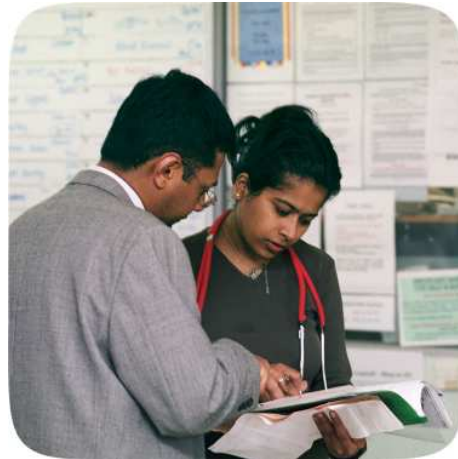


# Choosing **your** hospital

**Bromley  
Primary Care Trust**







For most medical conditions, you can now choose where and when to have your treatment.

This booklet explains more about choosing your hospital.

You will also find information about the hospitals you can choose from.

Second edition  
December 2006

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# What is patient choice?



If you and your GP decide that you need to see a specialist for more treatment, you can now choose where and when to have your treatment from a list of hospitals or clinics.

## Why has patient choice been introduced?

Research has shown that patients want to be more involved in making decisions and choosing their healthcare. Most of the patients who are offered a choice of hospital consider the experience to be positive and valuable. The NHS is changing to give you more choice and flexibility in how you are treated.

## Your choices

Your local choices are included in this booklet. If you do not want to receive your treatment at a local hospital, your GP will be able to tell you about your choices of other hospitals across England.

As well as the hospitals listed in this booklet, your GP may be able to suggest community-based services, such as GPs with Special Interests or community clinics. Or, if your GP decides to refer you to a Clinical Assessment Service and you then need to go to hospital, you will be able to choose from this list of hospitals.

## Making your choice

In choosing where to have your outpatient appointment, you will be choosing where to receive your full treatment, if you need it. This will include your initial outpatient appointment and any other appointments for treatment (for example, inpatient care) or aftercare.

However, if you are not happy with your chosen hospital after your outpatient appointment, your GP can make you an appointment at another hospital.

If you need very specialised care, you may need to be referred to another hospital. You may also be transferred to another specialty if the hospital doctor feels that this is more appropriate for your condition.





## How to use this booklet

This booklet includes information about your choice of hospitals.

- Use the 'Where can I have my treatment?' table on page 4 to find out which hospitals offer your treatment.
- You can then find information about individual hospitals. This starts on page 7.
- You can also find out how your hospital scores against a number of measures, some of which are patients' views. This information starts on page 28.

You will also find other information in this booklet to help you make your choice. You can use the 'Contents list' at the beginning of the booklet to find this information.

You can also find more information on [www.nhs.uk](http://www.nhs.uk)

Your local library can help you use the internet to search for more information on choosing your hospital. See the 'Where can I find more information and support?' page later in this booklet for some website addresses that you can use.

## Where can I have my treatment?

Use the chart below to check which hospitals provide the service you need. In addition to the hospitals listed, your GP may be able to refer you to community-based or other services. Ask him or her what's available in your local area. He or she will also advise you if the service you need is not listed.


Hospital provider	Specialty name													
	Cardiology	Dermatology	Ear, nose and throat	Gastroenterology	General medicine	General surgery	Gynaecology	Neurology	Ophthalmology	Oral-maxillo surgery	Paediatrics	Rheumatology	Trauma and orthopaedics	Urology
Bromley Hospitals NHS Trust <a href="#">page 7</a>	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Guy's and St Thomas' NHS Foundation Trust <a href="#">page 9</a>	●	●	●	●	●	●	●	●	●	●	●	●	●	●
King's College Hospital NHS Trust <a href="#">page 10</a>	●	●		●	●	●	●	●	●	●	●	●	●	●
Mayday Healthcare NHS Trust <a href="#">page 11</a>		●	●	●	●	●	●	●			●	●	●	●
Queen Elizabeth Hospital NHS Trust <a href="#">page 12</a>	●	●	●	●	●	●	●				●	●	●	●
Queen Mary's Sidcup NHS Trust <a href="#">page 13</a>	●			●	●	●	●	●	●	●	●	●		
The Lewisham Hospital NHS Trust <a href="#">page 14</a>	●	●	●	●	●	●	●	●			●	●	●	●

### Specialty name

**Hospital provider**  
University College London  
Hospitals NHS Foundation Trust  
[page 15](#)

Cardiology	Dermatology	Ear, nose and throat	Gastroenterology	General medicine	General surgery	Gynaecology	Neurology	Ophthalmology	Oral-maxillo surgery	Paediatrics	Rheumatology	Trauma and orthopaedics	Urology
									●				

 To find out more about the hospitals you can choose from go to [page 7](#)

 To find out what these specialties mean go to [page 19](#).



**Bromley Hospitals NHS Trust**  
[www.bromleyhospitals.nhs.uk](http://www.bromleyhospitals.nhs.uk)

Bromley Hospitals Trust is committed to quality care and provides a comprehensive range of general and specialist services from The Princess Royal University Hospital and Orpington and Beckenham Hospitals. Many operations are carried out on a day case basis in the Day Surgery Unit using keyhole techniques. The Orpington Treatment Centre offers planned general surgery, orthopaedics and breast surgery.

**Bromley Hospitals**   
NHS Trust



**Beckenham Hospital**

Bromley Hospitals NHS Trust,  
379 Croydon Road, Beckenham,  
Kent,  
BR3 3QL  
Tel: 01689 863000

**Trains:** Beckenham Junction. One mile.  
**Buses:** Transport for London. 0845 300 7000.  
**Parking:** Free, but limited.



**Orpington Hospital**

Sevenoaks Road,  
Orpington, Kent,  
BR6 9JU  
Tel: 01689 863000

**Trains:** Orpington. One mile.  
**Buses:** MetroBus. 01293 449191.  
**Parking:** On-site parking available.  
Charges apply.



### Orpington Treatment Centre

Sevenoaks Road,  
Orpington, Kent,  
BR6 9JU  
Tel: 01689 863000

**Trains:** Orpington. One mile.  
**Buses:** MetroBus. 01293 449191.  
**Parking:** Limited on-site parking.  
Charges apply.



### Princess Royal University Hospital

Farnborough Common,  
Orpington, Kent,  
BR6 8ND  
Tel: 01689 863000

**Trains:** Orpington. Two miles.  
**Buses:** Transport for London. 0845  
300 7000.  
**Parking:** On-site parking available.  
Charges apply.



To see how your  
hospital scores see  
page 24

**Guy's and St Thomas' NHS Foundation Trust**  
[www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)

Guy's and St Thomas' NHS Foundation Trust includes two of London's teaching hospitals, providing patients with treatment and care from two central London sites near Waterloo and London Bridge. As well as a full range of general hospital services, we offer a wide range of specialist care including cardiac, cancer, dermatology, services for women and kidney patients, and children's services in the new Evelina Children's Hospital.

Guy's and St Thomas' **NHS**  
NHS Foundation Trust



**Guy's Hospital**

St Thomas Street,  
London,  
SE1 9RT  
Tel: 020 7188 7188

**Trains:** London Bridge. Less than half a mile.

**Buses:** London Travel Information. 020 7222 1234.

**Parking:** Off-site parking available. Charges apply.



**St Thomas' Hospital**

Lambeth Palace Road,  
London,  
SE1 7EH  
Tel: 020 7188 7188

**Trains:** Waterloo. Up to half a mile.

**Buses:** London Travel Information. 020 7222 1234.

**Parking:** On-site parking available. Charges apply.

King's College Hospital NHS Trust  
[www.kch.nhs.uk](http://www.kch.nhs.uk)

King's College Hospital is one of London's largest and busiest teaching hospitals, with an interesting profile of local services and focused tertiary specialties. We have an international reputation for our work in liver disease and transplantation, neurosciences, cardiac and blood cell cancer, attracting patients from the UK and overseas.

King's College Hospital   
NHS Trust



### King's College Hospital

King's College Hospital,  
Denmark Hill, London,  
SE5 9RS  
Tel: 020 3299 9000

**Trains:** Denmark Hill, Loughborough Junction. Less than half a mile.

**Buses:** London Buses. 020 7222 1234.

**Parking:** Limited on-site parking. Charges apply.

**Mayday Healthcare NHS Trust**  
[www.maydayhospital.nhs.uk](http://www.maydayhospital.nhs.uk)

The Trust provides general and specialist services. Specialties include diabetes, cardiology, renal (kidney), HIV and a new Birth Centre as an alternative to the labour ward. The Trust was named 'Acute Healthcare Organisation of 2005' by the Health Service Journal, and the Clinical Negligence Scheme for Trusts rates its maternity services Level 3, one of only 10 maternity units in the country to achieve the highest rating.

Mayday Healthcare   
NHS Trust




**Mayday University Hospital**

530 London Road,  
Thornton Heath, Surrey,  
CR7 7YE  
Tel: 020 8401 3000

**Trains:** West Croydon. One mile.  
**Buses:** Transport for London. 020  
7222 1234.  
**Parking:** Limited on-site parking.  
Charges apply.

**Queen Elizabeth Hospital NHS Trust**  
[www.queenelizabeth.nhs.uk](http://www.queenelizabeth.nhs.uk)

Queen Elizabeth Hospital is centrally located in the London Borough of Greenwich, with excellent transport links to south-east London and Kent. We provide a full range of services, with a focus on quality, including general medical and surgical services, maternity and children's services. We also provide a range of specialist services locally, including cancer, urology and cardiology.

**Queen Elizabeth Hospital**   
NHS Trust



**Queen Elizabeth Hospital**

Stadium Road,  
Woolwich, London,  
SE18 4QH  
Tel: 020 8836 6000

**Trains:** Woolwich Arsenal. Two miles.

**Tube Station:** North Greenwich. More than ten miles.

**Buses:** London Travel Information. 020 7222 1234.

**Parking:** On-site parking available. Charges apply.

**Queen Mary's Sidcup NHS Trust**  
[www.qms.nhs.uk](http://www.qms.nhs.uk)

Queen Mary's Sidcup is a patient-focused local district general hospital, providing healthcare to the people of Bexley and neighbouring boroughs. As well as a 24-hour accident and emergency service, patients can be treated for major illnesses, have planned surgery, maternity care and use paediatric services. We place great emphasis on hospital cleanliness and have met the Healthcare Commission's target for low MRSA rates in 2006.

Queen Mary's Sidcup   
NHS Trust



**Erith and District Hospital**

Park Crescent,  
Erith, Kent,  
DA8 3EE  
Tel: 020 8302 2678

**Trains:** Erith. One mile.  
**Buses:** Transport for London. 020 7222 1234.  
**Parking:** Free, but limited.



**Queen Mary's Hospital**

Frognal Avenue,  
Sidcup, Kent,  
DA14 6LT  
Tel: 020 8302 2678

**Trains:** Sidcup. One mile.  
**Buses:** Transport for London. 020 7222 1234.  
**Parking:** On-site parking available.  
Charges apply.

**The Lewisham Hospital NHS Trust**  
[www.lewisham.nhs.uk](http://www.lewisham.nhs.uk)

This teaching hospital for the University of London provides specialist services in paediatric surgery, cystic fibrosis and ENT services. In November 2006, we are moving into a new hospital building with new theatres, an endoscopy (diagnostic investigation) suite and new critical care facilities. In August 2006, Lewisham was one of only six trusts to be rated 'excellent' by the Healthcare Commission for its children's services.

The Lewisham Hospital **NHS**  
NHS Trust



**The Lewisham Hospital NHS Trust**

Lewisham High Street,  
Lewisham, London,  
SE13 6LH  
Tel: 0208 333 3000

**Trains:** Ladywell. Less than half a mile.

**Buses:** Transport for London. 020 7222 5600.

**Parking:** On-site parking available. Charges apply.

**University College London Hospitals NHS Foundation Trust**  
[www.uclh.nhs.uk](http://www.uclh.nhs.uk)

The Trust is a major research and teaching centre with three stars from the Healthcare Commission since 2001/02. It provides general and specialist services at the new University College Hospital. It also has six specialist hospitals in central London. It was one of the first trusts to screen patients for MRSA on admission and is on track (August 2006) to meet the Health Protection Agency's target of halving MRSA blood infection by 2008.

**University College London Hospitals**   
NHS Foundation Trust



**Eastman Dental Hospital**

256 Gray's Inn Road,  
London, WC1X 8LD  
Tel: 020 7915 1000

**Trains:** King's Cross. Less than half a mile.

**Tube Station:** Russell Square or King's Cross. Less than half a mile.

**Buses:** London Travel. 020 7222 1234.

**Parking:** Phone for details.



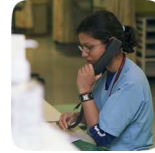
**University College Hospital**

235 Euston Road,  
London, NW1 2BU  
Tel: 0845 155 5000

**Trains:** Euston, Kings Cross, Warren Street, Euston Square. Less than half a mile.

**Buses:** London Travel. 020 7222 1234.

**Parking:** n/a



## Your questions answered

### Is patient choice offered for all medical conditions?

A choice of hospital is available for most medical conditions. However, not all hospitals treat every medical condition and some patients may need a more specialist service.

### What if I don't want to choose?

You do not have to make the decision yourself. If you prefer, your GP can still make the choice for you and recommend a hospital for your treatment.

### What if I don't want to go to a different hospital?

You don't have to. If you would rather visit the hospital that you usually go to, you can make that choice.

### Will I have to pay?

No, not as an NHS patient. All the hospitals listed provide services to NHS patients. As long as you choose one of the hospitals listed in this booklet, you won't have to pay.



### Is there help available for my travel arrangements to get to hospital?

If your GP or the person who has referred you decides that you have a medical need for transport, patient transport services should be provided. You may also have your travel expenses paid through the Hospital Travel Costs Scheme, if you get Jobseeker's Allowance, Working Tax Credit, Child Tax Credit or Pension Credit, or qualify under the low-income scheme.

### Where's best for me?

You might want to think about how you will get to hospital or who might pick you up when your treatment has finished. If you are going to be in hospital for a while, do you want to be close to family and friends? You may also want to think about how quickly you want to be treated. Would you be willing to travel further away if it meant that you could be treated quicker? Or you may have a different priority – hospital cleanliness or location, for example. The information in this booklet can help you make your choice based on the things that matter to you. You can also find more information on [www.nhs.uk](http://www.nhs.uk).



## How to book your appointment

### What you need to do

How ever you are being referred, your GP or practice team will let you know what you need to do.

Once you have left your GP practice, you can speak to your local support services for more help with choosing your hospital. Their contact details are on the back page of this booklet.

### Using Choose and Book

GPs may use a computer system to book your first outpatient appointment. This is called Choose and Book. This system gives you more control over when you book your appointment. Your GP or practice team can give you a leaflet called 'An introduction to Choose and Book for patients' that will give you more information.

### Without Choose and Book

If your GP is not yet using Choose and Book, he or she will send a letter to your choice of hospital and can also send you a copy. The hospital will then contact you to make an appointment.



## What do the specialty names mean?

Cardiology	Heart and blood vessels.
Dermatology	Skin, hair and nails.
Ear, nose and throat (ENT)	Ear, nose and throat disorders.
Gastroenterology	Digestive system, including the liver, stomach, intestines and oesophagus.
General medicine	Non-surgical treatment of diseases of the internal organs, especially in adults.
General surgery	Surgical treatment of abdominal organs, the thyroid gland and hernia.
Gynaecology	Organs of the female reproductive system.
Neurology	Nervous system, including the brain, spinal cord and nerves.
Ophthalmology	Eye disorders, including injuries, infections, tumours and cataracts.
Oral-maxillo surgery	Mouth and facial surgery.
Paediatrics	Diagnosing, treating and preventing diseases in children.



Rheumatology

Inflammatory diseases of the muscles and joints, including arthritis.

Trauma and orthopaedics

Musculoskeletal system including bones, joints and supporting muscles.

Urology

Kidneys, urinary, bladder and male reproductive organs.



## What does the healthcare jargon mean?

### What's an outpatient appointment?

An outpatient appointment is when you visit the hospital to see a specialist who will examine you so that he or she can diagnose what the problem is and think about what the best treatment will be.

### What's inpatient treatment?

Inpatient treatment is when you go into hospital to have your treatment and stay overnight.

### What is secondary or tertiary care?

When patients are referred by their GP for further treatment, this is known as secondary care. It usually means being treated by a specialist in a hospital or a clinic. In some cases, patients may need to see a clinician with highly specialised knowledge of their condition. This is known as tertiary care.

### What are NHS Foundation Trusts?

NHS Foundation Trusts are a new type of NHS hospital that are run by local managers, staff and members of the public. These trusts have been given more freedom than other NHS trusts. However, they remain within the NHS.



### What are NHS Treatment Centres?

Some NHS Treatment Centres are run by the NHS and some are run by the Independent Sector. They both provide treatment to NHS patients with NHS standards of care. You do not have to pay for treatment at either type of treatment centre – the cost will be covered by the NHS.

### What's a GP with a Special Interest?

Sometimes, rather than going to a hospital or clinic, you may be able to choose to be treated by a GP with a Special Interest. As well as their GP qualifications, they have thorough training and experience in a specialist area.

### What's a Clinical Assessment Service?

Sometimes, instead of referring you direct to a hospital for an outpatient appointment, your GP might refer you to a Clinical Assessment Service. They will assess your condition and will discuss the next stage of your treatment. This assessment may take place in person or over the phone. Your GP will let you know what you need to do if he or she is referring you to a Clinical Assessment Service.



## Where can I find more information and support?

Your GP should be able to give you the answers to some of the questions you have about your condition.

Or, you can contact NHS Direct. Visit [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk), go to NHS Direct Interactive on digital satellite TV, or call 0845 4647 and ask to speak to a health information adviser.

### For other healthcare information

- [www.nhs.uk](http://www.nhs.uk) for an electronic copy of this booklet, to compare individual hospitals, and other NHS information.
- [www.healthspace.nhs.uk](http://www.healthspace.nhs.uk) for a secure place on the internet where you can store all your personal health information.
- [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk) for information on the electronic booking system that GPs may use to refer you for an outpatient appointment.
- [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk) for quality and performance information on hospitals from the independent regulator of healthcare.
- [www.patientopinion.org.uk](http://www.patientopinion.org.uk), an independent website where you can find out what other patients are saying about local health services.

## How do your hospitals score?

The information given in the following tables shows how some hospitals are doing against selected measures of performance as well as ratings from patient surveys. The information for independent sector hospitals and for NHS Trusts is collected in different ways.

### What do the statistics say about Independent Sector hospitals?

These performance indicators were collected over six months, from October 2005 to March 2006.

#### Inpatient waiting times

This measures the length of time a patient waits to receive treatment if they need to be admitted to hospital. The target is six months from the time a consultant decided hospital treatment was necessary to the time of receiving treatment.

#### Outpatient waiting times

This measures the length of time a patient waits for an

appointment following a referral from their GP. The target is 13 weeks from the time the hospital receives the letter.

#### Cancelled operations

This measures the number of operations which had to be cancelled for non-clinical reasons (i.e. equipment out of action, no bed available or staff away).

#### MRSA infection

This indicator closely monitors the number of MRSA blood infections recorded. NHS patients treated at a hospital or treatment centre managed by the independent sector, are tested for MRSA prior to commencing treatment. This significantly helps reduce the risk of passing MRSA to other patients being treated at the hospital.

### What do patients say about Independent Sector hospitals?

The Independent Sector hospitals and treatment centres each conduct Patient Satisfaction Surveys.

The following indicators are based on the responses to these surveys.

### **Clinical relationships**

Patients treated at the hospital are asked to comment on the way they felt they were treated by the nursing staff and doctors.

### **Hospital cleanliness**

This asks patients to comment on whether they found the hospital wards and toilets to be clean. Patients are also asked to express an overall view on the cleanliness of the hospital.

### **Warm, friendly place to be**

Patients are asked to comment on whether they felt welcomed to the hospital, whether the environment was pleasant, friendly and warm and whether the care they received helped them to feel comfortable.

### **Overall patient satisfaction**

This indicates patients' overall impressions about the treatment and care they received at the hospital.

## What do the statistics say about NHS hospitals?

The measures cover the year ending 31st March 2006.

### Inpatient waiting times

This measures the length of time a patient waits to receive treatment if they need to be admitted to hospital. The target is six months from the time a consultant decided hospital treatment was necessary to the time of receiving treatment.

### Outpatient waiting times

This measures the length of time a patient waits for an appointment following a referral from their GP. The target is 13 weeks from the time the hospital receives the letter.

### Cancelled operations

This measures the number of operations which had to be cancelled for non-clinical reasons (i.e. equipment out of action, no bed available or staff away) and for which a new date was not offered within 28 days of the original date.

### MRSA infection

This measures the number of MRSA blood infections recorded and whether the hospital reduced the rates compared with the previous year in line with the planned number of reductions.

## What do patients say about NHS hospitals?

A national survey of patients receiving treatment at NHS Trusts was conducted in 2005. The columns include results from questions that asked about:

### Building closer relationships

Patients were asked whether they could understand the answers which doctors and nurses gave them to their questions and whether they felt that a doctor or nurse talked in front of them as if they weren't there.

### Clean, comfortable, friendly place to be

This survey asked whether patients felt bothered by noise at night, their opinion on how clean the room or ward was, how they

rated the food, whether they were given enough privacy when being examined, whether they felt enough was done to control their pain and whether they were treated with dignity and respect.

### **Safe, high-quality, co-ordinated care**

Patients were asked whether they felt they were given conflicting information from staff, how long it took to be discharged and whether they were given advice about any possible problems to watch out for when they went home.

### **Better information, more choice**

This survey asked patients whether they felt they were involved as much as they wanted to be in decisions about their care and treatment, if staff explained about the medicines they were to take at home in a way they understood and if they were told about the possible side effects of that medication.

# Hospital score table

These tables show how your hospitals score against a number of measures, some of which are patients' views. For more information on what the measures mean, see 'How do your hospitals score?'.

The indicators for independent and NHS hospitals are in separate tables because the information comes from different sources, and the definitions and time-periods covered are slightly different. For example, a '3' score for an independent hospital is not directly comparable with a '3' score for an NHS hospital, although both will be good quality.

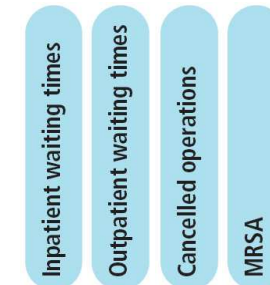
## Performance information

- 3** Achieved target
- 2** Underachieved
- 1** Failed
- n/a** Data not available

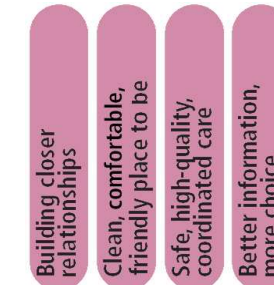
## Patients' views

- 3** >90 out of 100
- 2** 80-90 out of 100
- 1** <80 out of 100
- n/a** Data not available

## Performance information



## Patients' views



	Inpatient waiting times	Outpatient waiting times	Cancelled operations	MRSA	Building closer relationships	Clean, comfortable, friendly place to be	Safe, high-quality, coordinated care	Better information, more choice
Bromley Hospitals NHS Trust <a href="#">page 7</a>	3	3	3	2	2	2	2	1
Guy's and St Thomas' NHS Foundation Trust <a href="#">page 9</a>	2	3	2	3	2	3	2	3
King's College Hospital NHS Trust <a href="#">page 10</a>	3	3	2	2	1	2	1	2
Mayday Healthcare NHS Trust <a href="#">page 11</a>	3	3	3	3	1	1	1	1

	Performance information				Patients' views			
	Inpatient waiting times	Outpatient waiting times	Cancelled operations	MRSA	Building closer relationships	Clean, comfortable, friendly place to be	Safe, high-quality, coordinated care	Better information, more choice
Queen Elizabeth Hospital NHS Trust <a href="#">page 12</a>	3	3	3	3	1	1	2	1
Queen Mary's Sidcup NHS Trust <a href="#">page 13</a>	3	3	3	3	1	1	1	2
The Lewisham Hospital NHS Trust <a href="#">page 14</a>	2	2	3	3	1	1	1	1
University College London Hospitals NHS Foundation Trust <a href="#">page 15</a>	3	3	2	2	2	2	1	2

For full details of how the scores were calculated please go to [www.nhs.uk/documents/choice/indicators.pdf](http://www.nhs.uk/documents/choice/indicators.pdf)



**For confidential support with choosing your hospital,  
contact:**

Patient Advice and Liaison Service  
Bromley Primary Care Trust  
Bassetts House  
Broadwater Gardens  
Farnborough  
Kent  
BR6 7UA

Tel: 0800 389 5118  
Email: [PALS@bromleypct.nhs.uk](mailto:PALS@bromleypct.nhs.uk)  
Website: [www.bromley.nhs.uk](http://www.bromley.nhs.uk)

### **Other formats**

You can get this booklet in other formats (for example, in other languages, on audio tape, in Braille, in British Sign Language, in easy-to-read print and in large print). Please contact your GP practice team for a printed copy. For an electronic copy, please go to [www.nhs.uk](http://www.nhs.uk)

The general information in this booklet has gained Plain English Campaign's Crystal Mark for clarity, meaning that it is as easy to read as possible.

Please note that the information was correct at the time of printing.

276033/022

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