

the
ludlow

unit

private centre of excellence

The Robert Jones and Agnes Hunt **NHS**
Orthopaedic Hospital
NHS Foundation Trust

Information for Private Patients



The Ludlow Unit
The Robert Jones and Agnes Hunt
Orthopaedic Hospital NHS Foundation Trust,
Oswestry, Shropshire, SY10 7AG
www.rjah.nhs.uk/Private

Delivering Outstanding Patient Care

Contents

Page 3	Specialist Services
Page 4	Welcome
Page 5	Our Purpose
Page 6	Travelling to and around the Hospital
Page 7	When you arrive for Admission.
Page 8	Who's Who. Quality
Page 9	Pre-op Assessment. Consent for Operations and Other Procedures.
Page 10	Medical Information. Catering Arrangements.
Page 12	Facilities
Page 13	Services Available to You
Page 15	Other Facilites
Page 17	Access
Page 17	Before You Leave
Page 18	Prices.

The specialist hospital has an international reputation for orthopaedics and research into disorders of the bones, muscles and joints.

Our specialist services include:

All orthopaedic surgery; surgery of the hand, shoulder, spine, knee, hip, foot and ankle

- Treatment of bone, joint and muscular conditions
- Hip and knee replacement and reconstruction
- Hand, shoulder, foot, ankle and knee surgery
- Sports injury surgery
- Spinal and bone tumour service
- Metabolic disorders

Ludlow Unit is accredited to Highest Quality Standard ISO 9001.

Ludlow Ward - Private Wing

The Robert Jones and Agnes Hunt 
Orthopaedic Hospital
NHS Foundation Trust

Telephone: 01691 404420
(Reception)
Nursing Station: 01691 404011
Administration: 01691 404307
Fax No: 01691 404060

Welcome

We would like to welcome you to our Unit.
This information booklet is designed to help you prepare for your stay, inform you a little about life on the ward and the services provided for you, as well as the arrangements for going home.

To assist us in maintaining and improving standards you will be given a short questionnaire on the ward, which we would appreciate if you could kindly complete before discharge. We hope that this information will provide staff with feedback to assist with improving the quality of service for future visits.

Please ring beforehand if you have any anxieties or need anything explained.

Yours sincerely

Sister Helen Cooper

Ward Manager

Our purpose on Ludlow Ward is:

To provide a quality private health care service for patients, set in an environment of teaching and research, focused on improving health care.

The values of the Private Unit are:

- The Unit and its staff will always put the needs of the patient first.
- The Unit will strive to be competitive with its pricing to enable patients to have maximum benefit from the resources available.
- The Unit will strive to be competitive with its pricing mechanism to enable patients to have maximum benefit from the resources available.
- The Unit values staff who are expert at what they do and are committed to providing the right environment for patients and the ongoing development of the Unit.

“The privacy and comfort of home - in a leading specialist hospital”

Ludlow Ward has been created to give patients an environment of the highest quality and that is appropriate to the international standing of a hospital with the reputation of The Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust.

The ward currently comprises 16 single en-suite rooms furnished and equipped to a high standard. All rooms have walk-in showers to facilitate bathing for patients whose operations make it difficult for them to use a bath. This is particularly practical for patients in wheelchairs

The ward has its own permanent nursing staff with vast experience in Orthopaedic nursing, so that every patient receives individual care and attention. All of our staff undergo regular training updates to ensure that excellent patient care is maintained.

Each room is tastefully decorated with TV, direct dial telephone, nurse call system and other facilities expected by private patients. Wi-Fi is available throughout the hospital.

To help make you stay as comfortable as possible, you have the choice of a daily newspaper

Tea, coffee or other beverages are available throughout the day. The choice of meals is varied, the quality of food excellent and, given our international clientele, we cater for special and ethnic diets.

If you would prefer something that is not on the menu, this can usually be arranged. If you would prefer something that is not on the menu, this can usually be arranged.

If you have any queries prior to your admission, please phone the Private Patient Administrator, Elaina Lewis on 01691 404307. If you have any health enquiries, please ring the ward on 01691 404420.

Travelling to and Around the Hospital

The hospital is located just outside Oswestry, a thriving market town on the North Shropshire border with Wales.

There is a map of the hospital and surrounding area on pages 10-11 and at the back of this booklet.

By Car

The hospital can accessed via a link road from the roundabout on the Oswestry by-pass A5/A483 or from Whitchurch by the A495/B5009.

Parking

The main patient and visitor car park is located alongside the Ludlow Unit. There are designated parking areas alongside the hospital building for disabled badge holders. Some of the roads in the hospital grounds follow a one way system and there is a designated drop off and pick up point outside the Unit.

By Bus

The Arriva bus service numbers DS3 and D63 stop at the hospital between Oswestry, St. Martins and Ellesmere.

By Rail

Gobowen railway station is approximately one mile from the hospital. Local trains stop at Gobowen between Wrexham and Shrewsbury. There is a taxi rank outside the station and buses from the station run at half hourly intervals during the day to the hospital.

When you Arrive for Admission

On arrival at the ward, you will be met by a member of the ward team.

There are many staff involved in your care. All staff wear a name badge, and if you are in doubt, please ask staff to introduce themselves. You will be under the care of a specialist consultant. If he is a Surgeon, he is known as "Mr", otherwise "Dr". A number of Doctors are under direction of the Consultant and they will also visit you on the ward to check your progress.

A Staff Nurse, usually a leader of a nursing team, is under the overall direction of the Ward Manager or Sister, who is in charge of the ward.

Private Patient Administrator, Elaina Lewis will be able to assist you with your insurance claims and provide estimates for charges likely to be incurred. She will also be able to provide quotations for the cost of treatment for non-insured patients.

Who's Who

To help you identify them, here is a brief guide to the different uniforms the hospital staff wear:

Ward Manager

Navy dress with red trim

Ward Sisters

Navy blue dress or navy tunic top and navy trousers

Ward nurses (Trained)

Light blue dress

Health Care Assistants

White/Grey stripe dress/tunic and black trousers

Doctors

White coats or business suits

Physiotherapists

White tunic trimmed with navy trousers

Pharmacy

Purple tunic with black or navy trousers

House Keepers

Burgundy tunic with white trim and black trousers

X-Ray Radiographers

White tunic with a royal blue trim

Occupational Therapists

White tunic trimmed with green and green trousers

All staff should be wearing a name badge - if you are unsure who they are, please ask them to identify themselves.

Quality

In your room, you will find a patient questionnaire, which we hope you will complete on discharge. Your co-operation in completing this will greatly assist us to maintain and improve the quality of services provided. You will also find a patient information folder which we hope will be of benefit.

If you have any suggestions on how to improve the service provided by the Unit, please feel free to discuss this with any member of staff or the Ward Manager. Alternatively, please state any comments you may have in the patient questionnaire.

If you have any concerns during your stay, please discuss them with any member of the nursing team or Ward Manager.

The hospital has a Complaints Manager and procedures in place to deal with any problems should they arise.

Pre-op Assessment

You will be asked to attend a pre-operative assessment prior to your surgery where you will be asked to fill out your details in a booklet called a pathway. This pathway will follow your journey throughout your time in hospital. A number of procedures will be completed including; observations, blood tests, height and weight checks. You may then be seen by a nurse practitioner to assess your fitness for surgery and possibly a registrar to sign your consent form.

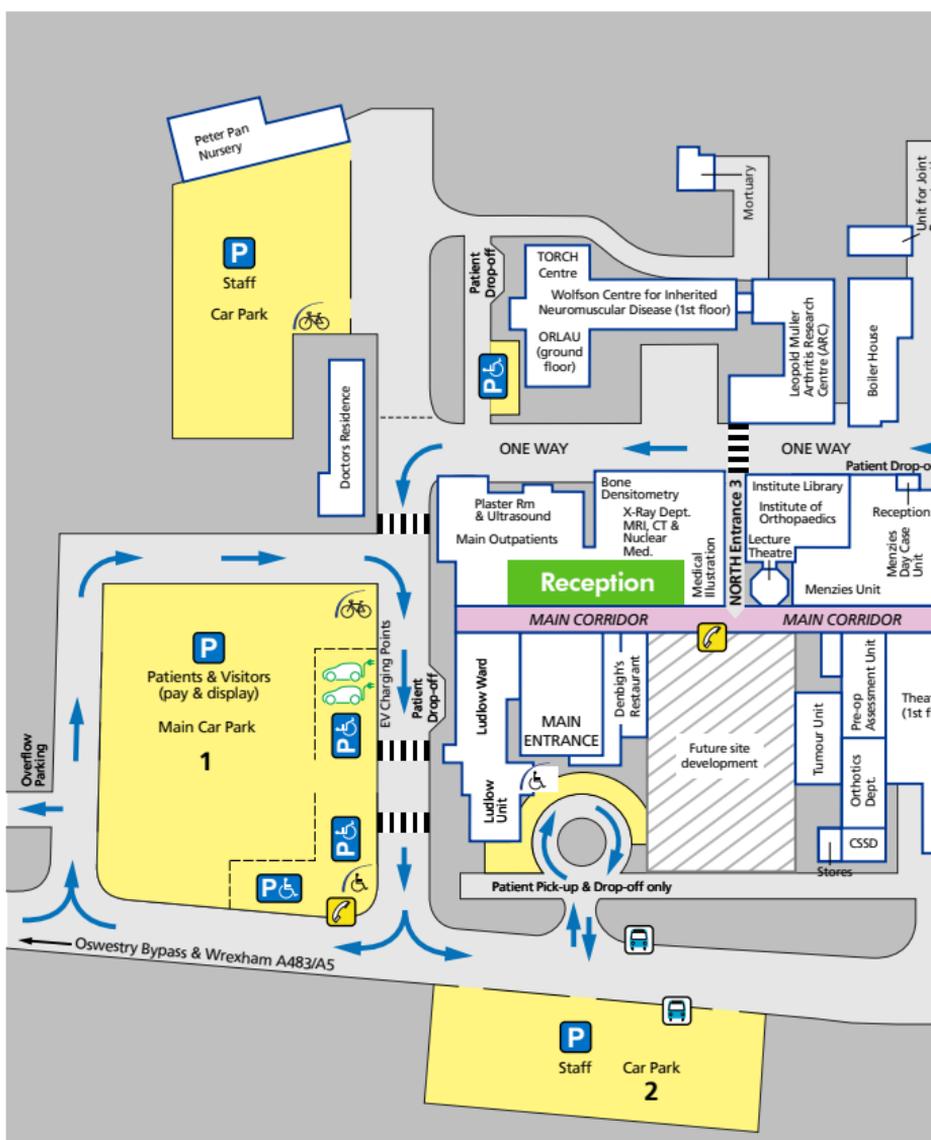
Please note if you are taking either HRT or a contraceptive pill you may need to stop your medication one month prior to surgery.

If you are having an operation or examination under anaesthetic or a spinal x-ray procedure, you will be asked to read and sign a form. Your Doctor will explain what is to be done and why it is necessary but please ask questions to clarify what you do not understand.

Consent for Operations and Other Procedures

In most cases patients attend the Pre-Operative Assessment Clinic where they are seen by a Nurse and a Doctor.

If you are to have an operation or examination under anaesthetic or a special X-ray procedure, you will be asked to read and sign a form. Your Doctor will explain what is to be done and why it is necessary but please ask questions to clarify anything you do not understand.



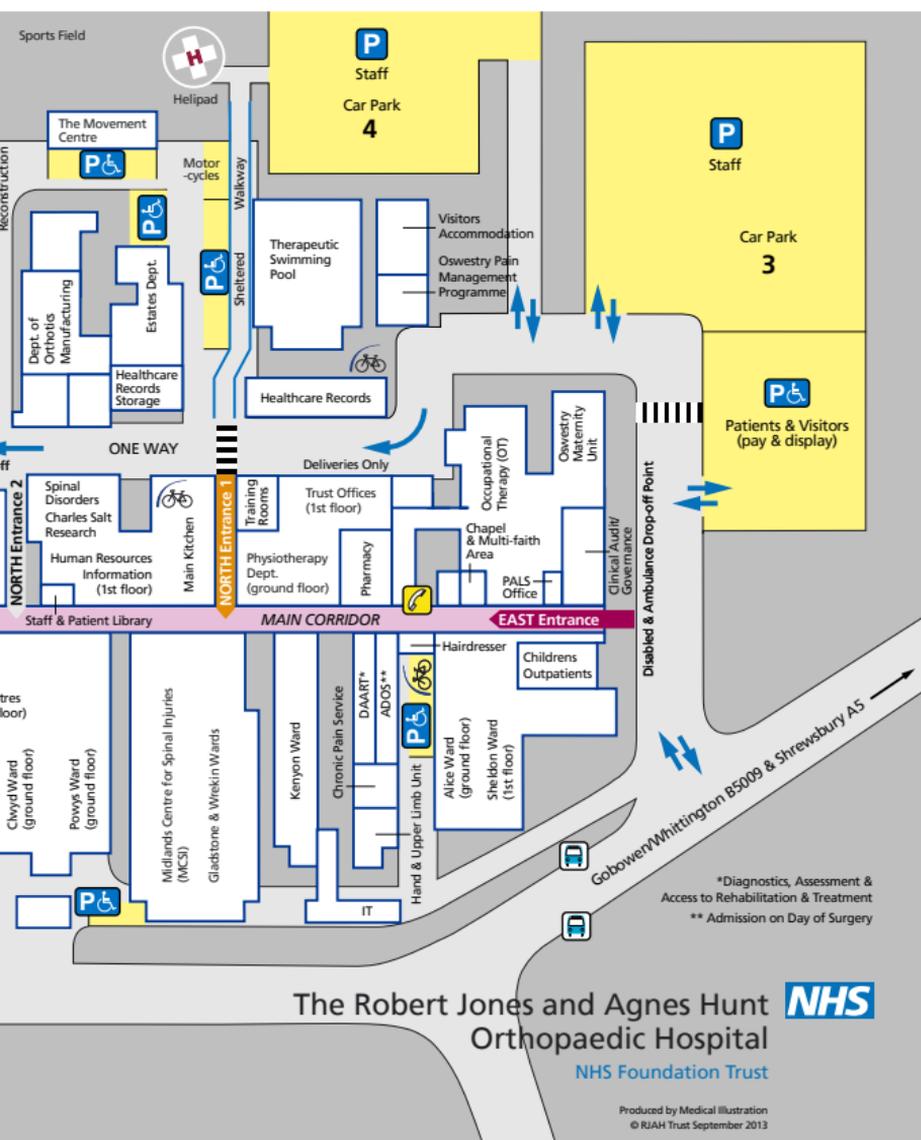
Medical Information

You have the right to read your medical notes. This can be arranged through your consultant.

We keep some information about your treatment on computer. In line with the Data Protection Act, we do not give or sell this information to anybody who is not concerned with your health care. Only those people concerned with your treatment in hospital have access to it. If you would like to see the information about you on our computers, contact the Ward Manager, who will arrange for someone to come and see you to explain this further.

Catering Arrangements

There is a comprehensive menu available from which you will be able to select your meals on a daily basis.



We request that you select your meals 24 hours in advance to enable the catering staff to meet your needs.

The Chef is available if any patient would like to discuss his/her individual needs.

A variety of lighter dishes may be prepared at the patient's request following surgery.

Times of Meals:

Breakfast 7.30 am to 8.00 am

Lunch 12pm - 1pm

Supper 5pm - 6pm

Tea and Coffee

A selection of hot drinks is served routinely with all meals, mid-morning, mid-afternoon and during the evening. Drinks are available throughout the day.

Facilities

Visiting Hours

Visiting times are

11am-12pm

1.30pm-5pm

6.30pm-9pm.

On your operation day we do not encourage lengthy stays.

Telephones

All rooms have a private telephone line and have a direct dial facility. Patients are also able to receive direct incoming calls. You can obtain an outside line by dialling '9' before the number. You can obtain switchboard by dialling zero. Patients are charged at the standard BT rate.

Electrical Equipment

Any electrical equipment that you bring into hospital will need to be checked by the Nurse.

Mail

Post is delivered to the ward twice a day. To reach you, your post should be addressed to Ludlow Ward.

Fax

The Unit has a facsimile machine. The number is 01691 404060.

Free Wi-Fi

There is free access to our Wi-Fi on the ward. To connect please join our network 'RJAHPatients' using the password 'RJAHNhstrust1'.

Smoking

In line with national policy, smoking is strictly prohibited and there are no facilities to buy tobacco products on the hospital site.

Alcohol

Alcohol is not allowed as it may interfere with your treatment.

League of Friends Shop

The League of Friends shop is situated in the main entrance and sells soft drinks, sweets, gifts, cards, newspapers, magazines and many other items. The League also provides a "trolley shop" which tours the wards in the afternoons. In the morning, the trolley shop tours the private ward with complimentary newspapers.

Shop Opening Hours

Monday to Friday: 8.30 am to 4.30 pm.

Saturday and Sunday 9.30 am to 3.30 pm.

Services Available to You

Rehabilitation

The aim of rehabilitation is to help you to resume as much activity and independence as possible. You will have a team of professionals working together to enable you to achieve maximum benefit from your stay here. This team will always involve Nurses and Doctors and where necessary any of those disciplines described below.

In most cases, if you require any of these services you will automatically be referred to them by the medical team. However, please ask the nursing staff if you are unsure.

Physiotherapy

The Physiotherapists will assess you and, if needed, work with you to help you achieve as much mobility and independence as possible. This may involve advice and treatment on the wards or in the physiotherapy department. You may be given an exercise programme to do on your own.

Occupational Therapy

Occupational Therapists assess and treat people using purposeful activity to prevent and to develop independent function. They will deal with specific and overall problems and use a therapeutic programme to improve abilities related to work, leisure and everyday living skills. This may involve advice, treatment and provision of equipment. If necessary they may do a home visit and liaise with your Social Services.

Orthotics Department

The Orthotics Department based at the hospital comprises a small team of orthotists and workshop technicians involved in the measuring, fitting and supply of all kinds of external braces and supports.

Radiography

During your stay it is very probable that you will visit the X-ray department. If you are admitted for surgery you will probably have X-rays both before and after your operation. The radiography staff are always willing to explain exactly what they are doing and why, so please ask.

Social Work Department

The Social Work department liaise with the Social Services department in the patient's home area when an individual is likely to need practical support and services on their return home.

We have access to Social Workers who offer a service to patients as part of their total care. Illness and admission to hospital can bring personal and family difficulties of a practical and emotional nature.

As well as offering emotional and therapeutic support, social workers can provide advice on finance, benefits and housing issues. Where they are not able to give direct assistance, they may refer the patient to the most appropriate source of help.

You will be asked by your named nurse on arrival whether you feel you will require assistance during your stay or on discharge in line with the hospital's Discharge Policy.

Pathology

Routine pathology tests are an essential part of your pre-operative preparation. They may also give vital diagnostic information about your condition that cannot be obtained in any other way.

If needed, these tests will be requested by the Doctor who sees you at the out-patient clinic before admission or shortly after you arrive on the ward. The member of the pathology department you are most likely to meet is the phlebotomist who will take the necessary blood specimens. These are then sent to the laboratory on site, where the chemical, microscopic and bacteriological tests and blood counts are performed.

Nutrition and Dietetic Department

Dieticians apply the science of nutrition to the feeding of groups of individuals. The hospital's dietician advises on all therapeutic diets as well as metabolic balance. A Doctor's referral is needed unless it is for general nutritional advice, for example sports nutrition.

Other Facilities

Post Office

There is a sub-post office in the admissions area offering the usual sub-post office facilities. It also sells a small selection of writing paper, envelopes and greeting cards.

Opening Hours:

Monday, Tuesday, Wednesday, Thursday and Friday - 9am to 12.30pm and 1.30pm to 5pm.

Closed - Saturday and Sunday

The Chaplain

Chaplains at the hospital are here to help you and are available as they visit the ward regularly. If you would like a visit from the Chaplain and they miss you when they call, please speak to the Nurse who will ensure you have a visit from them.

There is a Service in the Hospital Chapel (St. Luke's) every Sunday at 9.45 am. The Chaplains are happy to bring Holy Communion to you on the ward.

Accommodation for Relatives

There is plenty of accommodation available for relatives including; Self-Catering accommodation, Guest Houses, Hotels and Inns within a 20 mile radius of the hospital. A separate leaflet on accommodation near the hospital is available by request.

You can also access the accommodation leaflet by the following link:

www.rjah.nhs.uk/accommodation

Denbighs Restaurant

The restaurant serves a variety of meals and is open to visitors and staff:

Monday to Friday:

Breakfast 8.15am to 10.30am

Lunch 12.00 noon to 2.00 pm

Saturday and Sunday:

Breakfast 9 to 11am

Lunch 12.00 noon to 2.00 pm

Hazel's Hairdressing Salon

There is a hairdressing salon based in the hospital.

Appointments can be made by ringing extension 4350

League of Friends Cafe - 9am to 4pm weekdays
Situated in the hospital main entrance



Access

The main car park is very closely situated to the Ludlow Unit. The nearest train station is two miles from the hospital at Gobowen and frequent buses run to the hospital.

Before You leave

Your discharge date will be discussed with you by your consultant for your agreement.

A discharge plan will be made with you and your family and members of the team involved in your care. You will be given a Discharge Information Leaflet and your needs discussed in preparation for your discharge.

If you are discharged on the day of your operation, you should not drive. Although you may not think so, any anaesthetics you have had, including local anaesthetics may impair your judgement so please arrange for someone to collect you.

Medical Certificates

On request to the nursing staff, you will be provided with an in-patient medical certificate (Med10 Cert) free of charge. This records the day of admission and discharge for Social security or your employer's requirements.

Contact Points

Sister Helen Cooper
Ward Manager
Telephone: 01691 404420

Mrs. Elaina Lewis,
Private Patient Administrator
Telephone: 01691 404307

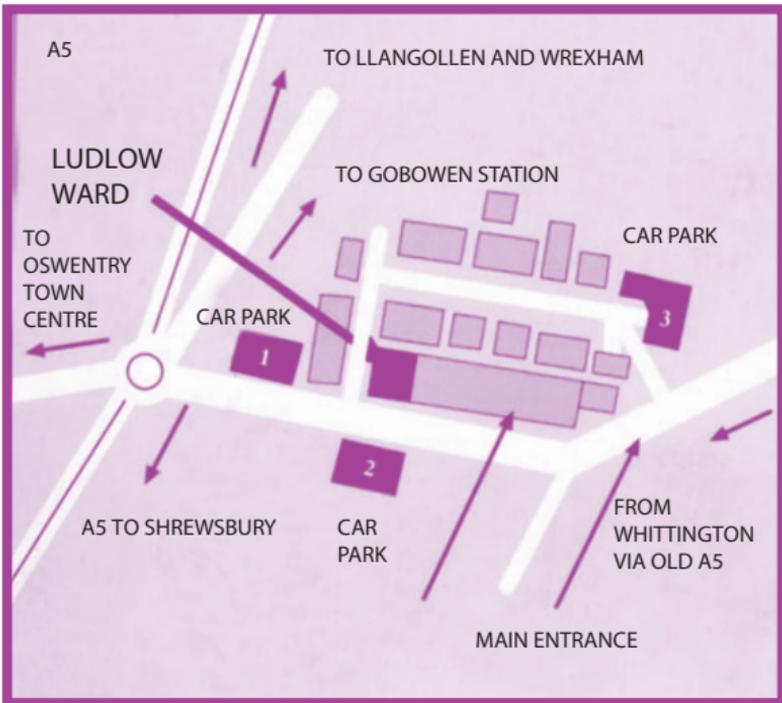
Prices

A competitive pricing system is offered for the non-insured patient. Charges relate directly to the complexity and intensity of treatment and care required, with no hidden extras. Admission can be arranged at short notice to suit the needs of the patient and the consultant. All major credit cards are accepted. Queries relating to admission, insurance cover and prices should be directed to:

CONTACT POINT:

Mrs Elaina Lewis or Mrs Di Stedman
Private Patient Administrators
Tel: 01691 404307
Fax: 01691 404060

How to Find Us



Contact Us

Ludlow Reception: **01691 404420**

Ludlow Nursing Station: **01691 404011**

Website: **www.rjah.nhs.uk/Private**

Date Produced: February 2014

Review Date: February 2016

The Ludlow Unit

The Robert Jones and Agnes Hunt
Orthopaedic Hospital NHS Foundation Trust,
Oswestry, Shropshire, SY10 7AG
www.rjah.nhs.uk/Private

Delivering Outstanding Patient Care