



## St John's Institute of Dermatology

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# Admission to Dermatology Day Care: High Intensity area

**This information sheet aims to help answer some of the questions you may have about your visit to the dermatology day care services. If you have any further questions or concerns please do not hesitate to speak to a doctor or nurse caring for you.**

### What is Dermatology Day Care?

Dermatology Day Care (DDC) is a clinical unit within the Bermondsey Centre designed to provide the facilities for a range of treatments or investigations for dermatology patients who do not require a full hospital admission, but require more care than what is routinely given during an outpatient clinic appointment. It comprises two topical day treatment areas for general skin treatments, high intensity and low intensity.

### Where is DCC based?

DDC is situated in the Bermondsey Centre, Ground Floor, Bermondsey Wing at Guy's Hospital.

### What are the opening times?

DDC is open between 8am and 8pm Monday to Friday, and between 8am and 4pm at weekends.

### What will happen when I arrive at DDC?

When you arrive at the centre, please book in with the receptionist or via the self check-in kiosk. You will then be directed to the appropriate area of the treatment centre, where your nurse will be waiting for you. When you finish your consultation or treatment, please book out at the reception desk.

### When will I see my consultant?

The type of treatment and the reason for the admission will determine whether you are regularly reviewed by a doctor whilst in the day care. Please feel free to ask nursing staff any questions you may have regarding your treatment. If you wish to speak to a doctor we can arrange this for you.

## How long will I need to stay?

The length of your visit will depend on the type of treatment you are receiving. We will be able to provide you with an expected discharge date when you are admitted but it may change depending on your progress. Usually it's 1-2 weeks.

## What happens after my treatment is complete?

Once your treatment plan is complete and you no longer require daily hospital care for your skin condition you will be able to go home. You will be given an information pack and a short supply of medicine/dressings for any self-care that you or your carer will undertake at home. An information letter will be sent to your GP or practice nurse who will provide you with a further prescription for your treatments. Arrangements will be made for you to be reviewed by your referring doctor back in the appropriate dermatology outpatient clinic.

## Will I need to stay overnight?

Some treatments are given daily for a week or more, some less frequently. Patients who live within reasonable travelling distance and for whom hospital accommodation is not part of their treatment plan are welcome to travel home daily after their treatment. In fact, many patients prefer to return home at the end of a day in hospital. Some patients may need to stay overnight between treatments. The nursing staff will discuss this with you in advance of your admission. If you are required to stay overnight they will ensure that the appropriate type of accommodation is selected and booked for you.

There are currently three levels of accommodation available for dermatology patients who are required to stay overnight. On the St Thomas' Hospital site there is **Simon Patient Lodge** and **Gassiot House Lodge**, both of which are located in Gassiot House, opposite the main entrance at St Thomas'. On the Guy's site there is **Counting House Lodge** which is located in Counting House.

## Will meals be provided?

**Simon Patient Lodge** is situated on the 3rd floor of the West Wing, Gassiot House. This patient Lodge has 24 hour staff in attendance and provides three meals a day, plus served refreshments. This type of accommodation will be for patients who have mobility issues or other dependencies due to their medical condition(s).

### Meal times are:

**Breakfast** 7.30am – 8am

**Lunch** (Monday to Friday only) 12.30pm – 13.30pm

**Dinner** (Monday to Friday only) 6pm – 7pm

Patients whose treatment coincides with any of the mealtimes will be offered food/refreshments on DDC.

**Gassiot House Lodge** at St Thomas' Hospital site does not have 24 hour staff in attendance. The flat accommodation is for people who can care for themselves independently and breakfast/dinner is not provided. A small kitchen is available so that patient's can self-cater if they wish.

**Counting House Lodge** is situated on the 2<sup>nd</sup> Floor Counting House, Guys Hospital. The flats in the Counting House Lodge have soft furnishing and this is taken into consideration when making a booking request in conjunction with the severity of the patient's medical diagnosis. The flat accommodation is for people who can care for themselves independently and breakfast/dinner is not provided. A small kitchen is available so that patient's can self-cater if they wish.

Patients staying in Gassiot and Counting House Lodge who are being treated in day care will be issued a lunch voucher daily that can be used at Tom's Guy's café, located in Atrium 2 on the ground floor of Bermondsey Wing, Guy's hospital, Monday to Friday. A weekend service is not available. A lunch box is also available on a daily basis containing a sandwich, yoghurt, orange juice and crisps should you prefer this option.

## Inter-hospital transfer

If your accommodation is at **Simon Patient Lodge** or **Gassiot House Lodge** at St Thomas' Hospital you are required to go to the Patient's Transport Lounge situated in lower ground floor, Lambeth Wing, St Thomas Hospital by **08:30am** to be picked up and dropped off at Weston Street Guys' site. You will need to report to the Patient Transport Lounge, Guys' Hospital by **5pm** for your return journey to St Thomas'. This occurs on a daily basis.

## What should I bring for my stay in DDC?

### Please bring

- A copy of your current treatment plan and preferred dressings/moisturisers (if applicable)
- All prescribed medicines that you take regularly
- Toiletries that you may need either in the accommodation or for bathing at DDC
- Nightclothes if you prefer to use your own clothes
- A small amount of cash to enable you to purchase meals as required
- Drinks and snacks
- Reading materials, personal music players, crosswords, and so on.

### Facilities

- Individual room with bathing and/or shower facilities and small lockable locker
- A self-service beverage bay with hot and cold drinks facility
- Free Wi-Fi
- A patient lounge with a television and other reading materials
- All wound and skin treatments
- Towels, Privacy Gown (but not toiletries)
- Access to a microwave and fridge.

Food that has been purchased by patients and/or visitors that is properly sealed and carries an expiry date can be stored in our DDC beverage bay fridges but it must be in a bag or container with your name, bed number and the date it was placed in the fridge. **However, as per the Trust policy, we are not allowed to reheat any food items in our beverage bay kitchen microwave, unless it is Trust prepared food.**

## What should I do if I feel unwell whilst in hospital accommodation?

### For Simon Patient Lodge guests

You can contact the hotel reception staff if feeling unwell. In an emergency you are advised to attend the Emergency Department (A&E) on the ground floor of Lambeth Wing and inform the A&E staff that you are a Dermatology Day Care patient.

### For Gassiot Patient Lodge guests

If you feel unwell whilst staying in the accommodation you are advised to contact DDC nursing staff on **020 7188 2685** who will arrange for you to be seen by someone from our medical team if this is reported during working hours. In an emergency you are advised to attend the Emergency Department (A&E) on the ground floor of Lambeth Wing and inform the A&E staff that you are a Dermatology Day Care patient.

### For Counting House Patient Lodge guests

If you feel unwell whilst staying in the accommodation you are advised to contact DDC nursing staff on **020 7188 2685** who will arrange for you to be seen by someone from our medical team if this is reported during working hours. In an emergency you are advised to visit the Urgent Care Centre on the ground floor of Borough Wing, Guy's Hospital and inform the staff that you are a Dermatology Day Care patient.

## Smoking

We have a no smoking policy in our hospital. **It is forbidden to smoke anywhere in the hospital, including the toilets and bathrooms.** If you would like to give up smoking, please speak to your nurse or call the Trust stop smoking service on **020 7188 0995**, or call the NHS Smoking Helpline on **0300 123 1044**.

## Feedback

As we constantly strive to improve our services, your opinion of your stay on DDC is very important to us. We hope that you had a pleasant experience and value any feedback. We would kindly request that you complete a short online survey on the iPad. If you or your family have any comments or suggestions, please do not hesitate to discuss them with the nurse looking after you or the nurse in charge. Additionally, you can also contact our patient advice and liaison service (PALS) or use the comments leaflet on the ward.

## Further Information

### Contact us

If you have any questions or concerns, please contact:

**DDC Nurses** - **t:** 020 7188 2865 or 020 7188 6287

**Bermondsey Reception Team** (for all booking & appointment enquiries) -  
**t:** 02071886306

**Clinical nurse specialists** - **t:** 0207188 7847 or 020 7188 7188 **bleep:** 1486

To bleep a member of staff, call the hospital switchboard on **020 7188 7188** and ask for the bleep desk. Ask them to dial the relevant bleep number and wait for a response.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

### Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748 9am to 5pm, Monday to Friday

### Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS)      **e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints)      **e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

### Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch:

**t:** 020 7188 8815      **e:** [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

### NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

**t:** 111

### NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

**w:** [www.nhs.uk](http://www.nhs.uk)

### Get involved and have your say: become a member of the Trust

Members of Guy's and St Thomas' NHS Foundation Trust contribute to the organisation on a voluntary basis. We count on them for feedback, local knowledge and support. Membership is free and it is up to you how much you get involved. To find out more, and to become a member:

**t:** 0800 731 0319      **e:** [members@gstt.nhs.uk](mailto:members@gstt.nhs.uk)      **w:** [www.guysandstthomas.nhs.uk/membership](http://www.guysandstthomas.nhs.uk/membership)

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