

# Information for Travel to Orthopaedic and Spine Specialist Hospital

The Orthopaedic and Spine Specialist Hospital  
1 Stirling Way  
Bretton  
Peterborough  
PE3 8YA

Telephone 01733 333 156  
Website [www.orthospine.co.uk](http://www.orthospine.co.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](mailto: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/](http://www.healthconnections.gg/feedback/)

# Important Information and Contact Details

## Orthopaedic and Spine Specialist Hospital Peterborough

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1 Stirling Way

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PE3 8YA

Tel: 01733 333 156

[www.orthospine.co.uk](http://www.orthospine.co.uk)

## Health Connections

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If you require further information or support, please contact the team at Health Connections who are here to help:

Telephone: +44 (0) 1481 725 241 Ext: 4054

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

Our website: [www.healthconnections.gg](http://www.healthconnections.gg)

## Handy Hints for Health Travel

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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

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- 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.
- Accommodation details.
- Notebook and pen.
- Useful telephone numbers.
- Mobile phone, charger, UK SIM card.
- English money.
- iPad / Kindle.

# Referral Process

## Services involved with the Referral Process

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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).

## The Committee for Employment and Social Security

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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 732510 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 Agreement

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There is no Reciprocal Health Agreement with the UK. As a patient you will be covered for any unexpected medical treatment you may need in addition to the reason for your referral. You are only covered for the time it takes to complete the appointment/hospital stay. If you choose to travel early or stay on after your appointment the States of Guernsey will not be responsible for the cost of any medical treatment you need during that time. If anyone else is travelling with you, they will not be covered. All local residents travelling to the UK can access emergency treatment from a GP, A&E or walk in centre but any further care will incur a charge. You are advised to ensure anyone travelling with you is aware of this and they obtain appropriate health travel insurance.

## For Children Requiring Treatment off Island

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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

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Employment and Social Security are situated at:

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

Telephone: +44 (0) 1481 732 402  
Email: [travel@gov.gg](mailto: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](mailto:info@youthcommission.gg) or call 01481 756099.

## Travel to Peterborough

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### Airport Information

The information desk is located in the International Arrivals area of the building. Help with lost property and enquiries are available here. The information desk is open 24 hours a day.

### Restaurants, Cafés and Bars

There is a wide mix of eating-places throughout Stanstead Airport.

### Telephone numbers

Standstead Airport – general enquiries  
0808 169 7031 Available 9am – 5pm daily  
[www.stansteadairport.com](http://www.stansteadairport.com)

### Airport Facilities

If you feel unwell please alert a member of staff, who will arrange for a qualified First Aider to take care of you.

### Special Assistance

You must pre-book your assistance through ESS at the time of booking your flights, a minimum of 48 hours notice is required.

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.

### Boarding

If you have mobility problems, you are advised at the time of booking 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 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.

Travel continued...

## Customs/Border Agency

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.

## Taxi

A meet and greet service is provided, the driver will collect you and your escort from arrivals and take you to your accommodation. On your return the driver will collect you from your accommodation to the airport.

Should you or your escort require a taxi during your stay other than what is provided it will be at your own cost.

Yellow Carz

Tel: 01733 77 5555

Royal Taxi

Tel: 01733 777 000



# Accommodation

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## Dragonfly Hotel Peterborough

Thorpe Meadows  
Peterborough  
PE3 6GA

Tel: 01733 564240  
Email:  
enquiries@dragonflypeterborough.co.uk  
Web: www.dragonflypeterborough.co.uk

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## Premier Inn

No lift at this hotel, some ground floor rooms available

1023 Lincoln Rd  
Peterborough  
PE4 6AH

Tel: 0871 527 8876  
Web: www.premierinn.com

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## Pearl Hotel

77 Lincoln Road  
Peterborough  
PE1 2SH

Tel: 01733 566662  
Web: www.thepearlhotel.co.uk

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## Holiday Inn (Peterborough West)

Accessible for all

Thorpe Wood  
Peterborough  
PE3 6SG

Tel: 01733 289988  
Email:  
revenue@hipeterborough.valoreurope.com  
Web: www.ihg.com

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## Outfield Homes

42 Outfield Bretton  
Peterborough  
Cambridgeshire  
PE3 8JB

Tel: 0795 763 6755  
Email: amitamodi@hotmail.com  
Web: www.outfieldhomes.co.uk

# The Orthopaedics and Spine Specialist Hospital

## About the Hospital

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The Orthopaedics and Spine Specialist Hospital (OSSH) is a purpose-built facility designed exclusively for assessment, diagnosis and treatment of orthopaedic conditions.

OSSH offers a wide range of diagnostic and treatment services for orthopaedic patients. They offer hip, knee and shoulder replacements, ligament reconstruction (after sporting injury), hand and ankle procedures. They also offer treatment of back pain including injections and spinal surgery.

## Admission

Prior to your admission you will receive an admission pack by post. A letter in the pack will confirm the date and time of your admission and how long before your admission you should stop eating and drinking. There is also a pre-admission questionnaire in the pack which they will ask you to complete and return.

When you arrive at the hospital on the morning of your admission, you will be asked to take a seat in the reception area, shortly afterwards your named nurse will collect you and take you to your room. You will be helped to settle in and made comfortable before your nurse completes the admission process. Before your procedure you will be visited by the Consultant Anaesthetist and your Surgeon. Your Surgeon will talk through your procedure and the process of consent. You will be asked to sign a consent form. This is another opportunity for you to ask any questions you may have about your procedure and recovery.

## Please remember to take the following with you:

- Any current medication.
- Any x-rays or MRI scans you may have.
- Paperwork relating to your hospital visit.
- Name and contact telephone number of your closest relative or friend.

## They advise you bring the following items for an overnight stay in hospital:

- Nightwear, Dressing gown and Slippers (non-slip soles)
- Toiletries: Toothbrush & toothpaste, Hair brush / comb.
- Something to keep you occupied e.g. books, puzzles, knitting, craft etc.
- Some small change (English currency) for newspapers, stamps, telephones etc.

### **The following items will be provided:**

- Towels.
- Face cloths

The hospital has WIFI – please ask for the password.

Please note; OSSH would advise that you do not bring valuables, jewellery or large amounts of money with you, as they cannot accept liability for any personal possessions brought into the hospital.

### **Personal electrical appliances**

You may use your personal battery-operated appliances. In the interests of safety, they may ask you to allow the Hospital Engineer to check all your mains operated appliances before using them.

### **Visitors**

There are no restriction on visitors between the hours of 9.00am and 8.00pm.

The main doors of the hospital will be locked at 8.00pm therefore the last visit of the day should be no later than 7.30pm.

### **Smoking**

For your comfort and safety, the Hospital operates a no-smoking policy throughout the site. We ask all patients and visitors to observe this rule for the comfort and safety of other patients and of staff.

### **Going Home**

Your nurse will give you information and guidance before discharge. It is advisable to arrange with a relative or friend to take you home after your hospital stay. You will be given a Preliminary Discharge form to hand in to your doctors' surgery.

Before you are discharged from hospital, we will ask you to complete a Patient Survey Questionnaire, they are passionate about gathering our patient's views and feedback as it is vitally important to us that we continue to maintain our high standard of patient care. Your views matter.

## Accommodation

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Please see the accommodation list enclosed in this pack.

## Visiting Times

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

## Patients Charter

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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

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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 725241 ext. 5227 for more information.

## Health Connections Directory

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An online resource of community support and activities in the Bailiwick.  
Website: [healthconnections.gg/directory](http://healthconnections.gg/directory)

## Things To Do

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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 and dine, up to date information on events, activities and a variety of things to do and see on the following link. [www.visitpeterborough.com](http://www.visitpeterborough.com)

## Face to face support

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

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

Tel: 725241 ex 4054

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

