

A GUIDE FOR PATIENTS WHEN VISITING KING'S COLLEGE HOSPITAL, LONDON



Welcome

This guide has been designed to help liver patients and their carers to understand all that is involved in travelling from Northern Ireland to King's College Hospital, Camberwell, London, for your pre-transplant assessment or the transplant operation itself. We trust it will help answer some questions you might initially have, while allaying some concerns about the journey, where you might stay, and how to get around during your time away.

The guide will cover the following topics -

Pre-transplant Assessment

- 1) Learning you have to attend King's for assessment
- 2) How to get to London
- 3) Travelling from the airport to your accommodation
- 4) Accommodation options, and travelling from there to the hospital
- 5) Getting around King's
- 6) Food and subsistence options at King's and the surrounding area

Travelling for Transplant

- 7) What happens when 'the call' comes?
- 8) Accommodation options
- 9) What happens if there are changes or problems along the way?

1) Learning you have to attend King's for assessment

If you are regularly attending the Regional Liver Unit at the Royal Victoria Hospital (RVH), Belfast, or are already an in-patient there, your condition may be such that the Consultants feel that the best way to improve your health is for you to be worked towards transplant. You will have been informed of this, and will have been seen by a number of clinicians at the RVH already. Further tests will be done, and at an appropriate point you will be informed that your case will be presented for consideration at a joint meeting between the liver staff in the RVH and the team in the Liver Institute in King's College Hospital (King's).

If a decision is agreed that further workup is required to prepare you for a transplant, care will continue at the RVH, and a date will be organised by the transplant coordinators in King's, for you to attend there for a pre-transplant assessment. Once you are informed of this date, the coordinators in King's will post details to you of what the assessment entails, and where to report.

Depending on the state of your health at that point, and especially whether or not you are already an inpatient in the RVH, and armed with a confirmed date, what follows varies slightly, as shown below. It is important to note that every patient is entitled to bring with them one carer - this is usually a wife/husband/partner, or close family member or friend - who will remain with you in London until your return.

2) How to get to London

Outpatient (currently at home)	Inpatient (occupying a bed in the RVH)
Phone Patient Travel in Belfast on 0300 555 0116 to book your flights. These will be to	Staff in the RVH will arrange with Woodgate Aviation at Belfast International for you to be

either Heathrow (LHR) or London City (LCY), both of which are served by British Airways from Belfast City (BHD). Loganair also operate services from City of Derry (LDY) to Heathrow. Travel to London should be on the day before, usually a Sunday, so that you are ready to begin the assessment on Monday morning.	transferred to London Stansted airport by air ambulance. This will be on one of their small dedicated ambulance aircraft, not a helicopter.
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3) Travelling from the airport to your accommodation

South London in general, and the area around Camberwell and Peckham in particular, isn't well served by the Underground or trains. It is therefore essential that travel from your arrival airport in London is done by taxi. For many years we have been advising all patients to contact 'The Keen Group' who operate a fleet of taxis covering South London. They agree a price for your journey during your call, giving you the opportunity to pay there and then by card. Alternatively, you can pay by cash to the driver when you reach your destination. Remember to have Bank of England notes to hand.

When you call them to book your taxi, tell them your name, the airport you are flying in to, your flight number, its expected arrival time (which they will monitor when coming to pick you up), the number of people travelling and how many cases you'll have. If you are being assessed as an out-patient, you should advise them of the name of your accommodation. If you are going as an in-patient, you should be taken to the front door of King's. From there you'll go to Todd Ward (see Section 5), where you will be admitted. Your carer can then collect their key and information pack for Sir James Black House, or proceed to their alternative accommodation.

After you land, pickup your baggage and leave 'Arrivals', your taxi driver will be waiting for you, or else he will advise you where to go to, to meet him. When you arrive at your destination don't forget to obtain a receipt from the driver, so that you can submit it on your return to Patient Travel for reimbursement.

The Keen Group - 020 8875 4994

4) Accommodation Options

Outpatient (living at home)	Inpatient (occupying a bed in the RVH)
When possible, accommodation for both the patient and carer will be provided at Sir James Black House, close to the hospital. This is for single bed, student-like, en-suite rooms with a shared living room and kitchen. Your access key and information envelope will be given to you at the desk in Todd Ward when you arrive. If this accommodation is already fully booked, Patient Travel will book hotel accommodation, from which you'll travel to the hospital.	You, as the patient, will have a bed in one of the liver wards. Your travelling carer will stay in pre-arranged accommodation outside the hospital.

Sir James Black House (SJBH)
27 Coldharbour Lane
Camberwell
London
SE5 9NX

This is the wooden fronted building in the centre of the photograph. It is roughly 6-7 minutes' walk away from King's. To reach it, on leaving the front door of the hospital, walk down Caldecot Road until you reach Coldharbour Lane at the bottom. Turn right and you'll immediately see SJBH in front of you, about 100 yards away. On reaching the building, turn right into Coldharbour Place, where you'll find the entry door on your left. To gain entry, use the key card you received in your envelope from Todd Ward. Your accommodation will be on the second floor, but please note there is no lift. Your key card will enable access through the landing door and also ultimately into your room. You have full access to the Common Room and Kitchen as well.



Single Accommodation
En-suite Room

Common Room
& Kitchen Area



On those occasions when SJBH is already fully occupied, Patient Travel may use local hotels for your stay. These will be a minimum of 3* hotels. The most frequently used are the Travelodge at Vauxhall, the Premier Inn in Brixton, the Travelodge in Peckham, and occasionally the Church Street Hotel in Camberwell. The latter is the closest to King's, however it must be noted that it has no lifts, and stairways are steep and wooden, so we believe it is unsuitable for patients and those who may have difficulties carrying their luggage upstairs.

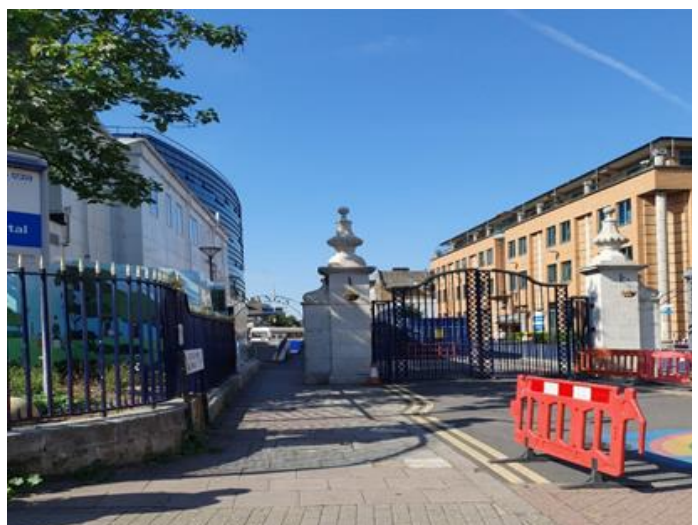


Travelodge London Vauxhall
3 Bondway
Vauxhall
London
SW8 1SJ
Tel: 08715 591860

Travel to King's from the hotel is extremely convenient, with a bus terminus directly outside the front door. As is typical in London, bus stops are identified by a letter. In this case, the required bus, the 185, leaves from bus stop 'C'. This is located almost directly opposite the front door of the hotel. Buses run every few minutes.

The journey takes about 20 minutes (12 stops) to reach Denmark Hill. Use your debit card to pay onboard, as cash isn't allowed. All buses display the name of the next stop to help on your journey. Keep an eye out for the preceding stop, which is Camberwell Green.

When you alight at bus stop 'V' 'Coldharbour Lane', cross Denmark Hill, turn left and continue for a couple of minutes up Denmark Hill until you reach the gates of the hospital.



For the return journey back to the Travelodge Vauxhall Hotel from the hospital, retrace your steps back out on to Denmark Hill, turn left, and walk back down until you reach bus stop 'W', opposite where you alighted previously. Again, it's the 185 back to the bus terminus outside the hotel.

Premier Inn Brixton
434 Coldharbour Lane
Brixton
London
SW9 8FN
Tel: 0870 238 3303
www.premierinn.com

Occasionally, the Premier Inn Brixton, located at the opposite end of Coldharbour Lane from the hospital, is used. This is a bustling area consisting of many little shops, a fruit market on particular days and a bus transport hub only a few minutes' walk from the hotel. To take public transport to King's, turn right out of the hotel entrance and walk to the corner at Windrush Square in Brixton town centre, a minutes' walk away. From there, cross over the main street (Brixton Road) where you will see several bus stops. At stop 'T', take either No. 35 or 45, destination Peckham. This travels the length of Coldharbour Lane, so keep a close eye on the stops as they are shown on the onboard display. After disembarking at Caldecot Road (stop 'Z'), cross Coldharbour Lane, and walk to the top of Caldecot Road to reach the front of the hospital.

For returning from the hospital back to Brixton, walk to the bottom of Caldecot Road, turn left and walk to stop 'U' where you can get the 35 or 45 back to Brixton, stopping outside Brixton Station.



Bus Stop 'T', Brixton



Bus Stop 'Z', Caldecot Road

Travelodge Peckham
121 Peckham High Street
London
SE15 5SF
Tel: 0871 984 6582
www.travelodge.co.uk



The hotel is on a busy main road, about 2 miles away from King's, with a variety of local small shops, many catering for overseas tastes. It is a pretty new building, and easily accessible to public transport. The

most convenient means of getting to King's is by using the No. 345 bus. You can either spend a slightly longer time on board by crossing Peckham High Street to the bus station nearly opposite the hotel, and boarding at bus Stop 'E', its starting point (destination South Kensington), or instead, cross the High Street, turn right, and walk a couple of hundred metres to bus Stop 'S' (Harris Academy).

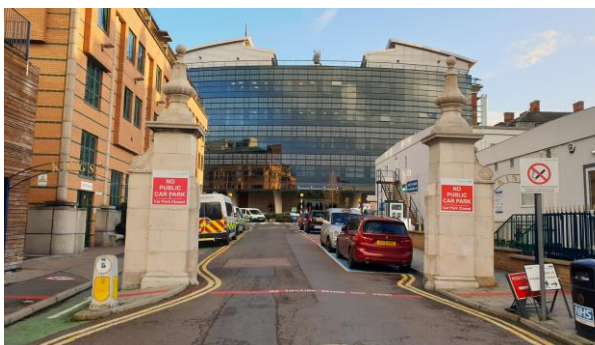
From the Station, there are 9 stops before reaching Caldecot Road (bus Stop 'U'), where you should disembark. From Stop 'S', there are 7 stops. As with all London public transport, cash payment is not permitted, so use your debit card to tap in beside the driver - no ticket will be issued.

It must be noted that Peckham is an area where we would consider it inadvisable to spend a lot of time walking around in the evening. If you are at King's in the evening, or after dark, please ensure you return by public transport, and then into the hotel.

Coming back again, come down Caldecot Road from the hospital, and cross over Coldharbour Lane to bus stop 'Z' for the 345 back to Peckham. The closest stop to the hotel is Peckham Library, stop 'B', about 100 metres before the hotel.

5) Getting Around King's

King's is a very large complex, but the two main areas which you'll be focussing on are the modern Golden Jubilee Wing, opposite the top of Caldecot Road, and the much older, original, adjacent Hambleton Wing. At assessment, initial registration for outpatients, and many of the appointments, will take place in the Golden Jubilee Wing. Access to the Liver Unit, including Todd Ward, is via the columned main entrance into the Hambleton Wing. Once inside, it is possible to move from one wing to the other by following the appropriate signage.



Golden Jubilee Wing

Hambleton Wing →



Inside the Golden Jubilee entrance is a large atrium with the reception/information desk on the left. They can assist with directions if required.

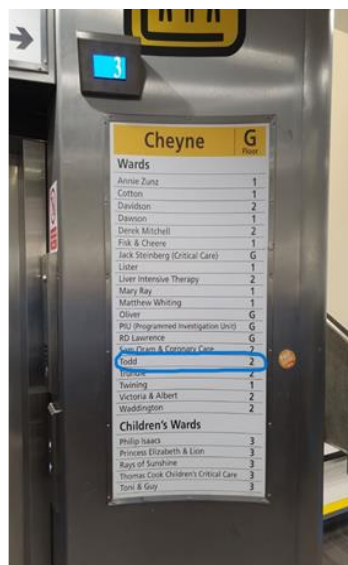
At other times you'll use the Hambleton Wing entrance. Once inside there is another information desk on the right at the start of the main entrance corridor. This contains an ATM, a Marks and Spencer Foodhall, and a Costa Coffee. At the far end of this corridor you come to the major corridor running the entire length of the hospital, and in front of you will be the lift to the upper floors.



Todd Ward is located on the 2nd floor - exit the lift, turn left, and follow the main corridor until you reach the Ward on the left side of the corridor.

Just ahead of reaching Todd Ward you pass the Liver Intensive Therapy Unit (LITU), while on the right is the Liver Transplant Theatre.

The staff in Todd Ward will provide the key for SJBH at the Ward reception desk. Inside the Ward there is also a small quiet area with sofas for family members to rest in.



A plaque inside the Ward gives a wonderful insight into the history of Dr Todd - "The Hospital owes its existence to Robert Bentley Todd (1809-1860) a doctor who became a professor at King's Medical School at the age of 27 when it had no teaching hospital. He bombarded the powers-that-be until, 'seeing that Dr Todd would

not be happy until he got it, and until Dr Todd got it, we would have no rest', they agreed to set up a teaching hospital. Todd then helped plan and fund it and also organised a major reorganisation of the medical school, establishing standards and disciplines which were then followed all over the world. He helped popularise the microscope as a means of diagnosis and was the first to describe cirrhosis of the liver. A renowned neuroscientist, he was first to apply Faraday's concept of electricity and magnetism to the brain and he developed the first electrical theory of epilepsy. His statue, which once stood in the entrance hall of the old hospital can be found outside the Hambleton Wing on Denmark Hill site. Todd's name lives on in his prescription of a hot drink of brandy, cinnamon, sugar and water known as a hot toddy. He took this prescription in great amounts himself and it undoubtedly contributed to his death from alcoholic cirrhosis, a disease he had himself researched and which at that time was called Todd's Disease."

6) Food and subsistence options at King's and the surrounding area

As has already been mentioned, the main corridor in the Hambleden Wing contains both a Marks and Spencer Foodhall and a branch of Costa Coffee. Should you need it, there is a second Costa at the Denmark Hill end of the hospital, close to the Emergency Department, and another in the Atrium at the Golden Jubilee Wing.

There are a number of nearby options, outside the hospital grounds, to meet your needs. One of the most popular is Johnnie's on Coldharbour Lane, ten minutes' walk away. It is a diner-style café serving breakfasts and hot food all day. It is very reasonably priced and the food is substantial and tasty. Walk down Caldecot Road, cross over Coldharbour Lane, turn left and Johnnie's is approximately 200 metres along.



Alternative options exist on Denmark Hill, which runs alongside the hospital. Exit the front doors of the hospital, turn right and walk out of the grounds onto the Hill, then turn left and walk down to the pedestrian crossing. Cross Denmark Hill and you'll find several coffee shops and cafés. The largest is Love Walk. If you're looking for something different, there are a number of other cafes and take aways. This may be ideal if you want to bring something in to eat in Sir James Black House, if that's where you're staying.



Walking to the junction of Coldharbour Lane and Denmark Hill will bring you to a branch of Nando's, if you want some tasty chicken options. In addition, between the hospital and Camberwell Green you'll find Indian, Chinese, Thai takeaways, plus a Subway, another larger Costa Coffee and a McDonald's. If you need a supermarket you'll find a Morrison's and a Co-op at the bottom of Denmark Hill, close to Camberwell Green, while there are also a number of small mini-markets in the area. You'll also find another M&S Foodhall and a Pret a Manger beside East Dulwich train station, a little further away.

If you'd prefer something more substantial, leave the hospital grounds onto Denmark Hill, turn right and walk up the hill for 300 metres until you come to the Fox on the Hill, a Wetherspoon's pub, where you'll find lots of space and tables outdoors, and several dining options inside.



Finally, if all you want to do is spend some quality time gathering your thoughts, or indeed clearing your head, it's quick and easy to get to Ruskin Park, which is just a five minute walk away from the hospital, up Denmark Hill.



Travelling for Transplant

7) What happens when ‘the call’ comes?

For all patients on the transplant list, the wait for a call is often a difficult and stressful time. There is absolutely no guarantee when that will be and it is therefore vital that you are as prepared as possible at all times once it has been confirmed that you're on the list. This includes having a case for yourself and one for your travelling carer ready with only last minute things to drop in. The call from King's can come at any time of the night and day, and what happens next will depend on whether you're at home at the time, or whether you are an in-patient in the Royal Victoria Hospital.

Outpatient (currently at home)	Inpatient (occupying a bed in the RVH)
<p>A call will come to you soon after the call from King's, to discuss the best options for you and your carer to get to London. This might be best achieved using scheduled flights, or might involve use of the air ambulance service. For scheduled flights you will be provided with a booking reference for checkin at the airport. There will be no need to arrange a taxi for pickup at your arrival airport, as this will be done by a rapid response ambulance, which will be waiting for you on landing. It will travel directly to King's using its unique abilities as a first responder vehicle.</p> <p>If the air ambulance service is being used, you may be asked if you can travel to Woodgate's private terminal at Belfast International Airport, in which case you can park at their secure parking for the duration of your time in London, at no cost. If driving is not feasible, a taxi or ambulance pickup will be offered to get you to the airport.</p>	<p>Staff in the RVH will arrange with Woodgate Aviation at Belfast International for you to be transferred to London Stansted airport by air ambulance. This will be on one of their small dedicated ambulance aircraft, not a helicopter. For your safety, a nurse will also be onboard, and will manage any medication, drips, or oxygen facilities you require at that point in time.</p> <p>Your travelling carer will travel with you. If they are in the RVH at the time, you will both travel together to the airport by ambulance. If they are at home, arrangements will be agreed to ensure they are able to be at the airport before you travel.</p> <p>On arrival at Stansted, an ambulance will be waiting at the VIP suite to transport you both directly to King's.</p>

Patients often ask "What should I take with me when I go for transplant?". This varies from patient to patient, and between males and females. It should be borne in mind that if the transplant proceeds, you will be in Kings for anything up to several weeks afterwards, though this may be longer if necessary, as determined by your recovery and on the advice of the medical staff.

For patients, their initial needs are limited, as they will be wearing hospital gowns in order to facilitate access by the nursing staff while they set and check drains and undertake post-operative care. After return to Todd Ward from ICU, patients will generally be able to start wearing their own underwear, though disposable items are provided by the Ward if more appropriate. For males, loose fitting shorts may prove comfortable as well. Females might wish to consider loose fitting nightwear or lounge wear. Two-piece pyjamas are not recommended as they can be restrictive when drains, catheters and drips may still be necessary. Slippers are recommended. As time progresses, and your mobility improves, light T-shirts or loose tops can be more convenient, while still allowing easy access to your wounds and drains.

Clothing should ideally be brought in as required by your carer, rather than kept in your room in Todd Ward, as space is at a real premium. The rooms are generally smaller than those you might experience in the RVH. If you have digital devices - phones, iPads or tablets - you should ensure you have charging cables of at least 2m. There is free wifi throughout King's which needs you to reconnect each day. Phone signal strength is often poor on Todd, and voice calls might be difficult. Similarly, 4G coverage can be patchy, so using the wifi is recommended at all times.

8) Accommodation options

Accommodation options for the travelling carer are much less clear when it's at transplant time. For assessments, planning is done weeks in advance, and where the carer will be staying is known long before travelling. Due to the sudden nature of the call to come to King's for transplant, it is impossible to forward plan where the carer will be staying until you are there in the hospital.

Thankfully, the Liver Unit in King's manage what is known as 'Listen Lodge', two adjacent houses 10/12 Caldecot Road, just two minutes' walk from the hospital. These are sub-divided into secure twin-bedded apartments, with a shared kitchen and living room, and the benefit of a garden at the rear. Being twin-bedded, the opportunity exists for another member of your family, at their own expense, to travel to London and stay with your travelling carer as support.



As with Sir James Black House, there is no fee to pay for staying here, this being settled between King's and the Department of Health at Stormont. Whenever possible, and where a vacant room exists at the time, every effort will be made to accommodate the travelling carer here, in order to make visiting you as the patient most convenient. Discuss this with your Transplant Coordinator when you get a chance.

However, due to it being impossible at any point of any day, to forward plan who might require accommodation, it may well be that Listen Lodge will already be fully occupied. If that is the case, and after speaking to your Coordinator, you should contact Patient Travel, so that they can find you room at one of their listed hotels - usually one of those already listed above. While this will inevitably be less convenient, at what is a stressful time for everyone, they will endeavour to work with you to find the most suitable one which is also at a nightly rate which they can pay.

Patient Travel will secure 3/4* accommodation at a rate not exceeding £125 per night. This means that should a hotel which they reserve for you, rise in price due to perhaps a major event happening in London which drives room rates up, they reserve the right to move you to another hotel in order to keep to their £125 per room per night. After discussions with them, you have the option of remaining where you are, and covering the extra cost of the room yourself. This would happen when you submit your expenses and receipts after your return.

9) What happens if there are changes or problems along the way?

In an ideal world, everything mentioned above would all fall into place seamlessly. But since we don't live in an ideal world, issues do occasionally crop up along the way. So, what should you do if this happens?

Firstly, speak to your Coordinator - they'll supply their contact number when you first meet. Their role includes trying to solve any problems on the ground which are causing you or your travelling carer any issues.

Secondly, let us know by calling or texting to any of our numbers below. While we might not be able to materially solve anything on the ground, we can often offer advice gleaned over many years on what to do next.

Thirdly, if it involves changes to your accommodation or flights, contact Patient Travel.

Finally, we would strongly recommend that you do not make any plans for other family members or friends to travel over to King's until your transplant is over, or at least, under way. There is always a possibility that the donor liver may not end up being suitable, or your condition might alter such that it would not be possible to proceed, and you will then either be kept in King's, or you'll return back home at the first opportunity. There is no point in anyone spending their own money to pay for a last minute flight to travel to London, only for the operation not to proceed.

King's Contact Information

Hospital Switchboard	020 3299 9000
Todd Ward	020 3299 3310
Paul McKie	020 3299 4920

(Senior Social Worker)

Liver Support Group Contact Information

Kay	07737 718493
Jim	07715 167837
Arthur	07419 844458

This Guide will be revised on an occasional basis to reflect updates and changes which we believe will affect the patient experience when visiting King's.