



A guide to your admission  
to St John & St Elizabeth Hospital



Welcome and thank you for choosing St John & St Elizabeth Hospital, where we are dedicated to providing exemplary standards of care and clinical excellence for all our patients.

We are one of the world's leading charitable hospitals, and whether you are an in-patient, day-case patient or out-patient, you will experience a first rate level of service from our team of professionals in a calming and friendly atmosphere. We pride ourselves on the quality of our care, where we treat patients as people, not numbers. This is supported by our patient satisfaction scores, where over 90% of our patients say that they would recommend us.

Please take time to read the information provided in this brochure. We hope it will help make your stay with us as comfortable and relaxing as possible.

If you have further questions, do not hesitate to contact us.

In the meantime, we hope your experience at St John and St Elizabeth Hospital exceeds your expectations.

➤ Our private healthcare services help fund a free on-site Hospice for the local community.



**Simon James**  
CEO

A handwritten signature in black ink, appearing to read 'Simon James'.

Located in the quiet London neighbourhood of St John's Wood we are a fully appointed modern hospital with world-class specialist Consultants and doctors who can treat almost any condition.

Our clinicians are committed to delivering our values and maintaining our 160-year tradition of care and compassion. We have stringently monitored codes of practice to ensure all our patients receive the best standards of care available.

The Hospital offers over 60 private en-suite bedrooms for in-patients, an urgent care centre, 6 operating theatres, comfortable, modern consulting and treatment rooms and all the clinical facilities needed to stay at the forefront of medical technology and deliver acute healthcare. Continual investment, including a £3.5 million ward refurbishment last year, ensures we are the first choice in private medical care for thousands of patients.

### Our Environment

Since being founded in 1856, St John & St Elizabeth Hospital has been devoted to delivering care with compassion. Today the Hospital provides a wide spectrum of advanced treatments in an environment that is uniquely comfortable and calming. This helps ensure the best experience and outcomes for all of our patients.

### Our Charity

St John & St Elizabeth Hospital is one of the country's largest charitable hospitals, which means that every visit for treatment helps someone else in need. Our aim is to deliver quality care for the sick, whilst putting back profits from our private healthcare services to fund our on site hospice, St John's.

Our key objectives are to provide the highest standards of care and to make sure that patients receive the support and treatment they need in a comfortable, safe and secure environment.





## A checklist of what to do before you arrive:

1. Complete your online pre-assessment questionnaire through LifeBox
2. Complete any pre-operative tests in advance of your procedure.
3. Check payment details – either confirm you’re covered under insurance, or pay for your procedure in full
4. Confirm your authorisation number, if your insurance is paying
5. Read the terms and conditions on the back of your Admission form
6. Check all details on the Admission form, print, and bring with you on the day
7. Follow any instructions about eating and drinking before your procedure
8. Pack everything you’ll need for your stay
9. Plan your transport to the hospital
10. Make arrangements for someone to escort you home after your stay

We want to ensure that your treatment is as stress free as possible. We recognise that the private healthcare process can sometimes seem confusing, which is why we have provided a simple, step-by-step guide to help you before admission.

**1. Confirm insurance:** contact your insurance company prior to treatment to verify your cover. Without confirmation of cover, payment is required prior to admission.

**2. Self-funding patients:** all surgery fees are payable in advance of admission and are detailed in the estimate provided to you. There are several simple ways to pay. Details are on our website at [www.hje.org.uk/patient-information/paying-for-treatment](http://www.hje.org.uk/patient-information/paying-for-treatment)

Please bring evidence of any bank transfers with you. Over payments will be refunded after discharge via the same method as payment except where payment was made in cash, where a cheque will be issued. An invoice will be sent for under payments. Please note, your estimated cost does not include items such as personal expenses and take home medications, additional procedures or investigations. These exclusions are indicated in your letter of admission confirmation.

**3. Sponsored treatment:** The Hospital only accepts UK-based companies for sponsorship with the exception of BUPA International and Cigna International. Most embassies are also accepted. Please provide a letter of guarantee and ensure your sponsorship has been accepted by the Hospital prior to admission. Any charges not settled by your sponsor will be your responsibility.

**4. Registration form:** complete the registration form sent to you by email. If you have any problems opening this email please call **0207 806 4066**. Please check the accuracy of the details and bring it with you on admission.

**5. Pre-assessment questionnaire:** we ask that you complete your pre-assessment online using our LifeBox tool. You will be sent an email with an activation code, once you have activated your account please complete and submit the details. More information on LifeBox can be found on the following pages.

**6. Pre-operative testing:** you may be required to undertake pre-operative testing that either your consultant or the pre-assessment nursing team recommends to ensure you are fit to proceed with your procedure.

**7. Medical fees:** Professional fees are separate to Hospital fees. Professional fees are normally (unless specified) covered by insurance policies. If you have concerns, please contact your Consultant.

If you have any questions or concerns at all about fees and cover, please call or email [reservations@hje.org.uk](mailto:reservations@hje.org.uk)



### Biopsy tests and analysis

In some circumstances you may require a biopsy. The tissue is sent to a laboratory for analysis. This is known as a histopathological examination. Planned examinations will likely be included in your estimate. Costs can vary however, as charges are dependent on sample size, which can only be determined by laboratory staff. In a small number of cases further examination is necessary. The final cost for this service can only be determined when all tests are complete and for this reason actual costs can vary from estimated costs.



## Pre-assessment is a vital part of your care

LifeBox is an online digital health questionnaire that can be completed on the go or in the comfort of your own home. It is set up following your decision to go ahead with surgery and completed prior to coming into Hospital. It is reviewed by pre-assessment nurses and your Consultant and Anaesthetist. Following completion of the questionnaire you will be contacted to discuss any further questions you may have and confirm your date of surgery.

### What is LifeBox?

LifeBox is a digital pre-assessment tool that is used to gather necessary information in relation to your health to ensure you are well enough to proceed with your prospective procedure.

### Why use LifeBox?

Pre-operative assessments are vital in ensuring the safety and wellbeing of patients. In line with best practice guidelines, LifeBox makes this process quicker, easier and more convenient for patients.

### How does LifeBox work?

After you have logged in to your LifeBox account you will be asked a series of health questions about your lifestyle, circumstances, medical history and current medications. This information is then reviewed by our pre-assessment nursing team, a Consultant and an Anaesthetist to assess your suitability for surgery.

### What happens when you have answered the health questionnaire?

Our reservations team will arrange for a nurse to call and assess you. Depending on your surgery you may need to come to the testing clinic for tests before your operation. The Nurse will arrange this for you.

### How will LifeBox use your information?

The information held in your LifeBox account belongs to you. St John & St Elizabeth Hospital is only permitted to access this information for the purpose of pre-operative assessment.

### How do you set up a LifeBox account?

After your appointment a member of our pre-assessment team will register you for LifeBox using your mobile number and email address. You will then receive an email with an activation link from LifeBox. To activate your account you will need to follow the instructions.

### Who can you contact if you need help when using LifeBox?

If you need help creating your account and/ or your login, please contact the Lifebox Support Desk.

For any queries relating to your admission please contact our admissions department on [admissions@hje.org.uk](mailto:admissions@hje.org.uk).

For any queries relating to your pre assessment please contact our pre assessment team on [pre.admission.admin@hje.org.uk](mailto:pre.admission.admin@hje.org.uk) 0207 806 4077

To view LifeBox's privacy policy regarding how it handles your information, please go to: <https://app.lifeboxhealth.com/privacy-policy>

## A step by step guide to using LifeBox

1. Our pre-assessment team will set up your LifeBox account.
2. You will receive an email from LifeBox with a link in it to click. This will take you to the LifeBox webpage <https://app.lifeboxhealth.com/>
3. Once on the signup page, create and confirm your password.
4. On the confirmation page enter your email address and the code you have received on your mobile phone.
5. On the sign-in page enter the password you have just created and press the Lifebox icon.
6. You will then enter the personalised assessment journey required for your hospital procedure.
7. You will be presented with a wheel of choices that focus on specific areas of the body. You do not need to answer all the questions in one go and you can come back to it. Once the section is complete a green tick will show.
8. You are required to complete your health questionnaire within 48 hours of creating your account or before your date of surgery whichever is sooner. Failing to do so could lead to a delay in your procedure due to any unknown health complications.

**Please complete your pre-assessment within 48 hours of setting up your account.**



Our friendly team are here to help make your admission to the Hospital as easy as possible. We'll settle you in, escort you to your room and explain your individual care plan.

Please arrive at your specified admission time. Our concierge and reception staff will be available to look after you. You will be escorted to your room where a nurse or member of the admissions team will explain your individual care plan, show you the facilities and make you comfortable.

#### On the day of admission

Please mention any special requirements you may have, such as disabilities or dietary requirements.

A member of the team will complete the admissions process with you, which includes:

- Confirmation of your identity
- Completion of paperwork
- Health questionnaire
- Taking your pulse, temperature and blood pressure

You will be given an identity bracelet to wear and will be asked to confirm your details at times during your stay. This is a standard safety procedure.

#### What to wear

Loose, comfortable clothing and flat, closed-toe shoes. Please remove false nails and nail varnish before admission.

#### Fasting before your procedure

If you are undergoing a general anaesthetic or sedation, you will need to have an empty stomach before your procedure. Please follow the guidelines below unless you have been given specific instructions by your consultant.

- Stop solid food or milk six hours before your admission time. This includes chewing gum and sweets.
- You can drink water and milk and take prescribed medicine up to two hours before your admission.
- Do not drink alcohol or smoke for at least 24 hours before admission

Eating or drinking after the recommended times can delay or cancel your surgery.

If you have any dietary requirements we are happy to cater to them, but we do require a little notice. Please email [catering@hje.org.uk](mailto:catering@hje.org.uk) at least 48 hours before your stay to let the kitchen team know of your requirements. Provide your full name and admission date in the email.

If you are having bowel surgery or a colonoscopy your consultant will give you specific instructions.

If you are taking medication, your consultant will discuss protocol. If you have concerns or questions, please ask your consultant prior to admission.



## Essentials to bring

- Any medication you currently take in its original, labelled packaging. Please do not bring a dosette box
- Relevant x-rays, scans and reports, if required
- Something to help you pass the time, such as books, tablets, laptops or magazines
- Chargers for phones and gadgets

## For overnight stays:

- Toiletries, hairbrush, toothbrush and toothpaste (aerosols can only be used in bathrooms due to fire alarm sensitivity)
- Slippers and nightwear
- Change of underwear
- A change of loose, comfortable clothing



With excellent staff, modern facilities and delicious food and drink we pride ourselves on creating a comfortable and peaceful environment that you can fully relax in.

## Personal belongings

Each room has a locker and wardrobe and your room will be locked while you undergo your procedure. Jewellery must be taken off before going to theatre, so it may be best to leave it at home. We do not advise that patients bring large sums of money with them. Valuables are your own responsibility.

## Mobile phones

Wifi is available throughout the Hospital. It is fine to use mobile phones in most areas, however, usage can affect some equipment, so please check with the nurse in charge first.



Having surgery can be a daunting experience. At our Hospital we try to make everything as easy and worry free as possible so you can relax let our world-class theatre teams look after you.

Day surgery patients are treated and go home on the same day. For most patients, having a procedure on a day-case basis means that they return home as quickly as possible after the procedure. The recovery period should not be underestimated, further advice can be sought from your Consultant in your period of recovery.

Day-case patients must arrange for a responsible adult to collect them and escort them home in a car. A responsible adult should also stay with patients and provide care, if necessary, for 24-48 hours after the operation.



### Preparing for your procedure

Your Consultant will detail any specific preparations you need to make ahead of your surgery. Once you have been admitted and are comfortable in your room your surgeon or anaesthetist will visit you to discuss the procedure and answer any questions you have. If you haven't already, you will be asked to sign a consent form.

### Pregnancy testing

On admission, all women of child-bearing age are asked to fill out a pregnancy assessment form. A pregnancy test is routine for any such patients undergoing general anaesthetic or being given certain medications and scans, as some may cause harm to a foetus.

### After your operation

You will be taken back to your room where your every comfort will be provided for and our experienced nurses, Registered Medical Officer's (RMO) and healthcare professionals will care for you. We have 24 hour care from a team of RMOs, as well as specialised nursing.

Any pain management required will be provided and you can relax in the knowledge you are in the best possible hands.

The Hospital is proud of our extremely low infection rates. Should this be an issue, we may ask that visitors are restricted to minimise any risks.

We want you to be comfortable and relaxed while you stay with us, but we know our Hospital is not your home. We'll do all we can to help you get home as soon as possible.

## In-patients

Arrangements for your discharge will start before admission to ensure you are fully prepared when the time comes for you to go home. At pre-assessment online and with your clinician will discuss any measures needed at home to ensure your recovery. These will depend on the type of treatment you are having.

## You will not be discharged until we are sure you are ready.

Generally, we request that in-patients are collected by 11am. However, this is dependent on circumstances. It is advisable that in-patients are accompanied home by a responsible adult.

## Day-case patients

Patients who have had a general anaesthetic or sedation should be taken home by a responsible adult in a car. An adult should stay with you for between 24 and 48 hours depending on the advice of your clinician.

## Medication

Your nurse or pharmacist will discuss any medication you need to take with you. These, along with physiotherapy aids taken off-site, are generally not covered by insurance companies.

## Test results

You can request copies of test results you have during your stay. These should be discussed with your consultant first however, for context.

## At home

- Rest if you feel tired
- Do not drive or operate machinery for 24 to 48 hours after a general anaesthetic
- Drink plenty of water, eat light meals, do not drink alcohol for at least 24 hours
- Follow advice when taking medication, including painkillers
- Arrange help when bathing or showering as you may feel lightheaded
- Avoid making important or legal decisions for 24 hours

## Advice for carers

- Help with housework, cooking, washing and bathing
- Ensure medication is taken as advised
- Ensure patient is aware of common complications and how to treat them, such as pain, swelling and bleeding
- If dressing wounds, pay close attention to hygiene. Do so in a clean environment. Wash hands thoroughly before and after. Monitor for signs of infection.



We take all aspects of your stay with us seriously, from our quality assurance and impressive hygiene record, through to confidentiality and office services.



### Hygiene and infection

We are committed to maintaining high standards of infection prevention and control. Strict measures and protocols are in place throughout the Hospital to minimise any infection risk.

Staff undergo mandatory training in infection prevention and control and our infection rate is well below the national average.

### Confidentiality

We respect your privacy and treat your information in confidence. No information will be given to a third party without your permission. We fully comply with the Data Protection Act 2018.

### Accessing your health records

You have the right to access your health records. This is referred to as a 'Subject Access' request. See our website for more details.

It is your right to request a second opinion and you should speak to our Chief Nurse if you feel this is necessary.

### Quality assurance

We have a robust governance framework that is committed to maintaining our high standards. In March 2019, the Hospital was awarded CHKS accreditation, confirming we achieved international best practice standards.

Our commitment to our patients is in the quality of our care, the range of our services and the quality of our Consultants and staff. They are, we believe, the very best in their profession.

### Charitable status

Our charitable status comes from our on-site St John's Hospice, which we fund with appeals and surplus funds from our private healthcare services.

### Our ethos

The Catholic ethos which has been our inspiration since the Hospital was founded, assures patients of a commitment to care and compassion in the delivery of their healthcare. Our aim is to provide the highest quality healthcare for all those who seek it.

### Interpreter services

Pre-arranged external interpreter services can be organised at your expense.

### Office services

Ward clerks can help you with access to office services. These are provided at a small charge.

As part of the Admissions process, you will be asked to complete and sign an Admissions form which will have been emailed to you. This will form part of the terms and conditions of Registration and Admission to St John and St Elizabeth Hospital (The Hospital).

Terms and Conditions can be found on the reverse of your Admission form. It is important that you understand the Hospital's terms and conditions, prior to your visit.

A completed signed copy of the form confirms that you accept ultimate responsibility for your care costs whether you are insured, sponsored or self-funding; and that you agree we can use your information within the limits of the Data Protection Act of 2018 and the EU General Data Protection Regulation guidelines.

Wherever possible, you should sign and return the Registration or Admission form in advance of your visit and before treatment.

What will I need to provide at the Hospital?

#### Financial:

- You will need to have a valid method of payment
- Proof of any deposit that you have paid
- Proof of your insurance details including your Policy / Registration number, and proof of authorisation or a claim number for your current care
- If your care is being funded by a sponsor, you will need a valid Letter of Guarantee of Payment from a recognised Sponsor.

#### Other information:

Any documents that we have sent you prior to your admission that require submitting.

#### The law and your liability

The Registration or Admission form (the form) that you sign is a legally binding agreement between you (the patient) and the Hospital. By signing the form you confirm that you agree to the Hospital's terms and conditions contained therein and in this guide and accept full responsibility for payment of your care.

Please note that the terms and conditions are the Hospital's terms and conditions, and a separate agreement will exist between you and your Consultant or physician and/or where applicable between you and your sponsor, insurer, or other third parties who have agreed to cover the costs of your care.

#### Payment responsibilities

The Hospital requires payment for any care in full prior to or at the time of admission unless your care is being funded by an approved or authorised by a recognised insurer or sponsor.

Throughout your care, the Hospital may require further payments to be made on account with payment of the full balance being due 7 days after the receipt of a final invoice. Financial quotations, estimates or prices provided by a Consultant, physician or their staff should be used as a guide price only; valid quotes will be provided in writing by the Hospital.

The Hospital prices and rates are subject to periodic review and the Hospital reserves its right to change its prices at any time. Where you have been provided with a quote by the Hospital, this will be honoured up to a period of three months from the date of the quote.

#### Insured patients

If you are using private medical insurance, your cover will depend on the terms and conditions of your policy which the insurance company would have provided to you at the time of taking out your policy. Please note that the conditions of your policy are confidential between you and your insurance company.

It is your responsibility to ensure cover is adequate to pay for your care. Any costs not covered by your insurance policy will be payable by you no less than 3 working days prior to your scheduled admission.

Most insurers now require claims to be pre-authorised before you are admitted and treated. It is your responsibility to ensure all relevant insurance forms are completed.

On the condition that you have secured prior authorisation for your care costs, you have provided all relevant information to the Hospital and signed the registration and admissions form, the Hospital will invoice your insurance company directly for your care costs.

If the relevant details are not provided or forms not completed, you will be regarded as self-funding and required to pay the costs of your care, settling your account in full. You may then claim these back from your insurer.

In the event that your insurance does not cover all or part of the costs of your care, you will be liable for that part of your care cost.

You are ultimately responsible for the settlement of the balance of your account.

Holiday insurance policies are not accepted by the Hospital. You will be required to pay for all costs of care and then make a claim against your insurance policy.

European Health Insurance Card (EHIC) is not a valid guarantee to cover care costs at this Hospital.

## Sponsored patients

Where a Sponsor is paying for your care, The Hospital requires a valid Letter of Guarantee (LOG). The Letter of Guarantee will need to be checked and authorised by the hospital prior to your admission.

If the Letter of Guarantee is not acceptable, you will be required to pay your account in full and reclaim the costs from your sponsor.

## Self-funding patients

Admission to Hospital: The Hospital will invoice you for all services during your stay in line with your payment agreement. The Admissions team will provide you with an estimated cost for your hospital care. You will be required to pay this amount in full as an initial deposit before your care date but no later than the day of your admission. Failure to pay may result in your admission being delayed.

Where the Hospital offers a package price for surgical procedures, this is based on the planned procedure and advice and information from your Consultant. Any additional procedures, examinations or tests that are carried out during the course of your care may incur additional costs, which you will be required to settle.

Medical care may not be packaged and you will also be asked to pay a deposit towards the cost of your care. Depending on your care requirements, additional amounts will be required if the deposit you have paid is exhausted.

You can ask for your account statement to date at anytime during your stay at the Hospital.

## How to pay

### Deposits

We require deposits for admission of patients who:

- Are self-funding
- Do not have cover with an insurer or sponsor who is not recognised by the Hospital
- Have not had their cover confirmed either by their insurer or sponsor
- Do not have valid and acceptable sponsor or guarantor documentation

### Accepted payment methods

Cheque & Bankers Drafts should be made payable to The Hospital of St John and St Elizabeth. Your name, patient ID and/or invoice number must be clearly shown on the back of your cheque or Bankers Draft.

To allow payments to clear, we require payments to be made within 10 working days prior to care if you are being admitted to the Hospital.

Bank Transfers: Your bank can usually generate immediate payment on the instruction of the account holder/signatory. Please ensure your payment transfer includes the full patient name, patient ID and/or invoice number. Payments should be made payable to the details below:

Bank name:	Barclays Bank PLC
Account Name:	SS John & Elizabeth
Account No:	53925943
Sort Code:	20-00-00
IBAN:	GB55BARC20000053925943

Please request a transmission report from your bank and bring this with you.

## Cash

Although the Hospital accepts cash payments we request that other methods of payment are used if at all possible. If you wish to pay for your care by cash you can pay on arrival; however, please note that for amounts of £5,000 or more we will require proof of your identity. Valid forms of proof of your identity are your current Passport, photo driving licence, or identity card.

All cash payments must be in Pounds Sterling as we do not accept foreign currencies.

## Credit/Debit Card

If you are being admitted for Hospital care, we would expect payment of your deposit no less than 3 working days prior to the date of your scheduled admission. If present, you will be expected to use your Personal Identification Number (PIN) to verify/authorise your payment. If you do not know this number, we will not be able to accept your card.

## Web payment

You can also pay by credit or debt card on our secure portal <https://hje.mysecurepay.co.uk> or by visiting [www.hje.org.uk](http://www.hje.org.uk); on the tool bar menu list select "Patient" and click on the "Pay your invoice online" option.

## Over the phone

To make a secure payment with a credit or debit card by phone, please call **0330 008 2189**. You will need to have your patient details as shown on the invoice or statement and your card details ready.

If you have any questions, queries or would like some further information about our Hospital and services please ask a member of staff.



### Can visitors stay overnight?

We only offer this facility in specific circumstances. Call admissions on 020 7078 3876 for more information.

### Can I smoke?

Our no smoking policy applies to all staff, patients and visitors on Hospital premises, both inside and outside.

### Is there car parking?

There is a public car park on Kingsmill Terrace (just off Acacia Road) and limited metered parking in the surrounding streets.

Just Park also have parking spaces in St John's Wood. Book a space here: [Just Park](#)

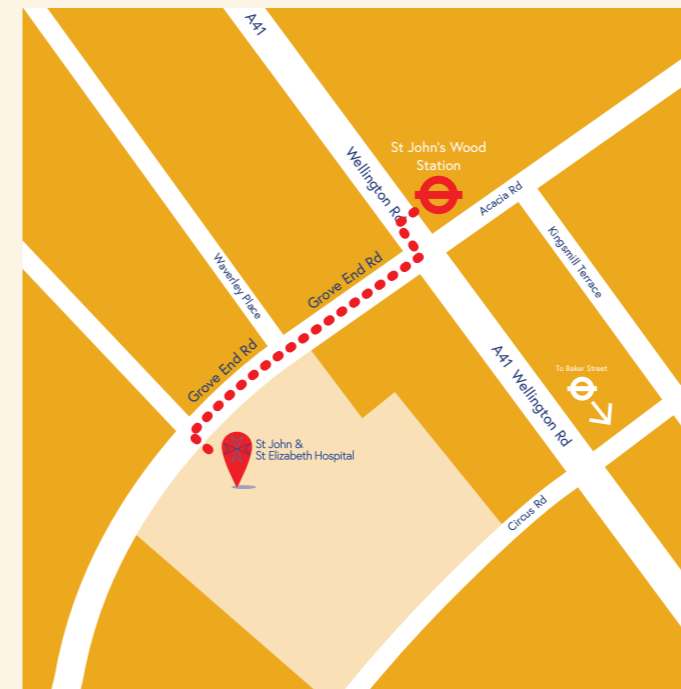
### What are the visiting hours?

Please check [www.hje.org.uk](http://www.hje.org.uk) for the most up to date information.

### How do I make a comment or complaint?

We value feedback from patients and regularly monitor our performance. Patients are asked to fill out a patient questionnaire. See our website [www.hje.org.uk](http://www.hje.org.uk) to view our full complaints procedure.

## Need some more information?



Call us and we'll be happy to answer any questions you might have.

**+44 (0)20 7806 4000**

If you would prefer to email us

[info@hje.org.uk](mailto:info@hje.org.uk)

Visit our website to find out more about the Hospital and our services.

[www.hje.org.uk](http://www.hje.org.uk)

Hospital of St John & St Elizabeth  
60 Grove End Road  
London, NW8 9NH



St John's Hospice is part of the charitable St John and St Elizabeth Hospital. We provide quality, holistic care to people living with life-limiting illnesses and their families.



We are committed to celebrating and amplifying life, enabling people to live well for as long as possible. We create moments of joy and compassion both inside and outside of our hospice and work to ensure that each of our patients and their families are supported through every aspect of their journey.

As well as our Inpatient and Day Care Unit located within the Hospital, we work out in the community, in people's homes, providing care to more than 4,500 people every year across seven North London boroughs.

Our care is completely free of charge and available to anyone aged 18 or over living within our catchment area. To be able to do this, we rely almost entirely on the generous support and donations of local people, schools, companies and trusts.

To find out more about St John's Hospice and the different ways you can support us, please visit [www.stjohnshospice.org.uk](http://www.stjohnshospice.org.uk)

