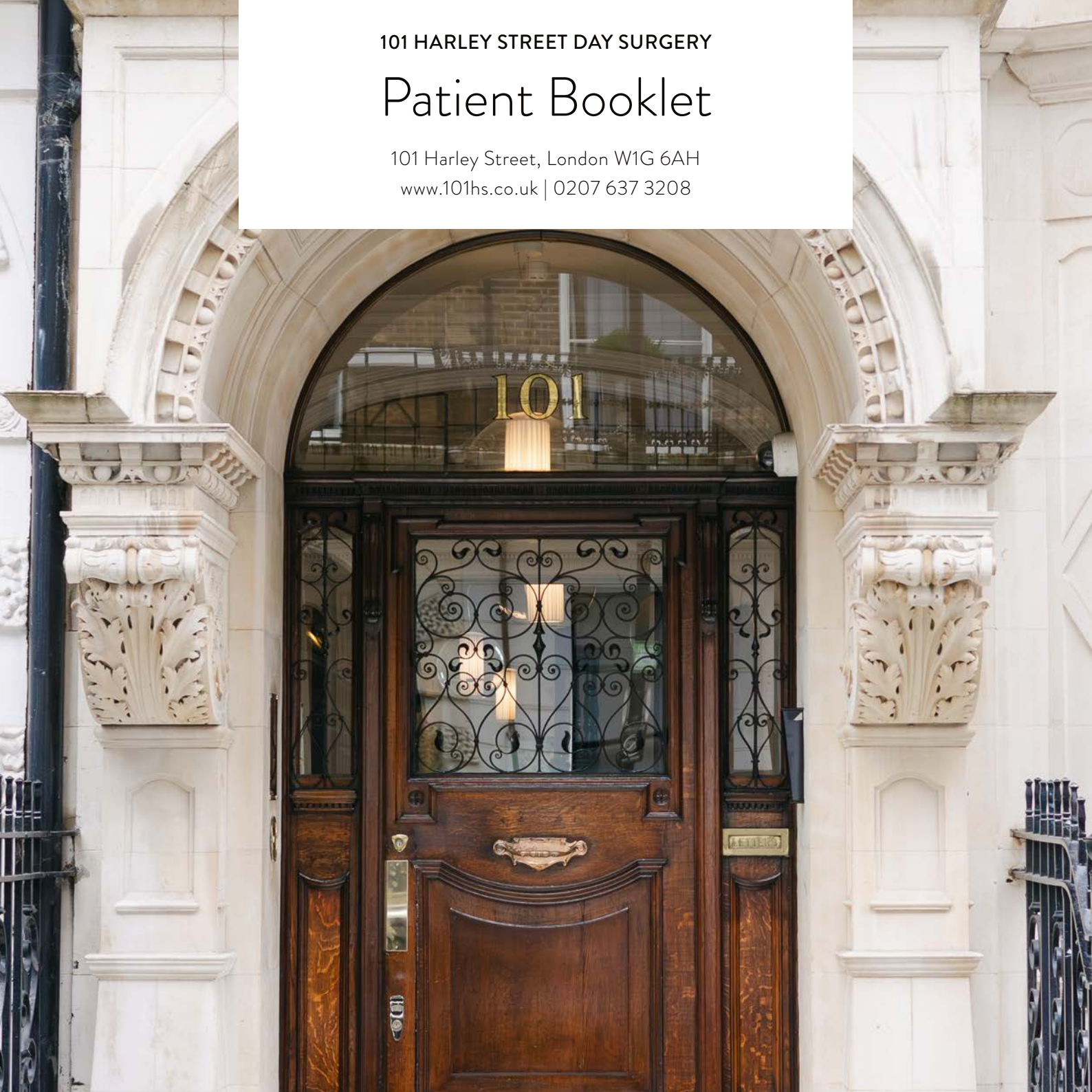


101 HARLEY STREET DAY SURGERY

Patient Booklet

101 Harley Street, London W1G 6AH

www.101hs.co.uk | 0207 637 3208



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Welcome to 101 Harley Street, located in the heart of London's world-renowned medical district.

This document aims to equip you with all the necessary information in the lead up to your surgery to ensure you feel confident, well-informed and at ease.

We cannot wait to welcome you to 101.

Who we are

101 Harley Street houses L'Atelier Aesthetics, The Wright Practice and a cutting-edge Day Surgery Unit combining an array of industry-leading aesthetic and medical treatment offerings, in the heart of London's most famous medical district, Harley Street.

Our brand-new day-surgery unit boasts a state-of-the-art boutique, surgical facility designed to provide both the patient and surgeon with a world class, clinically excellent experience. Our friendly team includes highly skilled nurses and administrative staff that we have carefully assembled to provide our patients with the highest standard of care.

Prior to, during and after your surgery you will be under the care of the operating surgeon, and our team here at 101.

It is our upmost priority that during your stay at 101 Harley Street, you feel safe, relaxed, and comfortable, so please do not hesitate to reach out to any of our highly trained team should you require anything.





Our mission

At 101 Harley Street, our focus is on proactive healthcare that prioritises patient well-being above all else.

We believe in delivering tailored, high-quality healthcare that combines compassion, respect, and exceptional surgical and medical expertise. Our commitment is to ensure the care and improvement in our patients' lives, through personalised delivery of expert medical services.

Emma Appleby
101 Harley Street
CEO

Our values

Patient Focused

Our top priority is always our patients. Every day, our dedicated team strives to deliver world-class patient care. We promise to communicate in an approachable, impartial, and honest manner to ensure our patients feel empowered and well informed.

Compassionate Team

The effectiveness of our clinic relies entirely on the dedication of our staff. From our seasoned nursing team to our receptionists, every member embodies our professional, welcoming, and compassionate ethos. Our team embody and uphold our Brand Promises- celebrating inquisitive minds and caring hands.

Dignity & Respect

We are committed to treating our patients with the utmost dignity and respect. We are committed to upholding the highest standard of confidentiality and ensuring we create a welcoming and inclusive environment for all our patients.

Unwavering Expertise

Our clinic stands on a foundation of advanced knowledge and skill. Our team's commitment to continuous learning ensures you receive the highest level of care and expertise every step of the way.



Our clinic is only as strong as the people who work in it.

Our specialists are recognised and respected within the industry as leading experts across a broad range of medical fields and disciplines. We only invite proven, talented consultants to practice at our clinic – they are the embodiment of our outstanding reputation.

Daniel Wright

101 Harley Street
Medical Director

Your journey

- 1. FIRST CONSULTATION**

During the first consultation, the decision is made that surgery is needed and appropriate. The patient is referred for pre-op assessment.

- 2. ASSESSED BY PRE-OPERATIVE TEAM**

Patient's fitness for surgery is assessed. 101 Booking's team will contact the patient and liaise with the medical secretary/surgeon to evaluate if any further assessments and/or tests are required before scheduling a suitable date for surgery.

- 3. ADMISSION FOR SURGERY**

Patient is admitted for surgery into the pre-operative room. The pre-operative checks are complete, and the patient is prepared for surgery. Patient will meet with surgeon and anaesthetist for last minute checks and questions.

- 4. SURGERY**

It's time for your procedure!

- 5. POST-OPERATIVE PHASE**

Patient is recovered from surgery. When the patient meets discharge criteria, they will be discharged with their NOK. The nursing team will provide medication education and advice on discharge. The Surgeon or Medical Secretary will contact the patient to arrange a post-operative consultation.

Ahead of your journey: Pre-operative assessment

CONSULTATION

Prior to your surgery here at 101 Harley Street Day Surgery, it is imperative that you have had a face-to-face or video consultation with your operating surgeon, at least two weeks prior to this date. Following this, our Clinical, Bookings and your Surgical team will work away in the background to ensure that all the relevant health checks and tests have been completed prior to your surgery date.

PRE-OPERATIVE MEDICAL QUESTIONNAIRE AND PSYCHOLOGICAL SCREENING

Our Bookings Team will send you an email following the scheduling of your surgery date, this will contain links to our pre-operative and psychological screening questionnaire, please follow the links and complete these forms. These forms help our clinical team understand more about your medical history, medication history, motivations for surgery and any other information that will help us take care of you during your stay. Please complete these forms as soon as possible as we may require additional testing to be complete prior to your surgery date, failure to do so may delay your surgery date. If you are having issues completing them online, you may request them in paper form by post or in person.

FURTHER ASSESSMENT AND TESTS

Your surgeon, anaesthetist and our nursing team will review your pre-assessment documents, based on our pre-assessment criteria. You may receive a telephone call to clarify points or to arrange a visit to 101 Harley Street for blood tests, an ECG, or psychological assessment. This is for your safety and to ensure your suitability for surgery.

MRSA SCREENING

Methicillin-resistant *Staphylococcus aureus* (MRSA) is an antibiotic-resistant bacterium, which lives harmlessly on the skin of around 1 in 30 people. MRSA is more prevalent in hospital settings, which can contaminate a wound, burn, IV drip or catheter and possibly delay healing. Healthy people, including children and pregnant women are usually at risk of MRSA infections.

As a day case hospital, 101 Harley Street has an extremely low rate of post-surgical infection and screens for high-risk patients in our medical questionnaire. If you fall into this category, you will be offered a simple decontamination regime, which involves a daily antibacterial scrub to be used 3-5 days before surgery.

Preparing for your procedure

FASTING

Strict adherence to fasting instructions is crucial to keep you safe during surgery. You will be required to fast from food 6 hours prior to the start of your surgery. You can drink clear fluids (water, black coffee, and clear apple juice) up to until 2 hours prior to your surgery time. If you have diabetes or have concerns about fasting, please contact your consultant or the 101 nursing team who can advise you on how to proceed.

DAY BEFORE YOUR PROCEDURE

The day before your procedure one of our friendly team members will contact you to complete the pre-operative phone call, this will ensure we confirm any last-minute details, will help to eliminate any confusion around pre-operative instructions and will provide you an opportunity to ask any last-minute questions to ensure you are well prepared for surgery.

These fasting instructions **MUST** be followed for all general anaesthetic & sedation procedures.

FLYING BEFORE/AFTER SURGERY

There is an increased risk of blood clots, usually in your legs, if you are flying before or after surgery. This type of blood clot also known as a Deep Vein Thrombosis (DVT); you may be at an increased risk of developing a DVT if you:

- Have had DVT before
- Have currently have blood clots
- Have a family history DVTs
- Are overweight
- Are pregnant

The risk of developing a travel related DVT in day case surgery is low, even if you're classed as moderate to high risk. However, to minimise this risk, we recommend that you: Do not fly for 2 weeks before surgery and do not fly for 4 weeks following surgery.

SMOKING

Smoking before and after surgery increases the risks of anaesthesia and significantly constricts blood vessels to tissues, thereby reducing healing and producing poor scars. Smokers will be advised by their consultant to stop smoking at least 2 weeks before their procedure. If your consultant or anaesthetist needs to postpone your surgery because you are still smoking, you would be subject to rescheduling fees as per the Terms and Conditions you have received.

IF YOU ARE HAVING A LOCAL ANAESTHETIC

You do not need to fast before your procedure, so have a light meal up to two hours before your admission time and continue to drink fluids.



What to bring on the day

- Minimise jewellery, remove makeup and nail polish.
- List of your medications
- The contact details for your Next of Kin, as well as the contact details for the person collecting you (if they are different people)
- Comfortable shoes/clothing to change into after your procedure.
- Please minimise the amount of valuables you bring—we cannot accept responsibility for loss or damage to personal property of any kind, including money and laptop computers, regardless of how the loss or damage may occur.

SURGERY PREPARATION CHECKLIST

- X DO NOT** drink any alcohol 24hrs prior or post-surgery
- X DO NOT** smoke or take recreational drugs. This should stop a minimum of 2 weeks before surgery
- X DO NOT** apply anything topically to your skin including deodorant
- X DO NOT** apply any moisturiser to your skin for a period of 24hrs prior to your operation
- X DO NOT** shave your operative site, this increases the risk of infection
- ✓ DO advise your nurse if you think there is any chance you may be pregnant
- ✓ DO shower either the evening before or the morning of your operation
- ✓ DO tie your hair up if it is long
- ✓ DO wear loose fitting clothing so you can change easily
- ✓ DO refrain from applying fake tan for a period of 7 days prior to your operation date

EXTRA ASSISTANCE

If you require extra assistance on the day or have any communication needs, please let us know so we can discuss with you how to best meet your requirements. Our day surgery is wheelchair accessible, and our staff are available to provide support when needed.



Hearing
Impairment



Visual
Impairment



Physical
Disability



Cognitive
Impairment



Frailty/
Walking-Aids

MEDICATIONS

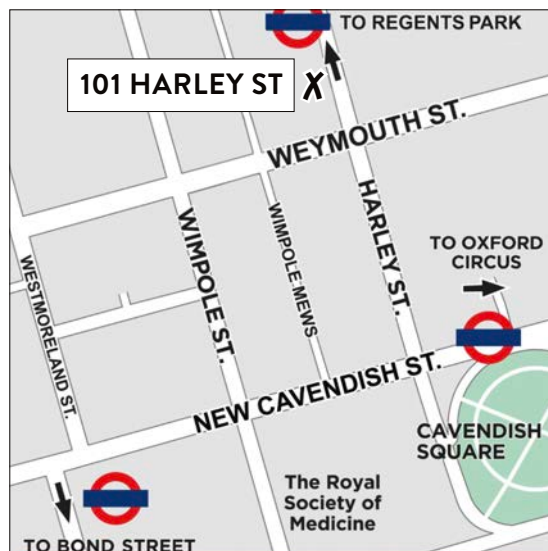
Continue to take your regular medications unless otherwise specified by your surgeon. If you are unsure at any point, please reach out to your surgeon.

How to find us

BY CAR

101 Harley Street does not have onsite car park. However, there are two 24hr car parks located very close to Harley Street. Q-Park is open 24 hours and is located on Queen Anne Mews, W1G 9HF (7-minute walk from 101). There is another larger car park located in Cavendish Square, W1G 0PN, open 24 hours (8-minute walk from 101). Short term parking can be found on the surrounding streets. Please be aware 101 Harley Street is within the Congestion Charging zone, which can be paid online or by phone:

<https://tfl.gov.uk/modes/driving/congestion-charge/congestion-charge-zone>



BY TRAIN

Marylebone Station: 19min walk away or 11mins by Taxi.

Euston Station: 20min walk away or 12mins by Taxi.

BY BUS

Harley Street: Stop M & L—18, 27, 30, 205, 453, N18, N27.

Portland Place: Stop K—88, 453, N18.

Regent's Park Station: Stop A—18, 27, 30, 205, 453, N18, N27.

UNDERGROUND

Regent's Park: Bakerloo line—6 min walk

Great Portland Street Station: Circle Line, Hammersmith & City Line, Metropolitan Line—8 min walk

Baker Street: Bakerloo Line, Circle Line, Jubilee Line, Hammersmith & City Line, Metropolitan Line—11 min walk

Oxford Circus Station: Bakerloo Line, Central Line & Victoria Line—13 min walk

Bond Street Station: Central Line or Jubilee line—13 min walk

While you wait

VISITORS AND CHAPERONES

Relatives and friends will not normally be allowed to remain with you during your stay, once your nurse has met you for your admission.

All patients may request a chaperone at any point of the journey. In many instances, a chaperone is mandatory.

While your NOK has their procedure you are welcome to wait in our waiting room, alternatively why not explore everything Marylebone has to offer, including:

- The boutiques, restaurants, and coffee shops on Marylebone High Street
- Regents Park
- Baker Street
- Marylebone Farmer's Markets
- Oxford Street
- Daunt Books



During your visit

IF YOU ARE HAVING A GENERAL ANAESTHESIA

On your arrival you will be greeted by our friendly receptionist, who will take your details and guide you into our state of the art waiting room. Your nurse will then collect you from the waiting room and guide you to our pre-operative room. Space in the pre-operative room is limited, so only one relative/friend will be able to accompany you.

If you have any questions about what is being discussed, please raise this with a member of your surgical team. Please let us know prior to your surgery date if you have any additional communication needs, that can make this process easier for you.

→ Your Nurse will confirm your details and run through the preoperative checklist.

- They will take your vital signs (BP, HR, TEMP, RR and SpO2) and may also get you to do a pregnancy test if you are of childbearing age. They will also check your weight and height for anaesthetic purposes.
- You will then be changed into a hospital gown and given compression stockings to ensure good circulation is maintained throughout your surgery.
- You will then meet with your surgeon again- they will confirm your personal and operational details. They will also mark the site of your operation with a marker pen if applicable. This is the opportunity to ask any more questions. You will sign the procedure consent form at this point.
- Lastly you will meet with your anaesthetist- they will confirm your personal and operational details. They will ask general questions about your health, allergies, and your prior experience with anaesthetic.



IF YOU ARE HAVING A LOCAL ANAESTHESIA

On your arrival you will be greeted by our friendly receptionist, who will take your details and guide you into our state of the art waiting room. Your nurse will then collect you from the waiting room and guide you to our pre-operative room. Space in the pre-operative room is limited, so only one relative/friend will be able to accompany you.

- 1 Your Nurse will then confirm your details and run through the preoperative checklist.
- 2 They will take your vital signs (BP, HR, TEMP, RR and SpO2) and may also get you to do a pregnancy test if you are of childbearing age.
- 3 You will then be changed into a hospital gown.
- 4 You will then meet with your surgeon again—they will confirm your personal and operational details. They will also mark the site of your operation with a marker pen if applicable. This is the opportunity to ask any more questions. You will sign the procedure consent form at this stage.

We will lock your property away in a locker during the procedure if you wish or you can hand your belongings to your NOK, either way please minimise the number of valuables you bring with you on the day of your surgery.



POST OPERATIVE STAGE

When you wake up from your surgery, you will be in the recovery room with your nurse. They will closely monitor you, along with your anaesthetist, post-surgery and regularly check your vital signs. When you are ready, and your nurse deems it safe to do so you will be transitioned back into the post-operative room in preparation to go home



Going home

DISCHARGE & GOING HOME

101 Harley Street Day Surgery follows strict discharge criteria that you must meet before you are discharged home. You will be ready for discharge once you have met these criteria, this will usually be 2-4 hours following your procedure. Everyone recovers from a general anaesthetic at different rates so you will be under the care of your anaesthetist and nurse until they deem it appropriate for you to go home.

Your admitting nurse will estimate timing so that your escort can plan your transport home. It is vital, for your own safety, that you have a responsible adult to take you home and spend your first night with you, unless previously agreed.

ON DISCHARGE YOUR NURSE WILL EXPLAIN:

- 1 What you need to do at home
- 2 When to come back for dressings and consultations
 - Wound Care management and the signs of infection
 - When your sutures are due for removal
 - Risks and symptoms of DVT

You will also be given a discharge pack of written information, which includes:

- Your surgeons phone number and an emergency number for the Clinic
- Procedure specific written discharge instructions
- Follow up wound care appointment required
- Summary of your treatment
- VTE stockings (if appropriate)
- Medications to take home

Your nurse will discharge you into the care of your NOK. They must accompany you home by car or taxi—public transport is not suitable. You will only be discharged when you are ready to walk out.

After your visit

It is recommended that you rest at home for 24-48hrs.

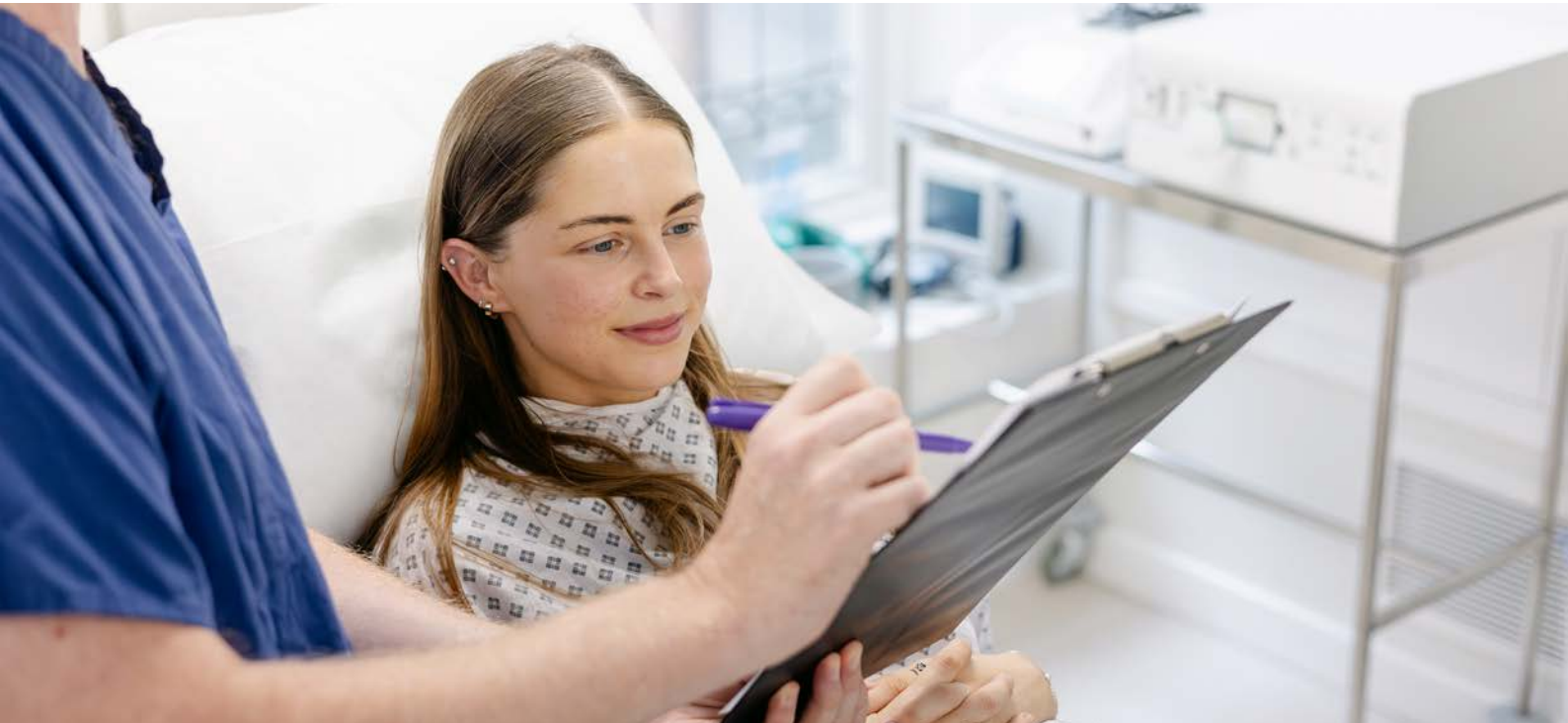
It is important not to return to work during your recovery period (this timeframe will be specified by your surgeon).

We advise someone stay with you for the first 24hrs after surgery. Follow the advice of your Surgeon on discharge, in addition to this we recommend:

- Staying well hydrated
- Mobilising as often as you can prevent the likelihood of Deep Vein Thrombosis
- Practicing good hygiene
- Eating a balanced diet

COMMON SIDE EFFECTS:

- Headache
- Dizziness
- Nausea and/or vomiting
- Sore throat and Dry mouth
- Tiredness
- Aches & Pains



POSSIBLE COMPLICATIONS & WHAT TO DO:

Bleeding: slight oozing is normal post-operatively, however if you are concerned, please contact the number you have been provided by your Surgeon's medical secretary, alternatively please contact our Nurses on 07472319756. In the unlikely event that there is a large amount of blood loss or if you become dizzy and/or disorientated, please call an Ambulance on 999.

Uncontrollable pain: If you have been taking your prescribed pain killers as per your surgeon's instructions and your pain is still unmanageable, please contact the number you have been provided by your Surgeon's medical secretary, alternatively please contact our Nurses on 07472319756.

Nausea & Vomiting: If your nausea or vomiting does not ease after 24 hours post-surgery, please contact the number you have been provided by your Surgeon's medical secretary, alternatively please contact our Nurses on 07472319756.

FOR 48-HOURS FOLLOWING GENERAL ANAESTHETIC:

- X DO NOT** drive any vehicle, including riding a bicycle.
- X DO NOT** operate machinery
- X DO NOT** drink alcohol
- X DO NOT** smoke
- X DO NOT** take any medication or drugs not prescribed and approved by your GP or Surgeon
- X DO NOT** take sleeping tablets
- X DO NOT** make any important decisions or sign any contracts/legal papers.

ADVICE FOR CARERS (RESPONSIBLE ADULT)

General responsibilities for carers are:

- Escort the patient home by car or taxi (not public transport)
- Stay with them for the 24 hours following surgery
- Help with household activities, such as cooking and cleaning
- Offer the patient plenty of fluids to drink (no alcohol)
- Assist with washing and getting dressed
- Ensure they take regular painkillers or medication as prescribed/advised
- Ensure that you and the patient are aware of the common complications of the procedure, such as bleeding, oozing, pain, redness, sign of infection, swelling and temperature and know what to do if they occur
- After 24 hours the patient should be feeling considerably better and will need less support and help.

FOLLOW-UP TELEPHONE CALL

The day following your surgery, you will be called by a member of our nursing team who will check to see how you are feeling after your first night, confirm any post-operative instructions that you may have missed and answer any further questions.



Feedback

Your feedback is important to us, as it helps us to improve our systems and processes in our continual pursuit of excellence. If you have any suggestions, comments, or concerns please email through to info@101hs.co.uk.

We recognise that on occasions your experience may not have met your expectations. If you wish to discuss this or make a complaint, please reach out to our Clinical Services Director at complaints@101hs.co.uk. Mike Massaro, our Clinical Services Director will make every effort to resolve this as quickly as possible. Please outline the nature of your complaint, including what you are unhappy about, when the incident took place and who was present at the time.

Your complaint will be acknowledged within five working days. Our Clinical Services Director (CSD) will carry out a full investigation into your complaint and will offer to meet you to discuss and resolve the issue/s. You will receive a written response within 20 working days of the complaint being received. If a response cannot be given within 20 working days of receiving your complaint, the CSD will write to you to explain the reason for the delay. You will then receive a written response within five working days of a conclusion being reached.



Regulated by



Nº 101
HARLEY STREET
LONDON