

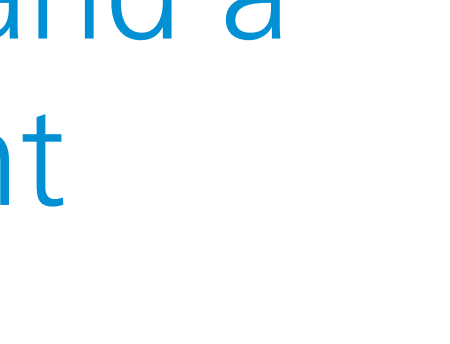
Everything you need to know about QVH



Queen Victoria Hospital is a specialist NHS hospital providing life-changing reconstructive surgery, burns care and rehabilitation services for people across the South of England and beyond.

Our world-leading clinical teams also treat common conditions of the hands, eyes, skin and teeth for the people of East Grinstead and the surrounding area. In addition we provide a minor injuries unit, expert therapies and a sleep disorder service.

We are a centre of excellence, with an international reputation for pioneering advanced techniques and treatments.



“Everything we do is informed by our passion for providing the highest quality care, the best clinical outcomes and a safe and positive patient experience.”



Our specialties

Plastic surgery, burns and skin cancer

QVH's plastic surgery department is one of the largest in the country. Our team of specialist consultants is supported by a wide network of junior surgeons, specialist nurses and therapists.

Head, neck and dental

Our head and neck services are recognised nationally for the specialist expertise offered by our consultants. We also run the largest head and neck prosthetics laboratory service in the NHS.

Corneoplastics and ophthalmology

We are a specialist centre for complex corneal problems and oculoplastics (eye reconstruction), using the latest techniques and technology.

Sleep disorders

The QVH sleep centre helps patients with a wide variety of disorders and is the most comprehensive service of its kind in the south of England.

Therapies

Our therapies department provides expert rehabilitation in support of our surgical services and general therapies for the local community. This includes physiotherapy, occupational therapy, speech and language therapy, psychological therapy and more.

Find out more at www.qvh.nhs.uk

Minor Injuries Unit (MIU)

Open 8am-8pm daily

MIU is run by emergency a wide range of minor injuries and ailments for both adults and children over one year old, such as:

- Minor head injuries with no loss of consciousness
- Sprains and strains
- Suspected broken bones in arm or leg
- Bites and stings
- Infected wounds
- Eye problems, such as infections or scratches

If you think your condition is life-threatening, you should dial 999 or go to your nearest A&E.



Patient feedback

We like to know what our patients think about their experience at QVH. Feedback helps us to continue improving our services for patients and visitors.

You may be asked to complete a short survey, including the 'NHS friends and family test' question. You can also give your comments and suggestions to a member of staff, or contact our Patient Advice and Liaison Service (PALS).

PALS is a confidential service for anyone who would like help, advice, information or support or who may have a concern about their care.

To speak to QVH PALS, or to arrange a meeting, please email qvh.pals@nhs.net.

You can see what other people have said about QVH, and share your own comments, on our NHS Choices webpage.

Go to www.nhs.uk and search for Queen Victoria Hospital (East Grinstead).

Become a member

QVH is an NHS foundation trust. You can be part of what we do by becoming a member. It is free and easy to join and it gives you the chance to show your support, help shape our future and hear our news. To become a member you must be aged 18 or over and live in Kent, Surrey, East or West Sussex or South London.

Find out more at www.qvh.nhs.uk/for-members or call 01342 414200.

Work with us

If you are looking for a role where you can make a real difference, something that inspires you to get up every morning, then look no further than QVH. To find out more about our current vacancies visit jobs.qvh.nhs.uk.

Interested in volunteering?

QVH volunteers are incredibly generous with their time and help us to provide the best patient care. They get involved across the organisation, from helping in our QVH Macmillan Cancer Support and Information Centre, to welcoming visitors at our main entrance.

If you are interested in becoming a volunteer, please call us on 01342 414170 or email qvh.volunteering@nhs.net.

Support QVH and the lives we rebuild



Charitable funds are important to the hospital. If you would like to support QVH's life-changing work, you may like to consider making a donation to our QVH Charity.

Visit supportqvh.org to find out more.

Our reputation

QVH has an international reputation for innovative surgery and the highest clinical standards. We have a strong track record of success in official ratings, awards and surveys.

Best for patients

We are judged by patients to be one of the best hospitals in the country in NHS national inpatient surveys, achieving the top scores for the quality of our nursing care. Patients also rate us highly for:

- The emotional support they receive from hospital staff to aid their recovery after leaving hospital.
- Staff providing a quiet environment at night.
- Staff working well together.
- Being involved in decisions around care and treatment.
- Having enough nurses on duty.
- Privacy, respect and dignity.

Information for visitors

Parking

There is pay and display parking on site - current charges can be found on our website. Parking is free between 6pm-8am on weekdays, all day at weekends, on bank holidays, and at all times for disabled badge holders. Parking is free for 20 minutes for pick-up and drop-off in the short stay bays.

Public transport

QVH is well served by local buses - particularly Metrobus routes 281 and 400. Buses and taxis connect with East Grinstead station where trains come via London Bridge, London Victoria, East Croydon and Bedford.

Visiting

Official visiting times for our adult wards can be found on our website. Visiting outside of these times is at the discretion of the ward manager.

Restaurant, cafe and lounge

The Spitfire Restaurant is open for hot meals and snacks: Monday to Friday 7.30am-4pm; weekends and public holidays 7.30am-3pm.

The Hurricane Cafe is open for sandwiches, snacks and hot drinks: Monday to Friday 8am-5pm; Saturday 9am-4pm.

The Lancaster Lounge, situated in Canadian Wing, is open 24/7 with vending machines offering hot and cold drinks and snacks.

Telephones

There are free phones for taxis located in the MIU, Main Entrance and Main Outpatients.

Cash machine

There is a free-to-use cash machine in the main hospital corridor.

Our heritage

QVH was founded in 1863 and moved to its current site in the 1930s. It developed as a specialist hospital during World War II, under the leadership of plastic surgeon Sir Archibald McIndoe, and became world-famous for pioneering treatment of allied aircrew who were badly burned or crushed and needed reconstructive surgery.

We have maintained strong links with military patients.