

# 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.**

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 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.

**You can find out more at [www.qvh.nhs.uk](http://www.qvh.nhs.uk)**

## Our specialties

### Plastic surgery, burns and skin cancer

QVH's plastic surgery department is one of the largest in the country. Our large 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 their expertise. We also have the largest maxillofacial and general prosthetics laboratory in the country, supporting our orthodontists and surgeons.

### 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.

## 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 and regularly treat service men and women injured in recent campaigns.

## Minor Injuries Unit (MIU)

Open 8am-8pm every day, the QVH MIU is a convenient alternative to A&E departments further afield and provides treatment for:

- Cuts and grazes
- Sprains and strains
- Broken bones (fractures)
- 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 call **01342 414355** or email **pals@qvh.nhs.uk**.

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). To find our friends and family test scores, please visit our website.

## Become a member

QVH is an NHS foundation trust and was one of the first hospitals in the country to achieve this status in 2004. As a foundation trust we are part of the NHS but have much more freedom from central government to manage the way our hospital is run. But we are accountable to local people through our members. You can be part of what we do at QVH by becoming a member.

It is free and easy to join and it gives you a chance to show your support, help shape our future, hear our news first and elect other members to the council of governors or stand yourself.

Membership leaflets, including a joining form, can be found in the members' section at **www.qvh.nhs.uk** and at various locations across the hospital site. Call our team on **01342 414200** to receive copies by post.

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## Work with us

QVH volunteers are incredibly generous with their time and help us provide the best patient care. They help patients and visitors at our main entrance and Macmillan centre, serve in our cafe and provide administrative support. If you are interested in becoming a volunteer, please call us on **01342 414170** or email **supportqvh@qvh.nhs.uk**.

For employment opportunities at QVH, in a wide range of professions and roles, please see **www.jobs.nhs.uk**.



## Support QVH and the lives we rebuild

If you would like to support the hospital's life-changing work, visit our charity website at [www.supportqvh.org](http://www.supportqvh.org) or pick up one of the leaflets around the hospital site.



## 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 (please bring change for parking - current charges can be found on our website). Parking is free between 6pm–8am on weekdays, all day at weekends and 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 connect via London Bridge, London Victoria and East Croydon.

### Visiting

Official visiting times on adult wards are from 2pm–5pm and 6pm–8pm. The hour in between is protected for meal times. Visiting outside these times is at the discretion of the ward manager.

### Restaurant, cafe and lounge

The Spitfire Restaurant is open 7.30am–3pm seven days a week for hot meals and snacks. The Hurricane Cafe is open 10am–5pm on weekdays for sandwiches, snacks and hot drinks. 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 corridor.