

# A guide for our patients



Everything you need to know  
about your visit



## Welcome to the Fortius Surgical centre

Our orthopaedic surgical centre has been designed to put your needs first. It provides a streamlined and modern operating environment, minimising the time you spend in a hospital environment and maximising the effectiveness of the highly skilled team.

We are committed to providing a safe, clean environment that protects our patients. The facilities include three state-of-the-art operating theatres, including interventional radiology capabilities and a separate ward with 12 patient beds.

This guide covers the essential information that you and your appointed escort will require before your admission, when you are admitted, and when you are ready to go home.

## Before your admission

Please check that you have a supply of painkillers at home such as Ibuprofen and paracetamol, as you may require these after your surgery.

Before leaving home please have a shower, remove all make up, nail varnish, and leave jewellery, piercings and all valuables at home. You will not be required to shave the operation site, this will be done in theatre if required.

## Before your admission

### Keeping warm

It is important to keep warm around the time of your operation. The surgical centre may be colder than your home so bring extra clothing. If you become too cold you may have a higher risk of developing complications such as an infection of the surgical site (wound) or heart problems. Let the healthcare team know if you feel cold. Your anaesthetist will take steps to keep you warm whilst you are having your operation.

### Lifestyle changes

If you smoke, stopping smoking before the operation may reduce your risk of developing complications and will improve your long-term health.

Please note: A pre operative assessment questionnaire will be sent to you. Please complete and return. A MRSA screen will need to be carried out before your admission. This is valid for 12 weeks and can be done at either of our outpatient clinics.

## Eating and drinking

**Please note:** You will be contacted before the day of your admission with the required time of arrival. It is important that you follow these guidelines to ensure your operation can go ahead safely.

### General anaesthetic, IV sedation or block



If you are having a **general anaesthetic, IV sedation or a block**, you will need to stop eating **6 hours prior** to the time given for your operation. This also includes chewing gum.



You can drink clear fluids up to **2 hours before** your procedure. This includes still water, black tea, black coffee and Ribena.

### Local anaesthetic



If you are having a **local anaesthetic** you can have a light meal and a drink up to **2 hours before**. Do not eat or drink anything else after that.

## What to bring with you

Bring any medicines, inhalers or tablets that you take regularly, as well as cases for contact lenses and/or dentures. We advise you wear loose clothing, as this will be more comfortable following your procedure.

Wi-Fi is provided in the centre. Lockers are provided but we advise not to bring in large amounts of cash, valuable personal items or anything bulky. You will be asked to sign a disclaimer form for anything you bring in.

### Checklist

- ✓ Any regular medication you require
- ✓ Cases for contact lenses and/or dentures
- ✓ Comfortable clothing
- ✓ Something to keep you occupied whilst you wait

## Getting here

The Fortius Surgical Centre is in Marylebone, central London. It is situated on Bentinck Street, just off Manchester Square and close to Selfridges.

There is ground floor access to the Surgical Centre, however there are a couple of steps for which there is an electric wheelchair ramp. Please inform us of any special requirements when booking your appointment and one of our team will assist you with all arrangements during your visit.

Bond Street is the nearest tube station and bus stop. There is a drop off access outside the centre but parking is limited to resident permit holders only. Car parks are shown on the map.

If you require accommodation near the Surgical Centre, please let us know when booking your appointment and we can provide further information and preferred rates.

18 Bentinck Street  
London  
W1U 2EU



## Preparing for your visit

### On arrival

On arrival, please check at Reception, where the receptionists will record your arrival and notify the ward.

Please note that your escort will not be able to wait at the centre during your stay, as space is limited.

You will also be asked to check your registration details, including payment status or insurance authorisation, and current payment card details. You will then be taken up to the ward area for admission.

You will be allocated a named nurse for your stay who will be responsible for your overall care with other members of the clinical team being actively involved.

You will see your consultant who will explain the operation along with the risks and benefits and you will be asked to sign a consent form. The consultant will mark the operation site with a clinical marker pen. You will also see an anaesthetist to discuss your anaesthetic.

If required, a member of the physiotherapy team will go through any post operative exercises with you and show you how to use crutches as well as any special footwear that may be needed if you have an operation on your foot or ankle.

Although we try to avoid changing the operating order, this may occasionally be necessary. In a day we undertake different types of surgical operations that differ in length & complexity. Therefore some patients may arrive after you and be called to theatre before you. We will ensure that the waiting time before your operation is kept to a minimum, and your admission nurse will keep you informed of any changes.

### Post operation

After your operation you will be taken to the recovery area where you will start to wake up. The nursing staff will take your observations and monitor you regularly. You may feel drowsy, sick or sore at the operation site. Medication may be given to alleviate this. Once you are awake and alert you will be taken back to the ward area. The nurses will continue to monitor you and check your operation site until you are awake and your observations are stable. The nurse will offer you something light to eat and drink.

If you have a general anaesthetic you will stay in the ward until you are clinically stable. If you have a local anaesthetic you may be able to leave shortly after the operation, providing you feel well and the nurses and medical staff are happy with your recovery and condition.



## Going home following your treatment

You will be able to contact your escort on your return to the ward with an expected discharge time. Your total length of stay will be between 1 and 5 hours. These times are estimates only, so do please ensure your escort is aware of this. You may feel the effects of the anaesthetic – tiredness/drowsiness for up to 48 hours.

During this time your concentration and co-ordination may be affected and you may feel light headed or faint. These effects do pass in time but for your safety it is essential you are accompanied home. You should travel home by car or taxi, not public transport. If you have a general anaesthetic we advise that you refrain from driving, riding a bicycle, operating machinery, drinking alcohol, or signing legal documents, for 48 hours post operation.

When you are ready to leave the Surgical Centre, your nurse will provide you with an information leaflet explaining what to expect over the following few days, including information about any stitches or dressings that may need removing. If you are prescribed medication by your surgeon, such as painkillers or antibiotics, the nurse will explain how and when to take these.

To assist in your recovery you should drink plenty of water, eat light meals and avoid alcohol for the first few days. If you are feeling unwell or unable to attend on the day of surgery, please call +44 (0) 203 805 4760.

## Payment for procedures

### Insured patients

If we do not already have a payment card registered for you, details will need to be taken on arrival to cover any additional expenses or shortfalls from your insurer. Please bring your authorisation code with you, along with your policy or membership number.


### Self-pay, embassy or sponsored patients

Self-pay patients will be required to settle their surgery costs in advance. If this has not been possible, you will be asked to settle your account on arrival. There may be further charges for you to pay, depending on any additional procedures or expenses required that are outside the original quoted price.

Embassy or sponsored patients should always present a letter of guarantee on headed paper on arrival. Without the letter of guarantee, there's a possibility that your surgery may be delayed. You will be billed separately for the anaesthetist's fee as well as the surgeon's fee.



## Fortius Surgical Centre

 18 Bentinck Street  
London  
W1U 2EU

If you would like to speak to a member of staff regarding our processes, please see the contact details below

 [info@fortiusclinic.com](mailto:info@fortiusclinic.com)

 +44 (0) 203 805 4760

 +44 (0) 203 070 0106

Have a look at all of our FAQ's on the Fortius Clinic website

 [fortiusclinic.com/patient-information/faqs](https://fortiusclinic.com/patient-information/faqs)

Don't forget to follow us on:  [@FortiusClinicUK](https://twitter.com/FortiusClinicUK)

 [facebook.com/fortiusclinic](https://facebook.com/fortiusclinic)

 [linkedin.com/company/fortius-clinic](https://linkedin.com/company/fortius-clinic)

 [@fortiusclinic](https://instagram.com/fortiusclinic)