of eye diagnostic assessment scanners.

The hospital is part of Aspen Healthcare, owners of other healthcare facilities in the UK, ensuring continuous investment in our technology, staff, training and facilities. We work with over 100 of the most experienced consultants and other specialists locally, many of whom also work within the NHS. They are granted the right to practice at The Edinburgh Clinic on the basis of meeting exacting criteria, overseen by our Medical Advisory Committee. Whilst practising at the hospital, our consultants agree to comply with our Clinical Governance programme which regulates patient care.

## Facilities at a glance

- Fully equipped, multi-functional day surgery operating theatre suite
- 8 outpatient consulting rooms
- Bright and welcoming patient reception area
- Discharge lounge
- The Haven with 7 beds
- On-site imaging and diagnostic centre including X-Ray, CT, MRI, USS and DEXA
- Physiotherapy and sports treatment areas for assessment and therapy
- Specialist on-site Eye Clinic
- Day case orthopaedic service
- Private GP service and health assessments
- TrExMed Travel Clinic
- Free on-site parking



# Our commitment to quality

We aim to be the best and preferred provider of private healthcare services in the communities we serve. We draw upon a range of disciplines, professionalism and teamwork to deliver the highest standards of tailor-made care and support to patients and their families in a caring and discreet clinical environment.

The clinic is also regulated by Healthcare Improvement Scotland (HIS), which monitors the hospital's compliance with the Health and Social Care Act 2008. Patients can contact HIS at any point during or after your care if you have a concern or complaint. HIS are not part of the escalation process.

Independent Healthcare Team, Gyle Square,  
1 South Gyle Crescent, Edinburgh EH12 9EB

T: 0131 623 4342

E: [hcis.clinicregulation@nhs.net](mailto:hcis.clinicregulation@nhs.net)

W: [www.healthcareimprovementscotland.org](http://www.healthcareimprovementscotland.org)

We welcome both insured patients and those choosing to pay for their own treatment.

We do also offer some services to patients on behalf of the NHS. You can be assured that you will receive a high standard of treatment which includes the following:

- Rapid access to consultations, investigations and treatment
- Choice of consultant
- Choice of appointment time to suit you
- Quality clinical environment
- Friendly customer service
- Patient-focused services



# Preparing for your visit

Whether you are visiting The Edinburgh Clinic as an outpatient or day patient, we encourage you to read this guide to familiarise yourself with the processes for preparing for your visit.

## Special requirements

We are committed to meeting your needs and expectations during your stay. This may involve arranging an interpreter, a special diet or observing your religious practices. You may prefer to discuss and receive your care from members of the same sex. Wherever possible, please contact us with any specific requirements in advance, including any relating to a disability, so that we are able to ensure your stay meets your expectations and is as relaxed as possible.

## Credit/Debit card

When you arrive for your appointment or treatment you will be asked for a debit/credit card. We accept all major credit cards. Your card details will be recorded and stored securely and in the event that you incur charges that are not covered by your insurance, employer, the NHS or self-pay package, we may use these details to take payment.

The way in which we store your card details complies with Payment Card Industry Data Security Standard (PCI DSS), which was developed by Visa, MasterCard and other credit card providers, protecting cardholder data from fraud.

Your stored card details will not be used if you do not incur any additional costs. If you do not have a debit or credit card, it is acceptable for a friend or a family member to have their card details stored on your behalf.

We will not ask you for your card details every time you attend unless the stored card has either expired or if we stored your details more than three months ago. If you are insured, we still require your card details as we may need to use these to pay for items that are not covered by your insurer. These may be items such as take-home drugs, insurance excesses and shortfalls. In addition, if you have paid up-front for a self-pay package, it still may be possible that you incur additional charges that were not included in your package price. These may be items such as take-home drugs or further tests.

You will receive a detailed statement showing any outstanding charges before we take payment. You will have a minimum of 10 days to query your bill and/or make payment. We may then use your stored card details to take the payment but we will send you confirmation in the post.



## Medical insurance

If you are paying for your treatment with private medical insurance, it is essential that you have checked with your insurer whether your policy will cover the treatment before you have a consultation, investigation, any diagnostic imaging or surgery. Once you have authorisation, your insurer will issue you with an authorisation number or claim form, which you must bring with you when you come into The Edinburgh Clinic.

With most insurance companies we can arrange direct settlement. In the event that it is not possible for us to do this or you do not have proof of pre-authorisation from your insurance company, then we will ask you to settle your account personally and then seek reimbursement from your insurer.

## Self-pay patients

If you are paying for your own diagnostics or treatment, then you will be required to settle your account prior to or on arrival by credit/debit card or cash. Wherever possible, we offer all-inclusive price packages designed to cover all your costs including consultants fees, nursing care and food. The only costs not included are tests and consultations before and after your treatment, costs associated with unrelated medical conditions, additional treatment and/or any personal costs.

Where it is not possible to offer a package price, please be aware that you may be invoiced separately by both the clinic and your consultant.

## Day case stays

### Pre-operative instructions

Before you come into hospital for treatment, it is vital that you follow any individual instructions set out in your confirmation letter. For example, you may be required to refrain from eating and/or drinking prior to your treatment.

Please also observe any instructions regarding X-Rays, blood tests or other tests before admission. Your consultant or the pre-assessment nurse will advise whether you should continue to take any regular medication prior to your treatment. But, if you have any questions about your medication please contact us.

What to bring with you:

- Casual clothing to wear towards the end of your recuperation or during any post-operative physiotherapy
- A pair of slippers/socks and a dressing gown
- Any medication you are currently taking in the original labelled containers
- Any relevant X-Rays/scans or blood tests you may have

Patients are requested not to bring valuables into The Edinburgh Clinic as we cannot accept liability for any loss or damage to valuables or personal effect brought in by patients.

# On arrival

## How to identify staff

Your time of arrival will be confirmed by our theatre booking coordinator prior to your admission, however this does not always determine the time of your procedure. It is important that you arrive on time as your consultant will want to talk to you before your treatment commences. Patients are usually advised not to drive for 24 hours after a treatment so we would recommend you ask a relative or friend to drop you off and collect you again on departure.

On arrival, please report to reception. We will confirm your admission details but please remind us of any specific dietary or religious requirements. All hospital staff wear a name badge and can be identified by their uniform.

## Your accommodation

We specialise in day case surgery and procedures so our recovery area is communal. The advantage of this is that you will have a nurse present, should you need them, throughout your whole recovery period.

## Our catering

Patients may be offered light refreshments after their procedure which will have been pre-ordered. There will be a choice of sandwiches and hot drinks. If you have any food allergies, please inform our theatre booking coordinator prior to your arrival for your procedure.

# Visitors

For the comfort of all, relatives are not able to wait in the communal recovery area. This is true in all but exceptional circumstances, such as when needed to act as an interpreter or assist with disabilities.

Relatives are welcome to wait in the reception area, where there are tea and coffee facilities and a selection of magazines and papers. Alternatively, they may wish to walk into the nearby village for refreshments and shopping, or go home. We will then call them when you are ready to be discharged.

## Mobile phones

You may use mobile phones in the hospital unless specifically asked not to by a member of staff. However, we request that when you are in the communal recovery lounge you refrain from using your mobile if other patients are present.

## Smoking

All Aspen hospitals and clinics are non-smoking sites. This includes the use of electronic or vaping devices. Patients and visitors are not permitted to smoke anywhere within the hospital building or grounds.



# Your operation

## Your patient rights

We observe your rights under the Human Rights Act 1998, the Access to Health Records Act 1990 and the Data Protection Act 1998, and believe that you and all patients within our care have the right:

- To seek advice regarding any concerns or queries you may have
- To be given clear and full explanations of any proposed treatment before deciding whether to consent
- To seek a second opinion on your diagnosis and/or treatment by asking your GP for a second referral (our Duty Senior Nurse can provide a list of consultants who practice at the hospital, if required)
- To have access to your own health records
- To be assured that all entries within the health record are confidential
- To raise suggestions and complaints about any aspect of the service you feel does not meet our high standards
- To request any facilities not available which we will do our best to provide for you
- To request a chaperone at any time
- To be assured your privacy and dignity are maintained

## Confidentiality

All healthcare employees have a legal duty to keep your records confidential and only those directly involved in your care will have access to your information which they use to help guide the care that you receive.

We will share information with the following main partner organisations:

- NHS Trusts and hospitals that are involved in your care
- Private insurers that are involved in your care
- Your General Practitioner (GP)
- Ambulance Services
- PHIN (Private Healthcare Information Network) who are the government's recognised body for processing private patient's data

You may be receiving care from other people as well as us, for example Social Services. We may need to share some information about you with them so we can all work together for your benefit if they have a genuine need for it or we have your permission. Therefore, we may also share your information, subject to strict agreement about how it will be used, with:

- Social Services
- Education Services
- Local Authorities
- Voluntary and private sector providers working with us



Aspen Healthcare is committed to the provision of high quality healthcare in all aspects of its service to patients, visitors, local community and members of staff. We recognise that clinical consultations, examinations and investigations have the potential to cause some people concern so please feel free to request a chaperone if you wish to have one.

## Safeguarding children and adults

As a healthcare provider we have a duty to safeguard, protect and promote the rights of children and those adult patients who may be least able to protect themselves from harm and we work closely with agencies and regulators. Should you have any concerns regarding safeguarding at any point throughout your care, please inform a member of staff.

## Consent

Clinical staff need your consent before examining or treating you. Usually you can simply tell them whether you agree but if your treatment involves sedation or

a general anaesthetic you will be asked to sign a consent form. Please note that you can withdraw your consent to treatment if you later change your mind – even after signing. You may prefer not to know about certain aspects of your treatment but your consultant must ensure that you know enough to enable you to make an informed decision.

Your consultant will document the information that has been given to you on the consent form and will discuss the treatment choices with you. If you do not want to receive a blood transfusion during or after your treatment, you can ask for this to be documented on your consent form.



# Preparing for theatre

Before your treatment, one of the nurses will check your blood pressure, pulse and temperature. Your consultant will also visit you to confirm your medical history and answer any remaining questions you may have. It is important that you tell them about any previous illnesses or allergies.

Please be aware that members of staff may ask you the same question a number of times in order to ensure your safety. You may need to remove any nail varnish, nail extensions and cosmetics before your operation. Plain wedding bands may be worn but will need to be covered with surgical tape. Other jewellery including body piercings will need to be removed.

A nurse will inform you when you should change into your operating gown and will also put an identity bracelet on your wrist. Once ready, you will be accompanied to theatre by a nurse or a member of theatre staff. Most patients walk to theatre, however, if you feel this will not be possible please tell the nurse.

# Anaesthesia

If your treatment involves any form of anaesthesia you will have been informed about this in advance. There are three main types of anaesthesia:

- Local anaesthetic
- Regional anaesthetic (including spinal and epidural anaesthesia)
- General anaesthetic

A combination of these types of anaesthesia may be used.

# Following your procedure

Once your treatment has been completed, you will be cared for in a central recovery area. Serious complications following an operation and anaesthesia are very rare and most people experience few or no side-effects. It is common to feel drowsy afterwards but this usually wears off quickly.

When you are fully awake (and depending on the type of treatment) you may be able to have a drink and something to eat. The nurse will continue to monitor your pulse and blood pressure regularly as appropriate. Some people may experience some discomfort after treatment but this will be relieved with painkilling drugs. Anti-sickness medicine may also be given if you feel nauseous.





# Your recovery

## Privacy

In order to protect your privacy and confidentiality, our staff are unable to give out any information about your condition over the telephone. During your hospital stay your consultant will take personal responsibility for your care and treatment, in discussion with you. Nursing staff will be with you throughout your procedure and will care for you during your stay.

## Medical emergencies

Amongst the 25,000 operations taking place every day in the United Kingdom, sometimes things do not go as they should. Although the doctor involved should inform you and your family, often the patient is the first to notice something amiss. If you are worried about the after-effects of an operation continuing much longer than you were told to expect, please speak to a member of the nursing staff who will be able to assist you.

We have staff on duty at all times who are trained in managing any medical situation that may arise within a hospital environment. Should a serious complication occur we have arrangements in place with the local NHS hospital trust and would transfer you there for them to take over your care. We would, of course, maintain contact with the trust to monitor your progress.

## Going home

Your consultant or nurse will advise how long you will need to stay at the hospital to recover. If you need to take any medication following your departure, this will be given to you when you leave. Your consultant will also send a detailed letter to your GP explaining your treatment, medication and any required aftercare.

As patients are usually advised not to drive for 24 hours after surgery we would recommend you ask a relative or friend to collect you again on departure. We will notify your friend or family member when you are ready for collection.

You will have been asked to pay for your bill prior to your procedure. If you have incurred any additional charges during your visit, such as take-home drugs or further tests, your stored card details will be used to cover these costs.

## Follow-up care

If you need to see your consultant again following your discharge, an outpatient appointment will be made before you leave or you will be notified of your appointment as soon as possible after your discharge.

Following your discharge, if you have any concerns or questions please telephone 07885 448 248 and speak to one of our qualified nurses.

# Your feedback

We always welcome feedback from patients, positive or negative, as this helps us maintain and improve our high standards of care.

At the end of your stay we would be grateful if you would take the time to complete the short, confidential questionnaire which will be given to you on admission. Please hand it to your nurse before you leave or return it in the FREEPOST envelope provided.

We also have comment and suggestion boxes available throughout the hospital in our patient waiting areas.

You can also review us online on our Trust Pilot web page: [www.trustpilot.com/evaluate/edinburghclinic.com](http://www.trustpilot.com/evaluate/edinburghclinic.com)

If you have any suggestions or comments about this guide please contact our marketing team by emailing [marketing@edinburghclinic.com](mailto:marketing@edinburghclinic.com)



# How to complain

We aim to provide a quality service at all times and we hope your visit to our clinic is a positive experience. If your experience with us has not met your expectations, we welcome your feedback to help us continue to improve the experience for our patients.

If you wish to make a complaint, or speak to one of our Senior Managers, please let any member of staff know at the time. If after your visit, you wish to make a written complaint please direct your letter to:

*The Clinic Manager,  
The Edinburgh Clinic,  
40 Colinton Road,  
Edinburgh  
EH10 5BT*

Your letter will be acknowledged in writing within three working days and an investigation will begin into your complaint. You should receive our response within 20 working days but if our investigations take longer, we will keep you informed. Upon receipt of our response, you can contact the Clinic Manager, Alasdair Muir, who may arrange (with your consent) an appointment to meet with you or discuss your concerns over the telephone. It is always our intention to resolve matters amicably but if you remain unsatisfied, you may write to:

*The Chief Executive,  
Aspen Healthcare,  
Centurion House,  
37 Jewry Street,  
London  
EC3N 3ER*

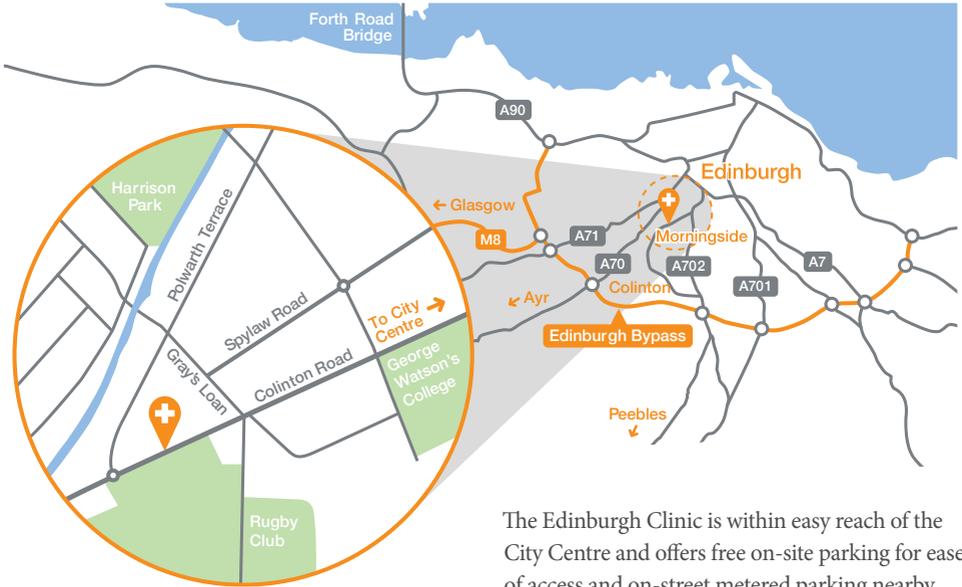
As an independent hospital, we are members of the Independent Sector Complaints Adjudication Service (ISCAS) which provides independent external review of complaints. ISCAS has a Code of Practice for handling complaints which includes provision of an Independent External Adjudication Service for patients who remain dissatisfied having exhausted the company's local complaints procedure.

If you wish to contact ISCAS to initiate an Independent External Adjudication, then you need to write to:

*The Secretariat of the Independent Sector Complaints Adjudication Service,  
70 Fleet Street,  
London EC4Y 1EU*

*Tel: 0207 536 6091 Email: [info@iscas.org.uk](mailto:info@iscas.org.uk) Web: [www.iscas.org.uk](http://www.iscas.org.uk)*

This must be done within six months of receipt of the letter from the Chief Executive.



40 Colinton Road, Edinburgh EH10 5BT  
 enquiries@edinburghclinic.com  
 www.edinburghclinic.com  
 0131 447 2340

The Edinburgh Clinic is within easy reach of the City Centre and offers free on-site parking for ease of access and on-street metered parking nearby.

From Edinburgh Airport we are roughly twenty minutes by car or taxi. Waverley and Haymarket train stations are a short taxi ride from the Clinic.

Lothian Buses serve the area well via Edinburgh City Centre and surrounding areas. Visit [lothianbuses.com](http://lothianbuses.com) for details.



You can find patient reviews online at [www.trustpilot.com/review/edinburghclinic.com](http://www.trustpilot.com/review/edinburghclinic.com)



## Opening hours

For clinic and consultations  
 Monday to Friday 8am to 8pm  
 (Saturday 8am to 1pm)

For surgical procedures  
 Monday to Saturday from 7am



If you would like a copy of this leaflet in large print or an alternative language please call to request a copy.

Updated December 2017