

Off Island

# Hospitals Information Pack

Your guide to travelling to the UK for treatment.



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# Welcome to your pack

We understand that travelling off-island for medical treatment requires careful planning and support from the time of referral.

We know that different people may have different needs and hope our off-island hospital pack will help you feel supported, whatever your needs may be.

This off island information pack has been prepared by our Health Connections team and has general information that will support you at this time. Once you know which hospital you are referred to you can also request a paper copy or download from our website a hospital information guide specific to the hospital you have been referred to e.g., Southampton General Hospital.

We understand that you can feel worried about what's next after treatment. So, we have also created a discharge checklist that may assist you and will provide the information that will assist your recovery. You will have had the opportunity of speaking with your liaison nurse or nurse on the ward. This will help you to better understand the treatment you have had.

If you require the support of Community Services on your return home e.g. District Nurse, Physiotherapist etc, check first that you have their contact details at hand, or phone the PEH Hospital switchboard on your return, Tel: 220000. This number also applies for weekends and bank holidays.

We are here to support you and your family throughout your care and treatment off island. If you would like more information and support, please do contact us (see overleaf).

Every effort is made to keep this information pack up to date. Please do let us know if you would like to see anything specific added.

We are here to provide you with information and support.

**The Health Connections team.**

**Last reviewed: October 2024**

# Contact Us

## The Health Connections team

We provide:

- Face to face, email or telephone support for patients and carers travelling Off island for treatment and care.
- A general Information pack for those going off island for treatment and care
- An information guide for specific hospitals (available on request)

Our office is just inside the Vauquiedor Entrance of the Princess Elizabeth Hospital. This is open 9.30-2.30 Monday-Friday.

**Tel:** 01481 227470

**Website:** [www.healthconnections.gg](http://www.healthconnections.gg)

**Email:** [travel@healthconnections.gg](mailto:travel@healthconnections.gg)

The Health Connections Website provides:

- Downloadable Information generic pack and guides for individual Hospitals.
- Simple easy-to use Checklists on what to bring, where to stay etc.

# The Referral Process

## Your step-by-step guide

### Step 1

Your Guernsey hospital consultant (Doctor) advises you that you need to have an appointment/ treatment/ surgery in the UK.

They will advise you which specialty and hospital this will be.

### Step 2

You will be contacted directly by the UK hospital with appointment times and dates.

*Note:* This can often take a while and is affected by the waiting times in the UK. Be assured that the HSC Medical Travel Team know when you are due for your appointment and will be chasing this on your behalf.

### Step 3

You will receive your appointment date.

Please contact your GP for an up-to-date list of medication. You will need this for your appointment. We advise contacting your GP at least a week prior to your UK hospital appointment.

- Will you need Medical Equipment? – see page 28
- Will you need support with meals while you recover from your procedure? - see page 29

### Step 4

Please Contact the HSC Off-Island Medical Travel team see page – see overleaf

# The Referral Process

As soon as you receive your appointment details in the post, please contact the HSC Medical Travel Team (MTT):

**Tel:** 224153 or 242221

**Email:** Send a copy of your appointment letter to [hsctag@gov.gg](mailto:hsctag@gov.gg)

The team can then commence the process for arranging/booking your travel. See page 9 for Outbound Travel Information.

## Step 5

You will receive a call from The Medical Travel Team.

The MTT will book your tickets and talk you through the options for accommodation. Please inform The Medical Travel Team if:

- You require Assistance when you travel
- You need a wheelchair?
- Your Medical condition permits a chaperone/escort (please see page for criteria).
- You are taking hold luggage
- You need a child seat

See page 22 for additional support information.

### ***Important: Please let them know the following:***

- If there are any changes to your planned medical travel
- Your appointment date changes
- You are offered treatment you were not expecting or referral to a different hospital.

This way The Medical Travel Team can stay on top of your care and make sure that funding is in place where appropriate and travel is booked as needed.

# The Referral Process

## Step 6

Attend Hospital Appointment/Treatment/Surgery.

General information with regard to travel off Island is contained within this pack and you will need to request a specific hospital guide from our team for the hospital you are attending while you are in UK i.e Southhampton, Guys etc:

**Call the Health Connections team on Tel: 227470 or email:** [travel@healthconnections.gg](mailto:travel@healthconnections.gg) to request a specific hospital guide e.g. Southhampton, Salford etc.

Contact can be made for the Channel Island Liaison Team in Southhampton by phone:

**Tel:** 02381 204515

**Office Hours:** 9am-5pm, Mon-Friday

If you are being discharged at the weekend when the Liaison Service is not open. Please ask ward staff to contact CLICK TRAVEL for you.

**Click Travel on 01215 102 269**

**See Discharge page for more information p.**

## Step 7

Arrive Home Following Appointment/ treatment.

When you return home, please provide your MSG consultant with a copy of any paperwork you have been given.

**For Frequently Asked Questions, please see page 30.**

# Outbound Travel Information

Once you have been contacted with your appointment for treatment from your UK hospital.

Please remember to contact the HSC Off island Medical Travel Team (MTT):

**Telephone:** 224153

**Email:** [hsctag@gov.gg](mailto:hsctag@gov.gg)

They can begin the process of organising your travel arrangements for you.

Why book travel through HSC MTT?

- Enables you to obtain your appointment on time with the required flexibility and assurance should any plans change.
- Ensures that you are covered by the States of Guernsey Travel Insurance
- In most cases, travel to the UK will be by air. **Note:** Travel the night before may be booked if you have an early morning appointment the next day and there is no scheduled travel connections that enables you to make the appointment on time.
- **If your appointment is before 11 am**, please ask the MTT if it is possible to have an overnight stay. Increased levels of traffic at rush hour in UK cities AND current delays experienced by air Travellers from Guernsey to the UK may result in missing your appointment.

The airport offers a great guide to Guernsey airport. See link below:

<https://www.airport.gg/accessibility-information>



# Transport once in the UK

Once you are in the UK, you are entitled to:

- ✓ Transport to your appointment and return journey to the airport.
- ✓ If you have an appointment early in the morning, and your flight has been booked by HSC the day **before** the appointment, you are **also** entitled to transport **to** your accommodation on the day of travel, **AND TO** the hospital on the morning of the appointment as well.
- ✓ Radiotherapy patients in Southampton are entitled to a daily return taxi between their accommodation and the hospital. Transport will be by taxi.

Patients outside of Southampton may be provided rail, underground and other public transport if appropriate.

**Important** HSC will not fund any additional transport outside of the requirements for your treatment.

# Return Travel Information

Your return travel will be booked for you by the HSC MTT.

- Where a discharge date is not known, your return travel will be booked when the team is contacted by you or a hospital liaison officer to say you are fit for discharge.

**Please do not book a return flight without speaking to the nurse in charge first as you will need the following things:**

- Your fitness to fly form
- Your discharge letter
- Your medication from the hospital pharmacy

# Return Travel Information

## Please Note :

- i. If you choose to extend your stay (travel sooner or return later), the patient travel team will book your travel as requested, but **you will be expected to pay any difference if the fare is higher than it would have been if you had travelled directly.**
- ii. If you have to pay for additional costs normally funded by HSC, **please retain the receipts** so you can claim back these costs from HSC on your return.
- iii. The States of Guernsey travel insurance **will only cover** you up to one day before and after your day of appointment/inpatient stay.

## IMPORTANT:

The patient is covered by HSC Travel Insurance policy for their hospital stay and one day after to allow for travel home. Should you choose to extend your stay you are no longer covered by HSC Travel insurance. If you are delayed due to the weather, you will still be covered.

For anyone travelling WITH the patient:

- i. You are NOT covered by HSC Travel Insurance.
- ii. Even with a reciprocal healthcare arrangement in place between Guernsey and the UK, you are strongly advised to make your own travel insurance arrangements for any additional time spent off-island as personal insurance policies tend to be more comprehensive than the reciprocal healthcare arrangement which ONLY covers emergency care.

If your stay needs to be extended unexpectedly for clinical reasons HSC will amend your bookings and cover the associated costs, and you will still be covered by travel insurance. If travel needs to be booked at a weekend when the Hospital Liaison team are not at work, your nurse can contact:

**Click Travel** on **01215 102 269** (*this service is available 24 hours a day*) when discharge looks like it could happen at a weekend, the Liaison Team try to provide the ward staff with the relevant Guernsey order numbers that are required for them to book your taxi and travel. Each discharge is managed individually.

# Useful Travel Resources

## UK Bus Checker

- **Live Times:** Get instant departures on your phone for every stop in the United Kingdom, either within the app or on your home screen.
- **Smarter Journey Planning:** Plan your journey from point A to B using buses, trains, subways, or other modes of transport. Save your favorite places or bus stop for easy access.
- **Live Route Maps:** bus routes with street-level route maps. The app even wakes you up when you reach your stop!
- **Mobile Bus Ticketing (in supported areas):** Use Bus Checker to buy smartphone tickets for local bus operators.

Available on iOS, Android, and windows.

## Citymapper

- **Journey Planning:** Whether using public transport, scooters, bikes, or walking, Citymapper provides award-winning journey planning.
- **Real-Time Navigation:** Get step-by-step directions, live transport updates, and multimodal options. It's like having a personal navigator in your pocket!
- **Unique Rider Insights:** Citymapper collaborates with cities and agencies to optimize transport networks.
- **Includes,** it offers inclusive features like step-free routes and **wheelchair-accessible options.**

Download from the App store, Google play or use the web app for planning.

## Trainline

- Trainline is a British digital rail and coach technology platform that offers:
- **Train Tickets and Railcards:** Trainline sells train tickets and railcards\*\*, making it easy for Travellers to book their journeys and find the best prices.
- **Live Train Times:** The platform provides free access to live train times and railway station information through its website and mobile app. You can check departure information for all UK Stations train stations.

# Useful Travel Resources

## Trainline

Trainline's mobile app is available on both iOS and Android platforms, allowing users to book train tickets, check schedules, and receive alerts about delays or disruptions.



## Railcards

We know that Travelling in the UK can be expensive. This is why we have included information about railcards.

The different Railcards cost £30 for 1 year and reduce ticket prices by 1/3. **Top Tip:** Sometimes there are **discount codes** available online to reduce cost of certain railcard.

**16-17 Saver:** If aged 16 or 17, save up to 50% on rail travel for school, college, work, or leisure trips.

### 16-25 Railcard:

For ages 16 to 25 (including mature students), enjoy 1/3 off rail fares. It costs £30 for one year or £70 for three years.

**26-30 Railcard:** A digital-only Railcard for ages 26-30.

**Disabled Persons Railcard:** Offers 1/3 off rail travel for eligible individuals and a companion. It costs £20 for 1 year or £54 for 3 years.

**Family & Friends Railcard:** Four adults get 1/3 off and up to four children (aged 5 to 15) get 60% off - and as the name suggests, the users do not need to be related, you just need to travel together. It costs £30 for one year or £70 for three years.

**Network Railcard:** Covers London and the Southeast. ENjoy a 1/3 off off-peak travel for £30 per year.

**Senior Railcard:** For those aged 60 and over, save 1/3 on rail fares. You can get a 1-year railcard for £30 or a 3-year railcard for £70.

# Useful Travel Resources

**Two Together Railcard:** 1/3 discount on your Off-Peak rail travel for you and the person you travel with most - not just if you are a couple, it could be with a family member or your best friend.

## Moovit

Moovit is a Real-time public transport app that combines information from public transit operators, authorities, and the user community.

Real-Time Navigation: helps you navigate public transit networks using GPS across various modes, including buses, ferries, rapid transit (metro/subway/underground), trains, trams, trolleybuses, ride-hailing, shared bicycles, car sharing, and scooters.

**Trip Planning:** Moovit gets the best route for your journey.

**Multilingual Support:** Available in 45 languages, real-time arrivals, schedules, and maps for public transport.

\*Download from the App store, Google Play or use the web app for planning.

# Travel Expenses

## Travel Expenses Assistance Scheme (TEAS)

If you require financial support, HSC's *TEAS* may be able to assist with additional travel costs incurred when travelling for off-island medical appointments.

**Note:** It is a means-tested provision that is assessed on a case-by-case basis depending on your incomings and outgoings. Savings need to be below £5000

- TEAS covers the cost of travel for a non-medical escort authorized by your doctor or specialist to assist you *to/from* your medical appointment in the UK *and/or* for necessary accommodation or other travel related costs that cannot be covered by other means.
- If you need a copy of the means test form or need further information, please call the HSC patient travel team on 222510.

## Additional financial support

Victoria Hospital Incorporated (vhi.org.gg) is a charity that supports people from Guernsey when they cannot afford health expenses.

### Examples of the types of payment made include:

- ✦ Medical Bills and Equipment
- ✦ St John Ambulance Bills
- ✦ Travel Costs
- ✦ Play School Fees
- ✦ Respite Care
- ✦ Dental Costs (not cosmetic)

The Guernsey Society for Cancer Relief helps with travel costs for relatives / carers accompanying a patient for treatment in the UK.

Download from: <http://www.cancerrelief.org.gg>

# Escorts & Chaperones

In certain circumstances \*, HSC will meet the travel costs of a non medical chaperone/Escort. This would cover:

- Flights
- Public transport
- If appropriate, taxi or hire car of a non-medical escort (e.g. a friend or relative of the patient).

\*Please Note This is means tested, see details section in the next section Travelling Expenses Assistance Scheme.

## **Information regarding permitted Non-Medical Escort:**

The escort needs to be fit and able to assist the patient so they can travel safely. The HSC patient travel team will book the escort's flight at the same time as making the booking for the patient.

If you feel you want a travel companion but do not meet these criteria you will need to fund this yourself. However, HSC patient travel team can book on your behalf and take payment by phone. It may be possible to get financial assistance from relevant charities.

HCS does not fund food or accommodation costs for escorts.

## **This will apply on the following basis only:**

1. When there is a clinically assessed need for the patient to be accompanied
2. When the patient is over 6 years old and under 18
3. When the patient is under 6 years old, they are entitled to two escorts
4. When the patient is 18 and older, non-medical escorts can be provided under the **Travelling Expenses Assistance Scheme** only. **(See overleaf)**



# Accommodation and Meals

When an overnight stay is required due to the appointment time or length of treatment, patients are expected to use one of HSC's preferred accommodation providers. The HSC MTT will also book this for you.

Should you need to use other accommodation, you will be refunded up to an agreed amount:

- **Hotel/accommodation rate** for patients: £110 for accommodation in Central London.
- **Hotel/accommodation rate** for patients: £85 for accommodation, NOT Central London (*All other areas*).

The HSC MTT will help determine which accommodation is most suitable to your needs.

## **Additional Accommodation:**

For a list of recommended accommodation near to the hospital you are referred to, please see our Health Connections specific hospital guides.

# Accommodation and Meals

## For longer stays

In Southampton, HSC accommodation providers are:

- [DoubleTree by Hilton](#) for hotel accommodation (generally for stays of 5 nights or less)
- [Vittrum Self-catering apartments - Deanery Court](#) (used for stays of 6 nights and longer).

For other hospitals do contact MTT to see if they have a preferred hotel/accommodation.

## Meals

Outside of Southampton, HSC may fund breakfast only if offered as part of your accommodation booking.

### Note:

1. The refund cap for accommodation applies to the total rate including breakfast.
2. If you are staying in Vittrum accommodation in Southampton, you will be responsible for funding all of your meals.
3. If you are staying in The DoubleTree by Hilton, then your meal allowance is:
  - 1 night - no food allowance
  - 2-5 nights - Breakfast included
  - 6+ nights - Breakfast + £18 in-hotel spend towards a main meal\*

You may choose an evening meal that exceeds this limit; however, you must pay the difference in full upon checkout.

**Recommendation:** Please ensure that you advise the hotel if you have any specific dietary requirements.

\*Please note this is only available in Southampton.

# Long-term treatment

## Patients receiving long-term treatment

If you need to receive treatment in a UK hospital for more than five weeks you are entitled to

Either:

- ✓ Additional return flight (*and associated travel costs*) will be covered by HSC for the patient to return to Guernsey.

Or

- ✓ A friend/relative to visit the patient in the UK.

# Things to take with you

## Essential Documents and Items

- Photo Identification (ID, driver's licence, etc.)
- Ticket & vouchers. **IMPORTANT:** If you have an internet booking remember to print off a copy OR have a copy on your phone or device.
- Debit/Credit card (for payment)-
- English Money for newspapers etc.
- Copy/Screenshot of the useful numbers page
- Hospital Information and accommodation details.
- Mobile charger and UK Sim card to avoid "Data Roaming" charges.
- Notepad and pen
- Every person travelling off island should bring all regular medications prescribed for them for the duration of the stay in UK plus a little more in case your return travel is delayed.

*The Term "Roaming Charges" refers to the higher price that mobile networks typically charge for using your phone overseas. This applies when travelling from Guernsey to the UK. Please discuss your options for connectivity in the UK with your network provider.*

## Entertainment

- Bringing entertainment items can make your hospital stay more pleasant. Here are some suggestions:
- Books or E-Readers: If you enjoy reading, bring a book or an e-reader with your favorite novels, magazines, or other reading material.
- Music and Headphones: Music can be soothing. Bring your phone, MP3 player, or other devices with headphones to listen to your favorite tunes or podcasts.
- Tablet or Laptop: A tablet or laptop can keep you connected with loved ones, allow you to watch movies, or browse the internet during downtime.
- Crossword Puzzles or Sudoku: If you like puzzles, consider bringing a puzzle book or downloading puzzle apps on your device.
- Colouring Books or Art Supplies: Colouring books for adults or simple art supplies can be relaxing and help pass the time.

*\*Remember to check with the individual hospital regarding any restrictions on electronic devices or other items.*

# Things to take with you

## For additional comfort

When preparing for a hospital stay if you struggle with sensory over stimulation, consider bringing items that provide comfort, safety, and calmness. Here are some suggestions:

- Comfort Items:** Bring anything that brings you comfort, such as fidget toys, a soft toy, or a familiar cup.
- Sensory Items:** Consider sensory items that help you relax, like certain smells or calming music.
- Weighted Blanket:** Provides deep pressure and comfort, reducing anxiety.
- Noise-Canceling Headphones:** Block out loud sounds and create a calming environment.
- Fidget Toys:** Help manage restlessness and provide sensory stimulation.
- Aromatherapy:** Bring calming scents like lavender or chamomile.
- Soft Textures:** Consider a soft scarf, plush toy, or cozy blanket.
- Visual Comfort:** Bring a favorite book, coloring pages, or soothing images.

# Additional support

It's understandable that going to an unknown environment can be stressful for anyone. However, at this time you may need additional support.

## Sunflower Lanyards

The Sunflower Lanyard indicates the wearer may need a helping hand, understanding, or more time in shops, work or when travelling or public space.

A Sunflower Lanyard can be collected from the Health Connections Office at the Princess Elizabeth hospital (9.30am-2.30 pm weekdays or our charity shops 10-4.30 Mon-Sat) **OR from** the Tourist Information Office in St Peter Port (9am-5pm Monday-Saturday & 10-2pm Sunday).

The Guernsey Airport has prepared a visual guide and tips for travellers in conjunction with Autism Guernsey:

<https://www.airport.gg/sites/default/files/uploads/Autism%20Information%20Leaflet%20D10.pdf>

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# Useful resources

## AccessAble

Accessibility information for 10,000 venues including hospitals, airports, hotels, shops etc. The app can find wheelchair friendly venues and even has photos of accessible toilets, so you know what they look like.

<http://www.accessable.co.uk>

## Wheelmap

This app helps find wheelchair-accessible places.

<http://wheelmap.org>

## Medisafe

Medication reminders and tracking.

<http://www.medisafe.com>



## Be My Eyes

- Reading home appliances
- Reading product labels
- Matching outfits and finding clothes
- Help in the kitchen
- Reading digital displays or computer screens
- Navigating TV or game menus
- Operating vending machines or kiosks

<http://www.bemyeyes.com>

[Going into Hospital — Beyond Words \(booksbeyondwords.co.uk\)](http://booksbeyondwords.co.uk) Is a link to a book to help people with learning differences get used to the thought of going into hospital.

# A Health Passport

## What is a health passport?

A Health passport helps healthcare professionals provide personalized care and support and is designed to help people communicate their health needs and preferences. The health passport typically includes details such as:

- **Medical History:** Information about existing medical conditions, allergies, medications, and past surgeries.
- **Communication Preferences:** How the person communicates (e.g., verbal, non-verbal, sign language) and any communication aids they use.
  - **Behavioral Information:** Details about behaviors, triggers, and coping mechanisms.
  - **Sensory Needs:** Sensory sensitivities (e.g., sensitivity to light, noise, touch) and strategies to manage them.
  - **Emergency Contacts:** Names and contact information of family members or caregivers.
  - **Special Requirements:** Any specific accommodations needed during hospital stays.

Having a health passport ensures that healthcare providers can offer appropriate care, minimize misunderstandings, and create a more supportive environment for patients.

Link for Health Passport:

<https://www.england.nhs.uk/publication/my-healthcare-passport>

If you would like support to complete your health passport, please contact the Health Connections travel team.



# Paediatric Patients

When your child is going into the hospital, there are several ways you can help them cope with the experience:

## Open Communication

Talk to your child about the hospital visit. Explain what to expect at the hospital and reassure them that there are people there to help and support them. Be honest and answer any questions they have.

Virtual Tour: Some hospitals provide a virtual tour of the hospital to familiarize your child with the environment and the different wards. Knowing what to expect can reduce anxiety.

## Identify worries

Find out if there are specific things concerning your child. Some children worry about sharing a room with someone they don't know. Most rooms at hospitals are for one person only, plus a parent. If they do have to share, ask if they prefer someone of their own age or gender.

## Stay with them

Assure your child that you'll be staying with them during their hospital stay. If you need to leave, inform them of the duration and make sure you're back on time. Children often adapt better when their parents stay with them.

## Stick to routine

Try to maintain usual routines, such as mealtimes and bedtimes. Familiarity provides a sense of safety for your child.

## Travel

**Remember** you will need to take your own child seat should your child need one. Please make the Travel Team aware that you need to take one so they can pay for this when booking your travel.

# Paediatric Patients

Remember, hospitals are safe places where doctors and nurses are there to make your child feel better. You've got this!

## Useful links:

The Childrens Trust: <http://www.thechildrenstrust.org.uk/>

NHS (Staying with a child in hospital): <https://www.nhs.uk/>

The Prialux Premature Baby Foundation provides support and accommodation for families of premature babies:

07781 160080

[info@ppbf.org.gg](mailto:info@ppbf.org.gg)

[www.ppbf.org.gg](http://www.ppbf.org.gg)

## Books that can help your child prepare for hospital

- **“Curious George Goes to the Hospital”** by H.A. Rey and Margaret Rey: In this tale, Curious George needs an operation because he ate a puzzle piece. It can help ease tensions about going to the hospital.
- **“Franklin Goes to the Hospital”** by Paulette Bourgeois: Franklin, the brave turtle, breaks his shell and needs to go to the hospital to have it mended. Dr. Bear teaches him that you can be afraid and brave at the same time.
- **“Going to the Hospital”** (Usborne First Experiences) by Anna Civardi: This book provides a peek behind the scenes at everything that happens in the operating, emergency, and patient rooms.
- **“Peppa Pig: Peppa Goes to Hospital”**: A first storybook where Peppa Pig visits the hospital.
- **“Topsy and Tim: Go to Hospital”** by Jean Adamson: Join Topsy and Tim on their hospital adventure.
- **“Get Well Soon, Spot”** by Eric Hill: Spot the dog goes to the hospital in this comforting story.

# Staying Connected

Staying connected with loved ones during your hospital stay is important for emotional support. Here are some ways to do so:

- **Phone Calls and Text Messages:** Bring your mobile phone and charger. You can call or text family and friends to keep them updated on your progress.
- **Video Calls:** If possible, use video calling apps (like Zoom, FaceTime, or WhatsApp) to have face-to-face conversations with your loved ones. Seeing their faces can be comforting.
- **Social Media:** Use social media platforms to share updates and receive messages from friends and family. Just be mindful of your privacy settings.
- **Hospital Wi-Fi:** Check if the hospital provides free Wi-Fi. If so, you can use your devices to connect with others online.
- **Visitors:** Coordinate visiting hours with family and friends. Having visitors can lift your spirits and provide companionship.

Remember to prioritize rest and recovery, but staying connected can positively impact your healing process.

## Is there a way to share updates with everyone at once?

To share updates with everyone at once, consider the following options:

- **Group Text Messages:** Create a group chat with family and friends and send updates via text messages. Most messaging apps allow you to create group conversations.
- **Email:** Send a mass email to your contacts with updates about your surgery and recovery. You can use a regular email client or a mailing list service.
- **Social Media Posts:** If you're comfortable sharing publicly, post updates on social media platforms like Facebook, Twitter, or Instagram. Be mindful of privacy settings.
- **Hospital Communication Boards:** Some hospitals have bulletin boards where patients can post updates for visitors. Check with the hospital staff if this option is available.

# Medical Equipment

Post Surgery you may have been recommended equipment to support you as you recover. These can be supplied by:

## Guardian Medical Supplies

Fox House  
Les Bas Coutils  
St Sampsons  
GY2 4BH

(Behind the CO-OP Garage situated between t Peter Port and St Sampsons

**Telephone:** 01481 200548

**Email:** [shop@guardianmedicalsupplies.co.uk](mailto:shop@guardianmedicalsupplies.co.uk)

**website:** <https://guardianmedicalsupplies.co.uk/>

They Hire out:

- High back Chairs with adjustable legs
- Walking aids
- Wheelchairs
- Knee scooters (for those that cannot put weight on their foot)

• Toilet Handrails *	• Socks On *
• Toilet raiser *	• Leg lifters *
• Walking Frames *	• Crutches *
• Long shoehorn *	• Grabbers

\* These items are for sale only not for hire.

\* These items are available in RED to support clients with cognitive difficulties.

Guardian Medical Supplies are also agents for:

- Stannah Stairlifts and Stilz Home Lifts
- Tena Range (incontinence pads)
- Cosy Feet Slippers and footwear. Specially made wider fitting for those with bandaged feet.

# Shopping / Food support

Each Specific hospital guide provides you with shops close to or in your UK hospital. After your procedure you may have been advised not to drive for a certain period, or be unable to get to the shops. Here are some useful contact details:

## Meals on wheels

If you know you will struggle to prepare food when you get home after your procedure, you can order meals on wheels to be delivered.

To order Meals and Wheels, Contact your GP or other Health Professional or Social Worker.

- They supply a hot meal and dessert at lunchtime.
- The cost is £4.10 per meal.
- It is delivered between 11am-1pm Monday to Saturday
- They require 48 hours (about 2 days) notice to start.
- Please note their office hours are 9am-1pm so if the request is after this time, it will take slightly longer.

## Some shops that deliver to your home:

### Manor Farm Foods

<http://www.manorfarmfoods.com>

**Telephone:** 01481 734433 (order before 11 am for same day delivery) Deliver Monday-Saturday

### Coop:

<https://ggshop.channelislands.coop/>

### Forest stores:

Deliver island-wide for £5

**Email:** [foreststores@cwgsy.net](mailto:foreststores@cwgsy.net)

**Telephone:** 01481 238395

Please note they prefer 48 hours-notice however, if you know when you will be back you can order before you leave the island for your return.

# Frequently asked questions

## I get anxiety when I travel. Can you help?

You are not alone. Lots of people find travelling can make them anxious. If you struggle with anxiety or have neurodiversity, or any other 'hidden disabilities' we supply Sunflower lanyards free of charge (**see Page for more details\***). The lanyards are recognized by airport staff and signal your additional needs. See also under Disability for info re Accessible app that can help locate accessible toilets.

## What will I need to take?

We have created a simple checklist for you to help remember all the important things to take with you & one for after your treatment. (See separate sheet)

## Can I take a Chaperone?

HSC will only pay for a chaperone or escort if the patient's condition needs support and has been authorized by their Guernsey consultant (See criteria on page). If you are still unsure contact the HSC Off Island Travel Team:

**Telephone:** 01481 224153 / 224158

## I don't have a passport or a Driving Licence; what do I do?

You can apply for a UK ID card Online - National ID card for the UK:

<https://www.citizencard.com/apply-for-a-uk-id-card-online>

Prove your age and identity - use as Voter ID and buy age-restricted goods in shops + get discounts online. Recognised by Border officials when traveling to the UK as well as police and retailers.

- ⑩ It is affordable and practical
- ⑩ verifiable online
- ⑩ Anyone can apply

**Standard delivery:** £18 (*takes up to 21 days*)

**Urgent Delivery:** £35 (*takes 1-2 Days*)

# Frequently asked questions

## **I am worried. I can't afford for my partner to travel to the UK to support me for treatment. Is there any financial support available?**

Costs of living has gone up. You are not alone. See Travel Expenses page 15.

## **My partner is coming with me. Can HSC help me book them onto the same flight?**

Yes. See, page 16 escorts and chaperones for more details.

## **How can I stay connected with family and friends during my hospital stay?**

We have information on 'Staying Connected' see page 27.

## **Can I use my mobile phone in the UK? How do I turn Data Roaming off?**

Yes, but you do incur roaming charges, so it's recommended that you turn Data Roaming off before leaving Guernsey.

The Term "Roaming Charges" refers to the higher price that mobile networks typically charge for using your phone overseas. This does apply when traveling from Guernsey to the UK.

## **How can I access the internet if I have turned Mobile Data off?**

You can access anywhere where there is free Wi-Fi. Contact your Mobile Phone provider as they may have some other options for you. Look at buying an e-sim to cover the time in the UK.

Also Check out - **Staying Connected** on page 27.

# Discharge Checklist

	YES	NO
Have you been given a discharge letter?		
Has someone gone through this? Explained it?		
Do you understand it?		
⑩ Will you need any medication ordered from the Pharmacy? <b>Ensure this has been ordered and will be ready before the Taxi is booked and takes you to the airport.</b>		
Have you been given your completed Fitness to fly form?		
Do you have a contact number if you have any queries/ concerns after discharge?		
Have you been told you will need a District Nurse?		
Have you got stitches or clips to be taken out?		
Do you have dressings that need changing?		
Will you need catheter care?		
Will you need a physiotherapist?		
Will you need an occupational therapist?		
Will you need dietitian input?		
Will you need Social Services support?		
Will you need meals on wheels?		



# Checklist for surgical patients

	YES	NO
Comfortable day clothes		
Clean underwear		
Nightdress or pyjamas ( <b>remember</b> hospitals are warm so ensure they are lightweight unless you feel the cold)		
Dressing gown and slippers		
Small hand towel		
Toiletries (soap, toothbrush, toothpaste, shampoo, deodorant)		
Glasses or contact lenses (case for glasses)		
Pyjamas, socks, and other clothing (several changes of underwear)		
Sleep mask and earplugs ( <i>optional, but useful as wards can be a little noisy at night</i> )		

# Things to take with you

Further details can be found on page 20.

**IMPORTANT:** *Please ensure all important documents, letters, valuables, bank details etc. are kept safe during your travel and stay.*

	YES	NO
Photo Identification (ID, driver's license, etc.)		
Ticket & vouchers. <b>IMPORTANT:</b> If you have an internet booking remember to print off a copy OR have a copy on your phone or device		
Supply of all your medications		
Debit/Credit card (for payment)		
English Money & Coins for newspapers etc.		
Copy/Screenshot of the useful numbers page		
Hospital Information and accommodation details		
Mobile, charger (UK Sim card) ** See below re "Data Roaming"		
Notepad and pen		

\*\* Warning: Please remember that Roaming Charges DO apply when travelling from Guernsey to the UK.

# Medications & Medical Supplies

**Remember:** Check with your specific hospital for any additional requirements or guidelines.

	YES	NO
Bring your regular medications ( <i>in their original packaging</i> ).		
A list of repeat prescriptions (ensure this is an UpToDate one).		
If you take insulin for diabetes, follow instructions regarding fasting before surgery.		

**\*Please Note:** If you have a prescription for medical cannabis, you can take a trip abroad and carry a 30-day supply of medication with you. Specifically, Bedrocan's nabiximoles sublingual spray, dronabinol capsules, nabilone capsules, and five varieties of cannabis flowers are authorised medical cannabis products for European travelers. However, it's essential to follow proper procedures and check with the UK embassy for the most up-to-date information.

**Recommendation:** Keep medication in hand luggage in case of delays etc. Ensure to take a little extra in case of travel delays.

# Helpful Hints for Medical Appointments

	YES	NO
Plan ahead		
Notebook and Pen		
Do ask your GP / Guernsey Consultant about your condition		
Do think of any challenges and discuss any concerns with a member of Health Connections.		
Make a List of questions you want to ask the Doctor/Specialist Nurse		
Make a note of any answers		
Do ask the medical professional to explain if you don't understand		

**Note:** This is intended as a guide only. Further information can be found under “Going to Hospital” under the Gov.gg website or contacting the UK hospital you will be attending.

# Notes