



Patient Guide



KING EDWARD VII's
HOSPITAL

Version 3.0
Last reviewed: November 2025



**KING EDWARD VII's
HOSPITAL**



Our Vision

To be the leading private hospital in the UK and to support an increased number of veterans through our charitable work

Our Mission

To consistently deliver the highest standards of personalised patient centred care, in a safe and kind environment, through our exceptional and empowered teams

Our Values

PROFESSIONALISM

We encourage our teams to be the best they can and meet the highest standards through:

- Acting with integrity
- Accountability
- Continued learning

QUALITY

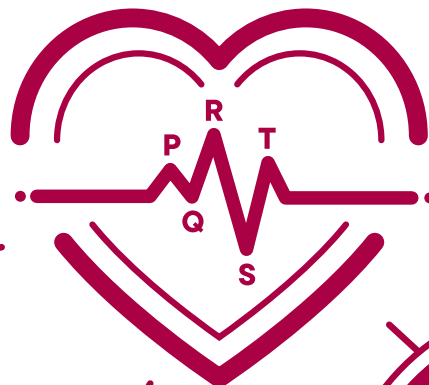
We will provide excellence in everything we do through:

- Innovation
- Listening to and acting on feedback
- Measuring outcomes & informing actions

TEAMWORK

We work as a team so we achieve more together by being:

- Collaborative
- Fair
- Open



SAFETY

We are committed to providing a safe environment for our patients and colleagues through:

- A learning culture
- Freedom to speak up
- Transparency

RESPECT

We will respect other people's views to ensure an open inclusive working environment through:

- Compassion
- Dignity
- Honesty

Welcome

If you would like this guide in a paper format, please contact preadmissions@kingedwardvii.co.uk or telephone 0207 467 3219.

As Chief Nursing Officer of King Edward VII's Hospital, I would like to begin by thanking you for entrusting us with your healthcare.

Coming to hospital can be daunting, with significant amounts of information to take in. This patient guide has been specifically designed to help streamline everything as much as possible to help you prepare for your admission and make your time at King Edward VII's Hospital as comfortable as possible.

The following pages provide essential information, practical advice, resources and contact information for essential support services available to you. Please do take the time to read them as this will help ensure your admission is smooth and stay with us is stress free.

King Edward VII's Hospital is committed to tailoring our services to meet your specific needs. We continuously strive to deliver highly personalised, outstanding care in a warm and welcoming environment. In keeping with that commitment, should you have any additional needs during your time with us, please do speak to a member of the team who will be only too happy to help you.

Thank you once again for choosing King Edward VII's Hospital. I wish you a comfortable stay with us.



A handwritten signature in black ink that reads "R. Hickey" with a long horizontal flourish extending to the right.

Robert Hickey,
Chief Nursing Officer

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Before you come into Hospital

We understand that coming into hospital can be an anxious time and want to make your stay as comfortable as possible. This information is here to help you prepare for your admission to the Hospital and answer some of the questions that are frequently asked by our patients.

Translators

If English is not your first language it may be helpful to have the information explained by someone who can translate this for you. If you require a translator let us know so that we can arrange this for you ahead of your admission. Unfortunately, relatives or friends cannot translate clinical information or information for consent purposes on behalf of a patient. We can provide a translation service throughout your stay. Please contact the Pre-operative Assessment Team: preadmissions@kingedwardvii.co.uk or telephone 0207 467 3219.

Additional needs

Please let the pre-assessment nurses know in advance by emailing preadmissions@kingedwardvii.co.uk or calling 0207 467 3219, if you have any additional needs, including any cognitive and hidden disabilities. This allows us to do everything possible to ensure we can meet all your needs.

We have portable hearing loops available in the Hospital should you need one. You can request this on arrival.

Pre-assessment

Before your admission we will contact you via email to complete a health assessment form containing questions about your medical history, which will assist us in caring for you when you come into Hospital.

Please complete this as soon as possible and return within 24-48 hours to the Pre-operative Assessment team who may contact you for more information or to discuss your admission. They will also organise any tests or investigations that may be required before you come into Hospital.

If you are breast feeding, please can you let the pre-assessment nurses know when they contact you so that any specific arrangements can be made for you.

If you need help to complete the health assessment form, require a paper version of it, or if you have any other questions about your admission, please do not hesitate to contact the team for assistance: preadmissions@kingedwardvii.co.uk or telephone 0207 467 3219.

Advanced decisions

An advance decision to refuse treatment lets your healthcare team know your wishes if you are not able to communicate them. An advance decision (sometimes known as an advance decision to refuse treatment, an ADRT, or a living will) is a decision you can make now to refuse a specific type of treatment at some time in the future.

If you have made an advanced decision, please let us know by noting it on your health assessment, or by emailing preadmissions@kingedwardvii.co.uk or telephoning 0207 467 3219, and we will add this to your health record. We advise you to bring a copy of the advanced decision with you.

Dietary requirements

If you have any special dietary requirements, please let us know at your pre assessment appointment.

Respiratory and other viral infections

If you have any signs of respiratory infections ahead of your admission/surgery, please contact your consultant. If unable to contact your consultant or if your admission is imminent, please contact the Duty manager on 07964 467 344.

Please do not attend the Hospital if you have a fever, or any diarrhoea or vomiting unless advised to do so by your consultant.

Planning your discharge

It is good practice to start planning your discharge before you come into Hospital to ensure that everything is in place when you are ready to go home. It may be helpful to arrange for someone to help you with shopping or cooking and have some extra meals prepared in the freezer. Think about how you will manage at home following your procedure and what other things you may need help with. If you will be having a minor procedure, you may find it particularly helpful to have some over the counter painkillers ready at home such as paracetamol and ibuprofen (if you are able to take these).

If you have had a general anaesthetic or sedation, it is important that you do not drive, operate machinery, make important decisions, sign official documents or drink alcohol for 24-48 hours afterwards.

Day cases

If you have had your procedure as a day case under sedation or a general anaesthetic, it is essential that you arrange for someone over 18 years old to escort you home and stay with you overnight. This is because the sedation medicine or anaesthetic can affect your judgement so you may not be able to think clearly. We also strongly advise that you do not take public transport when you are discharged.

The following provides some useful information for carers: '[Caring for someone recovering from a general anaesthetic or sedation](#)' by the Royal College of Anaesthetists.

Inpatients (staying overnight)

On your day of discharge, we will arrange for your discharge **before 10:00am**, unless there is a medical reason for an extended stay. We advise that you arrange for someone over 18 years old to collect you from the ward or reception area and escort you home after your procedure. Please note that parking is very limited around the Hospital and there is no onsite parking (see '[Getting to the Hospital](#)' on page 18 for further information).



Reducing your risk of infection – preparing for your procedure

There are many things that you can do to reduce the risk of infection and we ask that before you come in, you:

1. **Show or bathe** prior to coming into Hospital.
2. **Do not attempt to remove body hair** from the site of your operation prior to your procedure as this can increase the risk of infection. If hair removal is needed it will be carried out before the procedure by the clinical team.
3. **Keep warm prior to your procedure** as this helps reduce the risk of infection. Please bring a dressing gown or something comfortable and warm to wear.
4. **Remove any nail varnish or false nails** as these can interfere with certain monitoring.
5. **Remove any jewellery and body piercings** except for a commitment ring (advise your nurse if this is not possible).
6. **Do not wear false eyelashes/mascara** as this can cause damage to your eye during a procedure with general anaesthetic or sedation.
7. **If you have a temperature, diarrhoea or vomiting on the day of your procedure**, please contact the Hospital before leaving home.
8. **If you have any respiratory or viral symptoms**, please read the section on [page 7](#).
9. **Practice regular hand hygiene throughout your stay**, if you are unable to access the sink then please ask your nurse to provide you with some hand wipes.

Stopping eating and drinking

It is important that you have an empty stomach if you are having a procedure under general anaesthetic or sedation. Please **stop eating 6 hours before your admission time** this includes chewing gum, sucking boiled sweets or mints.

You can and should **drink water up to 2 hours before your admission time** as this will help prevent you feeling dehydrated. If you are unsure or have any questions, please contact your consultant or the Pre-operative Assessment team.

Smoking

Stopping smoking before your admission can have a significant impact on your recovery and it is advisable to stop smoking as far ahead of your procedure as possible. This can reduce your length of stay in Hospital, improve wound healing and lung function.

Please do not smoke for at least 24 hours before coming into Hospital.

For help with stopping smoking please visit your GP or access this [link](#).

Smoking in the Hospital

Please note it is against the law to smoke anywhere within the Hospital premises, and smoke alarms are fitted throughout the building. Please note, e-cigarettes and vaping devices are prohibited on the Hospital premises.

Preparing for your surgery

You may find the information developed by the Royal College of Anaesthetists contained in this [link](#) useful when preparing for your surgery.



Checklist of what to bring with you

What to bring with you to Hospital

It is important that you bring the following with you when you come in for your procedure:

- Insurance details and claim form including the authorisation code and letter of guarantee if applicable
- All medication that you are taking in its *original packaging*. Please do not remove the tablets from the original packs
- Night clothes and dressing gown if staying overnight
- Loose comfortable clothing
- Toothbrush and toothpaste
- Toiletries (*A selection of complimentary toiletries are provided in patient rooms*)
- Well-fitting slippers/shoes with backs, or trainers
- Swimwear (if using the hydrotherapy pool)
- Any specialist dressings or products that you use at home e.g. stoma/incontinence products, catheters etc.
- Mobile phone and charger

Other items you wish to bring with you could include:

- Books or magazines
- Batteries for hearing aids
- iPad/Kindle

Please do not bring valuables and large amounts of cash with you to Hospital as we cannot be responsible for these. We do provide a small safe for you to store anything in your room.

Day of admission

Registration form and pre-authorisation of charges

On the day of your procedure please report to the main reception desk where you will be asked to complete and sign a registration form. This will confirm information regarding your contact details, next of kin, GP details and sets out the terms and conditions of your stay with us. You will also be asked to provide a credit or debit card for pre-authorisation of charges. This is required for both insured and self-funded patients to cover any additional Hospital charges that may be incurred during your visit. Please note you will always receive notice of these charges in an invoice from the Hospital.

Please check the details carefully on your registration form when it is handed to you on your arrival. Let us know if any of your details are incorrect as these will be used to identify you throughout your stay including on your identity band. Once you have signed the registration form one of our friendly team will escort you to your room and outline the facilities to you.

Consent

Before any care or treatment is provided, we need to gain your consent. This means that we need to seek your agreement, and you need to understand the likely benefits, potential risks, and available alternatives before agreeing. Your healthcare provider – whether it's your doctor, nurse or another clinician looking after your health – will provide you with all the information you need about your care. In certain situations where the risks may be higher or if you are considering specific procedures like surgery, we may ask for your consent in writing. This helps ensure that both you and our healthcare team have a clear record of your understanding and agreement. You have the right to refuse consent at any time. If you have any concerns or need more information about your treatment, please don't hesitate to ask.

Mental capacity

Mental capacity refers to your ability to make informed decisions about your health and other important matters. Healthcare professionals assess mental capacity by evaluating your understanding and decision-making abilities.

If a patient lacks capacity, support will be provided to ensure that their best interests are upheld, possibly involving legal frameworks like advance directives or guardianship. It is important to let us know if you have someone legally appointed to make decisions on your behalf, such as through a lasting power of attorney for health and welfare, or if you have made an advance decision about your care and treatment, for example, about being resuscitated. If you have someone legally appointed or you have binding advance decisions about your care and treatment, please bring the supporting documents with you.

If you would like further information about the mental capacity act details can be found on the [GOV.UK website](https://www.gov.uk), or speak to a member of staff.

Keeping you safe – reducing the risks when you are in hospital



Preventing Venous Thromboembolism (VTE)

VTE refers to the blood clots that can form deep in your veins (deep vein thrombosis or DVT) or break loose and travel to your lungs (pulmonary embolism or PE). Being in hospital can increase your risk of developing VTE, but there are ways to reduce the risk. Your healthcare team will assess your risk of VTE based on your medical history, condition, and other factors. Some common risk factors include:

- **Immobility:** staying in bed or sitting for prolonged periods
- **Surgery:** recent surgical procedures, especially involving hip and legs
- **Medical conditions:** such as cancer, heart disease, or previous episodes of VTE
- **Medications:** certain medications can increase your risk

To help prevent VTE, you can do simple leg exercises, drink plenty of fluids, and wear elastic stockings if advised to do so. If you are at risk, your healthcare team will discuss with you what can be done to lower your risk and will follow national guidelines to offer you protection from VTE. King Edward VII's Hospital is proud to be recognised as a VTE Exemplar Centre. This designation reflects our dedication to patient safety through comprehensive and exemplary practices in the prevention and management of VTE.



Preventing pressure damage to your skin

Pressure damage, also known as pressure ulcers or bedsores, can occur when prolonged pressure on the skin leads to reduced blood flow in the affected area. This risk is heightened for patients in hospital due to factors like immobility, decreased ability to change positions, and existing health conditions. To prevent pressure damage, our healthcare team will take proactive steps, including regular repositioning to relieve pressure points, using specialised support surfaces like pressure mattresses, conducting thorough skin assessments, and providing regular skin care. We will work with you to address your individual needs and concerns to maintain the health of your skin throughout your time in our care.



Preventing falls

To help prevent you falling during your stay with us please wear well-fitting shoes with backs or the non-slip socks provided to you by the Hospital. Remember to use the call bell for assistance and if you use walking aids, keep them within reach at all times. If you have fallen within the last 12 months or have a fear of falling, please let your nurse know.



Pain management

Your comfort is extremely important to us, and we are committed to providing effective pain management during your stay. We will work closely with you to assess your pain levels, understand your individual needs, and develop a personalised pain management plan. This plan may include a combination of medications, therapies, and non-pharmacological interventions tailored to your specific condition. Regular check-ins and open communication with your healthcare providers will allow us to adjust the plan as needed, ensuring that you are as comfortable as possible throughout your hospital admission.

For more details on any of the above please ask our **Pre-operative Assessment Team**.

Going home

As we prepare you for your discharge, we want to ensure a smooth transition and prioritise your safety. Our healthcare team will thoroughly review your fitness for discharge to guarantee your well-being. Should you have any specific requirements to facilitate your recovery at home, our dedicated clinicians will assist you in arranging the essential support upon your return home.

Take home medication

If prescribed medications are part of your post-discharge care, our pharmacists will review your prescriptions and supply your medicines. If there is a separate cost involved for the take-home prescription this will be explained to you and invoiced separately.

Discharge information

We will provide you a discharge letter detailing a summary of your care and treatment a copy of which will be forwarded to your GP. We will also include the relevant contact details in your discharge pack so that you can easily contact us if you have any concerns related to your care.

Our discharge time is **10:00am**, and we kindly request that you arrange for a friend or family member over the age of 18 to accompany you home. Should you need transportation assistance, our reception staff will be happy to summon a black cab for your journey home.

Follow up appointment

Please make a follow up appointment with your consultant by contacting their secretary.

Payment methods

Medical insurance

Please ensure that if your treatment is being paid for by an insurer or third party, you have confirmed that cover is in place and know what is covered by your insurer before coming into Hospital. We ask that you provide this information to our Admissions Team as soon as possible, and at least a minimum of five business days prior to admission. We recommend that you confirm that the authorisation covers all anticipated treatment during your admission, to ensure that you do not have to pay for the treatment yourself.

To avoid any delays please also bring with you on the day of your admission, any relevant insurance documents and a fully completed claim form where applicable. If you are unable to provide proof of insurance, you may be required to pay for your treatment before it can proceed.

Paying for your own treatment

If you are paying for your own treatment (self-pay) you will be requested to pay the full cost of the procedure at least five business days prior to admission. Details are provided in the 'Self-Pay Treatment Plan' enclosed.

Additional charges

Charges for additional services including any histo-pathology tests requested by your consultant following your surgery, take home medication or other take home items, may also be payable, if not covered by your insurer or self-pay package. It can take a few weeks for these charges to be finalised and added to your account. A final invoice will be sent to you as soon as possible after discharge.

Additional useful information about the Hospital

Menus and special diets

During your stay you will be offered a wide selection of food freshly prepared under the guidance of our Head Chef, examples of our menus can be found on the [Hospital website](#).

We can provide Kosher and Halal meals and cater for any other special diets. We have a wide selection of food, but if you wish to bring in your own food, we ask that you complete a disclaimer. Please be aware that food cannot be reheated on the Hospital premises.

If you are coming in as a day case, you will be offered a light snack, for example soup and a sandwich, before you go home.

Visitors' meals

These are available on request and will be charged to your account, payment should be made before you are discharged.

Visitors

Visitors are welcome from 10:00am to 9:00pm. If you require a visitor to attend outside of these hours please can you discuss this with the nurse in charge.

Children may visit, but they must be supervised at all times by a responsible adult.

Confidentiality and data protection

All patient data and medical records are held in complete confidence, and we fully comply with the General Data Protection Regulation (2019) and relevant data protection legislation to protect your privacy. For further information please refer to our Privacy Notice that can be found on our website.

What you can expect of us

- All our staff will respect your privacy and dignity, and religious and cultural beliefs at all times
- We will provide a chaperone if you require one for any examination or procedure
- We will provide you with the highest standard of care and services. If you are not satisfied with the level of service, please raise your concerns with staff as soon as possible so they can be addressed

What we expect of you

We ask that you treat all our staff with respect. We do not tolerate any verbal or physical abuse towards our staff.



Your opinion matters to us

Please let us know about your experience with us by completing a [Patient Feedback Form](#). The data from this is produced anonymously and allows King Edward VII's Hospital to consistently monitor the services being delivered and to help identify those areas that may require improvement.

Complaints, concerns and feedback

We are committed to ensuring that we deliver the highest standards of personalised patient-centred care in a safe and kind environment. If you have any concerns regarding the service you have received, please talk to a member of staff as soon as possible. This is often the quickest way of ensuring we can resolve the matter for you. Alternatively, our Patient Relationship Manager can be contacted on 0207 467 4348 or by email on feedback@kingedwardvii.co.uk or complaints@kingedwardvii.co.uk.

Getting to and from the Hospital

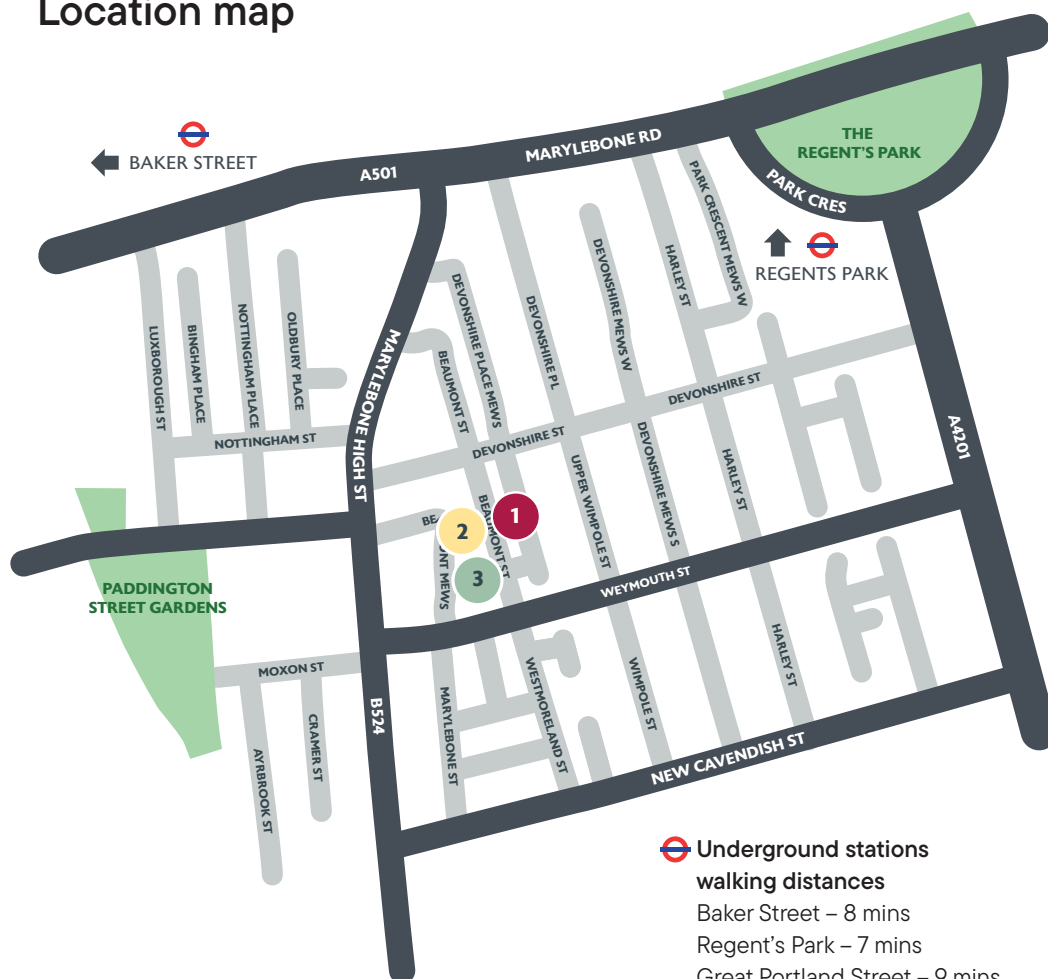
The Hospital is walking distance from Regent's Park, Oxford Circus, Bond Street, Great Portland Street and Baker Street Underground stations. If you are travelling by public transport, please visit www.tfl.gov.uk to find the most up to date travel information.

There is step free access to both the main Hospital building and the outpatient departments.


If you wish to drive to the Hospital, please give yourself ample time to find a parking space.

Due to our central London location, we do not have an onsite car park. Paid meter parking may be available directly outside the Hospital and we have porters and a door person who will be able to assist you with any luggage. For further parking information, including disabled parking, visit the [Westminster Council parking information page](#).

Location map



- 1**
Main Hospital
King Edward VII's Hospital, 5-10 Beaumont Street, London, W1G 6AA
- 2**
King Edward VII's Hospital Medical Centre (Outpatients, Imaging and Pharmacy)
54 Beaumont Street, London, W1G 6DW
- 3**
Conference Rooms & Offices
Agnes Keyser House, 55-56 Beaumont Street, London, W1G 6DP

 **Underground stations walking distances**
Baker Street – 8 mins
Regent's Park – 7 mins
Great Portland Street – 9 mins
Bond Street – 13 mins
Oxford Circus – 15 mins

Frequently asked questions

Can I use my mobile phone while in the Hospital?

Mobile phones are permitted in the Hospital; please remember to pack your charger. All patient rooms have a private telephone and calls are charged and added to your personal account to be paid prior to leaving the Hospital.

Does the Hospital have a prayer room?

The Hospital has a multi-faith room, which is accessible for people of all faiths, for religious traditions such as prayer, meditation and reflection. Please speak to a staff member if you require any further information or wish to visit the multi-faith room during your stay with us.

Does the Hospital have Wi-Fi?

Free Wi-Fi is available in your room and all patient areas within the Hospital.

What is included in the rooms?

All our rooms are built to ensure optimal cleanliness, safety and comfort. Each room includes an ensuite bathroom with a walk-in power shower, flat-screen TV, a radio, nurse call system, storage space and adjustable lighting.

Useful contacts

Contact Centre *(For general enquiries related to your admission)*

Open 8am–6pm, Monday to Thursday and 8am–5pm, Friday

Telephone: 0207 467 3221

Email: admissionadvice@kingedwardvii.co.uk

Pre-operative Assessment team *(For enquiries related to your procedure or health)*

Open 8.30am–5.30pm, Monday to Friday

Telephone: 0207 467 3219

Email: preadmissions@kingedwardvii.co.uk

Main Hospital switchboard *(For when you are admitted)*

Telephone: 0207 486 4411

If you need to contact the Hospital out of normal working hours please call the Main Hospital Switchboard and ask for the Duty Manager.



KING EDWARD VII's
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5-10 Beaumont Street, Marylebone, London W1G 6AA

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