

Information for Travel to **Guy's and St Thomas' Hospitals, London**

Guy's Hospital
Great Maze Pond
London
SE1 9RT

St Thomas'
Westminster Bridge
London
SE1 7EH

Tel: 020 7188 7188

Website: www.guysandstthomas.nhs.uk

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Note

The aim of the Health Travel Service and the information contained within this pack is to ensure that patients, who are referred to a UK Hospital for treatment can receive the appropriate information in a timely manner.

Every effort is made to ensure that the information is accurate at the time of printing, should you become aware of any contact details that have changed, please email Health Connections on travel@healthconnections.gg

Please help us to improve our service by completing our Feedback form. A paper copy is included with your pack or complete the form on our website:
www.healthconnections.gg/feedback/

Important Information and Contact Details

Guernsey Patient Referrals Officers

Demelza Burgess Telephone 020 7188 0888 (Direct Line)
..... 07748 105975 (mobile)
..... Bleep: 172
Email: demelzaburgess@gstt.nhs.uk

Maura Ford Telephone 020 7188 1637 (Direct Line)
Email: mauraford@gstt.nhs.uk

Patient Services office hours: Mon – Fri 9.00am – 5.00pm

If you leave a message on the answer phone, please leave details of where you can be contacted i.e. patients ward.

Health Connections

If you require further information or support, please contact the team at Health Connections who are here to help:
Telephone: +44 (0) 1481 227470
Email: travel@healthconnections.gg
Our website: www.healthconnections.gg

Handy Hints for Health Travel

1. Keep a notebook and pen. At stressful times everything is forgotten - even pin numbers that have been committed to memory for years.
2. Write down phone numbers, names of doctors seen etc.
3. Investigate the health condition.
4. Find out what you can about your condition to enable you to understand more about your possible treatment.
5. Take a list of the questions you want to ask the Doctor and/or Specialist Nurse.
6. Make a note of the answers afterwards.
7. Plan ahead.
8. Think of all the likely pitfalls and discuss any concerns with a member of the Health Connections team, as they may be able to assist you or direct you to another service provider.
9. Arrange a team of friends who can help you communicate news.
10. Let friends help. If they have offered to help out it is because they want to.

Checklist of Things to Take With You

- Tickets and vouchers. If you have an internet booking remember to take the printout.
- Photo identification i.e. passport / drivers licence.
- Medication. Please be aware that there are restrictions on what medication you are allowed to take on to the aircraft, therefore check with the airline before you travel. Also remember to keep all medications in their original prescribed packaging, preferably in your hand luggage.
- Hospital Information and Accommodation details.
- Notebook, pen and a list of useful telephone numbers.
- Mobile phone, charger, UK SIM card.
- English money.
- iPad / Kindle.

Services involved with the Referral Process

When your Doctor or Consultant decides to refer you to the UK for medical treatment, they will write to the Medical Consultant at the designated UK Hospital as well as informing the Off-Island Travel Team at Health & Social Care (HSC). HSC will then advise the Employment and Social Security (ESS).

Referral Process

The Committee for Employment and Social Security

On receipt of your appointment or admission date please contact your consultant or their assistant at the Medical Specialist Group. They will inform Employment and Social Security (ESS), who will contact you to arrange your travel needs.

Tickets with some flexibility will be issued if your return date is in doubt. However, should the hospital need to change your appointment or admission date, new tickets will be provided. ESS will give you a contact number should you need to change your return booking out of office hours.

Onward travel from the airport to the hospital will be arranged at the same time. If your doctor confirms that due to medical reasons you are unable to use rail, underground or bus then funding of a taxi will be considered. For hospitals in Southampton a taxi is provided to and from the airport. Please inform staff when booking your travel if you require a wheelchair/accessible taxi as this will need to be booked in advance.

If you do not have time to apply for funding before you travel, keep all your ticket confirmations and receipts and contact the Travel Grant Section on 01481 222510 or call into their office at Edward T Wheadon House on your return to claim a refund. The Travel Grant Section is on Level 2; a lift is available if you are unable to use the stairs.

Important: The Reciprocal Health Arrangement

The Reciprocal Healthcare Arrangement (RHA) with the UK came into effect on January 1st 2023. This allows the necessary healthcare to be provided to Bailiwick residents visiting the UK and vice versa. The arrangement will also allow certain treatments to be arranged in the other jurisdiction ahead of travel that will also be free of charge e.g., dialysis treatment. Necessary healthcare refers to treatment that is urgent or cannot wait until the patient has returned home.

The RHA extends to the whole of the Bailiwick, visitors and residents of Sark and Alderney are covered subject to some minor differences in processes due to differences in healthcare provision in each island. To access necessary healthcare whilst in the UK, Bailiwick residents should ensure they have documentation which proves their eligibility to access healthcare under the RHA e.g. a passport, driving licence or proof of address/travel. Detailed guidance documents which provide information for travellers can be downloaded from www.gov.gg/rha

For Children Requiring Treatment off Island

The Travelling Allowance Grant covers the following costs.

- If the child is under 6 years old, the Travelling Allowance Grant provides funds for up to 2 adult escorts to travel with the child.
- If the child is 6 or over and under 18 years old, the Travel Allowance Grant provides funds for 1 adult escort to travel with the child.

Travel Agent Details

Employment and Social Security are situated at:

Edward T Wheadon House
Le Truchot, St Peter Port
Guernsey. GY1 3WH

Telephone: +44 (0) 1481 222402
Email: travel@gov.gg

Bookings can be made between 8.30am - 4.30pm, Monday - Friday. Please inform staff at ESS if you require assistance at the airport. This can easily be arranged when booking but may be more difficult to secure if not booked before your departure.

If you're travelling with hold luggage please inform Social Security at time of booking. Travel can be booked for anyone travelling with you but the normal fee will apply.

Travel Itinerary details will normally be issued at the time of booking.

If you are delayed in the UK overnight due to adverse weather conditions or operational aircraft issues reimbursement of reasonable accommodation and UK taxi expenses will be considered on submission of valid receipts. Please ensure that you have sufficient funds with you in order to pay for unexpected expenses.

Please take your travel confirmation with you in the event of any changes having to be made. This sheet contains important booking reference information. Photographic identity is required at airport check-in desks including inter-island flights. The name on your travel confirmation and on your identification must be the same. If you do not have photographic identification, application forms for the Guernsey Identification Card are available from the Police Station or the Youth Commission.

Under 16 years of age. Valid for 5 years, £5.

Over 16 years of age, Valid for 10 years, £10

The Youth Commission can be contacted by email info@youthcommission.gg or call 01481 756099.

Airport Facilities

If the hospital says you are unable to use public transport and need to use a taxi from the hospital to the airport, ask the taxi driver to drop you off at the South Tower Entrance. There are seats and a telephone to use just inside the Terminal, should you need extra assistance to the check-in desk.

Special Assistance

Please inform staff at ESS when arranging your travel if you require assistance at the airport. This can easily be arranged when booking but may be more difficult to secure if not booked before your departure. If you need a wheelchair or buggy, please ask at the same time.

There is a medical service available in Ashdown House adjacent to the South Terminal.

Toilets and Accessible Toilets

There are toilets and wheelchair accessible toilets in the Departures, Arrivals and on all levels.

Accessibility

Special assistance is available. For passengers with wheelchairs there are ramps and/or lifts wherever there is a change of level.

For the hard of hearing the Information Desk have an induction loop to assist those with hearing aids.

Hidden disability lanyards are designed to be a discreet sign to staff that the user may need additional support or help as they travel through the airport. Lanyards are available from Health Connections and Guernsey Airport.

Food

Food is available on each floor of the airport and in the departure lounge.

Flight Delays

You are advised to ask the hospital to check with the airline before leaving the ward

If you are delayed in the UK overnight due to adverse weather conditions or operational aircraft issues reimbursement of reasonable accommodation and UK taxi expenses will be considered on submission of valid receipts. Please ensure that you have sufficient funds with you in order to pay for unexpected expenses whilst you are away.

Please take your travel confirmation with you in the event of any changes having to be made whilst you are away. This sheet contains important booking reference information.

Boarding

If you have a mobility problem, you are advised at the time of checking in at the Airline desk to request that you get on the plane before the rest of the passengers. At the other end of your journey you are advised to get off the plane last.

If you request assistance from the handling agents in advance of your journey, or during check-in, a wheelchair or buggy will then be made available to escort you through Immigration, Customs and Baggage Reclaim. You should remind the cabin crew on your return journey that assistance is required so that the Captain can radio ahead.

Children's Facilities

A baby care symbol indicates specially equipped rooms for feeding and changing babies. These facilities are available at the check-in area, en route to the gates, in the transfer area and after passport control in arrivals. There are also fold-down tables provided in some of the male and female toilets.

Kids Zones: a separate area for children to play and watch tv are located in the departure lounge. These are provided free of charge

Customs

If you come from the Channel Islands, although you are not subject to passport control you are required to pass through customs control. You may well be searched even if you are confined to a wheelchair or a stretcher.

Shops

There are shops and food outlets in the arrivals and departure lounges which can be accessed by lifts these can be found on the upper floor in the South Terminal

Telephones

There are public coin boxes, phone card and credit card telephones throughout both the terminals. Phone cards are sold in some of the shops, the Bureaux de change and at the Post Office. Change machines are also available in both terminals.

For the Hard of Hearing who wish to make a telephone call, type talk phones are provided and display the appropriate symbols. These facilities can be found in both the North and South Terminals.

Special Assistance

The Travel Care office is situated at balcony level South Terminal Gatwick Airport and is an independent agency offering assistance to anyone who may have a problem or need help. Room number 3014b Travel Care contact number 01293 504283.

There are special assistance telephones available in both the terminals at accessible height for wheelchair users. Text phones are also available.

Trains

The railway station is located at the South Terminal, just a short walk from both departures and arrivals. The station is easily accessible from the North Terminal by a free shuttle. You can buy tickets at the station or at the rail information desks located in arrivals at both terminals.

Travelling to Guy's Hospital from Gatwick Airport

Rail and Underground tickets will be provided from Gatwick to the hospital by the Travel Agent.

Travel on to Guy's Hospital from Gatwick via a train to London Bridge station. The hospital is a 5-minute walk from the station.

Travelling to St Thomas' Hospital from Gatwick Airport

Travel on to St Thomas' Hospital from Gatwick via the Gatwick Express to London Victoria Station. The hospital is 15-minute walk from the station. You can use either the 148 or 211 bus from in front of the station (stop E), which stops outside of the hospital.

You can also travel to the hospital via the underground. The nearest tube station is Westminster (District, Circle or Jubilee Line). Using the underground will entail a 10-minute walk to the Hospital.

Assistance

You are able to receive assistance to get on or off the Gatwick Express if you are in a wheelchair, frail, unwell or need assistance with your suitcase. Please inform the travel team when booking your travel. 48 hours-notice is required, the collection point for this service is at the Gatwick Express ticket desk. On your return to Gatwick please ask the taxi driver to drop you at Eccleston Bridge taxi point at Victoria Station.

Travelling Between Guy's Hospital and St Thomas' Hospital

Buses RV1 and 381 travel between London Bridge and Waterloo for patients/relatives needing to travel between Guys and St Thomas' Hospitals.

Taxi to Hospital

If you are unable to walk from the nearest station to the hospital you may take a taxi (ask for a receipt). ESS may refund the fare if your doctor confirms that you were unfit to walk.

You may find the following telephone numbers useful:

Gatwick Express Information 0345 850 1530

National Rail Enquiries 0845 748 4950

Thameslink and Great Northern 0345 026 4700 or

..... 0800 058 2844 (For special travel needs)

For all information queries and journey planning on all methods of transport including roads call the Transport for London Customer Services on 0343 222 1234.

Accommodation

Accommodation Close to St Thomas' Hospital

Patient and Patient's Relatives Accommodation

The West Wing Counting House Lodge

This house is for relatives and patients who are in Guys Hospital there is a charge and details can be obtained on 020 7188 0474.

The referral team should be informed if you wish to use these facilities

Guernsey Patient Referrals Officers for St Thomas Hospital

Demelza Burgess Telephone 020 7188 0888 (Direct Line)

Email: Demelza.burgess@gstt.nhs.uk

Taira Nawazisha Telephone 020 7188 1637 (Direct Line)

Email: mauraford@gstt.nhs.uk

Simon Patient Lodge:

May be used by inpatients when they no longer require the medical or nursing care provided on an acute ward, but for various domestic reasons cannot return to their own homes, they are scheduled for early morning surgery or are merely in Hospital to undergo some form of investigation that requires an overnight stay.

Tel: 020 7188 0346

The Gassiot Lodge

Relatives of patients may be considered for accommodation in the East Wing Gassiot Lodge. Patients can sometimes stay as well. Please telephone to book between 9.00am-5.00pm Monday to Friday. This is room only and does not include meals. There are however three restaurants in the hospital which provide food at very moderate prices.

Tel: 020 7188 0276

Premier Inn

En-suite rooms, TV, Tea/Coffee making facilities. 10 minutes on foot.

London County Hall
Belvedere Road
London
SE1 7PB

Tel: 0871 527 8648
Website: www.premierinn.com

Days Inn Waterloo

En-suite rooms, TV, Tea/Coffee making facilities and free WiFi. Accessible rooms are available.

54, Kennington Road
London
SE1 7BJ

Tel 0800 028 0400 Or 020 7922 1331
Web www.daysinn.com

London Southwark - Premier Inn

En-suite rooms, TV, Tea/Coffee making facilities. 10 minutes on foot.

Bankside
34 Park Street
London
SE1 9EF

Tel: 0871 527 8676
Website: www.PremierInn.com

Accommodation for the London Area

London and Partners can be contacted on 020 7234 5800

Infotel

Infotel can book accommodation throughout the UK. They require the name of the area or the hospital.

Tel: 01775 843417
Email: reservations@infotel.co.uk

Guy's and St Thomas' Hospitals, London

Confirmed Admission

Have you confirmed your admission? If not, do so as soon as possible or your appointment may be given to somebody else.

If you are unable to make the admission date, please let the admissions office know by calling the telephone number on your letter immediately so that they can rearrange your appointment and give your bed to another patient.

Before you come in

If you develop a cold or a cough 3 days prior to your admission, please would you contact the admissions office immediately everything will be done to make sure there is no change to your appointment.

Things you need to bring

- Your admission Letter
- Name and contact telephone number of your closest relative or friend
- Any pills and medicines you are taking (these must be given to the nursing staff)
- Comfortable clothes for bed and for day time plus slippers or soft-shoes
- Toiletries
- Some small change (English currency) for newspapers, stamps, telephones etc.
- Soft drinks
- Something to keep you occupied e.g. books, puzzles, knitting etc.
- 2 Towels

Please avoid bringing valuables or large sums of money into the hospital, as staff cannot accept responsibility for their safety.

If you must bring in such items, give them to the ward sister or your named nurse when you arrive so that they may be put in the Cashiers' Office

Information for the family

With your permission, the Hospital will be happy to give your family and friends an indication of your progress in hospital although they limit the amount of information given over the telephone. It helps the Hospital if you ask one relative or friend to ring the ward and then pass the information on to other family and friends.

Clinical Routine

Tests - Be prepared, find out about the preparation, procedures to be carried out length of time they will take, results.

Surgery - you will need to see the anaesthetist, find out about preparation, time and length of operation, aftercare and recovery time.

Prognosis - find out about:

- Your condition and the ongoing treatment you will need, understand the medication you are on and why you have been prescribed them.
- Any follow up treatment you will require and who will supervise it.
- Any local follow up treatment that will be required and that it has been arranged.
- Your capabilities.

Discharge

Please ensure you have enough medication to tide you over until you are able to purchase some locally.

Have sufficient prescriptions for your needs.

A letter for either your local GP or specialist.

Check that clinical nursing care has been arranged locally.

Obtain a contact telephone number for any queries or worries that you may have after leaving the hospital.

Information about patient facilities at the hospital

Meals

Meals are served three times a day.

You will be asked to choose your meals from a menu. Menus include hot, cold, vegetarian and soft diet options. If you have special dietary or religious needs, for example halal food, please let the ward housekeeper or a nurse know.

Letters

Please ask anyone who wants to write to you to address their letters like this:

Your full name

Your ward

Guys Hospital

Great Maze Pond

London

SE1 9RT

Your full name

Your ward

St Thomas Hospital

Westminster Bridge

London

SE1 7EH

Food

The hospital has a number of catering facilities throughout the hospital available for use by staff, patients and visitors. All food is reasonably priced and there is a wide selection.

Other Facilities in the Trust

There are various shops and Cafes in the hospitals where you can buy essentials and get a hot meal or snack. Free internet access is available for all patients and visitors.

NatWest Cash Machine

There is a NatWest Bank cash machine located in the Hospitals.

PALS - Patient Advice and Liaison Service

PALS offer support, information and help to patients and their families. The PALS team can listen to your suggestions, queries and concerns and help sort out problems on your behalf.

Guy's Hospital - PALS can be found on the ground floor by the main reception area, Tel 020 7188 8801 - Email: pals@gstt.nhs.uk

St Thomas' Hospital - PALS can be found on the ground floor of the North Wing, near the main entrance. Tel 020 7188 8801 - Email: pals@gstt.nhs.uk

Protection of Patient Information

Any information that the Trust holds about you will be treated confidentially. The information will be used to provide your care. It will be used also to help run and monitor the quality of the Trusts services.

Comments and Complaints

Comments

Guy's and St Thomas' Hospital Trust aims to provide a high-quality service and they would like to have your comments or suggestions. If you would like to comment on the services you receive, please fill out one of the "Let us know" comments cards, which are placed on each ward and throughout the hospital.

Concerns or Complaints

If you have a complaint please talk to your Nurse, Ward Sister or the Department Manager so that they can try to solve the problem straight away.

If you are still unhappy, you can visit the hospital PALS Team in person, or you can email your complaint to Complaints2@gstt.nhs.uk or write addressing your concerns to:

Complaints Department
Guys and St Thomas NHS Foundation Trust
Guys Hospital
Great Maze Pond
London SE1 9RT

Accommodation

Please see the accommodation list enclosed in this pack.

Visiting Times

Please contact the relevant ward / unit. Please do not visit the hospital if you have a cough, cold or are otherwise unwell.

Patients Charter

Copies of the Patients Charter can be found in most ward areas or you may ask a member of staff to provide you with a copy.

Voluntary Community Transport Service

The Voluntary Community Transport Service may be able to help with transport to the airport for those with a genuine transport need. Eligibility criteria apply. The service is available between 09:00 and 16:30 on weekdays. Please phone +44 (0) 1481 227470 for more information.

Health Connections Directory

An online resource of community support and activities in the Bailiwick.
Website: healthconnections.gg/directory

Things To Do

Whether you are visiting the city for the first time or on a return visit you will find everything you need to know about getting around, where to stay, dining, up to date information on events, activities and a variety of things to do and see on the following link. www.visitlondon.com/

Face to face support

If you would like to discuss any issue, query or concerns you may have , you can:

Email travel@healthconnections.gg

Tel: +44 (0) 1481 227470

Meet with us face to face by popping into our office at the Vauquiedor entrance in the PEH hospital.

Contact Numbers

Health Connections 01481 227470

Main Hospital Switch Board 020 7188 7188

Patient Referrals Officers

Demelza Burgess 020 7188 0888

Maura Ford 020 7188 1637

Notes
