

Candover Clinic

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**Purpose built on the
Basingstoke and North
Hampshire Hospital Campus**

Inpatient Guide

Coming into hospital

We look forward to welcoming you to the Candover Suite as an inpatient. Every member of our staff will work very hard to ensure your stay with us is comfortable. This guide is intended to give you an idea of what to expect during your stay, the relevant people to contact and what you should do if you need more information or help.

Guide


What to bring

For your comfort please include the items below when preparing to come for your stay in hospital:

- Documentation/Medical information
- Your admission letter
- Details of your private health insurance provider
- Any pre-authorisation documentation applicable to your insurance policy
- Previous X-Rays and scans that may be relevant to your treatment
- Prescriptions and/or any medication prescribed by your doctor. Please report all medication upon admission to the ward.

Personal items

- Travel case/bag
- Comfortable clothes
- Underwear
- Nightwear (and a change)
- Dressing gown (dressing gowns are provided)
- Slippers
- Toothbrush and toothpaste
- Denture pot and cleaner (if required)
- Toiletries
- Hairbrush
- Hearing aid (if required)
- Eyeglasses and case
- Contact lenses and solutions
- Entertainment
- Reading and writing materials
- Electronic/entertainment devices
- Please do not bring large amounts of cash or valuables. There is a cash point available in the hospital's main reception.



We take pride in offering a daily menu of high quality, freshly cooked meals. Our qualified dieticians also cater for special diets prescribed by your doctor.

Television

Our digital TV comes with a wide choice of channels.

Telephones

Telephones are available in all rooms for outbound calls. All inbound calls are transferred via Candover suite's reception.

Wi-Fi

Wi-Fi is available in all areas of the Candover suite.

Newspapers

Daily newspapers are available to order.

Pharmacy

We have a fully equipped pharmacy for patients.

Mon - Fri 9:00 am - 5:00 pm

Sat & Bank holidays 9:00 am - 12:00pm

Visitors

Visitors are welcome at all times. The suite has a communal lounge and TV area with coffee, tea and other refreshments. Tasty meals are available for visitors at an extra charge.



Car parking

Please use any of the main hospital car parks. Then on arrival at the Candover Suite give the ward clerk your parking ticket. We will be happy to exchange it for a free exit pass. Free parking is also available to all your visitors. If parking in a disability bay please ensure you display your Blue Badge.

Smoking policy

The hospital has a strict no smoking policy. Some designated smoking areas are available in the hospital grounds.

Medical information

Please note that all information provided by you will be treated as strictly confidential and shared with healthcare professionals on a need-to-know basis.

Young Patients

Note that a parent or legal guardian must accompany patients under 18 years of age as their written consent is required for procedures as well as accepting liability for the account.



Owned and operated by the Trust, Candover Clinic is an investment that provides additional funding to support NHS services within Hampshire Hospitals Foundation Trust.

Admission

On the day of your admission, please report to The Candover suite on the 2nd floor of the DTC in the main hospital. It is important to arrive on time to allow enough time for our staff to prepare you for your treatment.

Discharge

Discharge will usually take place after 11:00 am. This allows medication to be ordered and relevant documentation to be completed. Please collect any medication and discharge paperwork from the suite staff before leaving the hospital.

Self-Funding Patients

If you do not have private medical insurance and you are self-funding, you will be requested to pay the estimated total cost of your treatment prior to admission. Otherwise the final amount is due prior to discharge from the hospital. For further information please contact our Administration Team.

Candover Clinic
Hampshire Hospital NHS Foundation Trust
Aldermaston Road
Basingstoke
Hants.
RG24 9NA

Private Patients Administration

The Private Patient's office is situated in The Candover Clinic. Administrative staff are available between 8.00am - 8.00pm Mon - Fri.

Candover Suite Reception
01256 313900

