



A lifetime of specialist care

Royal Brompton & Harefield **NHS**  
NHS Foundation Trust

Royal Brompton Hospital

# Information for inpatients





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*This leaflet gives you general information about your stay at Royal Brompton Hospital. Our hospital is a national and international centre for the treatment of, and research into, heart and lung disease. Please ask us if you have any questions.*

## Before you come into hospital

Please read this booklet before you come into hospital. You will also have received your registration form and admission letter. Please read them carefully.

### Bed availability

Royal Brompton & Harefield NHS Foundation Trust is a specialist centre for heart and lung disease and we accept patients from all over the United Kingdom. Sometimes, emergency patients have to take priority and we have to cancel or delay planned admissions. We always try to keep delays and cancellations to a minimum.

To make sure we have a bed for you, please phone the ward named in your admission letter the day before you come in. If you are due to be admitted on a Sunday or Monday, please call the ward on the previous Friday.

If you have a disability or have any special needs, please let us know or contact the patient advice and liaison service (PALS) so we can make any necessary arrangements for when you come to hospital (see page 10).

## What to bring with you

### Registration form


Please bring your completed registration form with you, along with your admission letter.

### Medicines and prescription

It is important that you bring your current prescription and all the medicines you are taking with you to hospital in their original containers. These should include any medicines you may have bought over the counter without a prescription. This means we can check that you are taking the right medicines and doses at the right times.

### Clothing

- Nightwear and a dressing gown.
- Slippers that fit comfortably, have good grip and support your foot and ankle. They should cover your heel and please avoid mule-type slippers as they increase the risk of slips and trips.
- Comfortable day clothing.
- Underwear.



We do not have laundry facilities for your personal clothing. We provide plastic bags for your used laundry.

### **Toiletries**

- Toothbrush and toothpaste
- A hairbrush or comb
- Liquid soap (please do not bring bars of soap and soap dishes as these may increase the risk of infection)
- Shaving items (we have shaving points available for electric razors)

### **Other items**

- Any mobility (walking) aids you may use
- Books, magazines, games or other items to help pass the time
- A small amount of money (to buy items from the hospital shop as needed)
- Your travelcard or money for getting home

We have cash machines:

- Next to the coffee shop in the main reception area of Sydney Wing
- In the outpatients waiting area in Fulham Wing

### **What not to bring**

Please avoid bringing the following with you to hospital:

- Towels and flannels (we will provide them)
- Jewellery and other valuables
- Large sums of money

If you really cannot avoid bringing valuable items with you, please hand them to a nurse who will lock them away for safekeeping. You will get a receipt showing which items we have stored. Please keep the receipt safe – you will need to hand it to us to get your property back.

## Coming into hospital

### The hospital buildings

Royal Brompton Hospital consists of three main buildings:

- Sydney Wing – main hospital entrance on Sydney Street
- Chelsea Wing – entrance on Dovehouse Street – can also be reached via a bridge from Sydney Wing but is not wheelchair friendly
- Fulham Wing – entrance is on Fulham Road – next to The Royal Marsden Hospital

### Your journey to us

If possible it is best to arrange for a friend or relative to help you on the trip to and from hospital – either by bringing you by car or by helping if you are travelling by public transport.

We are only able to organise hospital transport for patients with medical conditions that prevent them from using other transport and who do not have relatives or friends who can help them. If you think you fall into this category,

please discuss this with your GP or another healthcare professional, who may be able to help you arrange this.

### By bus

Buses 14, 211 and 414 all stop outside the Fulham Wing entrance to the hospital.

Buses 49 and 211 stop outside the Sydney Street entrance.

Buses 11, 19, 22 and 319 all travel along the King's Road and stop near the corner of Sydney Street, which is about a five-minute walk from the hospital.

### By tube

The nearest tube station is South Kensington on the Circle, District and Piccadilly lines. It is a 10-minute walk from the hospital. The 49 bus travels from South Kensington station to the hospital. Taxis are also available.

### By rail

The nearest mainline train stations are Victoria station and West Brompton station. Both have good tube and bus connections to the hospital.



**By car**

If a family member is driving you in by car, they can drop off or pick up at the main hospital entrance in Sydney Street.

**Parking for patients and visitors**

Royal Brompton Hospital is in a pay-and-display parking meter zone (street parking).

There is a public car park three minutes' walk away on Sydney Street, near King's Road.

**Parking for disabled badge holders**

A small number of disabled parking spaces are available in:

- Cale Street
- Foulis Terrace
- Sydney Street (near the main hospital entrance)

Remember to display your disabled badge.

**Help with travel costs**

Some patients on certain types of state benefits may be eligible for help with travel costs. For information, please visit [www.gov.uk](http://www.gov.uk). Ask for more information from the welfare rights advisor (bleep 7550) or you can ask for a

claim form from the cashier's office, level 2, Sydney Street.

**Arriving at hospital**

Please go to the ward named in your admission letter or in your call to the bed manager. If you are unsure, please go to the main hospital reception in Sydney Street.

When you arrive on the ward, please go to the nurses' station and hand your patient registration form to the ward administration staff or the nurse looking after you. Please note that your bed may not be available immediately. If this is the case, we will ask you to wait in the day room.


**Your ID (identity) wristband**

When you are in hospital you will wear a wristband with your basic personal details: name, date of birth, hospital number, and gender. These details will also be in a barcode on the wristband.

Please check the details and let us know if anything is wrong.

Whenever you receive any kind of treatment or investigation, such as getting





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medicines, having blood samples taken, or having an operation performed, we will check and / or scan the barcode on your wristband. We will also confirm your details with you. This helps us to make sure that you are getting the right treatment at the right time.

## **Smoking**

Royal Brompton is a no-smoking hospital. Smoking is not permitted in either the hospital buildings or grounds.

If you would like help to quit, please call the NHS Smoking Helpline on 0800 169 0 169.

## **Mobile phones**

If you need to use your phone, please consider other patients and use it quietly, especially at night.

Where possible, mobile phones should not be taken into high dependency or intensive care areas.

## **Hospital staff**

You will come across many different members of staff during your time in hospital. All our staff are trained to give you the best care possible

and to treat you with courtesy and consideration at all times.

We know it can be difficult to keep track of all the staff who visit you during your time in hospital. All staff wear identification badges and should introduce themselves to you but, if they don't, please feel free to ask them to do so.

## **Medical staff**

Consultants are senior doctors responsible for patient care. Each consultant works with a team of doctors. The specialist registrar supervises your treatment, while senior house officers look after your daily care.

Doctors from the medical team will visit you regularly to see how you are getting on and to prescribe treatment. If, at any time, you would like to discuss your treatment with a member of the medical team, your nurse can arrange a meeting.

## **Nursing staff**

A sister or charge nurse is the head of each ward and is supported by a modern matron and clinical services manager. They are assisted by nurses and healthcare assistants, who will be involved



in your day-to-day care while you are on the ward.

The nurse in charge of each shift will wear a red “nurse in charge” badge so they can be easily identified.

You will have an identified nurse responsible for co-ordinating your care on each shift. Different nurses wear different types of uniform – any nurse on the ward will be able to explain this in more detail.

## Support staff

There are many other members of staff who you may meet during your stay in hospital. These include:

- Physiotherapists
- Radiographers
- Dietitians
- Technicians
- Pharmacists
- Porters
- Domestic staff
- Catering assistants
- Ward clerks
- Occupational therapists
- Social workers
- Psychologists
- Psychiatrists
- Welfare rights advisors


- Infection prevention and control nurses
- Chaplains

## Medical students

Royal Brompton Hospital is a postgraduate teaching hospital. This means that doctors, nurses, and paramedical staff come to our hospital for advanced training. Some of this training takes place on the wards and this means a small number of postgraduate students may be present when your doctor is with you. They may ask to examine you. If you would rather not have students involved in your care, please tell us. This will not have any effect on your care or treatment.

## The multifaith chaplaincy team

Whilst in hospital you may have concerns and worries. The spiritual and religious needs of patients, their families and friends are important to the Trust. The multifaith chaplaincy team is committed to supporting you during your stay with us. If there is anything they can do to help you, please do not hesitate to contact them on **extension 4736**, or ask one of the ward staff to do so.



Within the team there are various faiths. If you would like to see someone from your own faith group this can be arranged, either from within our own team or from our many religious contacts locally.

Perhaps you just want someone to talk to? If so a member of the chaplaincy team will be happy to meet for an informal chat.

If you need some peace and quiet time for meditation or prayer you can visit one of our spaces:

- Chapel, near the lifts, level 2, Sydney Street
- Multi-faith prayer room, beside the Chapel, Sydney Street
- Quiet room, Victoria Ward, 2nd floor, Fulham Road

They are open to everyone, whether or not you have a faith.

We also have weekly services and activities across the hospital – please see the notices or hospital website: [www.rbht.nhs.uk/patients/brompton/chaplaincy](http://www.rbht.nhs.uk/patients/brompton/chaplaincy).

For general information, contact the chaplaincy team

on **extension 4736** or email [chaplaincy@rbht.nhs.uk](mailto:chaplaincy@rbht.nhs.uk).

In an emergency (out of hours), please ask staff to contact the on-call chaplain.

## **Patient advice and liaison service (PALS)**

Sometimes you may have a question or worry that you do not feel able to share with a doctor or nurse. In these instances, you can contact PALS who can help you with any concern you may have.

If you would like a hospital volunteer to visit you, PALS can arrange this.

You can contact PALS direct at Royal Brompton Hospital on **020 7349 7715** or via the main Trust switchboard **020 7352 8121**. The PALS office can be found on level 2, near the main reception in Sydney Street. The office is open Monday-Friday 9am-4pm but we can see patients outside these hours by arrangement. Messages left on voicemail will be responded to within two working days. PALS can be contacted by email at [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk).

## On and around the ward

### Single-sex accommodation

All our wards accommodate both male and female patients but have areas – bays, bathroom and toilet facilities – which are single sex. Please note that in intensive care and high-dependency areas, where we provide specialist nursing and medical care, patients require constant monitoring. This means that in these areas, male and female patients may, on occasion, be accommodated together. All efforts are made to maintain privacy and dignity.

Please contact a member of staff if you have any questions or concerns about privacy during your stay at Royal Brompton.

### Infection prevention

Hospital cleanliness is an important factor in infection control and prevention. We work very closely with our contract domestic services company to ensure we meet the standards required. Regular checks of the cleanliness of the clinical areas

are made by the domestic services company and by hospital staff. If you notice an area that you feel is not clean, please bring it to the attention of the nursing team; they will make sure that the problem is dealt with immediately.

Hand washing is also an important part of infection prevention. You will notice that hospital staff are bare below the elbows, with no long sleeves or jewellery. This is to make sure that everyone can wash their hands thoroughly before and after patient contact. Patients who have some infections will be in a side room, and everyone will need to wear gloves and aprons. There will be a sign on the door telling visitors what precautions are needed. If either you or your visitors are unsure of what you need to do, please ask a member of the nursing team.

Please use the alcohol hand gel available at the entrance to each bay and side room. A hand wash basin is available in each of the bays and side rooms.



You can help by:

- Making sure you always clean your hands after using the toilet and before eating or drinking
- Making sure your friends and family clean their hands before and after visiting you or any clinical area

If you are not sure whether someone treating you has cleaned their hands, please ask – they will not be offended.

## **Before coming into hospital**

- Do not shave your operation site before you come into hospital as this may increase the risk of infection. If needed for your operation, your nurse will help you using special clippers.
- Do have a shower and wash your hair the night before your operation or procedure.
- Do contact the hospital if you suffer, or have suffered, from sickness or diarrhoea in the 48 hours before coming into hospital.

## **Meals and mealtimes**

Food is a really important part of your recovery and we will work hard to meet your individual dietary needs. Our dietitians can organise meals if you have special dietary needs as a result of your condition or treatment. A “red tray” system is in place to highlight patients who require extra nutritional support at mealtimes.

Generally mealtimes are:

- Breakfast – 8am-9am
- Mid-morning snack and drink – 10.30am-11.15am
- Lunch – 12pm-1.15pm
- Afternoon tea and cake – 2.30pm-3.30pm
- Evening meal – 6pm-7.15pm

There is always a choice of food available and you can select your portion size. We can provide suitable meals for a variety of cultures, religions, tastes and needs – Kosher, Halal, Asian and vegetarian meals can all be supplied on request. Make your selection by ticking the relevant boxes on the menu. If you need any help, please ask.

Do not worry if a test or procedure means you are not on the ward during mealtimes. The nursing staff will ask the catering department to provide a meal for when you are back.

## Wifi service

Patients and their relatives can use the free guest wifi service at Royal Brompton Hospital. Any device that has wifi should be able to connect.

You can find information about how to use the wifi service on our website at [www.rbht.nhs.uk/wifi-service](http://www.rbht.nhs.uk/wifi-service). You can ask a member of staff for more information.

## Photography

In order to protect the privacy and dignity of patients and staff, we ask that you avoid taking photos or recording videos of other patients and of staff, without their permission, while in hospital.

## Visitors

### Visiting times

Generally, visiting times are in the morning and afternoon. Visiting times are:

- Displayed at the entrance of each ward
- On information slips available to patients and visitors
- On our website
- Available from the ward staff

Different wards will have slightly different policies on visiting. Some wards have periods when we prefer no visiting so that patients can rest. Sometimes the nurse caring for you will ask that you have only short visits or only a certain number of visitors at a time. Talk to the nursing staff if you want to know more about the policy on your ward.

Please ask your family and friends to:

- Avoid visiting if they have a cough, cold, stomach bug or other infection – they may pass it on to you or other patients.

- Use the alcohol gel provided before entering ward areas.
- Wash their hands before and after visiting the bed area.
- Be considerate of other patients near your bed space
- Help reduce the risk of infection by not sitting on your bed. Chairs are available for visitors. Please ask the ward staff.

## Restaurant and cafés Sydney Wing

**The Brompton Café restaurant:**  
Basement, level one

Patients, visitors and staff are welcome seven days a week (weekends 7am-2pm):

- Breakfast: 7am-10.30am
- Lunch: noon-2.30pm
- Afternoon: 2.45pm-5.30pm
- Dinner: 6pm-8pm

### **Brompton Bite:**

Inside the main restaurant, level one

Open Monday to Friday only

- Sandwiches: 10am-3pm
- Hot snacks and soup: noon-2pm

### **Coffee shop:**

Hospital reception, Sydney Street

Open Monday to Friday, 8am-4.30pm, Saturday and Sunday 2pm-8pm

### **Bistro, Fulham Road:**

Open Monday to Friday only, noon-2pm

### **Snack bar, outpatient dept, Dovehouse Street entrance:**

Open Monday to Friday, 9am-4.30pm

## **Eating meals with visitors**

If you are well enough you can join your visitors for a meal in one of the hospital restaurants. Please check with your nurse that it is OK for you to leave the ward and you are well enough. If you are, he or she will give you a meal voucher for use in the restaurant.

## **Hospital shops**

You can buy toiletries, stationery and other basic items at our hospital shops in Fulham and Sydney Wing:

- The Sydney Wing shop is open Monday to Friday, 9am-5.30pm
- The Fulham Wing League of Friends shop is open Monday to Friday, 10am-4.30pm
- Brompton Flowers is our own on-site florist where you can also buy new and second-hand books

## Accommodation for visitors

We have accommodation available for patients' relatives or visitors on South Parade, within five minutes' walk of the hospital buildings. We ask that you make a reservation as accommodation facilities are limited and demand is high.

**To make a reservation, and check the current rate, please call our accommodation office on:**

**020 7351 8044**

Monday to Friday, 9am-5pm.

If the person staying in the accommodation receives any of the following benefits then they may be entitled to a special rate:

- Disability Living Allowance
- Employment Support Allowance
- Income Support
- Jobseeker's Allowance
- Pension Credit

Visitors will need to bring their benefit book with them to show to the accommodation staff who will be able to help.

## Giving information to visitors

We are legally and ethically required to keep information about you confidential. This means that we cannot discuss your treatment and progress with your friends and relatives unless you give us permission to do so. It is helpful if you let us know how much information you would like us to share with your friends and family.





## Your rights while in hospital

### Consent

By law, we must ask for your consent for all operations and most procedures. This means that you must understand and agree to a procedure before we carry it out.

The first step in gaining consent is to explain the procedure to you. This will include:

- Why it has been offered
- How it might help
- Whether there are any alternatives
- Whether there are any risks

Your doctor is likely to explain risks to you in percentages. If you find any of the explanation difficult to understand, please tell the doctor and they will explain in another way. Doctors will not normally talk to you about very remote risks of a procedure so if you would like these to be discussed, please ask your doctor.

If you agree to go ahead with the procedure, we will then ask you to sign a consent form. This document shows that:

- We have explained the procedure to you
- We have given you the opportunity to ask questions
- You understand and agree to it

You can change your mind at any point after signing.

We always aim to involve you in decisions about your treatment and care and to give you the information you need to make informed decisions. Please ask if you have questions at any point.

### Research

As a research centre for heart and lung medicine, you may be invited to take part in a research study during your hospital stay. By law, we must ask for your consent. We will explain:

- The purpose of the research
- What it involves
- Any potential risks so that you can make an informed decision

If you decide not to take part in a research study, this will not affect the medical care you receive in any way.

All research projects in the Trust have received Research Ethics Committee approval. Research ethics committees are independent of the Trust and independent of those who organise and fund research. They are groups of individuals, such as doctors, social workers, and nurses who make sure that research projects treat those taking part fairly.

### **Your named contacts\***

When you come into hospital, we will ask you to name and provide telephone numbers for two contacts. If you are ever in a position where you lose capacity (ability) to make decisions or are unable to communicate while in hospital and we need to talk to someone about your care, we will ask one of your named contacts. Named contacts can be friends, family members or carers – it is your choice. However, it is important that you ask them first and they agree that you can provide their name and contact

numbers to healthcare staff caring for you. They should also be aware that they could be contacted at any time.


For more information on named contacts speak to the nurse in charge.

\* “Named contacts” was previously referred to as “next of kin”.

### **Your wishes**

Should you ever lose the ability to make decisions or communicate your wishes to hospital staff; it is possible to let hospital staff know your wishes in advance. You can do this through an “advance decision”. This is a document setting out your wishes. If you want to make an advance decision, please discuss this with your family, GP and hospital doctor or nurse.

If you have already drafted an advance decision, please bring an up-to-date copy with you to hospital so we can add this in your medical records. Healthcare staff will use this document should you lose capacity to make decisions about your treatment in consultation with your family and friends.



There is more information about advance decisions on the Alzheimer's Society's website ([www.alzheimers.org.uk](http://www.alzheimers.org.uk)), along with a form to help you draft your advance decision. The information provided is not only for people with dementia, but relevant to any circumstance where a person loses the ability to express their wishes or influence their care.

For more information on named contacts and advance decisions, please speak to your doctor.

## **Your medical records**

To give you the best possible treatment, we need to ask you for – and keep on record – certain information during your hospital stay. This includes details such as your name, date of birth and medical information relating to your treatment and your care. This information also allows us to plan our workloads, to conduct research and to maintain our high quality of care.

Under the Data Protection Act 1988, you can apply for access to any information about you that is held on your medical

records or on our hospital computer system. Please ask your doctor if you would like to do this. There may be a charge and the process may take a few weeks.

As a matter of course, we will send you copies of any letters written about your treatment or condition. If you do not wish to receive these letters, please tell a member of the ward staff.

## **Effects on your benefit allowances**

Some benefits are affected by a stay in hospital:

- Attendance allowance and disability allowance for adults stop after 28 days in hospital
- Carers allowance stops when the patient no longer receives attendance allowance or disability living allowance

If you think your benefits may be affected, please contact the Department for Work and Pensions to avoid being overpaid. If you need any further information about benefits, you can contact the welfare rights advisor on bleep

7550 or your clinical nurse specialist.

### **Welfare rights advisor**

You can contact our welfare rights advisor via the main Trust switchboard **020 7352 8121** and ask for **bleep 7550**.

### **Health insurance forms**

If you need us to complete part of a health insurance form, please ask your nurse or the administrator on your ward for this to be arranged.

## **Going home**

### **Knowing when you will be going home**

We will talk to you about the most likely date for you to go home when you are admitted. As soon as your doctor feels that you are well enough to leave the hospital, we will confirm a specific going home date with you.

If possible, please arrange for a relative or friend to collect you from the hospital when you are discharged. If this is not possible or if you have any worries about returning home, please discuss the situation with one of the nurses.

## **Medicines**

When you go home, we will make sure that you have at least 14 days' supply of each medicine that you are taking. Before that supply is finished, please visit your GP for a review of your medicines and to get a new supply so that you can continue your course of treatment without a gap, if necessary.

Before you leave hospital, we will explain to you about all the medicines you will be taking, why you are taking them and how often you need to take them. Please ask if you would like written information. We can usually supply patient information leaflets for any medicines you are taking. You can ask for large print labels on your medicines and large print patient information leaflets.

If you have any questions on medication when you return home, you can call our medicines helpline on **020 7351 8901**. The line is open Monday to Friday from 9am-5pm.

### **Before you go home**

Before you leave us, please remember to:

- Make sure you have a follow-up appointment.
- Leave a forwarding address with your nurse, if different from your usual address.
- Ask your nurse for any medical certificates you need.
- Make sure you have made arrangements for transport. If possible, organise for someone to collect you, and remind them to bring you a pair of shoes and some day clothes.
- Collect any valuables you brought with you to hospital.
- Make sure you know which medication you need to take and when you need to take it – please ask if you are not sure.

## **Once you are back at home**

During the first week after discharge, please feel free to telephone the ward or your consultant if you need advice about your condition or treatment. Otherwise, please call your GP, or if it is an emergency, visit A&E.

## **Follow-up appointments**

Most patients will have outpatient appointments from time to time after leaving hospital. This allows doctors to check on your progress. We will write to you and your GP with details of any appointments you have.

## **Feedback**

### **Making a complaint or paying a compliment**

There may be times when our services fall short of what you are expecting and you feel you need to make a complaint. At other times you may want to thank us for the care we have provided.

In either instance, we are always pleased to hear your feedback. We want to know:

- What we are doing wrong
- What we could be doing better
- What we are doing right

Comment cards are available on wards, on main reception desks, and in lift lobbies.

PALS can help you if you want

to leave a comment, complaint or would like assistance. They can be contacted directly on **020 7349 7715**.

Making a complaint will not affect the care or treatment offered to you. However, it can help us to put matters right for you and for others.

## Patient and public involvement (PPI)

If you would like to be more actively involved in improving services, there are a number of opportunities available to you:

- Become a member of the Trust. If you want to find out more about the benefits of being a member, please visit our website [www.rbht.nhs.uk/members](http://www.rbht.nhs.uk/members) and contact the Trust's membership office for a membership form on **020 7352 8121** extension **2811**.
- Join patient panels, where you will be contacted from time to time to seek your views.
- Represent the views of patients and the public on Trust committees and working groups.

You can find out more about PPI opportunities by calling the membership and user involvement manager on **020 7351 8208** or visiting our website: [www.rbht.nhs.uk/ppi](http://www.rbht.nhs.uk/ppi)

## The NHS Friends and Family Test

We want to ensure that you have the best possible experience of care at our hospital. The Friends and Family Test is a way of gathering your feedback about this experience and helping to drive improvement in hospital services.

When you are discharged, or within the 48 hours that follow, you will be asked to answer the following question:

"How likely are you to recommend our ward to friends and family if they needed similar care or treatment?"

Your answer will not be traced back to you, and your details will not be passed on to anyone.

## Royal Brompton & Harefield Hospitals Charity

Funding from the NHS ensures that our hospital provides an excellent service. However, more money is always needed to fund state-of-the-art equipment, groundbreaking research and those extra facilities that make our patients as comfortable as possible during their stay at Royal Brompton Hospital.

If you would like to find out more about fundraising opportunities or would like to make a donation to our charity, please contact:

Royal Brompton & Harefield Hospitals Charity  
Sydney Street  
London  
SW3 6NP

Tel: **020 7351 8613**  
Email: **[fundraising@rbht.nhs.uk](mailto:fundraising@rbht.nhs.uk)**  
Website: **[www.rbhcharity.org](http://www.rbhcharity.org)**



Please note that individual members of staff are not allowed to receive gifts, but you can show your appreciation by sponsoring a leaf on our Donor Trees, which are situated in Sydney Street and Fulham Wings.

Each and every donation is deeply appreciated and has a real impact on the lives of patients with heart and lung disease.



## Hospital volunteers

Volunteers make a real difference to our work and to the experiences of our patients and visitors. If you would like to volunteer, please contact our voluntary services manager on **020 7349 7763**.

You might also want to contact the Friends of Royal Brompton – a voluntary organisation raising funds to make life more comfortable for patients and staff. You can write to the organisation at:

Friends of Royal Brompton Hospital  
Royal Brompton Hospital  
Sydney Street  
London  
SW3 6NP

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If you have concerns about any aspect of the service you have received in hospital and feel unable to talk to those people responsible for your care, call PALS on 020 7349 7715 or email [pals@rbht.nhs.uk](mailto:pals@rbht.nhs.uk). This is a confidential service.

Royal Brompton Hospital  
Sydney Street  
London  
SW3 6NP  
tel: 020 7352 8121  
textphone: (18001) 020 7352 8121

Harefield Hospital  
Hill End Road  
Harefield  
Middlesex  
UB9 6JH  
tel: 01895 823 737  
textphone: (18001) 01895 823 737

Website: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

إذا كنت ترغب في الحصول على ترجمة فورية لمضمون هذه الوثيقة إلى اللغة العربية، يرجى منك الاتصال بأحد مستخدمينا بجناح المصلحة التي يتم فيها استشفائك. أحد موظفينا سيسعى لترتيب إجراءات الترجمة وإتمامها في الوقت المناسب لك.

Brosurteki bilginin Türkçe tercumesi için tedavi görüyor olduğunuz bölüme bas vurunuz. Bölüm personeli tercümenin gerçekleşmesini en kısa zamanda ayarlayacaktır.

