

# Your stay

**A guide for inpatients**

The North West London Hospitals NHS Trust  
Central Middlesex Hospital  
Northwick Park Hospital  
St Mark's Hospital

For a translation of this leaflet or for an English version in large print, audio or Braille, please ask a member of staff or call 0800 783 4372.

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Aby uzyskać tłumaczenie tej broszury lub jej wersję w języku angielskim dużą czcionką, w formacie audio czy też alfabetem Braille'a, prosimy zwrócić się do członka personelu lub zadzwonić na numer 0800 783 4372.

POLISH

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Haddii aad rabto Warqaddan oo turjuman ama ku qoran Af ingiriisi waaweyn, iyadoo cod ah ama farta dadka indhaha la' ku qoran fadlan weydii mid shaqaalaha ka mid ah ama la soo hadal 0800 783 4372.

SOMALI

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للحصول على ترجمة لهذا المنشور أو نسخة منه باللغة الإنجليزية مطبوعة بحروف كبيرة أو مسجلة صوتياً أو مكتوبة بحروف بريل للمكفوفين، يرجى مخاطبة أحد الموظفين أو الاتصال هاتفياً برقم 0800 783 4372

ARABIC

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આ પત્રિકાનું ભાષાંતર મેળવવા માટે અથવા તેને અંગ્રેજીમાં મોટા અક્ષરોમાં છાપેલી, ઓડિયો સ્વરૂપમાં કે બ્રેઈલમાં મેળવવા માટે, કૃપા કરીને કોઈ કર્મચારી સભ્યને કહો અથવા 0800 783 4372 પર ફોન કરો.

GUJARATI

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இந்தத் துண்டுப்பத்திரத்தின் ஒரு மொழிபெயர்ப்புக்கு, அல்லது பெரியெழுத்திலான ஆங்கிலப் பிரதிக்கு, ஒடியோ அல்லது பிறெய்லி பிரதிக்கு, தயவுசெய்து ஒரு ஊழியரிடம் கேட்கவும் அல்லது 0800 783 4372இல் தொடர்புகொள்ளவும்.

TAMIL

# Welcome

## to The North West London Hospitals NHS Trust

**We look forward to meeting you and have created this booklet to help you prepare for your stay in one of our three hospitals – Northwick Park, Central Middlesex or St Mark's – for inpatient treatment.**

Our dedicated professionals are passionate about caring for you. You'll get the best care we can give. Our patient-centred approach means we'll ask you what you think and give you all the information you need to help you play an active part in any decision making. You will be treated in an environment where your comfort, privacy and dignity are respected.

Patients tell us that preparing for a stay in hospital can be daunting, so this booklet is full of useful information, what to pack, how to get here and what happens when you go home.

If after reading this booklet you still need more information please go to our website [www.nwlh.nhs.uk](http://www.nwlh.nhs.uk) where you will find detailed information, or contact our Patient Advice and Liaison Service (PALS) on 020 8869 5118 (Northwick Park and St Mark's) or 020 8453 2569 (Central Middlesex).

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# Your stay in our hospital

## Confirming your admission date

Before you come to the hospital, please confirm that a bed is available for you.

Please read the instructions on your admission letter carefully to find out when and who you should call. We will do everything possible to make sure your admission date does not change. Very occasionally, an emergency admission might need to be given priority.

## What if I cannot make my admission date?

If you cannot make your admission date, please telephone the number on your admission letter straight away to rearrange your appointment. Please also call this number if you think you may have been exposed to an infection (such as chicken pox) or develop any of the following symptoms within three days before your admission date:

- cough
- diarrhoea
- cold
- vomiting

## Wheelchair access

All pedestrian entrances to the hospital are suitable for wheelchairs. If you need assistance on arrival please tell our reception staff. They can arrange for a porter to help you, though you may have to wait for this.

There are disabled toilets throughout our hospitals and disabled/ blue badge parking is available free of charge to drivers parked in a designated space and displaying the correct blue badge permit. Charges will apply if you are not parked within a designated space.

## Overseas patients

If you are an overseas visitor and have been resident in the UK for the last 12 months you will need to bring your passport and documentation as proof of eligibility for free treatment. Suitable documents include payslips, benefit letters and college attendance letters.

If you are a visitor and not a UK resident you will need to pay before any treatment is given (this excludes the accident and emergency department).

You can contact the overseas visitors' office at Northwick Park Hospital on 020 8869 5189 or at Central Middlesex Hospital on 020 8453 2512.

## Coming in to hospital

### What to bring

If you are being admitted for a planned procedure or operation you will have time to pack a small bag. We recommend you include:

- Letters from your doctor about your admission
- The medicine you are taking
- Soap, shampoo, toothpaste and other washing aids, including a towel
- Shaving material (battery operated shavers only, please)
- Dressing gown, slippers and nightwear
- Day clothes – a tracksuit or other comfortable clothes
- A small amount of money for papers, snacks and drinks
- Books and magazines
- Any walking aids you use
- Proof of entitlement to free travel costs, if appropriate (information on p25)

You will have a small bedside locker to keep your belongings in, but don't bring any valuables. We cannot accept responsibility for any loss of property while you are with us.

## Finding your way to our hospitals

If you are staying overnight you will not want to come by car, so it is best to use public transport, a taxi or get a lift in from a family member or friend. For more information ring the Transport for London travel line on 0843 222 1234 or visit [www.tfl.gov.uk](http://www.tfl.gov.uk).

Finding your way to Northwick Park, St Mark's and Central Middlesex hospitals is straightforward whether you are coming by public transport or private vehicle.

### Travelling to Northwick Park and St Mark's Hospital

Site map - see pages 20-21

#### Buses

Bus routes 186, 223, H9, H10 and H14 enter the grounds of the hospitals, and route 182 stops a short distance away on Watford Road. Bus routes 114 and 183 stop on Kenton Road, about a 10 minute walk from the hospitals.

Low floor, wheelchair accessible buses run on all these routes.

#### Tube and rail links

Northwick Park tube station is on the Metropolitan Line, and is the nearest station to the hospitals, a five minute walk away. Kenton station (Bakerloo and London Overground service) is about a 10-15 minute walk away.

## ● Finding your way to our hospitals

### By car

Northwick Park and St Mark's Hospitals are situated on one site along the Watford Road in Harrow, near the Northwick Park roundabout and next to the Playgolf Northwick Park golf club. Please note that the site must be approached from the roundabout to the north; no right-turns from the south are permitted. Parking is available throughout the hospital grounds in car parks 1 (multi-storey), 2, 3 and 4; these locations are signposted from the hospital ring road, where we ask you to observe the speed limit of 10mph.

- Car parking charges do apply at all times if you park in one of our car parks. Please make sure you pay and display your ticket.
- Disabled/ blue badge parking is available free of charge to drivers parked in a designated space and displaying the correct blue badge permit.
- Easy access parking for the outpatient department is available in the multi-storey carpark.
- Weekly passes are available and these can be obtained from the car parking office next to the accident and emergency entrance.
- Drop-off and pick-up points are located outside the main entrance to Northwick Park and St Mark's hospitals, Theatre admissions unit, Maternity and the Lister unit.

## Travelling to Central Middlesex Hospital

Site map - see pages 22-23

### Buses

Buses 187, 224, 226, 260, 440, 487 and PR2 stop outside the main entrance of the hospital.

### Tube links

Harlesden (Bakerloo Line), Park Royal (Piccadilly Line) and North Acton (Central Line) stations are each about a mile from the hospital and are a short walk or bus ride.

### By car

Central Middlesex Hospital is on Acton Lane, Park Royal, opposite the ASDA superstore and close to the Westway (A40/M40) and the North Circular Road (A406).

There are two main car parks at Central Middlesex Hospital. Car park 1 at surface level is accessed from Central Way; you can also get to the car park from Acton Lane if you are dropping off at Accident and Emergency or the main entrance. The entrance to car park 2 (basement parking) is on Abbey Road. Car park 2 is closed to the public from 8.30pm until 7.30am.

- Car parking charges do apply at all times if you park in one of our car parks. Please make sure you pay and display your ticket.
- Disabled/ blue badge parking is available free of charge to drivers parked in a designated space and displaying the correct blue badge permit.

## Your inpatient care

### Arriving at the hospital

Whether you arrive at Central Middlesex, Northwick Park or St Mark's Hospital go to reception and show your appointment letter. You will then be directed to the right ward/department where you will be met by the nurse in charge and shown your bed.

### Your care

You will be cared for on a ward that specialises in your condition. Before you have any treatment the doctor or nurse will explain what is planned and ask if you have any questions. We cannot, by law, carry out any operation or procedure without your informed consent unless it is an emergency or you are unconscious.

**If you have any questions, worries or concerns about your treatment or care please speak to a member of staff and ask as many questions as you like.**

### Doctors' ward rounds

You will be seen and reviewed by a doctor regularly, Monday to Friday.

Out of hours and at weekends you will be seen if your condition changes or if you are to be discharged.

If you or your next of kin need more information an appointment can be organised by ward staff.

It will not just be doctors who visit you on the ward. Our specialist teams are made up of many healthcare professionals, who will help with your care. All members of staff will introduce themselves to you and wear an identity badge. If you are not sure who someone is please feel free to ask.

## Medicines

Your medicines are an important part of your treatment while in hospital and at home. If you have any questions about your medicines during your stay, please ask the pharmacist, doctor or nurse.

### Questions you have may include:

- What is my medicine for?
- How do I take it?
- For how long do I keep taking it?
- Are there any foods, drinks, or medicines to avoid when taking my medicine?
- What if I miss a dose?
- What are the side effects and what do I do if they occur?

## ● Your inpatient care

On discharge, your medicines will be provided with an information leaflet; if you have any further questions about your medicines, please call our Medicines Helpline on 020 8869 2762. More information about your discharge can be found on page 29.

### Your pain control

**If during your stay you are in pain, please make sure you let a member of nursing staff know so they can make sure you are more comfortable.**

### Keeping your relatives in touch

While you are in hospital your family or friends may request information about your condition. We advise that you nominate one person only as a point of contact. This person can keep the rest of your family, friends or carers updated on your progress. We do have a responsibility to protect your confidentiality so telephone information is not generally given.

### Privacy, dignity and respect

All patients have a right to privacy and to be treated with dignity and respect. We believe that providing same-sex accommodation is an important way of ensuring that you have the best possible experience while you're in hospital. If you wish to discuss any aspect of your care in private please feel free to contact a member of ward staff.

## What is same-sex accommodation?

We provide same-sex accommodation. This means we provide sleeping areas and toilet and washing facilities that are for men or women only.

You could be in:

- a same-sex ward, where the whole ward is occupied by either men or women only
- a single room
- a mixed ward, where men and women are in separate bays or rooms. Toilet and washing facilities should be easy to get to, and not a long way from your bed.

In exceptional circumstances providing same-sex accommodation may not be possible. This would be based on clinical need (for example, when patients need specialist equipment such as in our Intensive Care Units).

## Pressure sores

If you are staying as an inpatient for a few days and you are bed bound, it is important that you change your position in bed regularly to help prevent pressure sores. Your nurse will discuss your individual needs when you arrive on the ward.

## Meal times

There is a choice of meals suitable for most dietary, ethnic and religious needs.

**We have protected meal times to minimise interruptions so you can enjoy your meal. Meal times vary slightly between each ward. Your meals will be served between:**

**Breakfast: 8am - 9am**

**Lunch: 12pm - 2.30pm**

**Supper: 5.30pm - 7pm**

Please ask your visitors not to visit during these times, unless they have spoken with a member of nursing staff and are helping you with your meal.

**If you have arranged to have food brought to you from home, you must eat it immediately and not reheat or refrigerate it. The hospital cannot take responsibility for any food borne illness contracted while in hospital. Ward staff will provide you with instructions regarding the methods required in the handling and storage of this food.**

Hot drinks are also served from trolleys during the day, and we have restaurants in all our hospitals which you can use if you are well enough to leave the ward. You may like to take your visitors there.

## Information for you and your visitors

### Visiting times

The ward staff are aware that patients benefit from regular visits from family and friends. However, patient care and treatment must take priority and the privacy and dignity of patients must be maintained.

**Visitors are asked to visit between the hours of\*:**

**2.30pm and 4.30pm and  
6.30pm and 8pm**

*\*These times are a guide and may vary slightly on some wards, please check with ward staff.*

**If you are helping with the care of a relative staying on a ward, please speak to the nurse in charge about visiting outside of the designated visiting times.**

Our children's, maternity and St Mark's Hospital wards have different visiting times. Please check with ward staff for times and details of any restrictions when visiting these wards.

*continued* ➤

## ● Information for you and your visitors

We request that there are only two visitors per patient at any one time. We do not allow children under 12 to visit, unless there are special circumstances - please check with a member of staff.

If there are circumstances that make the stated visiting hours difficult, please speak to the nurse in charge.

**Please do not visit during meal times  
see page 16 for more information.**

## Reducing infections

Our record on MRSA, C Difficile and other infections is very good, but we need help from patients and visitors.

### *You can help by:*

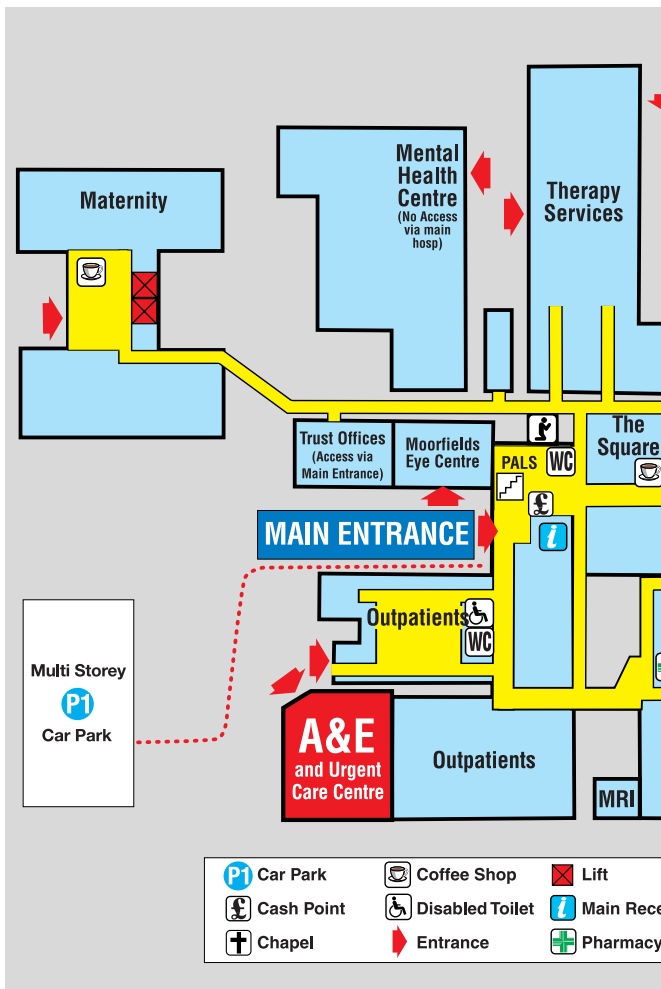
- *Washing your hands before you eat or drink*
- *Washing your hands after using the toilet*
- *Not touching wounds, drips or catheters*
- *Not sitting on another patient's bed and not letting your visitors sit on your bed*
- *Asking visitors not to visit if they have a cold/flu, diarrhoea, vomiting, rash or any other infection*
- *Not bringing flowers in.*

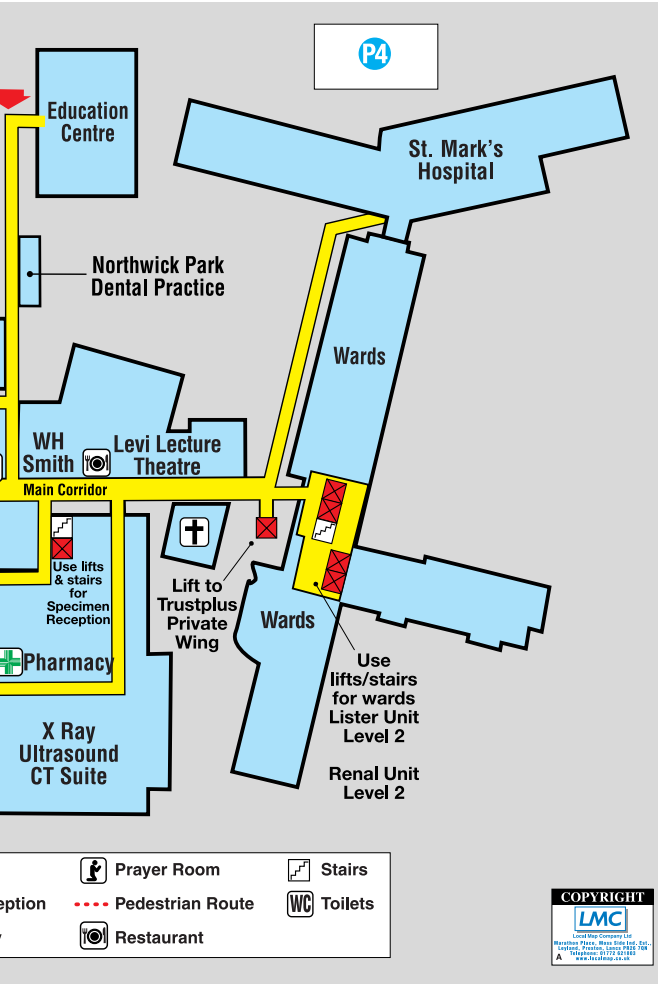
And as a patient don't be shy of asking doctors and nurses if they have washed their hands.

## Site map

# Northwick Park and St Mark's Hospital

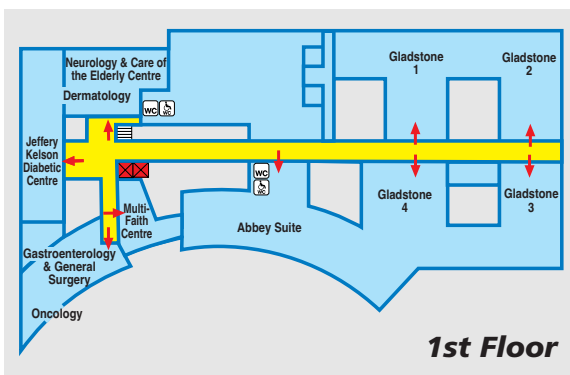
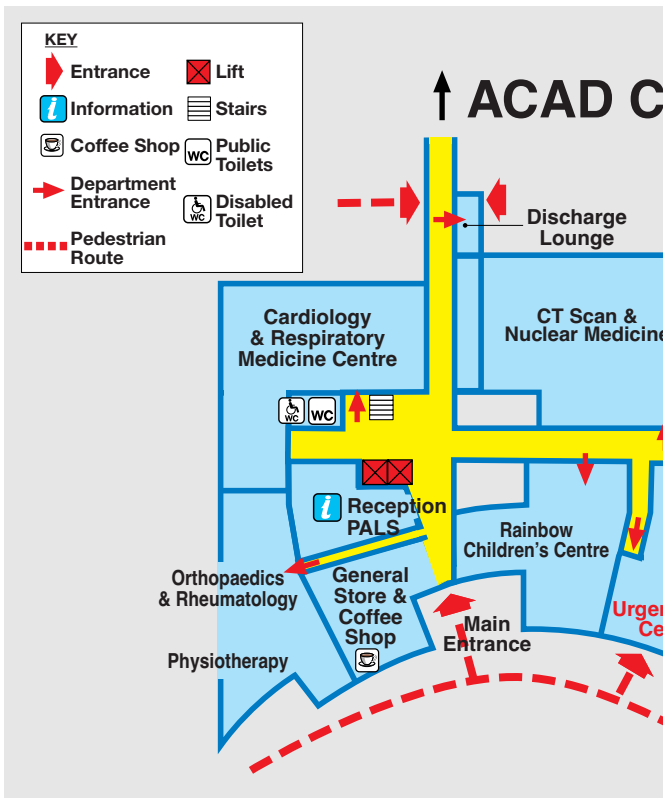
4th Floor (ground floor level)



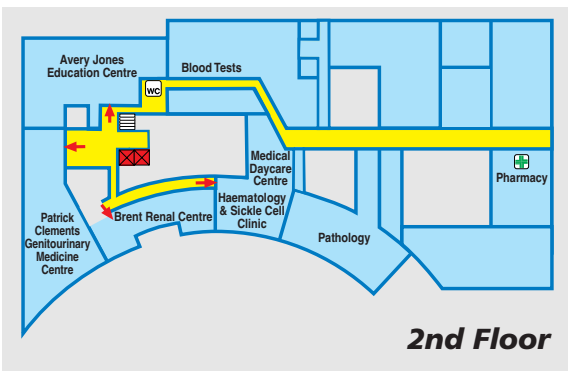
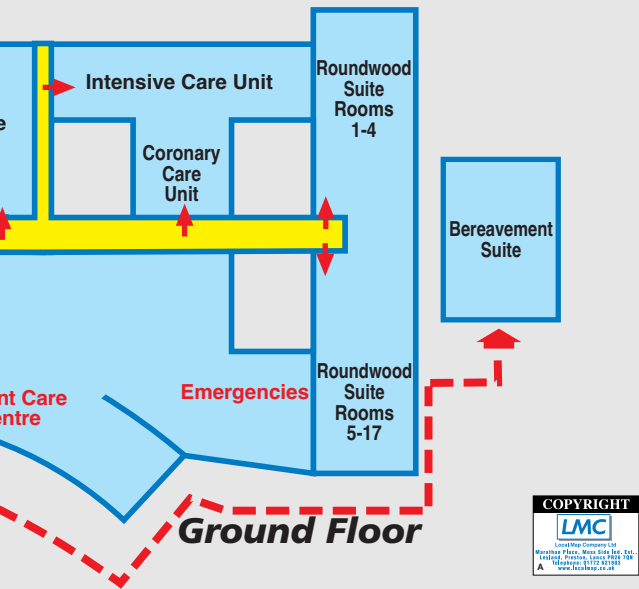


● Site map

# Central Middlesex Hospital



# Centre



## ● Information for you and your visitors

### Cleanliness

It is very important that the standard of cleanliness on our wards is high. If you have any comments about the cleanliness of the ward, please bring them to the attention of ward staff immediately to ensure any problems are dealt with promptly.

## Other useful information

### Valuables

Please avoid bringing anything of value into hospital, as you are responsible for your valuables while here. In urgent cases small items of jewellery and money can be locked away in the ward safe for a short time until you can make arrangements to send them home. **The Trust does not accept responsibility for cash or valuables which are not deposited with the hospital for safe keeping.** You will be asked to sign a disclaimer if you choose to keep valuables with you.

### Travel costs

If you are on a low income or benefits you may be entitled to reclaim your public transport costs to and from the hospital. Full details of how you can claim your expenses can be found at [www.nwlh.nhs.uk/travel-costs](http://www.nwlh.nhs.uk/travel-costs) or call the Health Cost advice line on 0845 850 1166.

## ● Other useful information

### **Mobile phones and Patientline**

Mobile phones can be used on the ward but we advise that the ring tone is on low or vibrate so as not to disturb other patients. However, due to fire regulations, phone chargers cannot be plugged in on the ward, this also includes charging laptops.

If you have a Patientline TV monitor and telephone by your bed and you would like to subscribe to use this service during your stay in hospital, all you need to do is pick up the phone handset and speak to a Patientline customer care advisor. This initial phone call is free.

### **Electrical equipment**

Only battery operated items are allowed to be used on the ward, due to fire regulations.

### **Laundry**

Please note that there are no on-site laundry services or facilities.

### **Toiletries**

In an emergency we can supply basic toiletries until you can make arrangements for your family or carers to bring toiletries for you.

## **Shops**

A restaurant, coffee shop, fruit and vegetable stall and WHSmith are available in all our hospitals.

WHSmith operates a ward trolley round at Northwick Park. A hairdressers and a dry cleaners are also located on level 4 at Northwick Park.

## **Radio Northwick Park**

The Trust is proud to support Northwick Park Radio, our award-winning radio station which is supported entirely by charitable donations. Make sure you listen in to their fantastic programmes while you're in hospital! Sorry, this service is not available at Central Middlesex Hospital.

## **Chaplaincy service**

It's important that you can continue to practise your faith while in our hospitals. The Trust employs Chaplains who are Christian, Hindu, Muslim and Jewish. They also have contact numbers for other faith groups within the community.

We have a number of Faith Rooms on both sites. At Northwick Park the Chapel is situated on the main corridor and there is a Prayer Room near the main entrance. There is a Multi Faith centre on the first floor at Central Middlesex. These areas can be used by individuals of all faiths or for those seeking a quiet and peaceful place.

## ● Other useful information

All wards have a list of chaplains' contact numbers but you can also ask a nurse to contact a chaplain on your behalf.

### Smoking

**All our hospitals and their surrounding grounds are smokefree. If you would like any help or advice about quitting you can call the NHS Stop Smoking Service on:**

**Brent 020 8795 6669**

**Harrow 020 8966 1008**

**Ealing 0800 876 6683**

## Going home

The staff looking after you will help you plan for when you are ready to leave hospital. This is sometimes described as your discharge home. If you have any problems or concerns about going home please inform the nursing staff.

Co-ordinating your discharge requires good planning and may involve waiting for medicines and a review by medical staff. We ask that you arrange your own transport home. If you have any medical need for hospital transport, please discuss this with a senior member of the nursing team.

In the morning on the day you are due to go home, you will be transferred to the discharge lounge to wait until arrangements have been made for you to be picked up.

Ward staff will make sure before you are discharged that:

- You have clear information about any future planned treatment, including outpatient appointments
- You know how to care for yourself after your hospital treatment
- You have enough medicine, or, if not, it is prescribed before you leave
- Your GP and/or any community staff who care for you in your

## ● Going home

neighbourhood have been informed that you are going home.

- The letter to the GP will normally be copied to you.

If you are worried about your condition or treatment within a month of leaving the hospital please contact the ward that cared for you.

### Comments/suggestions

We are always happy to listen to any comments or suggestions that you may have, as it helps us to improve services.

**If you have worries or fears about your care during your stay please speak to a member of ward staff, so we can do our best to resolve any issues at the time they arise.**

During your stay you will be asked to use one of our patient experience devices, and when you are ready to go home we will ask you to fill in a patient satisfaction survey. We rely on your information to ensure that we continue to provide a quality service. If you do not have time to fill in a patient survey before you leave the hospital you will be able to fill it in on our website at [www.nwlh.nhs.uk/feedback](http://www.nwlh.nhs.uk/feedback).

## **We welcome your feedback**

If you are not happy after you have been discharged, you can make a complaint by writing to:

The Chief Executive,  
The North West London Hospitals  
NHS Trust,  
Watford Road,  
Harrow HA1 3UJ.

Our Chief Executive will make sure your complaint is investigated and that you get a full written response. If you are happy with the way you have been treated, you may also like to write, either to the Chief Executive above, or to the ward.

## **Patient Advice and Liaison Service (PALS)**

PALS is a confidential service for people who would like information, help or advice about the services provided by any of our hospitals.

Please call:

PALS at Northwick Park and St Mark's hospitals on 020 8869 5118;

PALS at Central Middlesex Hospital on 020 8453 2569 between 10am and 4pm;

or email [pals@nwlh.nhs.uk](mailto:pals@nwlh.nhs.uk);

or ask any member of staff to assist you in contacting PALS.

## **Charitable giving**

Every year, we receive donations from patients and their relatives. This support makes a real difference to the lives of our patients and staff. Whether it be helping us to pay for new equipment, a new play area for children or funding research into new treatments – every gift is special to us.

A small donation can help to make all the difference.

If you would like to make a donation visit [www.nwlh.nhs.uk/fundraising](http://www.nwlh.nhs.uk/fundraising) or call 020 8869 3349.

## Our promise to you

- To treat you with dignity and respect.
- To provide high quality care. If we don't, we will listen and act on your feedback so we can learn and do better next time.
- To show compassion by finding the time to listen and talk, and do the small things that matter so much to you.
- To be consistent and reliable and do what we say we will.
- To work with your carers and family, and our colleagues so that we put your needs first.
- To communicate effectively, keep you fully informed, and explain if something has not happened.
- To help improve your health and wellbeing by ensuring excellence in care and professionalism.

### Responsibilities as a patient

Just as the Trust recognises that all patients have rights, we believe that patients have responsibilities, including treating other patients and staff members with politeness and consideration.

## Data protection

When you come to hospital we ask you for a lot of information about yourself. Staff are contractually and ethically bound to maintain confidentiality. All your information is held in accordance with the Data Protection Act 1998.

Clinical information about you is kept on our computerised and paper information systems, we need your information as we must be able to identify who you are – we hold your name, address and date of birth to help us do this. You are given a unique hospital number which is used to locate your hospital records and we use your NHS Number in communication about you with other organisations involved in your care.

Your records are kept to ensure that clinicians have a complete and continuous record about your past, current and future treatment.

We do our best to keep the information we hold about you accurate but to do this we need your help which is why we ask you at each visit whether your details have changed, for example your GP. Please tell us if you think we hold information about you in our records which is out of date.

## Ward numbers

Occasionally ward numbers change. If you're unable to contact the ward you require please call the switchboard:

- **Northwick Park and St Mark's hospitals:  
020 8864 3232**
- **Central Middlesex Hospital:  
020 8965 5733**

## Northwick Park and St Mark's Hospitals

Acute Assessment Unit  
(AAU) on Dickens  
020 8869 2514/3872

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Byrd ward (Lister Unit)  
020 8869 2822/2826

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Clarke ward (Lister Unit)  
020 8869 2834/2835

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Coronary Care Unit  
020 8869 2781/3492

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Discharge lounge  
020 8869 6755

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Dowland ward  
020 8869 2059/2060

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## ● Phone directory

Dryden ward  
020 8869 6771/6772

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Edith ward (antenatal)  
020 8869 2930/2931

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Eliot ward  
020 8869 5545/5543

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Evelyn ward  
020 8869 2466/2468/2467

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Fielding ward  
020 8869 2342/2343

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Fleming ward - RRU  
Regional Rehabilitation Unit  
020 8869 2810

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Fletcher ward  
020 8869 2433/2434/2435

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Florence ward (postnatal)  
020 8869 2910/2911

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Frederick Salmon ward  
020 8235 4190/4191/4022

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Gray ward  
020 8869 2502/2504/2503

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Gynaecology Direct Referral  
020 8869 2058

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Haldane ward/Stroke Unit  
020 8869 2442/2443/5823

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Hardy ward  
020 8869 2488/2489/2490

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Herrick ward  
020 8869 5535/5536

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High Dependency Unit (HDU)  
020 8869 6756/5924

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Intensive Therapy Unit  
020 8869 2784/2785

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Intestinal Failure Unit  
020 8869 2492/2494

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Jack's Place (children's ward)  
020 8869 2528/2531/2529

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James ward  
020 8869 2506/2509/2507

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Jenner ward  
020 8869 2167/2969

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Neonatal Intensive Care Unit  
020 8869 2900/3327/2902

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Special Care Baby Unit (SCBU)  
020 8869 2900

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Surgical Assessment Unit  
020 8869 5929

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Trustplus Sainsbury ward  
020 8869 3398/3399

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## Central Middlesex Hospital

Abbey suite 1  
020 8453 2003

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Abbey suite 2  
020 8453 2655

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Abbey suite 3  
020 8453 2043

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Coronary Care Unit  
020 8453 2214/2683

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Gladstone suite 1  
020 8453 2019/2010

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Gladstone suite 2  
020 8453 2027/2031/3012

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Gladstone suite 3  
020 8453 2013

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Gladstone suite 4  
020 8453 2015/2016

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Intensive Therapy Unit  
020 8453 2035

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Rainbow ward  
020 8453 2039/2040

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Roundwood suite 1  
020 8453 2310

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Roundwood suite 2  
020 8453 2002

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Roundwood suite 3  
020 8453 2505

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Roundwood suite 4  
020 8453 2034

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Stepdown  
020 8453 8931/8927

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### **How to contact us:**

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Harrow HA1 3UJ  
(also Trust headquarters)  
Telephone: 020 8869 3232

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NHS Trust