



PATIENT INFORMATION

World-class cardiology services in partnership with University Hospitals Plymouth

CONTENT

Welcome	1
About the Peninsula Heart Clinic	3
Our Mission and Principles	5
Before your arrival	6 - 7
Upon arrival and during your stay	8 - 9
Services we offer	11
Contact and Directions	13



WELCOME TO THE PENINSULA HEART CLINIC

*The Peninsula Heart Clinic is a brand-new specialist cardiology centre
focused on the management of cardiovascular disease*

The Peninsula Heart Clinic (PHC) is an innovative partnership between University Hospitals Plymouth NHS Trust (UHP) and an independent company called Regent's Park Healthcare.*

PHC is designed to offer services primarily for NHS patients but also has the capacity to treat patients that wish to self-pay or use private medical insurance.

We are located alongside the South West Regional Cardiothoracic Centre within Derriford hospital in a brand-new, bespoke building, equipped with the latest state-of-the-art cardiac equipment.

This co-location alongside the NHS allows us immediate, on-site access to cardiac surgeons, anaesthetists and critical care facilities should they be needed. It also all means we are able to adhere to all national clinical guidelines for coronary stenting and device implantation, as well as participate in national and local audits of our **work** – this ensures safety and drives quality.

PHC is led by the entire team of consultant cardiologists from UHP, 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.

We put our patients first and everything we do is for the purpose of making you feel valued and special at what we know is a worrying time for you and your family.

We want you to enter the Peninsula 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 Peninsula Heart Clinic is designed to ensure our patients receive a first-class patient experience in a safe, welcoming and high-quality environment.

*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



ABOUT THE PENINSULA HEART CLINIC

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

Peninsula Heart Clinic provides a comprehensive range of cardiology services & procedures that include: cardiac screening, cardiac rehabilitation, outpatient investigations, cardiac CT and MRI, coronary angiography, coronary stenting, cardiac device implantation, pacemaker insertion, cardioversion and cardiac resynchronisation therapy.

Peninsula Heart Clinic is a modern, purpose-built 10,000ft² dedicated heart centre located within Derriford hospital.

Our 'Catheterisation Suite' houses a state-of-the-art GE Optima IGS320 catheter lab system with MacLab XT haemodynamic monitoring system, Arterion injector system and a Volcano core multimodality platform. Alongside the catheterisation suite is a five bed day recovery unit ward and a five seated radial lounge. All patients have bedside cardiac monitors with the added assurance of real-time monitoring via central cardiac telemetry systems - this means all patients are under round-the-clock supervision by our cardiac nurses.

Our 'Outpatients Suite' comprises a waiting area with six rooms and offers a full range of cardiology outpatient investigations - ECG, echocardiography, ambulatory ECG and blood pressure monitoring.

In addition, we have three private patient rooms offering ensuite facilities. Each room is equipped with smart TV, quality bed linen, bathroom towels and toiletries. The comfort of all our patients is a constant priority, and we can also provide a quiet room as well as a range of hotel services: newspapers, magazines, dressing robes, slippers and eye masks as well as a bespoke menu comprising quality food & beverages.

Our clinical leadership and vision is driven by Consultant Cardiologists from University Hospitals Plymouth. They are supported by a dedicated business support team led by Regent's Park cardiac managers, and cardiology professionals that include specialist cardiac nurses, cardiac physiologists and radiographers. Together, we provide access to fast, convenient and high-quality expertise across every aspect of cardiovascular disease management.

Optima IGS 320 Cath Lab in the Peninsula Heart Clinic



OUR MISSION & PRINCIPLES

Mission:

To proudly work with University Hospitals Plymouth and be the best independent provider of cardiology services across the South West of England

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

Compassion:

We treat all those we serve with compassion and kindness

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

Innovation:

We seek to innovate and find smarter ways of doing things everyday

Excellence:

We strive for excellence in all that we do

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

We are located alongside the South West Cardiothoracic Centre (SWCC) at Derriford hospital. SWCC is also referred to the Terence Lewis Building.

[Directions to Peninsula Heart Clinic](#)

Our postcode is PL6 8DH

Parking is available in a number of car parks. Some are pay and display and some are pay on exit. It is recommended that patients/visitors park in the multi-storey car park as this is the closest to the heart clinic. From the multi-storey car park it is a short walk down the road past the maternity centre on the left to the heart clinic. Alternatively you may wish to follow signs to the main entrance where there will be further signposting. We also have a small number of disabled parking spaces alongside our clinic. If you are a private patient please contact our team. We also provide a small drop-off area outside the clinic, but parking is limited in this area so please allow sufficient time for your appointment.

For more detailed travel information on local bus, road and airport networks please visit our website where you can download a contact & location brochure.

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 Peninsula Heart Clinic before your admission, please call 01752 437837 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.peninsulaheartclinic.co.uk.

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

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

- ✓ 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 for private patients

The following sections are only relevant to private patients

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 Peninsula 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.

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

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 private patients only)

For account queries, please contact our finance department on 01722 449700

UPON YOUR ARRIVAL

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

Upon arrival

Every detail has been thought through to make your experience as comfortable and worry-free as possible. We provide a welcoming, attractive and reassuring environment, with all the amenities you would expect in a first-class healthcare facility.

Outpatient visit

If you have an outpatient appointment please go to our reception desk where you will be met by our patient support team. They will check all necessary paperwork and then welcome you to our waiting lounge in our 'Outpatients suite'. If you are required to have investigations before your consultation these will be done upon arrival by one of our specialist cardiac staff. Alternatively, you will be first seen by a cardiologist and then referred onto your test.

We offer an innovative 'one-stop-shop' cardiac management philosophy which means nearly all your tests can be done at the same time as your first consultation. This avoids the need for you to have a second visit for a test, saving you time and also improving our efficiency.

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 our cardiac catheterisation suite where a cardiac nurse will settle you in and help answer any questions. You will either be seated in our Radial lounge or in our Recovery bed area depending on the type of your procedure. Both areas are modern and light with ensuite facilities. We also provide a shower room, smart TV, free internet access, and music head-sets should they be needed.

Private Patient rooms

We have three private patient suites called 'The Truro Suite', 'The Plymouth Suite' and 'The Exeter Suite'.

Each suite is designed to provide the maximum level of comfort.

Each suite is equipped with the following:-

- guest services directory
- en-suite WC and shower room
- smart TV, free internet access
- mini-bar with courtesy drinks and light snacks
- quality bed linen, bath robe, slippers, eye-mask
- quality towels & toiletries
- gourmet menu offering locally prepared hot and cold food
- range of newspapers and magazines

Hotel services

We provide bespoke high quality hotel services with all our food locally sourced and freshly prepared. Day case patients are offered a wide choice from our daily menus, including light snacks, soups & 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 and there are also a variety of visitors' cafés within Derriford hospital 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 Peninsula Heart Clinic are flexible and family and friends are welcome at any time before 8pm. 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 may alert security.

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

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.

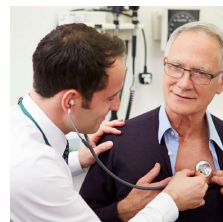
Smoking

Smoking is not allowed in any part of the Peninsula Heart Clinic.

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 Peninsula 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
- DC Cardioversion
- Implantable Defibrillator Insertion
- Cardiac Resynchronisation Therapies

Specialist Clinics

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

Telephone: 01752 437837

Email: enquiries@peninsulaheartclinic.co.uk



Website: www.peninsulaheartclinic.co.uk

Address: Peninsula Heart Clinic
University Hospitals Plymouth NHS Trust
Derriford Hospital
Derriford Road
Plymouth
Devon PL6 8DH

DIRECTIONS TO PENINSULA HEART CLINIC

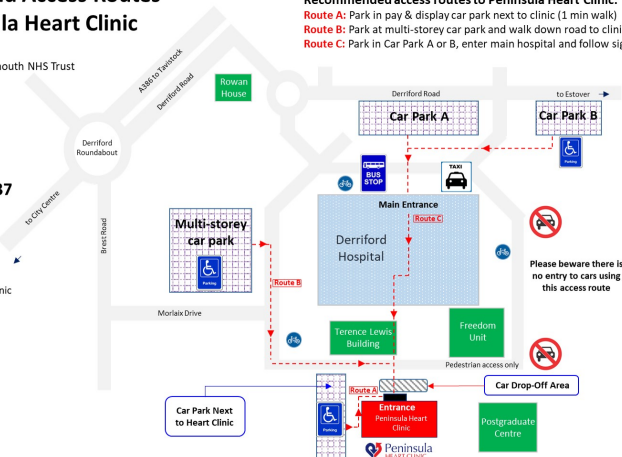
Directions and Access Routes to Peninsula Heart Clinic

Peninsula Heart Clinic
University Hospitals Plymouth NHS Trust
Derriford Hospital
Derriford Road
Plymouth PL6 8DH

 **PL6 8DH**
 **01752 437837**

Key:

-  Peninsula Heart Clinic
-  Disabled parking
-  Taxi rank
-  No access via car
-  Car drop-off area
-  Bicycle parking



PHC: Directions & Access Map v1.0



"World-class specialist care and the very highest standards of service, together with the confidence of being alongside the South West Cardiothoracic Centre with immediate on-site access to cardiologists and cardiac surgeons - all renowned in their respective areas of clinical practice with reputations synonymous with excellence at both a national and international level"

....Safety & quality without compromise



www.peninsulaheartclinic.co.uk