



## **PATIENT GUIDE**

World-class cardiology services at The Royal Bournemouth Hospital

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## WELCOME TO THE DORSET HEART CLINIC

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*The Dorset Heart Clinic is a specialist cardiology centre focused entirely on the management of cardiovascular disease.*

The Dorset Heart Clinic is an innovative partnership between The Royal Bournemouth & Christchurch Hospitals NHS Foundation Trust and an independent company called Regent's Park Healthcare\*.

We are based within The Royal Bournemouth Hospital in modern, purpose built facilities. The Royal Bournemouth Hospital boasts one of the largest and best equipped cardiology departments in the NHS with over 300 cardiac staff, 4 state-of-the-art catheter labs and 16 critical care beds. This integrated approach with the NHS ensures safety and drives quality.

The Dorset Heart Clinic is led by a team of 10 cardiologists, all renowned in their respective areas of clinical practice with reputations synonymous with excellence at both a national and international level. They are some of the best cardiologists in the UK.

\*Regent's Park Healthcare is the UK's leading independent cardiac services company that has been delivering cardiology services in partnership with NHS hospitals and cardiologists since 2002. For more information visit: [www.regentsparkhealthcare.com](http://www.regentsparkhealthcare.com)

We put our patients first and everything we do is for the purpose of making you feel valued and special. We want you to enter the Dorset Heart Clinic knowing that you are entering a safe, friendly and caring environment and we want you to leave knowing that you have had a patient experience of the highest quality.

In summary, the Dorset Heart Clinic ensures that private patients receive a first-class patient experience in a safe, welcoming and high-quality environment.

The Dorset Heart Clinic also ensures monies are re-invested back into NHS patient care.



## ABOUT THE DORSET HEART CLINIC

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*“High-quality, patient focused cardiac care using the most advanced equipment and experienced, well-trained staff.”*

The Dorset Heart Clinic provides a comprehensive range of cardiology services & procedures that include: cardiac screening, cardiac rehabilitation, outpatient investigations, simple and complex coronary stenting, cardiac device implantation, pacemaker insertion, cardioversion, cardiac resynchronisation therapy, simple and complex cardiac electrophysiology and ablation.

The Dorset Heart Clinic comprises of outpatient and inpatient areas. Our outpatient suite has consulting and treatment rooms offering a full range of cardiology outpatient investigations including Cardiac CT and MRI. Our inpatient area, where we provide invasive cardiology services, is called the 'Regent's Park Suite'. The suite provides access to four state-of-the-art cardiac catheter labs, alongside a dedicated four room private patient bed area. Each of our private rooms have en-suite facilities, smart TVs, internet access and dedicated telephones. We provide luxury bed linen, bathroom towels and toiletries, as well as a bespoke menu comprising of quality food served with silver-plated cutlery. We can also provide dressing robes, slippers and eye masks as your comfort is our priority.

Our clinical leadership and vision is driven by Consultant Cardiologists from The Royal Bournemouth Hospital. They are supported by a dedicated business support team and cardiology professionals that include specialist nurses, physiologists and radiographers. Together, we provide access to fast, convenient and high-quality expertise across every aspect of cardiovascular disease management.

**LEAD.  
ENGAGE.  
INSPIRE.**



***“To Proudly Work with University Hospitals Dorset and be the Best Independent Provider of Cardiology Services across the Central South Coast of England”***

**Our Core Values.**

- Putting Patients First
- Integrity, Respect & Dignity
- Commitment to Quality & Safety
- Creating the Best Outcomes
- Listening, Learning & Leading
- Everyone Matters

**Our Behaviours.**

- I will always place our patients first and treat them with compassion and care
- I will never forget each person has specific emotional as well as clinical needs
- I will always aspire to excellence and put patient safety first
- I will be a team player and work hard to ensure the best outcome for our patients
- I will always listen, be keen to learn, and use knowledge to improve the quality of my work
- I will value and appreciate the contribution of others

## OUR MISSION & PRINCIPLES

*“In pursuit of our mission, we believe the following principles are essential and timeless.”*

We are committed to the care and improvement of human life. In recognition of this commitment, we strive to deliver high-quality, cost effective cardiac care through excellent service, efficient operations management, well trained staff, and uncompromising professionalism in the communities we serve.

**Patients & People:**

We recognise and affirm the unique and intrinsic worth of each individual, never forgetting that each person is individual and has specific emotional as well as clinical needs. We trust our colleagues as valuable members of our healthcare team and pledge to treat one another with loyalty, respect and dignity.

**Integrity:**

We act with absolute integrity and fairness in the way we conduct our business and the way we live our lives.

**Commitment to Quality & Safety:**

We treat all those we serve with compassion and kindness.

**Creating the Best Outcomes:**

We strive for the best clinical outcomes in all that we do.

**Listening, Learning and Leading:**

We seek to innovate and find smarter ways of doing things every day.

**Everyone Matters:**

We value the contribution of others and know that teamwork is the path to success.

# BEFORE YOUR ARRIVAL

*“Our guiding philosophy is that every patient with heart or cardiovascular disease should have access to healthcare of a world-class standard.”*

## Location

### Directions to Dorset Heart Clinic Outpatients:

We are located in a suite within the Cardiac Investigations Unit (CIU). CIU is located on the first floor of the hospital along the East Wing corridor. From the main hospital entrance, please take the stairs or the lift to the first floor and then walk along to the end of the East wing corridor following the signs to the Dorset Heart Clinic. At the end of the corridor on the right hand side, you will see a sign to the entrance of the Dorset Heart Clinic situated alongside CIU.

### Directions to Dorset Heart Clinic Inpatients:

We are located in Ward 23 on the first floor of the East Wing of the hospital in an area called the "Regent's Park Suite". From the main hospital entrance, please take the stairs or the lift to the first floor and then walk along to the end of the East wing corridor following the signs to Dorset Heart Clinic (Inpatients). At the end of the corridor on the right hand side, you will see a sign to the entrance of the Dorset Heart Clinic situated alongside CIU. If you have an afternoon procedure we recommend you proceed to the entrance of the Dorset Heart Clinic where you will be welcomed by our reception staff and escorted to Ward 23. If you have a morning procedure we recommend you proceed directly to Ward 23.

## Pre-admission

A member of our patient support team will attempt to call you prior to your admission to discuss the details of your stay, special dietary requirements and parking arrangements.

To help us ensure your admission process goes smoothly, we would be grateful if you would complete and return any registration forms provided to you. If you have insufficient time to return these forms, please bring them with you.

If you would like to visit the Dorset Heart Clinic before your admission, please call **01202 705454** to arrange a time which is suitable for you.

## Preparing for your treatment

If you have been referred for a test you will be able to read information about the test on our website: [www.dorsetheartclinic.co.uk](http://www.dorsetheartclinic.co.uk).

If you are undergoing a cardiac catheter lab procedure, your consultant will provide you with an information leaflet. You may be required to refrain from eating or drinking for several hours before your visit. Your consultant will advise you if this is necessary.

## Items to bring with you if undergoing a cardiac cath lab procedure

We provide items such as towels and toiletries but suggest you bring the following:

- ✓ Nightwear & personal toiletries
- ✓ Dressing gown
- ✓ Slippers
- ✓ Spectacles
- ✓ Books/magazines

## Medicines

If you are taking any pills or medicines (including herbal and natural remedies), please bring these with you and show them to your nurse and doctor.

## Valuables

We advise you not to bring a large amount of cash, valuables or jewellery with you, as we cannot be held responsible for their loss or damage. A safe is available if you must bring valuables with you.

## Account services

### Insured patients

If you are covered by private medical insurance, please contact your insurance company prior to your admission to confirm your policy covers you for treatment at the Dorset Heart Clinic and to request an authorisation number. You will need to bring with you your insurance membership details including your policy number and per-authorisation number. A section to record your insurance details can be found on our registration form.

Please note that should an account be rejected or not paid in full by the insurers, you are personally liable for the settlement of unpaid bills.

## Self-funding patients

If you are not insured, you will be provided with a quotation for your test or procedure and asked to pay a deposit equal to the expected cost of the treatment on or prior to your admission. Your account will be monitored during your stay and reconciled 24-48 hours after discharge.

## Company insured patients

If your account is being paid by a company, please ensure we have received a 'letter of guarantee' prior to or on admission. Your account will be forwarded to the relevant party but please note you are still personally liable for your account.

## Miscellaneous charges

If you are unable to provide your credit/debit card details, you will be asked to pay a deposit up front for the cost of visitors' meals and beverages. A receipt will be provided following your stay and any overpayment refunded to you. You may be given a prescription for drugs to take home with you. Take home drugs are not paid for by insurance companies so these will either be charged to your debit/credit card or you will be asked to pay for them on discharge.

## Payment

Cash, cheques and all major credit cards (with the exception of American Express) are accepted for payment of accounts and receipts are issued for each payment. Please note your account may not include the fees for your consultant or any other specialist fees and these should be settled directly with them.

## Account queries

For account queries, please contact our finance department on **01202 117250**

The Dorset Heart Clinic has direct settlement agreements with all of the major UK insurance companies.

# OUTPATIENT OR CATH LAB VISIT

*“We put our patients first, and everything we do is for the purpose of making you feel valued and special.”*

## Outpatient visit

If you have an outpatient appointment please go to our outpatient suite located within the Cardiac Investigations Unit (CIU). CIU is located on the first floor of the hospital along the East Wing corridor. From the main hospital entrance, please take the stairs or the lift to the first floor and then walk along to the end of the East wing corridor following the signs to the Dorset Heart Clinic. At the end of the corridor on the right hand side, you will see a sign to the entrance of the Dorset Heart Clinic. You will be met by our patient support team who will check all necessary paperwork and then welcome you to our waiting lounge. You will then be met by your consultant and any necessary tests will be arranged.

## Arriving by Car & FreeParking

Please park in any of the visitor car parks. You will be provided with a free parking voucher at the end of your visit or stay.

If you are an inpatient please park in any of the visitor car parks and then make your way to the main entrance of the hospital.

## Catheter Lab visit

If you are coming to visit us for a catheter lab procedure you will be escorted by our patient support team to your private en-suite room where a senior cardiac nurse will settle you in and help answer any questions. A guest services directory containing information about the Dorset Heart Clinic and our facilities will be provided in your room.

## Patient rooms

You will be cared for in an individual private room within the Dorset Heart Clinic. We have a dedicated four bed private patient area called the 'Regent's Park Suite'. Each of our private rooms have en-suite facilities, smart TV's, internet access and dedicated telephones. We provide luxury bed linen, bathroom towels & toiletries, as well as a bespoke menu comprising of quality food served to you with silver-plated cutlery. We can also provide dressing robes, slippers and eye masks as your comfort is our priority. Your room is equipped with a direct dial phone so that you may call us when required for any assistance. Similarly friends or family can call your room.

If it is clinically necessary, you may be transferred to an open unit within the cardiac department, such as the coronary care unit, to provide you with more comprehensive nursing care.

## Room services

We provide bespoke high quality room services. Day case patients are offered a wide choice from our daily menus, including light snacks & sandwiches with hot and cold drinks. Overnight patients have access to a full three course evening menu and a variety of beverages.

Visitors are welcome to join patients for meals in their room and there are also a variety of visitors' cafés on the ground floor of The Royal Bournemouth Hospital concourse, serving snacks, confectionery and drinks.

If you have any specialist dietary requirements, please inform us before your visit and we will always do our best to accommodate you.

## Visitors

Visiting hours in the Dorset Heart Clinic are flexible and family and friends are welcome at any time before 10pm. For security reasons, all visitors are required to report to the main reception before they can gain access to any part of the Heart Clinic. If you are planning on visiting after 5pm we recommend that you call us in advance so that we can alert security.

Our patient support team will always check with the nursing staff before allowing you to visit a private room.

If you do not wish to receive visitors, please inform us on admission.

## Translation

We can provide a translator during the course of any consultation or patient journey. We request advance notice be given for this service on your registration form.

## Smoking

Smoking is not allowed in any part of the Dorset Heart Clinic or main hospital.

## Comments & Feedback

We feel it is important to understand your needs and receive feedback about our performance.

We would therefore be grateful if you would share your views with us and complete the patient feedback questionnaire available in the outpatient suite, your room, or at reception before leaving the Dorset Heart Clinic.



## SERVICES WE OFFER

*We provide the following services to our patients:*

### Outpatient & Consultation Services

- Outpatient consultations
- Resting and exercise ECG
- Echocardiography: trans-thoracic & trans-oesophageal
- Ambulatory monitoring: ECG and Blood pressure checks
- Pacemaker checks
- Defibrillator checks
- Cardiac tilt tests
- External DC cardioversions
- Blood tests

### Imaging

- Cardiac CT
- Cardiac MRI
- Myocardial perfusion
- Plain film radiology

### Invasive Cardiology Services

- Coronary Angiography
- Cardiac Pacemaker Insertion
- Coronary Angioplasty & Stenting
- Complex Electrophysiology and Ablation Cardiac Pacing
- DC Cardioversion
- Implantable Defibrillator Insertion
- Cardiac Resynchronisation Therapies

### Specialist Clinics

- Arterial fibrillation
- Anti-coagulation
- Cardiac rehabilitation
- Cardiac screening
- Lipid
- Rapid access chest pain

**Telephone:** 01202 117250  
**Email:** enquiries@dorsetheartclinic.co.uk  
**Website:** www.dorsetheartclinic.co.uk  
**Address:** Dorset Heart Clinic  
The Royal Bournemouth Hospital  
Castle Lane East  
Bournemouth  
BH7 7DW

## LOCATION & DIRECTIONS

### Directions to our Outpatient Suite:

We are located in a suite within the Cardiac Investigations Unit (CIU). CIU is located on the first floor of the hospital along the East Wing corridor. From the main hospital entrance, please take the stairs or the lift to the first floor and then walk along to the end of the East wing corridor following the signs to the Dorset Heart Clinic. At the end of the corridor on the right hand side, you will see a sign to the entrance of the Dorset Heart Clinic situated alongside CIU.

### Directions to our Inpatient Suite:

We are located in Ward 23 on the first floor of the East Wing of the hospital in an area called the "**Regent's Park Suite**". From the main hospital entrance, please take the stairs or the lift to the first floor and then walk along to the end of the East wing corridor following the signs to Dorset Heart Clinic (Inpatients). At the end of the corridor on the right hand side, you will see a sign to the entrance of the Dorset Heart Clinic situated alongside CIU. If you have an afternoon procedure we recommend you proceed to the entrance of the Dorset Heart Clinic where you will be welcomed by our reception staff and escorted to Ward 23. If you have a morning procedure we recommend you proceed directly to Ward 23 where you will be welcomed by our nursing staff.

Dorset Heart Clinic Patient Support Team

Tel: 01202 117250



Dorset Heart Clinic Staff in our Regent's Park Suite

*"World-class specialist care and the very highest standards of service, together with the confidence of being in one of the best equipped cardiac departments in the NHS - over 300 cardiac staff, 4 state-of-the-art cardiac catheter labs and 16 critical care beds - safety & quality without compromise."*



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