



**KINGS  
BRIDGE**

*Private  
Hospital*



DIAGNOSTIC &  
TREATMENT CENTRE

  
Diagnostic &  
Treatment Centre

KINGS HALL  
DATAWORKS

# Patient Guide & Admission Information

## Mr Mark Regan | CEO Introduction

I'd like to take this opportunity to welcome you to our group of private hospitals located in Belfast and Ballykelly and to our latest addition the Kingsbridge Diagnostic and Treatment Centre based in South Belfast, all which form a major component of the Kingsbridge Healthcare Group.

We like to call these places 'home' because this describes, perfectly, the ethos upon which we have built our private healthcare model. Guided, first and foremost, by the needs of our patients and their families, we aim to deliver the highest level of care in a safe and comforting environment. From medical treatment to unique culinary experiences and everything in between, we want you to enjoy five-star quality with a homely and familiar feel wherever you attend.

Our private hospitals all boast ensuite bedrooms, modern theatres and day procedure facilities offering sophisticated diagnostic and therapeutic care in virtually every speciality and subspecialty of medicine and surgery.

The three principal tenets of safety, patient focus and efficiency form the foundation of our approach to patient care. We hope that, by comparing ourselves against local and national benchmarks in key quality and safety, we will deliver an unrivalled experience that you will carry with you when you leave our facility.

I invite you to browse our Inpatient Guide and avail of the many services we offer across the Kingsbridge Healthcare Group.

Finally, thank you for choosing us to be your healthcare provider. It has long been, and will continue to be, our mission to deliver, consistently, the highest quality of personal healthcare to each and every patient who visits one of our homes.

### Registered Provider

Mark Regan, Chief Executive Officer

Kingsbridge Healthcare Group  
Administration Centre

Danesfort Building, 221 Stranmillis Road,  
Belfast, BT9 5UB



## Welcome to Kingsbridge Diagnostic & Treatment Centre Belfast

Opened in 2022, Kingsbridge Diagnostic & Treatment Centre provides a one-stop endoscopy service offering a comprehensive range of elective surgery and endoscopic procedures within our state-of-the-art 5 star facilities.

Kingsbridge Diagnostic and Treatment Centre is proud to offer the most technologically advanced diagnostic scanning and investigations across all our specialties, giving patients access to the highest standard of treatment.

In order that our patients receive an unrivalled level of care, we work with an extensive network of consultants to ensure that you can access:

- An appointment with a consultant within 7 working days.\*
- Our same day\* Enhanced Private GP service.
- CT and X-Ray on-site and within 3 days.\*
- A range of payment options available for self-funding.

\*subject to availability

### Registered Manager

Ashling Green, General Manager

Kingsbridge Diagnostic & Treatment Centre

Building One, Dataworks,  
King's Hall Life Sciences Park,  
Belfast BT9 6GW



## Mission Statement

Kingsbridge Private Hospital aims to provide a range of medical and surgical services which have been developed in collaboration and partnership with consultants and patients alike and which are responsive to patient need, choice and demand.

We are clear about our objectives and pride ourselves in delivering what we promise. We aim to be Northern Ireland's private healthcare provider of choice, positively contributing to the health of the community we serve.

As part of the Kingsbridge Healthcare Group, Kingsbridge Private Hospital is committed to providing the highest standards of excellence and patient care. We strive to make the experience of using our services hassle-free, personalised with added value for the private patient.

We work to the highest evidence-based standards, with some of the best doctors and consultants in the country, utilising the latest technology and equipment in comfortable, state-of-the-art facilities.

Your health, comfort, peace of mind and satisfaction are paramount. Therefore, you can be assured that, whatever health service you require, you are in safe hands with Kingsbridge Private Hospital.

## Information for Patients

In this Patient Guide you will find information on:

- Our aims and objectives
- An overview of our organisation and essential contact details
- Regulatory arrangements
- Your rights as a patient and how we value your views and comments
- A summary of our complaint's procedure

In addition, the management and staff at Kingsbridge Private Hospital will be happy to speak with you about any queries or concerns. Further information relating to our complaint's procedure is available to you on request.

## Statement of Purpose

### Aims and Objectives

There are a number of fundamental guiding objectives which Kingsbridge Diagnostic & Treatment Centre (KDTC) pursues in seeking to achieve its purpose:

- Affirmation of the patient as a unique and valued individual, preserving quality of life, dignity, cultural beliefs and independence as far as possible;
- Promotion and development of the multi-disciplinary approach to patient care to provide physical, psychological, social and spiritual support to Patients and families;
- Recognising the different needs of patients;
- Creation and maintenance of a safe, secure, caring environment fostering mutual trust which enables the patient and their family to be involved in the care management process;
- Co-operation and collaboration with primary care teams, hospital and home care services to meet the needs of the patient and their family;
- Maintenance and development of the system of clinical governance to demonstrate, on an ongoing basis, the quality of services being provided and to enhance these services through evaluation and review of practice;
- Provision of an education programme offering in-house and external education to promote professional development, expertise and academic achievement; and
- Building of partnerships with other statutory and voluntary agencies who support our mission.

## Our Organisation

The structure of our organisation is supported by the directors, management and staff from the Kingsbridge Healthcare Group who have extensive experience in providing first-class, quality independent healthcare to patients in Northern Ireland and the Republic of Ireland.

Since 2003, Kingsbridge Healthcare Group has offered an extensive range of services from several locations in South Belfast, which includes our main hospital, our diagnostics & treatment centre and 3 outpatient clinics, providing the highest level of consultancy from our health professionals.

Launching a presence in the Republic of Ireland in 2015, Kingsbridge Private Hospital Sligo provides a centre of excellence for a range of services from Ophthalmology to Scopes.

In 2021 Kingsbridge North West in Ballykelly was added to the Healthcare Group's portfolio which followed with the opening of our new Liz Dallas Outpatient Centre.

We also have Private GP Clinics currently located within our main hospitals in Belfast and North West.

The Maypole Clinic, based in Holywood, is a consultant surgeon-led clinic specialising in non-surgical cosmetic solutions.

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## You are attending:

### **Kingsbridge Diagnostic & Treatment Centre**

Building One, Dataworks, King's Hall Life Sciences Park  
Belfast BT9 6GW  
T: 028 9066 7878  
E: [info@kingsbridgeprivatehospital.com](mailto:info@kingsbridgeprivatehospital.com)



## Overview of Services

Kingsbridge Private Hospital offers first-class private medical and surgical healthcare services within a private hospital setting for adult, adolescent and paediatric patients.

Inpatient, outpatient and day case clinical services are available in a wide range of specialties from initial consultation to post-operative care including the provision of imaging and diagnostic services. Should the complexity of your condition require a Cardiac surgery procedure we have a state-of-the-art two bedded ICU/HDU to ensure your safe recovery post-surgery. This facility is the first of its kind in Northern Ireland and embodies the Kingsbridge ethos of patient care first and foremost.

Clinical services within Kingsbridge Private Hospital are consultant-led, with care delivered by competent multidisciplinary teams across a wide range of specialties in a safe state-of-the-art environment.

During your stay, we will ensure that your nutritional needs are met with well-balanced meals using locally sourced ingredients and prepared by our experienced in-house chefs. Your health, comfort, peace of mind and satisfaction is of paramount importance to us.

You will be treated with dignity and respect during your healthcare journey at Kingsbridge Private Hospital. Your confidentiality and privacy will always be maintained.

## Regulatory Arrangements

Kingsbridge Private Hospital is regulated by the Regulation and Quality Improvement Authority (RQIA) and is subject to annual inspections.

Reports from the most recent inspection are available on the RQIA website or by contacting:

### **The Regulation and Quality Improvement Authority**

James House  
2-4 Cromac Avenue  
Belfast, BT7 2JA

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

028 9536 1111 (9am - 5pm | Mon to Fri)

## You Rights as a Patient

### How we value your views and comments

Kingsbridge Private Hospital ensures that each patient is aware of their right to:

- Privacy, dignity and respect with their modesty protected.
- Be addressed by their preferred name and title.
- Equality of treatment and care.
- Complete confidentiality.
- Access to the health professionals and health service of their choice.
- Clear, non-technical information about their treatment or surgery and its risks to enable them to make informed choices.
- Be fully supported to make informed choices about their treatment and care.
- Access to their health records in line with GDPR.
- Accurate, up-to-date and complete information about the cost of their treatment.
- Give feedback, compliments, raise concerns or complaints and a receive a timely response that meets expectation.

All patients at Kingsbridge Private Hospital receive resuscitative care in the event of sudden unexpected collapse. If you have any concerns or requests in relation to your wishes or advance directive, please discuss this with your consultant.



## Preparing For Your Admission

To achieve the best possible outcome from your journey with us please follow this guidance.

### Medications

For your safety, our clinical team needs to know about all medication that you are currently taking. This includes prescribed and over-the-counter (not prescribed) medication. On the day of admission, please bring along all your medication including the packaging.

You may get written advice regarding medications at your pre-operative assessment, please ensure you follow any direct requests from the clinical team.

[If you have any questions about stopping your medication, please contact your GP for advice.](#)

If you are on blood thinning medication like Warfarin, you may need to stop this for a short period before your procedure - please contact your GP or Kingsbridge Private Hospital on 028 9066 7878 prior to your appointment.

## ✓ What To Bring

- ✓ Your admission letter
- ✓ All medication you are currently taking including the original packaging
- ✓ All relevant medical records including X-Rays, MRI scans, CT scans or other scans (please include disc copies if you have them)
- ✓ Toiletries such as soap, toothbrush, hairbrush, shampoo. Towels are provided (Inpatients only)
- ✓ Nightwear and dressing gown (Inpatients only)
- ✓ Slippers or soft shoes. For your safety, please ensure these are enclosed and not slip-on (Inpatients only).
- ✓ Warm clothing
- ✓ Mobile phones, tablets, laptops, books, magazines can all be used in your room
- ✓ If you wear glasses, please bring these

## ✗ Please Do Not Bring

- ✗ Large amounts of money or jewellery
- ✗ Any personal electrical items which require a mains supply
- ✗ Perishable food stuff
- ✗ Alcohol

Kingsbridge Private Hospital cannot be held responsible for any loss or damage to property that you bring with you.



## Before You Come In

Please follow all pre-operative fasting instructions provided prior to admission, failure to follow these will result in your surgery being cancelled. Please refer to your individual fasting instructions.

- If you drink alcohol, refrain from doing so for 24-48 hours before to your admission. If you need further advice or help with this, please discuss with your GP.
- If you smoke, it is strongly advised that you stop smoking as soon as you have a date for surgery. Advice to help you stop smoking is available on request. Please be aware, there is a strict Smoke-Free policy in operation across Kingsbridge Private Hospital sites (e-cigarettes and vaping are also prohibited).
- Please ensure that you have let us know about medications that you take, and that you have followed the advice of your consultants or GP, especially if you are taking blood thinning medication or are on oral contraception.
- You may need support from a family member or friend for getting home from hospital following discharge, please organise this before you come into hospital.
- You may need support at home in the days following your discharge, please organise this in advance of your coming into hospital, especially if you live alone.
- Let us know if you require specialist services and/or equipment (including an interpreter).

## For Your Safety

The following items must be removed before surgery:

- All types of jewellery including rings from fingers and toes
- Contact lenses
- Make-up
- Nail polish/gel nails
- All piercings including body piercings
- Chains/necklaces
- All hair extensions e.g. “micro-loop” (metal bead) hair extensions
- Watches
- Bracelets
- Spacers
- Bangles
- Religious/sacred medals

It is important to follow the above instructions regarding the removal of jewellery, make-up and hair extensions. This is to prevent burns, choking or other injuries to patients and staff. Failure to remove items listed above may result in your surgery being cancelled. If you have any related questions or queries, please contact us.

## Preventing Blood Clots

Any patient coming into hospital is at risk of developing blood clots in the deep veins which can break off and move to the lungs. You can reduce the risk of developing a blood clot by:

- Drinking plenty of fluids to keep you well hydrated unless otherwise advised.
- Getting out of bed and walking around as soon as your condition allows.
- Wearing compression stockings (which we will provide) as advised and putting them back on after showering.
- If you are receiving heparin injections speak to a member of staff if you do not receive your injections daily.



## Infection Prevention and Control

Handwashing is the single most important action you can take in the prevention and control of infection in hospitals and in the community.

Please ensure that you and anyone accompanying you, including your visitor's complete handwashing. There are handwashing and alcohol hand gels available throughout the facility. Hand hygiene should be performed when entering and leaving the facility.

### Please Contact Us As Soon As Possible If:

- You have been given a course of antibiotics for any reason in the 2 weeks prior to admission.
- You are experiencing any of the following symptoms in the three days leading up to your admission – Vomiting, Diarrhoea (not associated with bowel preparation), Cough, Cold/Flu like symptoms, generally unwell.
- You think you may have been exposed to an infection prior to admission (e.g. Chickenpox).

### Things You Can Do To Help:

- Adhere to handwashing guidance.
- Bring moist hand wipes (for handwashing if you are unable to get up to use the wash hand basin).
- Always wash your hands before and after meals and after using the toilet.
- Keep your room free from clutter to allow our domestic staff to clean your room properly.
- Wear something on your feet when walking around the hospital.
- Follow guidance from Nursing Staff regarding visiting. Visitors MUST not attend if they are feeling unwell and/or experiencing symptoms vomiting, diarrhoea, cough, cold/flu like symptoms, generally unwell.



## About Your Stay

Your admission letter includes instructions about arriving at Kingsbridge Private Hospital. If you have any queries, please contact us prior to the day of your admission.

The clinical team will tailor your care and treatment to your individual needs, and we would encourage you to actively engage with the team about your care needs.

If you are attending for a CT appointment, a receptionist will take your details and give you a questionnaire to complete. The radiographer can help you complete this if you require any help. The radiographer will bring you to the scanner and assist you as required.

If you are attending for an appointment in Outpatients, Bupa Screening or in GP services, a receptionist will take your details and you will take a seat until a member of the clinical team calls you.

If you are attending for a procedure, a member of the clinical team will meet you and show you to your admission area. The Consultant will discuss the procedure with you, outlining risks and benefits and answering any questions you may have. This is called the consent process and your written consent is required following these discussions before going for your procedure. Please take the opportunity to ask questions and have any queries you have addressed.

## Going Home

All Outpatient diagnostic patients will usually go home within 30–90 minutes of their procedure. Day surgery patients will usually go home on the same day.

Discharge is consultant-led, and discharge planning begins from the time you are admitted. The clinical team will involve you in your discharge plan and monitor your recovery to pinpoint the best discharge timeframe for you. Planning in advance will allow you to confirm arrangements you made with your family or close friend for your journey home and support at home.

You will be given a letter for your GP and treatment room (if needed). You may need medications on discharge, this will be prescribed by the medical team and provided to you before you go home by our in-house pharmacist. Any medications brought into our facilities by you, will be returned to you. The clinical team will give you verbal and written discharge patient information which includes post-surgery advice for your ongoing recovery.

If you are assessed as needing mobility aids, these will be provided to you by our physiotherapists before you leave.

If you foresee a requirement for any other community support, please discuss this with your GP prior to coming to hospital or the Diagnostic Centre. If there is anything we can do to help in this, please let us know in advance of your admission.

**Do not drive home yourself if you have had any type of sedation, anaesthetic and/or invasive surgery.**

**It is ESSENTIAL that you have an identified responsible adult to accompany you home.**

If you expect that there may be discharge problems, please let us know as early as possible. Our facilities have comfortable lounges for patients to stay in on the day of discharge should your transport home not be available at that time.

## When You Are At Home

Follow all postoperative advice and instructions given to you verbally by the clinical team and in the written discharge patient information.

If you have any concerns, please do not hesitate to contact us. On discharge, you will be provided with a direct dial number allowing you to contact the ward to speak to the nursing team any time, day or night.



## Relative or advocate attendance

We welcome the attendance of a relative or person identified as your advocate during your appointment or attendance at the centre.

## Catering

Light refreshments will be provided for patients who have fasted for the procedure or appointment. Kingsbridge Diagnostic and Treatment centre has a cafe facility available.



## Paying for your procedure

### Self-Pay

The full balance due must be paid at least 14 days in advance of your procedure. Unless otherwise stated, your procedure is covered by the fixed price terms and conditions included in this admissions pack. Please read these terms carefully before making payment.

Payment may be made by bank transfer using the details below. Please only use your patient number as a reference so that we can identify your payment.

**Payment Reference:** Patient number (included in page 1 of this pack)

**Account Name:** Kingsbridge Private Hospital Belfast Ltd

**Account No:** 10986086

**Sort Code:** 09-02-22

**IBAN:** GB78 ABBY 0902 2210 9860 86

**SWIFT:** ABBYGB2L

If you wish to make payment by credit or debit card this may be done online by visiting [kingsbridgeprivatehospital.com/pay](https://www.kingsbridgeprivatehospital.com/pay) and following the on-screen instructions.

If payment is not made within these conditions, your procedure may be cancelled or delayed. If you have any further queries, please email us at [info@kingsbridgeprivatehospital.com](mailto:info@kingsbridgeprivatehospital.com)

## Insured Patients

Please ensure that you have contacted your insurance company to advise them that you are having this procedure. They may ask you for a procedure code, which we have included on the first page of this letter. Unless otherwise stated, your procedure is covered by the Insured Patients terms and conditions included in this admissions pack. Please read these terms carefully before proceeding with your treatment.

Once your insurance company have authorised your procedure, please provide us with the following details;

- Your insurance company
- Your membership number
- Your authorisation number or claim reference

We must have this information 7 days in advance of your procedure, if we do not receive it your procedure may be cancelled or delayed.

As our phone lines are often very busy, the simplest method of providing us this information is via email at [info@kingsbridgeprivatehospital.com](mailto:info@kingsbridgeprivatehospital.com)

## Payment Plans

Payment plans are available. Please visit [kingsbridgeprivatehospital.com/Payment-Pricing/Treatment-Payment-Plans](https://www.kingsbridgeprivatehospital.com/Payment-Pricing/Treatment-Payment-Plans) for more information.

## Using Your Information

The Kingsbridge Private Hospital Group follows the legislative requirements for data protection and handling patient information under General Data Protection Regulations (GDPR). Your consultant may wish to use your information for clinical audit or research. The facility will also need to share some of your information for a number of monitoring purposes. Your information will always be made anonymous.

To deliver the service, you require, we may need to collect information about you. For details on how and why we process this information please read our privacy statement which is available on our website at [www.kingsbridgeprivatehospital.com](https://www.kingsbridgeprivatehospital.com). Alternatively, you can request a copy of the policy from our staff.



## Your Views

We are committed to securing high patient satisfaction levels. We value your views because they are paramount in helping us to monitor and evaluate the quality of care we provide. During or after your journey with us, we will ask you to take part in a patient satisfaction survey which asks a range of questions about your experience as a patient before, during and after treatment. Thank you in advance for taking part.

### Complaints Procedure

Our Complaints Procedure is in place to support patients, their families and Kingsbridge Private Hospital staff.

Complaints received are confidential and we are committed to resolving complaints effectively and efficiently.

### Who can I speak to?

If you have a complaint or concern, we recommend that you raise it at the earliest opportunity. Raising a complaint early, results in better resolution and higher overall satisfaction with the complaints process. You can raise your complaint with any member of staff, if this staff member cannot help with resolving your complaint it will be escalated to the appropriate manager.

## Written Complaints

If you would prefer, you can make your complaint in writing. We would still ask that you do this at the earliest opportunity as this allows for a robust investigation and early resolution. Complaints received after a significant amount of time has passed are more difficult to investigate and resolve in a manner which satisfies all parties. We aim to investigate and provide a response to your complaint within 20 working days. If we are unable to respond to a complaint within this timeframe, we will update you with a new timeframe.

### Please send your written complaint to:

#### Governance Department

Kingsbridge Healthcare Group Administration Centre  
 Danesfort Building  
 221 Stranmillis Road  
 Belfast  
 BT9 5UB  
 Email: [governance@kingsbridgehealthcaregroup.com](mailto:governance@kingsbridgehealthcaregroup.com)

If you are an NHS patient and remain dissatisfied with the management of your complaint, you have the right to refer your complaint to the Trust that referred you and the ombudsman online, by phone or in writing:

#### Northern Ireland Public Services Ombudsman,

Progressive House,  
 33 Wellington Place,  
 Belfast, BT1 6HN  
 Telephone: 028 9023 3821  
 Text Phone: 028 9089 7789  
 Freephone: 0800 34 34 24  
 Email: [nipso@nipso.org.uk](mailto:nipso@nipso.org.uk)  
 Freepost: Freepost NIPSO

Alternatively, you can contact the Patient Client Council who can also provide assistance.

If you would like more detail on our Complaints Procedure, please contact us and we will be able to provide this.

The Regulation and Quality Improvement Authority (RQIA) is a Regulatory Body and will have no part to play in the resolution of complaints.

However, RQIA will be notified of any breach of regulations or associated standards and will review the matter and, as a Regulatory Body, will take whatever appropriate action is required.

**Other locations across the Group include:**

**Kingsbridge Private Hospital Belfast**

811 - 815 Lisburn Road  
Belfast BT9 7GX  
T: 028 9066 7878  
E: info@kingsbridgeprivatehospital.com

**Kingsbridge Private Hospital North West  
& Liz Dallas Outpatient Centre**

Church Hill House, Main Street,  
Ballykelly, BT49 9HS  
T: 028 7776 3090  
E: infonw@kingsbridgeprivatehospital.com

**MRI & Outpatient Centre**

801 - 805 Lisburn Road  
Belfast BT9 7GX  
T: 028 9073 5272  
E: imaging@kingsbridgehealthcaregroup.com

**Kingsbridge Outpatient Clinic - No.6**

6 Lisburn Road  
Belfast BT9 6AA  
T: 028 9066 7878  
E: info@kingsbridgeprivatehospital.com

**Kingsbridge Outpatient Clinic - No.10**

10-12 Lisburn Road  
Belfast BT9 6AA  
T: 028 9066 7878  
E: info@kingsbridgeprivatehospital.com

**Kingsbridge Outpatient Clinic Maypole**

5 - 7 Shore Road  
Holywood BT18 9XH  
T: 028 9066 7878  
E: info@kingsbridgeprivatehospital.com

**Kingsbridge Private Hospital Sligo**

Ray MacSharry Road, Gardenhill,  
Co. Sligo, F91 XO54  
T: 071 916 2649  
E: sligoadmin@kingsbridgeprivatehospital.com



If you require further information in relation to your results, post operative or payment support or you need to raise a query with us, please scan the QR code to access our Help & Support page. Alternatively click on the Help & Support button on our website.

[kingsbridgeprivatehospital.com](http://kingsbridgeprivatehospital.com)

