



KING EDWARD VII's  
HOSPITAL

# About us



VII

SISTER AGNES  
FOUNDER  
1899

OFFICERS

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# King Edward VII's Hospital welcomes you

Every patient we look after receives personalised care in a supportive, comfortable and safe environment.

We have over 100 years' experience of delivering unparalleled healthcare and hospitality.

Our relatively small size – with 56 beds and a four-bed critical care unit – helps create a respectful, friendly and efficient environment. This also helps maintain our exceptional standards of hygiene. Whether you are undergoing a day case or more complex procedure, you can rest with ease in your private, air-conditioned, ensuite room. You can also be assured of our availability to assist you at all times.





# Your hospital, your choice

To us, every patient who comes here is an individual, not a procedure.

Our evolution dates back to 1899, when sisters Agnes and Fanny Keyser turned their London home into a hospital for officers returning from the Boer War. More than a century later, our passion – and reputation – for outstanding patient care has not waned.

## **How we care for you**

As the only hospital in the country where consultants have to be invited to practice, we can ensure that our patients' needs are in the safest hands. The calibre of these individually selected specialists is matched only by that of our registered nurses, who carry out all aspects of patient care. Patients and consultants tell us that the quality of our nursing care is unparalleled.

We are also proud to have maintained our royal patronage, which began with King Edward VII, as well as our close links with Her Majesty's Armed Forces. Our charitable subsidies and grants, formerly reserved for officers, are available to all ranks of uninsured serving and ex-Service personnel, as well as their spouses.

In 2014, 99% of our patients said they would come back to King Edward VII's Hospital, and it is a testament to the patient experience here that so many do. We hope that we will also be your hospital of choice, today and – if needed – in the future.



# Our services

## Our consulting suites

Our outpatient consulting suites are conveniently located in Emmanuel Kaye House, which is adjacent to the main hospital building. These air-conditioned suites with private examination facilities are designed to make your visit relaxed and discreet. All our consultants are supported by our registered nurses and other clinical and administrative staff. Secretarial support is also on hand. The location of the consulting suites allows you to access other services within the hospital, such as diagnostic imaging, physiotherapy and the pharmacy, on the same date as your consultation.

Opening hours: Monday–Friday, 08:00–18:00  
Telephone: +44 (0)20 7567 4550  
Fax: +44 (0)20 7467 4375  
Email: [booking@kingedwardvii.co.uk](mailto:booking@kingedwardvii.co.uk)

## Medical treatment and surgery

At King Edward VII's Hospital you can access a full range of treatments and surgical procedures carried out by leading specialists. Whether you come here for a day case or more complex procedure, you will be in expert hands, in a comfortable, modern environment.

We have three fully equipped operating theatres that can accommodate different types of surgery, including:

- abdominal/colorectal surgery
- bariatric surgery
- breast surgery
- endocrine surgery
- ENT surgery
- general surgery
- gynaecological surgery
- ophthalmic surgery
- oral and maxillofacial surgery
- orthopaedic surgery
- surgery for pain management
- plastic/cosmetic surgery
- urological surgery
- vascular surgery.

The Michael Uren Theatre has a Karl Storz OR1 digital system to assist with laparoscopic procedures, and two of our theatres are fitted with laminar airflow technology to protect against airborne contamination and surgical site infections.

## Critical care

We also have our own Critical Care Unit, which is staffed by specialist critical care consultants and nurses. Having this facility allows us to look after our most seriously ill patients on site, and avoids any stress or disruption caused by transfer to another hospital.





## Diagnostic imaging

Our Diagnostic Imaging Department is equipped with the most advanced technology and a wealth of expertise – from our 20 consultant radiologists who are all specialists in the major fields of radiology, to our highly qualified team of technical and support staff. You can therefore expect an efficient, safe and dignified experience, with results of utmost precision delivered within 24 hours.

Our imaging services include:

- 1.5T MRI
- 128 Slice CT
- 3D Digital Mammography
- Ultrasound
- Digital Fluoroscopy
- X-Rays
- Echocardiography

Opening hours: Monday–Friday, 08:00–18:00

Telephone: +44 (0)20 7467 4317

Telephone: +44 (0)20 7467 4327

Fax: +44 (0)20 7467 4395

Email: [imagingsecretary@kingedwardvii.co.uk](mailto:imagingsecretary@kingedwardvii.co.uk)

## Physiotherapy and Hydrotherapy

Our team of chartered physiotherapists are all specialists in their field. The personalised physiotherapy programmes they design provide effective relief and rehabilitation for patients with a wide range of acute and chronic conditions, including musculoskeletal conditions, back and neck pain, sports injuries, orthopaedic rehabilitation (before and after surgery), balance and core stability problems and more.

We have a fully-equipped gym and treatment area where we can assess and treat your symptoms and address any underlying causes of your problem. We also run a very popular hydrotherapy service – we are fortunate to have one of the few purpose-built hospital hydrotherapy pools in London. With help from your physiotherapist, you can opt for group or one-to-one sessions, or you can use the pool independently to self-manage your condition.

The Physiotherapy Department is located in the main hospital building of King Edward VII's, providing our physiotherapists with direct links to our consultants and other specialist services which may enhance your recovery. Our inpatient and outpatient physiotherapists work closely together to ensure a seamless transition when you begin your journey through the Hospital. You may also be referred by your consultant or GP, or you may refer yourself to our physiotherapy service.

The range of treatments we offer include:

- manual therapy
- soft tissue therapy and massage
- acupuncture
- hydrotherapy
- exercise therapy and personalised exercise programmes
- pilates and core stability training
- postural re-education and ergonomic advice
- preparation for orthopaedic surgery
- post-surgical orthopaedic rehabilitation
- sports-specific rehabilitation
- trigger point therapy
- taping and strapping
- sports massage
- taping (including kinesiotape)

You can be referred by your GP or consultant, or you can choose to refer yourself to our Physiotherapy Service.

Telephone: +44 (0)20 7467 4316

Fax: +44 (0)20 7467 4574

Email: [physiosecretary@kingedwardvii.co.uk](mailto:physiosecretary@kingedwardvii.co.uk)









## Pharmacy

As we are an independent pharmacy we have access to medicines provided worldwide, and are unrestricted by cost. We use the most up to date and evidence-based treatment plans to help us provide the best possible care for all our patients. Where necessary, our pharmacy team can also liaise with insurance companies on your behalf, ensuring the right drugs are available to meet your needs.

### *Ensuring medication safety*

Our pharmacy team work closely with the consultants and nurses within our hospital, providing expert advice and guidance about medicines and prescribing wherever needed. This close working relationship helps to maintain high standards of medication safety throughout the hospital. Our pharmacy manager regularly provides training sessions for nursing staff, building their knowledge and understanding about medication and how to avoid drug-related incidents.

Our Pharmacy Manager Ahmed Al-Nagar is a member of the hospital's Clinical Governance Committee, Chair for Medication Committee, Medication Safety Officer and is also a Medicines and Prescribing Affiliate for the National Institute of Clinical Excellence (NICE).

Opening hours: Monday–Friday, 08:30–18:30  
Telephone: +44 (0)20 7467 4329  
Fax: +44 (0)20 74674308  
Email: [pharmacy@kingedwardvii.co.uk](mailto:pharmacy@kingedwardvii.co.uk)



# Patient rooms

Every patient admitted to one of our three wards – for day cases or more complex procedures – has their own room with a private, ensuite bathroom.

All our rooms have been refurbished in recent years to ensure optimal cleanliness, safety and comfort. Rooms are cleaned every day and deep-cleaned between occupancies by our in-house cleaning team. Each room has:

- a walk-in shower
- a wall-mounted flat-screen television and radio
- WiFi internet access
- a nurse call system
- non-slip floors
- air conditioning
- wardrobe and storage space
- adjustable lighting
- an electric, patient-controlled bed.









# Maintaining our zero infection rate

No one has ever acquired MRSA or C.difficile at King Edward VII's Hospital.

Our Infection Control Team – a specially trained nurse and consultant microbiologists – ensures that we maintain this record by adhering to strict guidelines for patient screening, staff training and cleaning methods:

- All our patients are screened for MRSA when they are admitted. Anyone found to be carrying the bacterium is treated by our Infection Control Team.
- All staff receive ongoing training in hospital hygiene and infection control best practice.
- Our in-house cleaning staff, available 24 hours a day, are trained by us to maintain a high standard of cleanliness. We were one of the first private hospitals in the UK to use microfiber and steam cleaning.
- All rooms are cleaned daily and are deep-cleaned between occupancies.
- Our average nurse to patient ratio of 1:4 allows patients to receive more individual attention and ensures high standards of care and hygiene.



# Admissions

Every patient admitted is under the care of one of our consultants or GPs.

Telephone: +44 (0)20 7467 4322

Email: [admissions@kingedwardvii.co.uk](mailto:admissions@kingedwardvii.co.uk)

## Your rights

All our patients have the right to expect an exemplary standard of treatment and care. We place great emphasis on clear communication, transparency, patient dignity and confidentiality.

## Access to services

You are entitled to receive healthcare based on your clinical need and to be referred to a consultant acceptable to you and your GP. You also have the right to be referred for a second opinion if you and your GP agree that this is desirable.

We will make it as easy as possible for everyone to use our services, including older patients and patients with disabilities and special needs.

## Personal consideration, respect and confidentiality

All patient data and medical records are held in complete confidence and we fully comply with the Data Protection Act 1998 to protect your privacy.

All staff you meet will be wearing a name badge with their title, full name and position.

If you wish, you can discuss health related matters with a member of staff of the same sex.

We will respect your privacy, dignity, and religious and cultural beliefs at all times.

You are entitled to have a chaperone present during any examination or procedure.

HARLEY  
STREET !



# How to pay

There are several ways you can pay for your treatment, whether you are a day case/ inpatient or outpatient:

- Paying for yourself – Self-pay
- Private medical insurance
- Third party funded

Before receiving treatment or investigations, all patients will be required to provide payment card details as a guarantee of payment regardless of whether they are self-pay, insured or third party funded.

## **SELF-PAY**

### **Inpatient/Day case**

- As a self-pay patient you will be asked to pay either a deposit or the full package price in advance of your treatment. We should receive cleared funds into our bank account three days prior to admission to the Hospital.
- If you are paying a package price, the cost of your treatment is fixed, but you will still need to pay for personal expenses such as telephone, guest meals etc. If there is an outstanding balance after your invoice is finalised, we will inform you and take payment using your stored payment card details. Please refer to the Terms & Conditions for details on any other exclusions that may apply.
- For patients paying a deposit we will endeavour to give you an estimate of the cost of your treatment. If at any point we feel the cost of your treatment may exceed your deposit, we will let you know.

### **Outpatient**

- All self-pay outpatients will be required to settle their account on the day of their appointment for any treatment or investigations undertaken.



## INSURED

### Inpatient/Day case

- We have direct billing agreements with all of the major private medical insurers. If you have private health insurance, simply provide us with a policy/preauthorisation number from your insurance company and we will make sure that you have the right level of cover. We will then invoice your insurance company directly.
- In instances where your insurance company declines to pay for your treatment or shortfalls the payment we will notify you accordingly and use your payment card to settle the account.

### Outpatient

- If you are an outpatient you will need to confirm with your insurance company that the treatment is covered by your policy before your appointment and provide us membership/policy and preauthorisation numbers. We will then invoice your insurer directly.

## THIRD PARTY FUNDED

### Inpatient/Day case

- If your bill is being settled by a third party, for example an embassy or an employer, please make sure that they have a direct billing agreement with the Hospital.
- We will also need a letter of guarantee by a third party before your admission date.

### Outpatient

- If you are an outpatient whose bills are being covered by a third party, you will need to provide a letter of guarantee before any tests or treatments carried out.

## METHODS OF PAYMENT

We accept BACS, cash, cheques and most major debit and credit cards including MasterCard, Visa, American Express and Maestro.

You can also call our accounts team on 020 7486 4411, Monday – Friday between 08:30 and 17:00 to pay a deposit or settle outstanding invoices over the telephone by credit or debit card or visit our offices and pay in person.



# Our charitable aims

King Edward VII's Hospital has been a registered charity since 1930, and is governed by Royal Charter. Since Agnes and Fanny Keyser first turned their home into a hospital for officers returning from the Boer War, we have maintained strong links with the Armed Forces. In honour of these links we enable everyone who has served, as well as their husbands and wives, to access an exceptional standard of medical treatment and care without delay and at little or no cost to themselves.

To fulfil these objectives we continuously reinvest our charitable and surplus income in state-of-the-art facilities and technologies, and in raising the standards of care we are renowned for.

## **Subsidies and grants for military personnel**

Anyone without medical insurance who has served in the Armed Forces is entitled to a 20% discount on their bill. This is regardless of rank or length of service and includes present or ex- husbands and wives, widows and widowers. If you fall within this category, please let your consultant's secretary or the hospital know when booking your appointment or treatment. You will need to provide proof of service.

You may also be eligible to apply for a means-tested grant from the Sister Agnes Benevolent Fund, which can cover up to 100% of your hospital and consultant fees. All applications are assessed in strictest confidence by our trustees who will inform you of their decision before you are admitted.

## **How to support us**

Since we first opened in 1899, we have been fortunate to have a growing network of generous supporters who make our charitable work possible. Among these supporters are our 2500 Friends – ex-patients who continue to support us.

## **Friends and supporters**

We rely on our Friends and supporters to help us honour our commitments to military personnel, as well as to help us keep pace with the latest medical advances and technology. We keep in close contact with our Friends through our newsletter and exclusive events.

If you would like to become a Friend, please contact our fundraising office:

Telephone: +44 (0)20 7467 3920

Email: [fundraising@kingedwardvii.co.uk](mailto:fundraising@kingedwardvii.co.uk)

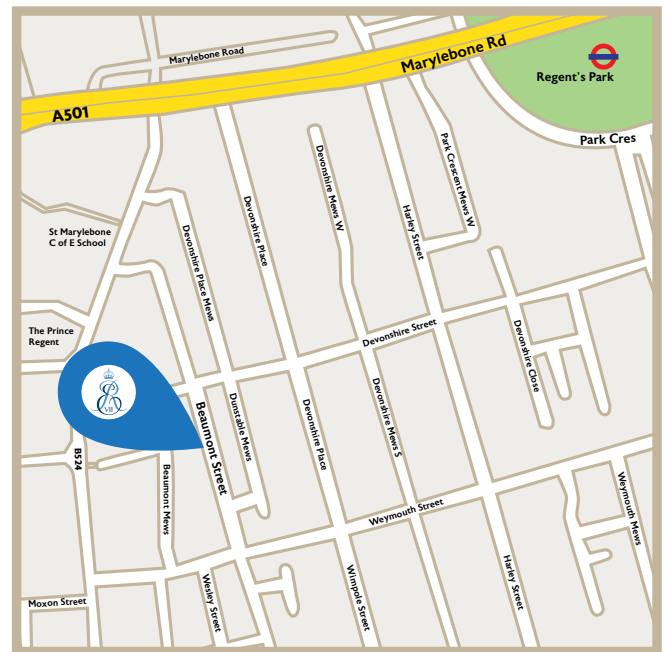
# How to find us

**King Edward VII's Hospital is conveniently located in Beaumont Street, in the heart of London's Harley Street district.**

We are walking distance from Regent's Park, Oxford Circus, Bond Street, Great Portland Street and Baker Street Underground stations. If you are travelling by public transport please visit [www.tfl.gov.uk](http://www.tfl.gov.uk) to find the most up to date travel information.

If you are travelling here by car, please remember that we are inside the Congestion Charge zone. Visit [www.cclondon.com](http://www.cclondon.com) for information about charges and how to pay. 'Pay by Phone' street parking is available near the hospital.

Visit [www.westminster.gov.uk](http://www.westminster.gov.uk) for information about charges and how to pay.



**BEAUMONT  
STREET W1**

**CITY OF WESTMINSTER**

**King Edward VII's Hospital**  
*Founded by Sister Agnes*

Beaumont Street  
London  
W1G 6AA

Switchboard 020 7486 4411  
Booking line 0800 975 8383  
enquiries@kingedwardvii.co.uk

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

 [www.facebook.com/KingEdwardVIIHospital](https://www.facebook.com/KingEdwardVIIHospital)

 [@KEVIIHospital](https://twitter.com/KEVIIHospital)

Registered charity number 208944