



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

**This Health Travel Information is provided by
Health Connections under contract from HSC.**

**Guy's Hospital &
Great Maze Pond
London
SE1 9RT**

**St Thomas' Hospital
Westminster Bridge
London
SE1 7EH**

Tel: 020 7188 7188

Website: www.guysandstthomas.nhs.uk

Guernsey Patient Referrals Officers for Guy's and St Thomas' Hospital

**Demelza Burgess – Tel: 020 7188 0888 (Direct Line)
07748 105975 (mobile)
Bleep: 172**

Email: demelzaburgess@gstt.nhs.uk

**Maura Ford – Tel 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**

**If you require further information, please contact
Health Connections on
+44(0)1481 707470 or +44(0)1481 725241 Ext 4054
Travel@healthconnections.gg**

Please Note

The aim of the Health Travel Service is to ensure that patients, who are referred for treatment in the UK, and their families have the information they need, when they need it.

Contents

Section 1	Handy Hints	p.3
Section 2	Referral Process	p.5
Section 3	Travel & Accommodation	p.8
Section 4	Hospital	p.15
Section 5	Support Services	p.16

Handy Hints for Health Travel

1. Notebook and pen

At stressful times everything is forgotten - even pin numbers that have been committed to memory for years

Write down phone numbers, names of doctors seen etc.

2. Investigate the health condition

Find out what you can about your condition to enable you to understand more about your possible treatment.

3. Take a list of the questions you want to ask the Doctor

Make a note of the answers afterwards

4. Plan ahead

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.

5. Arrange a team of friends who can help you communicate news

Let friends help. If they have offered to help-out it is because they want to, and it will help them as well as you

Checklist of Things to Take with You

- Tickets & Vouchers (if you have an internet booking remember to take the printout).
- Photo identification.
- 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.
- I-Pad/Kindle

Services Involved with the Referral Process

When your doctor or Consultant decides to refer you to the UK for medical treatment, they will contact the Committee for Health and Social Care (HSC) and Social Security (SSD).

The Committee for Employment and Social Security – ESS

On receiving your appointment or admission date please contact your Consultant or his/her Secretary at the Medical Specialist Group.

They will then inform Social Security (ESS).

ESS will contact you to arrange your travel requirements.

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 issued. 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.

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

(Tel +44(0)1481 732510) or if you prefer call into their office at Edward T Wheadon House, Le Truchot, St Peter Port, GY1 3WH 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.

Travel Agent Details

ESS are situated at:

Edward T Wheadon House

Le Truchot

St Peter Port

Guernsey

GY1 3WH

Tel: **+44(0)1481 732402**

Email: travel@gov.gg

- Bookings can be made between 8.30am and 4.30pm Monday to Friday.
- Please inform staff at ESS if you require assistance at the airport. This can easily be arranged for you when booking but may be more difficult to secure if it is not booked before your departure.
- Classic 500 Taxis in London provide child seat/boosters free of charge, but they must be ordered at time of booking so please advise if they are needed.
- Travel Itinerary details will normally be issued one week before travel.
- If you are delayed in the UK overnight due to adverse weather conditions or operational aircraft issues reimbursement of reasonable expenses will be considered on submission of valid receipts. Please ensure that you are able to pay for unexpected expenses whilst you are away.
- Please take your travel confirmation with you in case any changes are necessary whilst you are away. This sheet contains important booking reference information.

Photographic Identification

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 exactly the same. If you do not have photographic identification, application forms for the Guernsey Identity Card are available from the SSD and the Police Station. Sarnia Mutual, Church Square produce the cards for a cost of £5 and can be contacted on

Tel: 723501.

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.

Important information concerning the Reciprocal Health Agreement

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. But 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 that anyone travelling with you is aware of this and that they obtain the appropriate insurance.

Airport Facilities – London Gatwick

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.

Buggies/Wheelchairs

If you require a Buggy to meet you off the plane on the journey out, please inform the Check-in desk that you will need assistance when you arrive at Gatwick.

On your return journey to the island just inside the main entrance there is a special assistance telephone (free phone) where you can ask for a wheelchair or buggy to take you around the airport.

Rest Facilities and Special Needs

Special assistance is available to disabled passengers and those with special needs. Reserved seating is provided in the Check-in areas and International Departure Lounges.

Should you find it difficult to stand for long periods when going through security please ask at the airline ticket desk (by the check in desks) if they could check you in and then help you go to the front of the security queue. 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

Toilets are located in Departures, Arrivals and on all levels of the South Terminal.

Accessible Toilets

There are wheel chair accessible toilets in the Departures, Arrivals and on all levels of the South Terminal.

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.

Some of the staff are proficient in sign language.

A minicom system is also offered in both terminals. Incoming calls are processed by Airport Central Exchange and outgoing calls may be made at the Information Desks within the terminals.

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 your flight is delayed in the UK, the SSA may pay for reasonably priced accommodation costs incurred and travel expenses to and from the accommodation. Keep all your receipts and on your return take them to the SSA office at Edward Wheadon House in the Truchot.

Boarding

If you have a mobility problem, 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 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

Either a "bottle" sign or a baby care symbol indicates specially equipped rooms for feeding and changing babes. These facilities are available at the South Terminal Arrivals, Main Level Departures and Departures Lounge Lower Level.

Other changing facilities are provided on route to the gate rooms, in the transfer area and after passport control on arrival. There are fold-down tables provided in some of the ladies and gentlemen's toilets.

Kids Zones are provided free of charge in the South Terminal, on the third floor.

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 the 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.

Travelling to Guy's Hospital from Gatwick Airport

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

You need to 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

You need to 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). Social Security **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**

Taxis from Gatwick Airport Pre-Booking Telephone number:
01293 567700

Tel: 0800 028 0400
Website: www.daysinn.com

Facilities include - En-suite rooms, TV, Tea/Coffee making facilities

London Southwark

Premier Inn
Bankside
34 Park Street
London
SE1 9EF

Tel: 0870 990 6402
Website: www.PremierInn.com

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

Accommodation for the London Area

The London Tourist Board can be contacted on **020 7234 5800**

They will then do a free search for you on any type of accommodation, area, price etc. in the London area.

You are under no obligation to choose any of the accommodation provided to you from the search. They are quite willing to do further searches on your behalf.

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.

Visiting times are usually between 2pm and 8pm each day, for visiting outside of these hours please check with the Ward Sister.

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. Vegetarian and ethnic meals, as well as therapeutic diets, are available. If you have special dietary requirements, please tell one of the nurses caring for you.

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
Bridge
London
SE1 9RT**

or

London

**St Thomas' Hospital
Westminster**

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.

Nat West Cash Machine

There is a Nat West 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 0207 188 8803** or e-mail pals@gstt.nhs.uk

St Thomas' Hospital - PALS can be found on the ground floor of the North Wing, near the main entrance. **Tel 0207 188 8801** or 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

Information for relatives and friends

Accommodation

Please see the accommodation list enclosed in this pack.

Visiting times

Visiting times are usually between 2pm and 8pm each day, for visiting outside of these hours please check with the Ward Sister.

Contact numbers

Useful telephone numbers:

Health Connections

Tel: 01481 707470

Main Hospital Switch Board

Tel: 020 7188 7188

Patient Referrals Officers

Demelza Burgess

Tel: 020 7188 0888

Maura Ford

Tel: 020 7188 1637

Mobile Telephone

If you or your visitors wish to use a mobile telephone on the ward, please check with the nurse in charge that it is safe to do so (they may interfere with the sensitive medical equipment). Look out for the warning notices.

Dining Facilities

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

Whilst 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.

Email: travel@healthconnections.gg

Updated October 2018

Maps for Guys and St Thomas

Guys

https://healthconnectionsgsy.sharepoint.com/:b:/s/HealthConnections/EU8t_tc6ynhA_kjhVVsOMBxUBDf-8yNdbKbN8r38j-RsCYQ?e=ms0a3h

St Thomas

https://healthconnectionsgsy.sharepoint.com/:b:/s/HealthConnections/EU8t_tc6ynhA_kjhVVsOMBxUBDf-8yNdbKbN8r38j-RsCYQ?e=ms0a3h

St Thomas

https://healthconnectionsgsy.sharepoint.com/:b:/s/HealthConnections/EVf2y4wfkrtGI_AdyY5QjaR8Box0RHCHL75kyltdrTPSETQ?e=edN3Tr

St Thomas

https://healthconnectionsgsy.sharepoint.com/:b:/s/HealthConnections/EYXIDDV8h21_FoSb0ZgikAy8BhsmivjHp9Thr5h00_iT1dA?e=G9xWFO