

To make comments or raise concerns about the Trust's services, please contact the Patient Advice and Liaison Service (PALS).

T 020 7188 8801 or E pals@gstt.nhs.uk

This page provides information on how to contact us in the many languages used in our diverse community.

English

If you need an interpreter, or information about the care you are receiving in the language or format of your choice, please call 020 7188 8815, fax 020 7188 5953 or email languagesupport@asst.nhs.uk

Ship

Nëse keni nevojë për përkthyes ose për informacion rreth shërbimit që po merrni në gjuhën ose formatin e zgjedhur nga ju, luteni të telefononi nënumrin 020 7188 8805, faks 020 7188 5953 ose Email languagesupport@gstt.nhs.uk

020 7188 8806 فتمالكه اقرب لصحتك، اقرايت خا بسح لشف الشا
 020 7188 8806 فتمالكه اقرب لصحتك، اقرايت خا بسح لشف الشا
 020 7188 8806 فتمالكه اقرب لصحتك، اقرايت خا بسح لشف الشا

中文

如果您需要翻譯人員或有關對您的療程的任何資訊，請撥 020 7188 8808, 傳真 020 7188 5953 或 寄電子郵件至 languagesupport@gstt.nhs.uk

Français

Se vous avez besoin d'un interprète ou souhaitez obtenir des informations sur vos soins dans la langue ou le format de votre choix, veuillez appeler le 020 7188 8809, envoyer une télécopie au 020 7188 5953 ou envoyer un email à l'adresse suivante : languagesupport@qstt.nhs.uk

Polski

Jeśli potrzebują Państwo pomocy tłumacza lub chcą Państwo otrzymać w określonym języku lub formie informacje na temat opieki, jaką są Państwo otaczani, prosimy o kontakt pod numerem 020 7188 8815 (faks 020 7188 5953) lub na adres email languagesupport@gstt.nhs.uk.

Português

Se necessitar de um intérprete ou de informações sobre os cuidados que está a receber no idioma ou formato da sua preferência, Contacte-nos através do número de telefone 020 7188 8810, do fax 020 7188 5953 ou através do email languagesupport@gstt.nhs.uk

Somali

Haddii aad u baahan tahay turjubaan, ama aad u baahan tahay war ku saabsan daryeelka aad ku heshid oo ah afka ama qaabka aad jeceshahay, Fadlan soo wac 020 7188 8811, fax 020 7188 5953 ama iimaylka languagesupport@gstt.nhs.uk

Español

Si necesita un intérprete o información sobre el tratamiento que está recibiendo, en el idioma o en la forma que elija, llame al nº 020 7188 8812, envíe un fax al nº 020 7188 5953 o envíe un correo electrónico a languagesupport@gstt.nhs.uk

Türkçe

Bir tercüman gerekiyorsa ya da size sağlanmakta olan sağlık hizmet hakkında istediğiniz dilde veya biçimde bilgi almak istiyorsanız: Lütfen 020 7188 8813'ü arayınız, 020 7188 5953'e faks gönderiniz ya da languagesupport@gstt.nhs.uk adresine e-posta gönderiniz

Tiếng Việt

Nếu quý vị cần một thông dịch viên, hoặc cần những thông tin về việc chăm sóc mà quý vị đang nhận được theo ngôn ngữ hoặc dạng lựa chọn của quý vị, Vui lòng gọi 020 7188 8814, fax 020 7188 5953 hoặc Gửi email đến languagesupport@gstt.nhs.uk

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Delivering integrated healthcare solutions

Guy's and St Thomas' **NHS**
NHS Foundation Trust

Simon Patient Lodge

Gassiot House, St Thomas' Hospital, Westminster Bridge Road
London, SE1 7EH

E simonpatientlodge.accommodation@gstt.nhs.uk

T 020 7188 0346

Guide to the Simon Patient Lodge

Guide to the Simon Patient Lodge –

Lodge – is a unique facility specifically designed to provide 'step down' accommodation for pre/post procedure patients, who no longer require on going clinical care.

Pledge – is to create a 'home from home' environment, helping patients have a positive experience by making sure they feel confident that they are able to relax in a peaceful and safe environment.

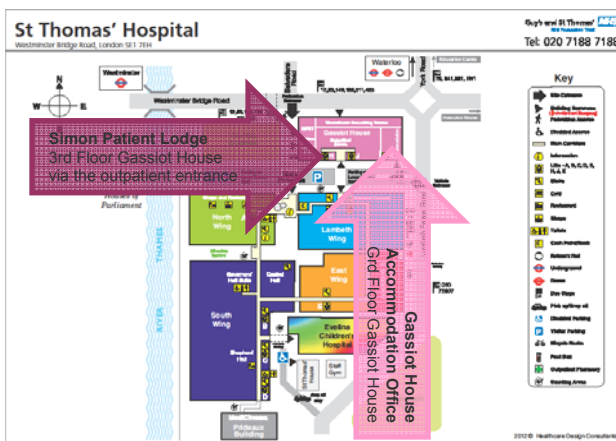
Team – are highly experienced and dedicated to ensuring excellent customer service is at the heart of our day-to-day operation. They are available 24 hours a day to answer any queries patients may have during their stay.

Facilities – available to all patients include communal dining, television and waiting rooms; disabled bathroom facilities; free wifi; a coin operated pay phone and a Hospedia pay-as-you-go TV in all bedrooms. Patients are accommodated in ensuite bedrooms fitted with a call system for urgent assistance; and are provided with complimentary bath linen and toiletries.

Rates – are re-charged to the referring clinical department:

- £95 for a single room and £110 for a twin room.

Location – set within the heart of the St Thomas' site and only a short walk from the main entrance of the hospital. There are many nearby public transport options available, for those wishing to explore the city of London.



Placement Guidelines – patients will only be eligible to stay if they are:

- Able to meet their own safety, hygiene and personal care needs.
- Independent and mobile, with minimal assistance.
- Able to administer their own medication and care for any extra vascular devices.
- Able to raise an alert if they feel unwell or in the event of an emergency.
- Medically fit for discharge from acute hospital care.
- Not suffering from an acute mental health illness.

Reservations – the referring clinical department is required to complete a reservation form for all patients, which includes the following details:

- Patient's name, date of birth, hospital number, consultant, contact number and address.
- Specific details of the procedure, such as nil by mouth, place of procedure and MRSA status.
- Length of stay.
- Department's cost-centre code.
- Authorised staff member's details and contact number.

The Placement Guidelines and the Reservation Form are available to download from GTi - <http://gti/services/capitalestates/OperationsGroup/accomm/stthomas/stthomaspatientaccommodation/simon-patient-lodge.aspx>

Testimonials – our patient's opinion of the Lodge is very important to us, as we are constantly striving to improve. We love to hear their comments and suggestions, as per the below:

- 'You and your team have created one of the best kept secrets in the NHS. If there was an alternative to hospital wards then this is it. Keep up the good work!' – May 2016
- 'To all the lovely staff, I have been extremely tired during my treatment, so the chance to rest has helped beyond belief. Everyone here is not only efficient but also kind and friendly, I have felt extremely spoilt. You truly are heroes of the NHS!' – June 2016

Gallery – images of the reception, waiting room, dining room, television room and ensuite bedroom.

