

*amyloidosis    breast surgery    cardiology    clinical oncology    dermatology*

*endocrinology    gastroenterology    general surgery    geriatric medicine*

*gynaecology    haematology    haemophilia    hepatology*

*hepatopancreato biliary surgery    immunopathology    infectious diseases*

*nephrology    neurology    nuclear medicine    oncology    ophthalmology*

*orthopaedics & trauma    plastic & reconstructive surgery*

*respiratory medicine    rheumatology    urology    vascular surgery*

# Royal Free London NHS Foundation Trust

## Private Patients Unit

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**ROYALFREE** Private Patients  
world class care and expertise | reinvesting back into the NHS

Positively **welcoming**

Actively **respectful**

Clearly **communicating**

Visibly **reassuring**





## Welcome to the Royal Free London NHS Foundation Trust Private Patients Unit

Located in the heart of Hampstead Heath, the Royal Free London Private Patients Unit combines the convenience, comfort and personalised attention of a Private Hospital with the very best state-of-the-art services, technology and professional excellence you would expect from a top London teaching hospital.

We are proud to bring the very best skills and standards of the NHS to the benefit of our private patients and, in doing so, support the continued development of the NHS and the Royal Free London through our success.

## About the Royal Free London

The Royal Free London NHS Foundation Trust is one of the UK's leading teaching and research trusts and it sees patients from all over the world. The trust consists of the Royal Free Hospital and a network of clinics provided at other trusts' hospitals and community sites.

We have been pioneering research and treatments since 1828 and continue to lead improvements in healthcare in the 21st century, from targeted cancer therapies to new surgical procedures. As well as offering an exceptionally wide range of services to patients, we are a campus of University College Medical School and conduct important medical research, much of it of international status. A founding member of the academic health science network UCL Partners, we also train doctors, nurses, midwives and many other clinical and non-clinical professionals.

For many years the Royal Free London has had some of the lowest mortality rates in the UK and currently mortality is 2nd lowest. The RFL is one of the first NHS trusts to require staff to be "bare below the elbows" which has ensured their continuing excellent record in infection control.

## Coming to the Royal Free London

We accept patients from the UK via GP and self-referrals and from overseas via government sponsorship or self-referral.

Our referrals team will help patients book consultations and treatments with the patient's consultant of choice and, where needed, will provide the patient with information about the hospital and consultants to aid their decisions. They will guide the patient step by step through all the administrative steps needed, whether the case be a simple consultation or a complex international admission.

The private patients unit has strong links with all of the consultants and specialists as well as with every department within the Royal Free London thus ensuring that our private patients enjoy full access to all the specialist services that the hospital has to offer.

### International Patients

We understand that travelling to another country for medical care can be a daunting experience. When our patients travel to the Royal Free London Private Patients Unit, we make every effort to ensure that all of our patients' needs are addressed on every level even before they start their journey.

Our dedicated enquiries and referrals team are able to provide our international patients with a letter of invitation to support international UK entry visa applications for medical care. We can also make accommodation and local transport arrangements on behalf of our private patients.

Alongside organising interpreting services as required, we also maintain a permanent Arabic liaison team to support this patient group.

## Out-patient – The Lyndhurst Rooms

Our private patients have quick and easy access to the consultant of their choice for consultations in our dedicated out-patient clinic – The Lyndhurst Rooms.

All the diagnostic facilities of the hospital are available under one roof, from a simple blood test to the most complex diagnostic scans:

- Pathology
- Nuclear scans including PET
- MRI / CT / Ultrasound / X-ray
- Cardiac tests
- Amyloid tests

The combination of in house diagnostics, high quality interpretation of results and the ability to consult across the whole hospital professional community gives the very best environment for a good quality out-patient outcome.

Should there be a need for patients to be admitted to our private wards for investigation, treatment or surgery, the most appropriate consultant will be contacted. Once the consultant has agreed to take on the patient's clinical care the admission process will be handled swiftly to enable patients to be admitted at their earliest convenience.



## In-patient Stay

The Private Patients Unit is located on the 12th floor of the Royal Free Hospital London across three dedicated private in-patient wards and supporting daycare and hospitality facilities. The wards and staff are equipped to deal with the most complex of cases but always in a warm and supportive environment. We offer a friendly personalised service based on a dedicated team of nurses, administrative and hospitality staff to help our patients have a safe and pleasant stay.

We assist our consultants on the unit with a highly skilled team of nurses, backed up by the full support of the specialist teams of the hospital, who will look after the patient's medical needs 24 hours a day to enable them to make as swift a recovery as possible.

Our staff are always available to answer any questions our patients may have, ensuring that they are fully involved in their treatment plan and understand every aspect of their treatment at every step of the way. Our staff are trained to ensure that the patient's privacy is protected and they are treated with dignity and respect at all times.

From their 12th floor base patients utilise the full medical and surgical facilities of the hospital gaining access to the highest quality specialised teams and facilities across intensive care, interventional radiology, endoscopy and imaging. To a level possible only in a hospital such as the Royal Free, we bring the knowledge and skills of

professional experts from across a multitude of specialties, such as therapists, specialist nurses and consultants, to the patient's bedside to maximise the chance of a quick and full recovery.

Family and friends are welcome to visit. If our patients' relatives or companions need to stay overnight there are short stay drop down beds within the patients' rooms and for longer stays we will help make the necessary bookings with one of the many local hotels.

## Accommodation and Hotel Services

There are stunning views from all of our suites of the London skyline and the natural beauty of Hampstead Heath.

All our suites are single bed with en suite bathroom and have access to 24 hour Satellite TV and Wi-Fi. Each room has been furnished to the highest standards including en suite facilities with fresh towels and toiletries provided daily and a complimentary newspaper of choice delivered every morning.

Our own fully equipped private kitchen within the unit is run by a previous top Savoy hotel chef supported by highly skilled staff. Together they create dishes to provide a breakfast, lunch and dinner to a 5 star standard. Every individual dietary and cultural requirement including both an approved Halal and Kosher menu is offered.



## Going Home

Once treatment is complete and our patients are ready to return home, the necessary paperwork and medication will be organised and explained to the patient. Should they require any follow-up appointments either with a consultant or any specialty nurses or therapists, these will be explained to the patients and a copy of the discharge summary will be sent to the consultant, GP or overseas treating physician.