

Our guide for outpatients

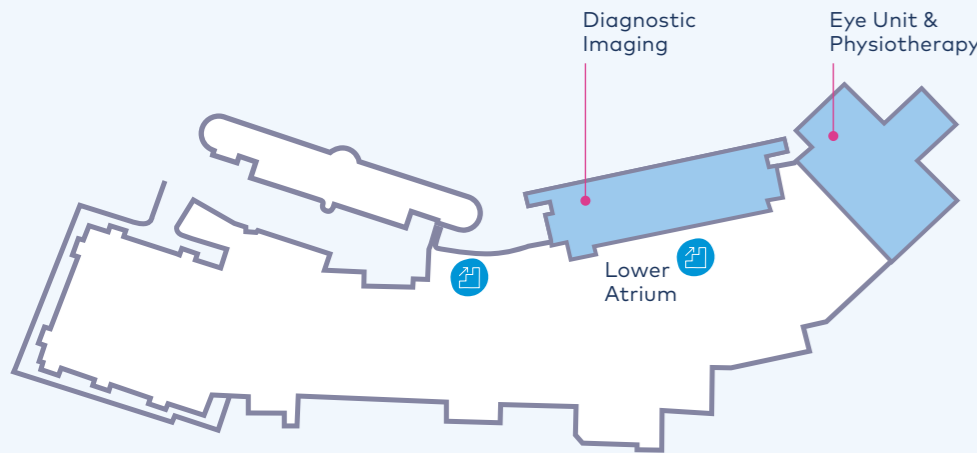


You're
in safe
hands

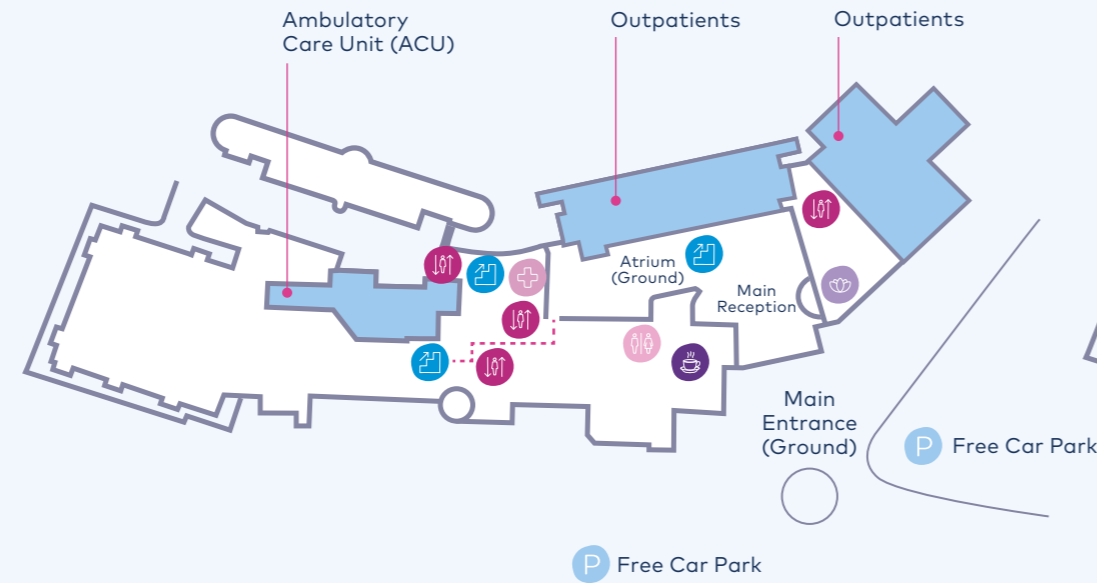
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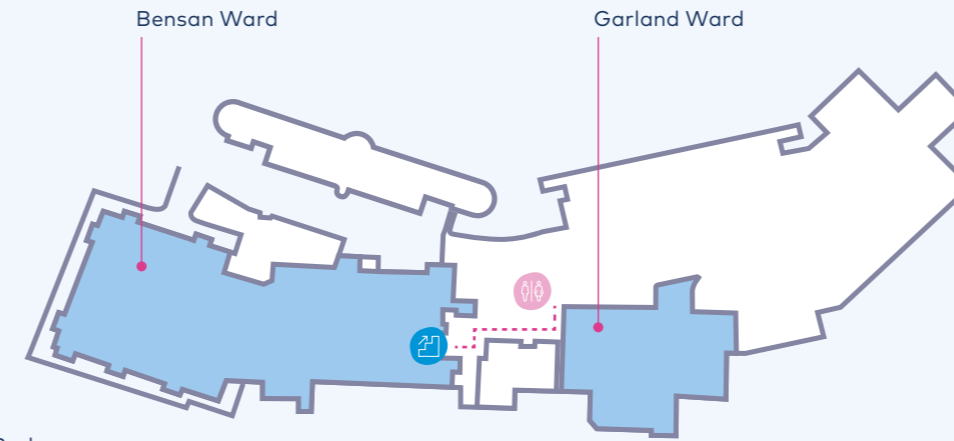
LG – Lower ground floor



G – Ground floor



1 – First floor



Map key



Lifts



Parking



Pavillion Cafe
(ground floor)



Toilets



Stairs
to wards



Quiet room



Pharmacy



Route between
stairs and wards

A warm welcome

From the moment you arrive, you can expect the very best patient care.

We understand that requiring hospital care can be an anxious time for you. To help put your mind at rest, this booklet lets you know what you can expect when you come to Benenden Hospital and gives you all the information you need to prepare for your visit.

If after reading this booklet you still have a few questions then please give us a call. Our friendly and professional team members are well trained to talk about sensitive medical conditions without confusing you with medical jargon and they will do everything they can to make you comfortable throughout your time with us. We all look forward to meeting you soon.

Please note Covid-19 restrictions may effect some information in this guide.

Do you have any special requirements?

If you have any special requirements such as the need for an interpreter, a sign language specialist or information in alternative formats, please let us know as soon as possible. Any particular dietary needs, mobility difficulties or if you require a chaperone during your visit, please call us on 01580 240 333.

We use audio and vision patient calling screens to advise you of your appointment. If you would prefer for your name not to be displayed please inform us prior to your visit or on arrival at reception.

Protecting your data

We take the protection of your personal data very seriously.

The trust is certified to the International standard in Information Security Management. Furthermore, we abide by the Data Protection Act and GDPR regulation.

You can find a copy of our Privacy notice, which informs you of the processing of your data and the rights you have, on our website at benendenhospital.org.uk/privacy or alternatively you can contact us for a copy to be sent to you.

On your arrival



On your arrival, please go to main reception.

- Our friendly team will take a few minutes to check your details and get you booked in
- Our staff will direct you to the appropriate area ready for your consultation or treatment. If you need assistance to get around please ask and we'll be happy to help
- You will be kept up to date by the patient calling screens
- Our team members will explain the next steps to you when you check in, but if you need any further information whilst you're waiting then please ask any member of staff
- Our consultants, nurses and therapists working in outpatients will always endeavour to keep appointments running on time. Occasionally, additional time may be required to provide necessary care and advice and this may cause a slight delay, however, we will ensure that you are kept informed should this happen



Clean and safe

We do everything we can to fight the bugs that cause infection.

We encourage patients and visitors to regularly use the hand gel provided during their time at our hospital.



Your questions answered

Q. Will I be safe from bugs such as MRSA?

A. We do everything we can to ensure a safe, clean environment. As a result, we haven't had a serious case of infection, Bacteraemia or Septicaemia related to MRSA or C Diff* since 2002. We encourage patients and visitors to use the hand gel provided. Our high-tech theatres have strict controls in place to reduce the risk of infection, including pre-admission screening, extensive training for our own cleaning teams, and we have a designated Director with special responsibilities for infection and prevention control.

Q. Will I be given a clear explanation about the treatment and/or procedure I am about to have?

A. Yes, during your consultation, the procedure or any treatment will be fully explained and you will have the opportunity to discuss and ask any questions you may have in order for you to give consent to proceed. Further information on 'Informed Consent' is available on our website.

Q. What information will I be given?

A. We provide a range of information leaflets to help keep you informed. We aim to give patients relevant information at the time it's needed – either before your consultation, during treatment or post treatment. If you feel you need more information, please just ask. All of our leaflets can be provided in Braille upon request.

Q. Will I be allowed to see my health records?

A. Yes. When you're in our hospital you're more than welcome to look at your own health records. Once you have left the hospital, you can apply to see them by writing to our Health Records Department. If your record has been added to in the last forty days then access is free, if not there is a small admin charge.

Q. Can I see the Care Quality Commission's inspection report?

A. Yes, you'll find it online at www.cqc.org.uk

Q. What do I do if I can't keep my appointment?

A. We understand that sometimes you may need to cancel your appointment. If that happens please call 01580 242 515. Our policy states that if you cancel your appointment on more than two occasions we may not be able to offer you future appointments. Patients who simply do not attend without informing us will not be offered a further appointment. Please note, if you have provided us with your mobile telephone number you will receive an appointment reminder 72hrs prior to your appointment. Patients who do not wish to be contacted in this way are asked to call us on 01580 240 333.

Q. Will I be able to use my mobile phone?

A. Patients and visitors are welcome to use mobile phones whilst at the hospital unless directed not to by a member of staff. If you need to charge your device please ensure that you use a genuine charger which is made and licenced for use with your product.

Q. Is there a smoking area outside the hospital?

A. If you wish to smoke or vape, there are designated smoking shelters on the site. For everyone's comfort and safety, we ask patients and visitors not to smoke or vape anywhere else. Our no smoking policy is in accordance with the law.

Q. Can I bring my pet if their identification book is provided?

A. We ask that our patients do not bring any pets into the hospital. However, assisted dogs are welcome if you provide their identification book.

Q. What happens if I am issued a prescription at my appointment?

A. You may be issued with a prescription if your consultant recommends medication as part of your treatment. All prescriptions issued by Benenden Hospital are treated as private prescriptions and are chargeable when dispensed by our hospital pharmacy. The prescription charge will vary depending on the medication prescribed. We only recognise NHS prescription payment exemptions if you have been referred directly to us as an NHS patient.

Facilities

The Pavillion

The Pavillion serves hot and cold snacks, and hot drinks. Opening times are Monday to Friday 8am to 5pm, and Saturday 8.30 am to 3pm. We are currently closed on Sundays and bank holidays, although visitors can use the beverage and vending machines in the lower atrium.

Vending machines

You'll find our vending machines dispensing cold drinks and confectionery in the lower atrium.

Quiet room

A quiet room is available for your physical, spiritual and religious needs.

We welcome your feedback



Your comments help us to continue improving our services. It's great to know we're doing a good job, but we also need to know if there's an opportunity for us to do better.

If you have any concerns or queries please speak to a member of the team. We are keen for any concerns to be dealt with whilst you are in the hospital so that they may be resolved before you leave.



How to get here

Directions by road

From London

- Take M20 towards Folkestone and leave at junction 8, following the signposts for A20 and Leeds Castle
- At the roundabout take the exit onto the B2163 to Leeds village
- Follow B2163 for 3.5 miles to the crossroads and then turn left onto A274 signposted to Sutton Valence, Headcorn and Biddenden
- Stay on A274 to Biddenden. Follow directions 'from Biddenden'

From M25

- Leave M25 at junction 5, following signposts for A21 and Hastings
- Continue on the A21 until 5 miles past the Pembury turn off and then take a left turn onto A262 signposted Goudhurst, Cranbrook, Ashford

- Continue on A262 to Biddenden. At the T-junction turn right onto A274 for Tenterden. Follow directions 'from Biddenden'.

From Ashford

- Take the A28 towards Tenterden following it to just after High Halden
- Take the A262 towards Headcorn and follow until on a sharp right hand bend Benenden Hospital is sign posted to the left. (Benenden Rd)
- Follow directions to the hospital

From Hastings

- Follow the A28 north towards Tenterden
- At Rolvenden turn left towards Benenden village on the B2086
- Drive into Benenden village until you reach a crossroads. Turn right in to New Pond Rd and then right in to Goddard's Green Road following the sign posts to the hospital

From Biddenden

- On the A274 about 0.5 miles from Biddenden, take the right turn on a sharp left-hand bend. The hospital is signposted from this junction
- Follow road to the Castletons Oak crossroads and go straight across. Continue on this road for a further 0.5 miles until you reach the hospital

Parking

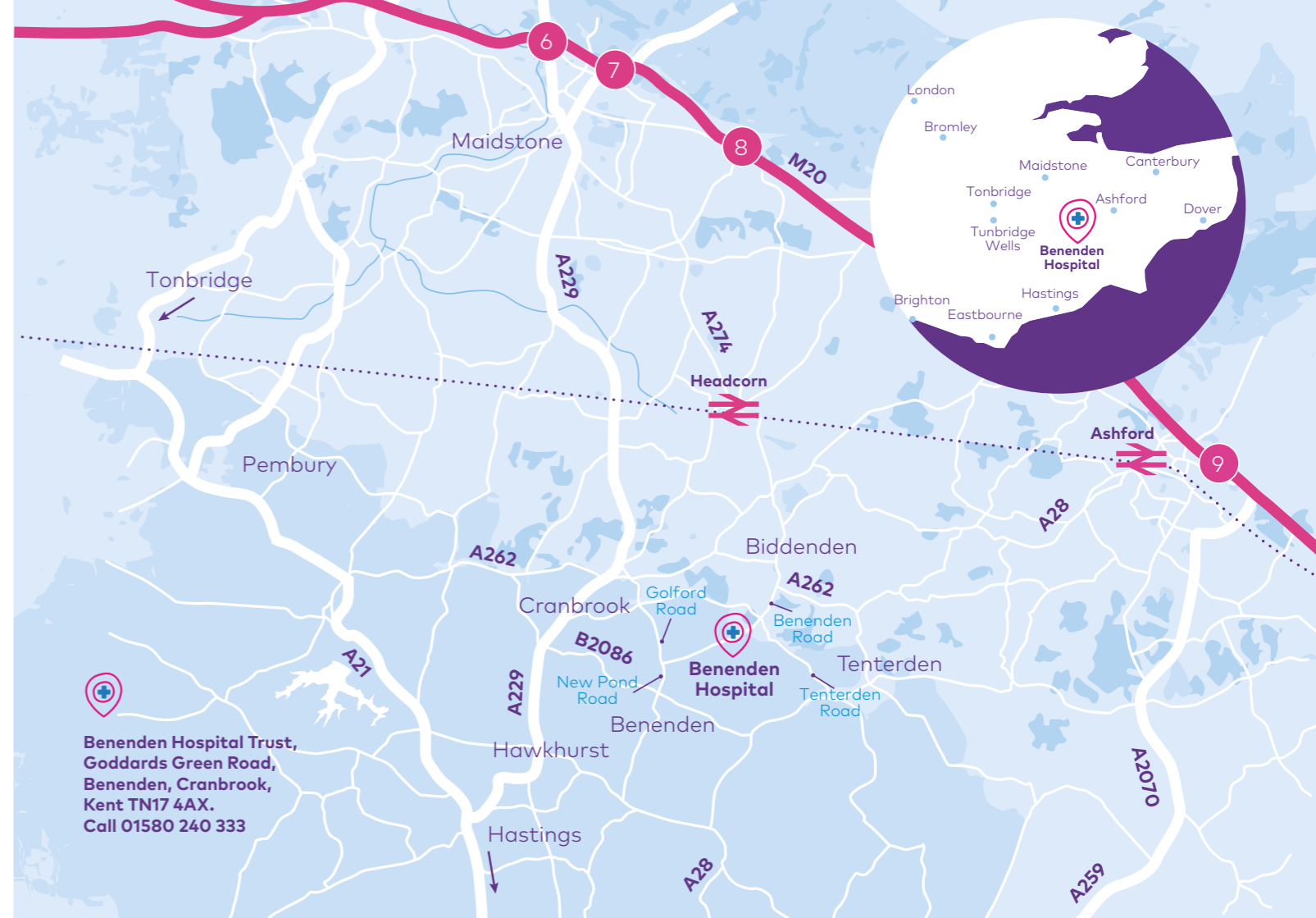
Parking is free in any one of the car parks at Benenden Hospital. You will find the main car parks adjacent to, and opposite, the hospital building.

There are disabled parking spaces within the hospital car parks.

Directions by rail

The closest train station is in Headcorn which is 20 minutes drive away from our hospital.

Please note: Satellite Navigation users are asked to use the postcode TN17 4AT. This will ensure that you are directed to the main entrance of the hospital. Benenden Hospital, Goddard's Green Road, East End, Cranbrook.



**Benenden Hospital Trust,
Goddards Green Road,
Benenden, Cranbrook,
Kent TN17 4AX.
Call 01580 240 333**



For more information give us a call

 **01580 240 333**

 **www.benendenhospital.org.uk**

The Benenden Hospital Trust is a company limited by guarantee.

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