A warm welcome to the National Hospital for Neurology & Neurosurgery. The Hospital is committed to the best in patient care and customer service and has an international reputation for excellence and innovation.

This booklet is designed to prepare you for your admission and give you general information on the care and services available for you.

The History of the National Hospital for Neurology & Neurosurgery

The National Hospital for Neurology & Neurosurgery (NHNN) was founded in 1880 by wealthy benefactors and sponsors under the presidency of the Lord Mayor of the City of London.

It prospered as a charitable hospital, financially supported by gifts from patients and voluntary contributions from the consultant staff who gave their services without pay.

In 1948 the NHNN became part of the National Health Service and was given teaching hospital status. The NHNN is now part of University College Hospital NHS Foundation Trust and has come to play a pivotal role in the postgraduate training of UK Clinical Neuroscience professionals. This along with the academic excellence of the Institute of Neurology ensures the National Hospital for Neurology & Neurosurgery is one of the UK’s premier neurosciences facilities.
Introduction to the National Hospital

The NHNN is dedicated to providing the highest standards of medical excellence using the most modern equipment and facilities. The Hospital is an internationally recognised centre of excellence for the provision of neurological and neurosurgical services. Patients are under the direct care of Consultants who are drawn from the exceptional talent available at the NHNN and our highly trained, caring and efficient nursing teams assist them in providing the very best of care. The Hospital’s resident medical staff provide comprehensive round the clock cover and the NHNN has the largest specialist neuroscience critical care unit in London.

For further information please visit our website at www.uclh.org and follow the links to the NHNN.

Hospital Location

The Hospital is located in Queen Square in central London. The map on the back gives road names, the position of London Underground stations and nearby car parks.

Travel by car and parking facilities

Queen Square can be reached from the north and east via Guilford Street and Great Ormond Street and from the south and west via Theobolds Road and Old Gloucester Street. The entrance to the nearest NCP Public car park is in Southampton Row and there are some meter spaces around Queen Square itself.

Travel by public transport

The nearest London Underground stations are Russell Square (Piccadilly line) which is a five minute walk away and Holborn (Piccadilly and Central lines) which is a fifteen minute walk away.
Before you arrive
Please bring along any medication you are currently taking or a list of drugs from your doctor. If you are required to fast prior to admission or have to make specific preparations, you will be advised by your Consultant prior to your arrival.

Your account
If your bill is to be paid by a medical insurance company or sponsor, you may still be required to settle an additional bill on discharge for any extras required e.g. telephone calls, drugs to take home. On admission, you will be required to sign an Undertaking to Pay Form. This applies to all patients whether self funding or sponsored by a health insurer.

Medical insurance
The Hospital has direct settlement arrangements for in-patients and day-cases with most British medical insurance companies. Please contact your insurance company prior to your admission, to confirm you policy covers your treatment at the National Hospital for Neurology & Neurosurgery and also request a claim form.

Please bring your completed insurance claim form with you. If you are insured through your employer’s medical insurance scheme, you may need to have your claim form authorised by your employer prior to admission. If ineligible or out of band policies are submitted, you will be asked to pay for your account in full and reclaim any available benefit from your insurers. 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.

Fees for Consultants and other medical specialists (e.g Anaesthetist) are entirely separate from the Hospital account. They should be settled either directly with the Consultants and Medical Specialists or sent to your insurance company for settlement.

Sponsored account
If your bill is being paid by an Embassy or Company acting as a guarantor, please bring with you a letter from that organisation stating to whom and where the bill should be sent. If you do not have a written guarantee prior to, or at the time of admission, you will be asked to pay a deposit until such a guarantee is available.

Own account
If you are responsible for your own account, you will be required to pay a deposit on admission, based on the estimated length of stay and proposed treatment. Should the length of stay be subsequently extended, a further deposit will be required to keep the account in credit. Full settlement of any outstanding balance is required on discharge. We accept cash, major credit and switch/delta cards.
Items to bring with you

You might like to bring the following items with you:

- Pyjamas/night dress
- Dressing gown/bed jacket
- Slippers/bed socks
- Face cloth/soap/shower cap
- Moist tissues
- Toothbrush/paste
- Dentures/holder
- Razor/blades
- Electric razor/adapter
- Spectacles/case
- Books/magazines
- Writing materials/stamps
- Personal address/telephone book
- Travel clock
- Medicines
- Medical documents/previous scans/test results
- Financial documents e.g. insurance forms

We advise you not to bring large amounts of cash, valuables and jewellery.
Arriving at the hospital
Please go the main reception desk located at the entrance of the National Hospital for Neurology & Neurosurgery. From here you will be directed to the fourth floor – Nuffield Ward where you shall be greeted and escorted to your room.

Admission into your room
You will be accompanied to your room and shown the various facilities e.g telephone system, nurse call system, bed controls, television and WiFi. All rooms have en-suite bathroom with either bath and/or shower. There is also a wardrobe and shelf space for all your belongings.

Nursing care
Your nurse will need to take details of your medical history, present condition, allergies/ sensitivities and current medication. Routine investigations will be organised by the resident medical officer.

Medical care
Your medical care is your Consultant’s responsibility and he/she will advise the Hospital staff of any tests and treatment you require. Twenty four hour medical care is provided by the resident medical officers, who will assist your Consultant as required.

Your Consultant will discuss your operation or medical care with you and you will be asked to sign a consent form if you are having surgery. If you do not understand the form, please ask for an explanation. Consent will also need to be signed for various procedures other than surgery.

Pharmacy
Drugs you may require will be prescribed by your Consultant and be issued by the National Hospital’s Pharmacist.

Physiotherapy
Treatment given by the physiotherapist is in liaison with your Consultant and carried out in the department or in your room, as appropriate.

Telephone facilities
You will be able to receive calls from friends and family, who will need to telephone the Nuffield reception switchboard on 020 3448 3231.

Please note that mobile phones may interfere with patient life support and drug monitoring equipment and should be switched off whilst in the Hospital.

Catering services
Meals are served in your room. There is a varied menu including vegetarian dishes. If you prefer a snack or light meal there is an alternative menu which can be obtained from the catering staff. Please let the nursing and The Spice of Life Restaurant staff know if you have a food allergy e.g. peanuts.

Meals are served at the following times:
Breakfast: 7.30am to 8.30am; Lunch: 12.30pm to 2.00pm; Dinner: 6.00pm to 7.00pm

Room service
Your visitors may like to purchase drinks, snacks, sandwiches and pastries from The Spice of Life Restaurant in the basement of Queen Mary Wing, which is open from 8.00am to 5.00pm, Monday to Friday.
Visitors

Visitors are welcome in our Hospital, although we ask that children are accompanied at all times. For reasons of security, please ask your visitors to report to the main reception desk located at the entrance to Nuffield Ward. They should then see the nursing staff in Nuffield Ward first prior to going into your room.

Visiting hours to Nuffield Ward are kept as open and flexible as possible, consistent with your need for rest and quiet. We normally ask visitors to leave by 9.00pm. Visiting may be restricted by the Sister or Nurse in Charge, your Consultant, or at your own request.

Safety and security

Smoking is not allowed anywhere in the Hospital and we are grateful for your co-operation in helping us promote positive health.

Instructions in the event of fire are displayed in your room and throughout the Hospital. All staff are given fire training on a regular basis.

Electrical appliances

Electrical appliances may interfere with essential medical equipment and need to comply with Hospital safety regulations. If you bring in your own appliances they will need to be checked with the staff. Voltage is 240V for shavers, hair dryers etc. Sockets are 3-pin square except shaver sockets which are 2-pin. In the interests of safety we request that electric blankets and hot water bottles are not brought into the Hospital.

Bed rails and call bells are provided as an extra safety precaution for you. If you feel weak or need assistance, do not hesitate to use the nurse call system located at your bedside and in the bathroom.

How to express your views about us

Your care and comfort are the Hospital’s first priority and we are continually seeking to improve our services and high standards.

However should you feel dissatisfied during your stay, please bring your concerns immediately to the attention of the Sister or Nurse in Charge who will be happy to help you.
Your discharge

Nursing and medical care

Your Consultant and nursing staff will decide your discharge date and time with you. If you require medication to take home, it will be prescribed for you.

Prior to discharge a follow-up appointment will usually be made to see your Consultant. If you require home nursing, the nursing staff will help to arrange this.

Settling your account

We request that you make arrangements to vacate your room by 11.00am on the day of your departure. After this time you will be charged for another night's accommodation. We do however understand that sometimes there may be an unavoidable delay in leaving.

If your treatment has been covered by insurance, please ensure that your Consultant signs your claim form before you leave. A member of the Patient Accounts staff may visit you prior to your departure to settle your accounts. Any charges that have not reached your account when your bill is settled will be sent to you afterwards.

Transport arrangements

We recommend you arrange for family or friends to collect you from the Hospital particularly if you have had a general anaesthetic within the previous 24 hours. If you need a taxi or private ambulance, the nursing or administration staff will be happy to arrange this for you.