



For more help with choosing your hospital, contact:

Patient Advice and Liaison Service
5-7 Parsons Green
London
SW6 4UL

Tel: 0800 389 9092
www.hf-pct.nhs.uk

Choosing **your** hospital

Hammersmith and Fulham
Primary Care Trust



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A copy of this booklet is also
available on: www.nhs.uk

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What is patient choice?



If you and your GP decide that you need to see a specialist for further treatment, you can now choose where to have your treatment from a list of hospitals or clinics. From April, you may have an even bigger choice – full details will be on the NHS website (www.nhs.uk).

This guide explains more about how the process works. It also gives you answers to some questions you may have. Plus, there are details of the hospitals you can choose and some information to help you choose the one that will be best for you. If you need more help, details of your local support services are on the back of this booklet.

As well as the hospitals listed in this booklet, your GP may also be able to refer you to community-based services, such as GPs with Special Interests or community clinics. Alternatively, if your GP decides to refer you to a Clinical Assessment Service and you then need to go to hospital, you will be able to choose from this list of hospitals.



Things to think about

Where can I go for treatment?

You might already have experience of a particular hospital or know someone who has. Now you can choose – where would you like to go? Or, if you like, your GP can recommend a hospital where you can be treated.

How do I find out more information about my condition?

Your GP should be able to give you the answers to some of the questions you have. Or contact NHS Direct: visit www.nhsdirect.nhs.uk or call 0845 4647 and ask to speak to a health information advisor.

How long will it take?

How quickly do you want to be treated? Would you be willing to travel further away if it meant you could be treated quicker?

Where's closest?

You might want to think about how you will get to hospital. Who will take you there and pick you up when your treatment is finished? If you are going to stay in hospital for a while, do you want to be close to family or friends?

Where's best for me?

Different people have different priorities. You know what's most important for you – hospital cleanliness or location, for example. This booklet gives you an overall idea of what each hospital is like, so you can work out which one suits you. If you want to find out more visit www.nhs.uk, the NHS website.



Your questions answered

Why would I want to choose which hospital treats me?

If you choose which hospital you are treated in, you can make sure that you go to the place that will best suit your needs.

What if I don't want to choose?

You do not have to make the decision yourself. If you prefer, your GP can still make the choice for you and recommend a hospital for your treatment.

What if I don't want to go to a different hospital?

You don't have to. If you would rather visit the hospital that you usually go to, then you can make that choice.

Is patient choice offered for all medical conditions?

A choice of hospital is available for most medical conditions. However, not all hospitals treat every medical condition and some patients may need a more specialist service.

If I need treatment after my first appointment, will I be treated at the same hospital?

In most cases you will. But if you need very specialised treatment, you may have to go to another hospital.

Will I have to pay?

No, not as an NHS patient. All the hospitals listed provide services to NHS patients. As long as you choose one of the hospitals listed in this booklet, you won't have to pay.

Is there help available for my travel arrangements to get to hospital?

If your GP or the person who has referred you determines that you have a medical need for transport to get to hospital, patient transport services should be provided. You may also have your travel expenses paid through the Hospital Travel Costs Scheme, if you get Jobseeker's Allowance, Working Tax Credit, Child Tax Credit or Pension Credit.

Which hospital should I choose?

The hospitals you can choose from will depend on the type of specialist you need to see. This booklet shows you which hospitals carry out the treatment you need (*Where can I have my treatment?*). The table *How does your Hospital Trust score?* gives you more information about these hospitals and will help you make a choice that best suits you.

What happens if I change my mind?

If you decide that you do not want to be treated at the hospital where you have your first appointment, you can go back to your GP, who will go through the other options available to you.

Where can I get the information I need to help me make my choice?

If you want to know something that isn't covered in this guide, or you want more advice, you can talk to your GP or other local support services. You'll find the details of your local support services on the back cover of this booklet. You may also want to talk things through with family and friends. For further information you can visit www.nhs.uk, the NHS website.



Making your choice

You may already have a clear idea as to where you would like to be treated. If so, this booklet will give you more information on the hospital you have chosen. If you haven't made up your mind, you could:

Find out what your choices are

Talk to your GP or local support services about the choices that are available to you and where you can get more information and support.

Get the information you need

This guide should give you most of the information you need to help you make your choice. For more details visit www.nhs.uk, the NHS website.

Talk it through with someone else

You may want to discuss your choices with family or friends, especially if you are going to need their help with travel or care after your treatment.

Weigh up the pros and cons

Consider your needs and compare each hospital using the information you have, bearing in mind what is most important to you.

Book your appointment

You will be advised how to book your hospital appointment. Once you have decided where you want to go, follow this guidance. And don't be afraid to ask if you need help with booking an appointment.

Your hospitals

The next few pages will help you decide which hospital will be best for you:

Where can I have my treatment? shows which Hospital Trusts treat which conditions. There are descriptions of each of your local hospitals and how to get to them.

The **map** shows where each hospital is.

How do your hospitals score? gives ratings for each Hospital Trust, so that you can compare their performance in nine different categories.

Where can I have my treatment?

Use the chart below to check which hospitals provide the service you need. In addition to the hospitals listed, your GP may be able to refer you to community-based or other services. Ask him or her what's available in your local area. He or she will also advise you if the service you need is not listed.

Hospital provider	Specialty name													
	Cardiology	Dermatology	Ear, nose & throat	Gastroenterology	General medicine	General surgery	Gynaecology	Neurology	Ophthalmology	Oral-maxillo surgery	Paediatrics	Rheumatology	Trauma & orthopaedics	Urology
Chelsea and Westminster Healthcare NHS Trust	●	●		●	●	●	●	●	●		●	●	●	●
Ealing Hospital NHS Trust	●	●	●	●	●	●	●	●			●	●	●	●
Guy's and St Thomas' NHS Foundation Trust										●				
Hammersmith Hospitals NHS Trust	●	●	●	●		●	●	●	●	●		●	●	●
Hillingdon Hospital NHS Trust							●							
North West London Hospitals NHS Trust	●	●	●	●	●	●	●	●	●	●	●	●	●	●
St Mary's NHS Trust	●	●	●	●	●	●		●			●		●	●
University College London Hospitals NHS Foundation Trust										●				
West Middlesex University Hospital NHS Trust											●	●		

Hospital Trusts

Hospital Trusts are NHS organisations that manage hospitals. There may be more than one hospital in a single Trust. The NHS collects information at Trust level, so a lot of information is listed by Trust, not individual hospital.

The list shows which hospitals are in which Hospital Trust.

Chelsea and Westminster Healthcare NHS Trust

- 1 Chelsea and Westminster Hospital

Ealing Hospital NHS Trust

- 2 Ealing Hospital

Guy's and St Thomas' NHS Foundation Trust

- 3 Guy's Hospital
- 4 St Thomas' Hospital

Hammersmith Hospitals NHS Trust

- 5 Charing Cross Hospital
- 6 Hammersmith Hospital

Hillingdon Hospital NHS Trust

- 7 Hillingdon Hospital

North West London Hospitals NHS Trust

- 8 Central Middlesex Hospital
- 9 Northwick Park and St Mark's Hospital

St Mary's NHS Trust

- 10 St Mary's Hospital

University College London Hospitals NHS Foundation Trust

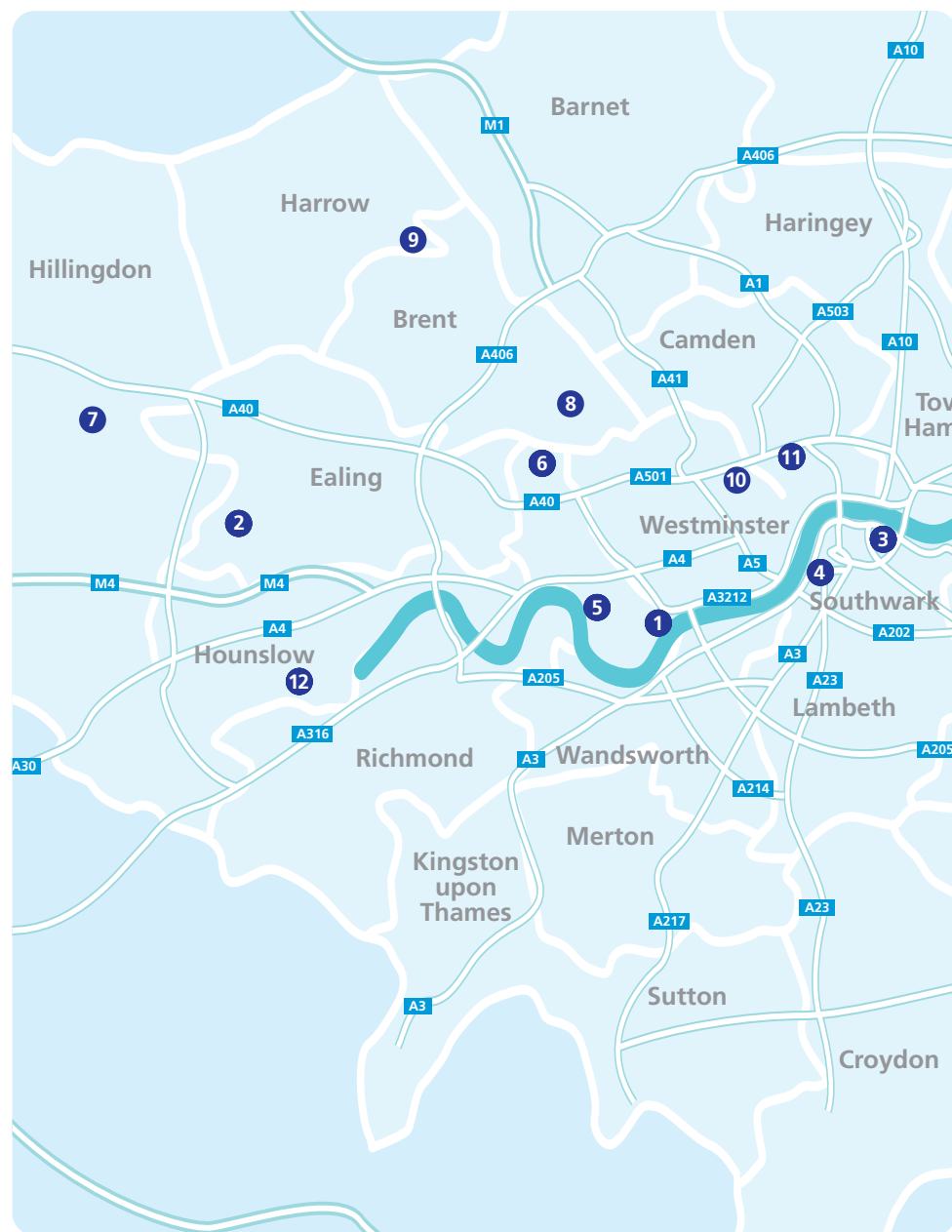
- 11 University College Hospital

West Middlesex University Hospital NHS Trust

- 12 West Middlesex University Hospital

Find your hospital

The numbers on this map refer to the numbers on the hospital list on the previous page.



Your hospitals

CHELSEA AND WESTMINSTER HEALTHCARE NHS TRUST

CHELSEA AND WESTMINSTER HOSPITAL



369 Fulham Road, London, SW10 9NH
Tel: 020 8746 8000
www.chelwest.nhs.uk

AT A GLANCE

This modern 463-bed teaching hospital based in the heart of west London provides general and specialist services. It has the only burns centre in London and the largest sexual health/HIV service in Europe

PUBLIC TRANSPORT

Nearest Underground station: West Brompton, 10 minutes walk.
Buses: London Travel Information 020 7222 1234

PARKING

Limited parking available. Pay and Display charges apply.

EALING HOSPITAL NHS TRUST

EALING HOSPITAL



Uxbridge Road, Southall, Middlesex UB1 3HW
Tel: 020 8967 5000
www.ealinghospital.nhs.uk

AT A GLANCE

Ealing Hospital, in west London, is a busy district general hospital providing a full range of services.

PUBLIC TRANSPORT

Nearest train station: Hanwell, 15 minutes walk.
Buses: Traveline 0870 608 2 608.

PARKING

Charges apply.

Your hospitals

GUY'S AND ST THOMAS' NHS FOUNDATION TRUST

GUY'S HOSPITAL



St Thomas Street, London SE1 9RT
Tel: 020 7188 7188
www.guysandstthomas.nhs.uk

AT A GLANCE

Guy's and St Thomas' NHS Foundation Trust is made up of two of London's oldest and best known teaching hospitals. A wide range of services operates from two sites with a total of 1,250 beds.

PUBLIC TRANSPORT

Nearest train and Underground station: London Bridge, five minutes walk.
Buses: London Travel Information 020 7222 1234.

PARKING

Parking unavailable. There is an NCP car park nearby.

GUY'S AND ST THOMAS' NHS FOUNDATION TRUST

ST THOMAS' HOSPITAL



Lambeth Palace Road, London SE1 7EH
Tel: 020 7188 7188
www.guysandstthomas.nhs.uk

AT A GLANCE

Guy's and St Thomas' NHS Foundation Trust is made up of two of London's best known teaching hospitals. Services operate from two sites with 1,250 beds in total. St Thomas' houses the new Evelina Children's Hospital.

PUBLIC TRANSPORT

Nearest train station: Waterloo, 15 minutes walk.
Nearest Underground station: Westminster, 10 minutes walk.
Buses: London Travel Information 020 7222 1234.

PARKING

Limited. Charges apply.

Your hospitals

HAMMERSMITH HOSPITALS NHS TRUST

CHARING CROSS HOSPITAL



Fulham Palace Road, London W6 8RF
Tel: 020 8846 1234
www.hhnt.nhs.uk

AT A GLANCE

This hospital in Hammersmith is the serious injuries centre for west London. It offers all major medical and clinical services and offers specialist cancer, neuroscience, renal and rheumatology services.

PUBLIC TRANSPORT

Nearest underground station: Hammersmith, 10 minutes walk.
Buses: London Travel Information 020 7222 1234.

PARKING

Charges apply.

HAMMERSMITH HOSPITALS NHS TRUST

HAMMERSMITH HOSPITAL



Du Cane Road, London W12 0HS
Tel: 020 8383 1000
www.hhnt.nhs.uk

AT A GLANCE

Hammersmith Hospital is situated in west London. It covers all specialties for inpatients, outpatients and day cases and is a centre for research.

PUBLIC TRANSPORT

Nearest underground station: East Acton and White City, both 10 minutes walk.
Buses: London Travel Information 020 7222 1234.

PARKING

Charges apply.

Your hospitals

HILLINGDON HOSPITAL NHS TRUST

HILLINGDON HOSPITAL



Field Heath Road, Uxbridge,
Middlesex UB8 3NN
Tel: 01895 238282
www.thh.nhs.uk

AT A GLANCE

This 480-bed hospital, just south of Uxbridge, offers a full range of clinical services.

PUBLIC TRANSPORT

Nearest Underground station:
Uxbridge, one mile.
Buses: London Travel Information
020 7222 1234.

PARKING

Limited. Charges apply. (Free for the first 10 minutes.)

NORTH WEST LONDON HOSPITALS NHS TRUST

CENTRAL MIDDLESEX HOSPITAL



Acton Lane, Park Royal, London
NW10 7NS
Tel: 020 8965 5733
www.nwlh.nhs.uk

AT A GLANCE

A new 265-bed hospital with a full range of services and community-focused care. The adjoining centre specialises in short-stay surgery. There is also an award-winning birth centre.

PUBLIC TRANSPORT

Nearest Underground station:
Harlesden, 20 minutes walk.
Buses: London Travel Information
020 7222 1234.

PARKING

Charges apply.

Your hospitals

NORTH WEST LONDON HOSPITALS NHS TRUST

NORTHWICK PARK AND ST MARK'S HOSPITAL



Watford Road, Harrow, Middlesex
HA1 3UJ
Tel: 020 8864 3232
www.nwlh.nhs.uk

AT A GLANCE

This 850-bed teaching hospital in Harrow provides a full range of services. It has a newly refurbished maternity department. St Mark's is a national specialist research and treatment centre for intestinal diseases.

PUBLIC TRANSPORT

Nearest Underground station:
Northwick Park, five minutes walk.
Buses: London Travel Information
020 7222 1234.

PARKING

Charges apply.

ST MARY'S NHS TRUST

ST MARY'S HOSPITAL



Praed Street, London, W2 1NY
Tel: 020 7886 6666
www.st-marys.nhs.uk

AT A GLANCE

St Mary's Hospital, in central London, specialises in paediatrics (children), obstetrics (pregnancy), infections, ophthalmology (eyes) and cardiac (heart) care. The hospital has a robotic surgical centre offering general, cancer, cardiac (heart) and urological (urinary tract) surgery.

PUBLIC TRANSPORT

Nearest train station: Paddington,
five minutes walk.
Buses: London Travel Information
020 7222 1234.

PARKING

No on-site parking.

Your hospitals

UNIVERSITY COLLEGE LONDON
HOSPITALS NHS FOUNDATION TRUST

UNIVERSITY COLLEGE HOSPITAL



235 Euston Road, London, NW1 2BU
Tel: 0845 155 5000
www.uclh.nhs.uk

AT A GLANCE

The 889-bed University College London Hospital Trust has sites situated close to the West End in central London. Incorporating a brand new hospital, opened in 2005, the Trust covers most surgical specialities.

PUBLIC TRANSPORT

Nearest Underground station: Warren Street, five minutes walk.
Buses: London Travel Information 020 7222 1234.

PARKING

Very limited and expensive pay and display parking on streets near the hospital.

WEST MIDDLESEX UNIVERSITY
HOSPITAL NHS TRUST

WEST MIDDLESEX UNIVERSITY
HOSPITAL



Twickenham Road, Isleworth,
Middlesex TW7 6AF
Tel: 020 8560 2121
www.west-middlesex-hospital.nhs.uk

AT A GLANCE

This modern 400-bed general hospital serves Hounslow and Richmond. It provides all services including medical, elderly care, surgery, maternity and children's care.

PUBLIC TRANSPORT

Nearest train station: Syon Lane and Isleworth, both 10 minutes walk.
Buses: London Travel Information 020 7222 1234.

PARKING

Ample, charges apply. Free disabled parking.



How does your Hospital Trust score?

Check against the coloured chart to see how your Hospital Trust measures up. Go to the next page for more on what these ratings mean.

	Healthcare Commission statistics										Patients' views		
	Rating	Inpatient waiting times	Cancelled operations	Outpatient waiting times	Management of risk	Hospital cleanliness	MRSA infection	Access and waiting	Cleanliness and comfort	Information provided			
Chelsea and Westminster Healthcare NHS Trust	★★★★	●	●	●	●	●	●	●	●	●	●	●	●
Ealing Hospital NHS Trust	★★★☆	●	●	●	●	●	●	●	●	●	●	●	●
Guy's and St Thomas' NHS Foundation Trust	★★★★	●	●	●	●	●	●	●	●	●	●	●	●
Hammersmith Hospitals NHS Trust	★★★☆	●	●	●	●	●	●	●	●	●	●	●	●
Hillingdon Hospital NHS Trust	★★☆☆	●	●	●	●	●	●	●	●	●	●	●	●
North West London Hospitals NHS Trust	★★☆☆	●	●	●	●	●	●	●	●	●	●	●	●
St Mary's NHS Trust	★★★★	●	●	●	●	●	●	●	●	●	●	●	●
University College London Hospitals NHS Foundation Trust	★★★★	●	●	●	●	●	●	●	●	●	●	●	●
West Middlesex University Hospital NHS Trust	★★☆☆	●	●	●	●	●	●	●	●	●	●	●	●

- Excellent
- Good
- Average
- Below average
- Poor

What do the ratings mean?

The overall ratings

The Healthcare Commission is the independent regulator of healthcare, and is responsible for assessing and reporting on the performance of healthcare organisations on an annual basis. For NHS Trusts, this involves issuing an annual performance rating. This overall rating is made up of a number of performance indicators. The indicators show how Trusts are doing in relation to some of the main targets set by the Government for the NHS, as well as other broader measures of performance, such as information from surveys of staff and patients. The indicators chosen for publication in this leaflet are those that the Healthcare Commission and Department of Health believe matter most to patients.

The 2005 NHS performance ratings were published in July 2005 and cover the year ending 31 March 2005. They place NHS Trusts in England into one of four categories:

- Trusts with the highest levels of performance are awarded a rating of three stars.
- Trusts with mostly high levels of performance, but not consistent across all areas, are awarded a rating of two stars.
- Where there is some cause for concern regarding particular areas, Trusts are awarded a rating of one star.
- Trusts that have shown the poorest levels of performance receive a rating of zero stars.

If a Trust has a low rating because of poor performance on a number of key targets and indicators, this does not mean that a hospital is unsafe, that it does not contain some very good clinical services or that the staff are not working hard in often difficult circumstances. It does mean that performance must be improved in a number of key areas.

A new approach to assess and report on the performance of healthcare organisations has been developed for 2006, which looks at a much broader range of issues. In Autumn 2006, the Healthcare Commission will publish the assessment of the performance of healthcare organisations for England for the year ending March 2006.

Healthcare Commission statistics

Inpatient waiting times

This column shows how well your hospitals have done at getting patients into hospital for treatment as quickly as possible. The target they were measured against was six months from the time when the hospital doctor decided that treatment was necessary. www.nhs.uk has the latest waiting times information.

Cancelled operations

This column shows how often your hospitals cancelled booked operations for non-medical reasons (e.g. equipment being out of action, no bed being available or staff being away).

Outpatient waiting times

This column shows how well your hospitals have done at getting patients into hospital for a clinic appointment following GP referral. The target they were measured against was 13 weeks from GP referral. www.nhs.uk has the latest waiting times information.

Management of risk

All hospitals need to make sure they are reducing the possibility of things going wrong and, if something does go wrong, making sure it won't happen again. The Department of Health issues standards to help hospitals achieve this, and this column shows how well your services have done on achieving these.

Please turn the page for an explanation of the other ratings.

What does the medical jargon mean?

Here's a guide to some of the medical language used in this booklet.

Hospital cleanliness

Once a year, hospitals have to assess their levels of cleanliness and report them to the Department of Health. This column shows how your hospitals have done.

MRSA infection

One of the things that patients are most worried about is catching the infection MRSA (Methicillin resistant *Staphylococcus aureus*). It can be a very nasty infection, but it is actually quite rare in comparison to the number of patients who receive hospital care each year. People do not always catch it in hospital – they may already have it before they enter hospital. But hospitals have to record all MRSA bloodstream infections, whether or not patients have contracted them in hospital. This column gives an indication of the number of cases of MRSA bloodstream infections and whether the Hospital Trust has been successful in reducing the number of cases since last year. MRSA rates may vary depending on the type of patients the hospital treats. You can find out more about MRSA infection from the Department of Health website (www.dh.gov.uk), which includes a complete breakdown of all Trusts' rates and *A simple guide to MRSA*. Or visit www.nhsdirect.nhs.uk, the NHS Direct website.

What patients said

In 2005 the Healthcare Commission published the results of a survey of patients who had attended outpatient clinics. These columns include the results against questions that asked:

Access and waiting

How long did you have to wait for an appointment to be seen in a hospital clinic? Was the appointment cancelled? Were you given a choice of times for your appointment?

How long did you wait to be seen after you had arrived in outpatients? Were the reasons for any waits explained?

Cleanliness and comfort

How clean were the outpatient department and toilets? Was it easy to find your way around? Patients were also asked how they felt the hospital staff had treated them – for example, did hospital staff talk in front of you as if you were not there, and did staff respect your privacy?

Information provided

Patients were asked questions about how satisfied they were with information they received. Were the reasons for tests or treatment explained? Were you told what to expect? Were you given information about the medication that was prescribed for you? Were you given the name of someone you could contact if you were concerned after you left?

About the Healthcare Commission

The Healthcare Commission exists to promote improvements in the quality of healthcare and public health in England. It has a wide range of responsibilities, all aimed at improving the quality of healthcare. These responsibilities include assessing the performance of healthcare organisations, awarding annual performance ratings for the NHS and coordinating reviews of healthcare by others. For more information about the Healthcare Commission, go to www.healthcarecommission.org.uk or ring 0845 601 3012.

What's a specialty?

There are several different specialties, each with its own team of doctors. For example, some doctors will specialise in treating orthopaedics (bones and joints), while others will specialise in ophthalmology (eyes).

What's an outpatient appointment?

An outpatient appointment is when you visit the hospital to see a doctor who will examine you so that she or he can diagnose what the problem is and think about what the best treatment will be.

What's a day case?

Simple treatments are often done as day cases. This means you will not normally stay overnight.

What's inpatient treatment?

Inpatient treatment is when you go into hospital to have your treatment and stay overnight.

What's elective treatment?

Most treatment is routine or 'elective'. This simply means your treatment is planned in advance rather than you needing emergency treatment. Routine treatment usually takes place during normal working hours, although occasionally some hospitals work at weekends.

What's a GP with a Special Interest?

Sometimes, rather than going to a hospital or clinic, you may be able to choose to be treated by a GP with a Special Interest. These are GPs who have extensive training and experience in their specialty as well as their GP qualifications.