Contact information
Queen Mary’s Hospital
Frognal Avenue
Sidcup
Kent
DA14 6LT
Telephone
020 8302 2678

Patient Advice and Liaison Service (PALS)
Phone us on:
020 8308 5449
Email us at:
oxl-tr.qmh-pals@nhs.net
Opening times:
Monday to Friday
9am – 4pm
When we are not available to take your call, there is an answer machine. If you leave a message, we will aim to call you back within one working day.

Welcome to
Queen Mary’s Hospital
Sidcup
Welcome to Queen Mary’s Hospital (QMH)

We’re delighted to be working with our partners at Queen Mary’s Hospital, leading a new and innovative approach to delivering healthcare, ensuring local people access the very best NHS services possible.

We’re investing £30m into developing facilities and services at the hospital, bringing social care and health services together.

Partners

Dartford and Gravesham NHS Trust provides a range of hospital-based services

Guy’s and St Thomas’ NHS Foundation Trust provides a wide range of general and specialist hospital and community health services to patients living in Southwark, Lambeth, south east London and further afield

King’s College Hospital NHS Foundation Trust provides local services in south east London from a number of hospital sites. Specialist services are also available to patients across a wider catchment area

Lewisham and Greenwich NHS Trust provides hospital and community-based services

Hurley Group Urgent Care Centre (UCC), which is open 24 hours-a-day

Oxleas NHS Foundation Trust owns and manages the hospital and also provides community health, mental health and learning disability services on site

NHS Bexley Clinical Commissioning Group represents local GP commissioners

London Borough of Bexley provides a wide range of services including social care

Andy Trotter, Chair of Oxleas NHS FT
Building entrance
Access to all services, suitable for wheelchair users
Wheelchair exterior access route to B Block main entrance to avoid steep hill

Site map

Bus Stops and Routes

Bus Towards | Bus Stop
---|---
160 | Catford HH
229 | Thamesmead HE MJ
269 | Bexleyheath MJ
286 | Greenwich HA MB MJ
814 | Bexleyheath HA MB MJ
R11 | Green St Green HE MB MJ

A Block
Blue line
Junctions 9 to 4
Nearest Car Parks - 1 and 2
Main Outpatients
Urgent Care Centre
Diabetes Centre
Dental and Maxillofacial
Phlebotomy (Blood Tests)
Hospital Pharmacy
Friends' Coffee Shop
Therapies/MSK
Pre Admission Clinic
X-Ray, Mammography and Ultrasound

B Block
Blue line
Junctions 1 to 3
Nearest Car Park - 3
Avery Hill
Mottingham
Meadow View
Cardiology
Community Midwifery
Eye Clinic
Adult Learning
Disabilities
Education Centre
Snackbox Cafe
Mobile Diagnostic Units (selected times only)

E Block
Blue line
Junctions 0 to 4
Nearest Car Parks - 13 and 14
Woodlands Inpatient Mental Health Unit

F Block
Nearest Car Parks - 11, 13 and 14
Endoscopy (via Car Park 13)
Newlands Daycase Unit (via Car Park 13)

F Block (nearest Car Parks - 13 and 14)
Woodlands Inpatient Mental Health Unit

Bexley Health and MeDiNova (via Car Park 14)
Mobile Diagnostic Units (selected times only)

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Guy’s and St Thomas’ state-of-the-art Cancer Centre will provide 16,000 radiotherapy and 4,600 chemotherapy treatments a year, allowing patients to receive treatment close to home rather than having to make the trip to central London.

The centre will include two new linear accelerator machines for radiotherapy treatment, as well as chemotherapy treatment facilities.

Macmillan Cancer Support and Dimbleby Cancer Care will also have a presence in the centre, with a £200,000 Dimbleby Macmillan Support Centre for cancer patients and their families.
Work has started on the £22.9m redevelopment of the ground and first floors of the main building to provide modern and well-designed clinical accommodation and bring outpatient services together.

The ground floor includes:
- New entrance lobbies, reception area and waiting space
- Pharmacy
- Urgent Care Centre (UCC)
- Blood tests
- Outpatients area for adults with learning disabilities

The first floor includes:
- Cardiology
- Outpatients
- Women’s Services
- Therapies
- Audiology

We will be replacing windows to improve appearance and enhance the thermal efficiency of the building. New heating and LED lighting will improve the environment and reduce our energy bills.

New signage has been developed with the help of patient groups to ensure our services are easy to find. Future developments include the second and third floors of the main building. Which include:

Eye Department (Ophthalmology)
Eye Casualty
Dental
Diabetic
Education Centre
The new Children’s Development Centre, known as Acorns, is open. The new facilities provide modern, well-designed accommodation and bring together children’s services from across Bexley.

The Children’s Development Centre design ensures that good quality, integrated family services are easily accessible and welcoming to all.

The new building includes the following services:
- Audiology (hearing)
- CAMHS (Child and Adolescent Mental Health Services)
- Children’s Community Nursing
- Community Paediatrics
- Dietetics (diet and nutrition)
- Occupational Therapy
- Paediatrics
- Physiotherapy
- Portage team (early intervention service)
- Sensory room
- Speech and Language Therapy

We held workshops with children who use the services and clinicians to develop a theme. The workshop encouraged the children to find ways of including nature in the design of the building.
Guy’s and St Thomas’ new purpose-built Kidney Treatment Centre is due to open in 2017. It will replace a smaller kidney dialysis unit currently on the Queen Mary’s Hospital site.

The centre will include 20 kidney dialysis stations – compared with 12 stations in the current unit – which means that more patients will be able to receive treatment close to home.

It will also have consultation rooms for outpatient appointments. Patients currently have to travel into central London for these appointments.
Queen Mary’s Hospital has an Urgent Care Centre, which is open 24 hours-a-day, 365 days. Patients are likely to use the Urgent Care Centre when their doctor’s surgery is closed and they have an urgent but not life threatening minor illness or injury. Typically, this could include conditions such as:

- Minor cuts, bites and stings
- Burns and scalds
- Dislocated fingers, thumbs and toes
- Minor chest, neck and back injuries or pain
- Foreign objects in wounds or other parts of the body
- Injuries, sprains and strains
- Infections, including wounds
- Fractures to shoulders, arms, hands, fingers, legs and ribs
- Minor eye injuries
- Minor head injuries with no loss of consciousness and not related to alcohol
- Minor ailments
- Minor allergic reactions
- Emergency contraception, simple women’s health problems, chlamydia testing and C-card

**Queen Mary’s in numbers**

QMH will continue to be a vital resource for local people – especially for those in Bexley and in neighbouring boroughs.

The Urgent Care Centre and GP out-of-hours service treat 40,000 patients each year.

Around 8,000 children are treated at the children’s medical assessment (PAU) service.

More than 170,000 people are seen in outpatient clinics.

Following outpatient clinic appointments, around 12,000 people have a day-case procedure, while around 2,000 have surgery and need to stay in hospital.

Around 9,000 people receive rehabilitation or intermediate care.
Care Navigation Team
Our Care Navigation Team works with people to prevent them from being admitted to hospital when they don’t need to be.

Children’s Community Nursing
Our community nursing team provides support to children and young people with complex, chronic or acute healthcare needs.

Community Paediatrics Service
Our Community Paediatrics team are specialist children’s doctors who work with children with medical conditions that may impact on their development and learning and their families.

Eye Clinic (children)
Our eye clinic provides a specialist eye testing service for children and young people.

Meadow View (Intermediate Care)
Meadow View (formerly Step Up, Step Down) is a ward-based service.

Neuro rehabilitation services inpatient and community
The Bexley Neuro Rehabilitation team help people with neurological impairments including Parkinson’s Disease and Multiple Sclerosis to lead a more independent life in the community.

Occupational Therapy (children)
The Children’s Occupational Therapy team works with children and young people and their families, who experience difficulties with everyday activities, such as dressing and using cutlery to eat.

Patient Advice and Liaison Service (PALS)
We have a dedicated PALS service to help people using all of the services at the hospital.

Pharmacy
Oxleas run the Pharmacy at Queen Mary’s Hospital which covers all of the services on the site and sells some over the counter drugs to patients, visitors and staff.

Physiotherapy
Our Physiotherapy department assesses and treats problems with movement, dysfunction and pain.

Physiotherapy (children)
Our Children’s Physiotherapy Service works with children and young people and their families, to help them to move to the best of their abilities, irrespective of their physical condition.

Speech and Language Therapy (children)
Our Children’s Speech and Language Therapy Services works with children and young people and their families, who have speech, language and communication needs.

Woodlands - Inpatient Mental Health Services
Inpatient mental health services.
Anaesthetics / Chronic Pain Services
We provide anaesthetics for people who are having operations or other treatments at Queen Mary’s. We also provide a chronic pain service for outpatient appointments.

Cardiology
Our cardiology team provide diagnosis and treatment of heart problems.

Care of the Elderly Medicine
Our Care of the Elderly Medicine Team provides outpatient services for older people.

Community (AQP) clinics
Gynaecology, General Surgery and Urology.

Dietetics and Nutrition
Our team of dietitians provide a comprehensive nutrition and dietary service to patients in hospital and the community.

Endoscopy
Our Endoscopy Team provide a range of procedures to examine the inside of your body and diagnose and treat conditions.

Gastroenterology services
General Medicine
General medicine covers a broad range of services that relate to the treatment and management of many different illnesses such as diabetes, rheumatology etc.

General Surgery including colorectal and breast surgery
We provide diagnosis and a range of treatments for breast care, gall bladder, hernias as well as a wide range of minor procedures.

Gynaecology
The service provides a range of gynaecology procedures including hysterectomies and prolapse repairs.

Haematology
Outpatient services for patients referred to a haematologist.

Maternity ultrasound
Occupational Therapy (adults)
Occupational therapy enables people of all ages to achieve health, well being, improve everyday function and life satisfaction through participation in activity.

Outpatient Services
Ageing and Health
Cancer Services (Outpatient and Elective Day Case Surgery Service)
Cardiology
Chronic Pain Services

Colorectal Rapid Access Dietetics and Nutrition Gastroenterology General Surgery (Outpatient and Elective Day Case Surgery) Gynaecology (Outpatients and Elective Day Surgery) Haematology Services Maternity Ultrasound Orthopaedics Paediatrics Phlebotomy Service (Adult and Children) Rapid Diagnostics: X-Ray, Ultrasound, MRI Scan and Endoscopy Renal Services Respiratory Medicine Urology Vascula

Paediatrics
Outpatient service for children and young people.

Phlebotomy service
Walk-in phlebotomy service for adults and children.

Radiology
We provide a comprehensive range of radiology services, including x-rays, MRIs, CT scans and ultrasounds.

Rapid Diagnostics
X-Ray, Ultrasound and MRI Scan, and Ageing and Health Services.

Rheumatology
Our Rheumatology outpatients department offers an extensive range of services to patients for diagnosis and treatment of joint, bone and connective tissue diseases.
Antenatal (having your baby at Princess Royal University Hospital)
Although we don’t have birthing facilities at Queen Mary’s Hospital, we do provide antenatal care and can help support and advise women who’d like to have their baby at Princess Royal University Hospital.

Bexley MSK
Bexley MSK supports people with muscle, bone and joint (musculoskeletal) problems who live in the borough of Bexley.

Ophthalmology
We provide diagnosis and medical and surgical treatment for a wide range of diseases, infections, defects and injuries that affect your eyes.

Oral and Maxillofacial Surgery
We diagnose and treat diseases, injuries and defects that affect your head, neck, face and jaw.

Oral medicine
We diagnose and treat mouth and jaw conditions that do not need surgery.

Orthodontics
We treat children and adults to improve the function, position and appearance of crooked or abnormally arranged teeth.

Orthopaedics
We provide diagnosis and a range of treatments for musculoskeletal problems (muscles and joints) including arthroscopies (for seeing inside joints) and replacement knees and hips.

Restorative Dentistry
We provide diagnosis and treatment of teeth and gum diseases and disorders, including missing teeth, cleft lip/palate and craniofacial (head and face) problems.
Guy's and St Thomas’ NHS Foundation Trust

Chemotherapy (breast cancer)
Our chemotherapy team provide treatment for breast cancer patients.

Children's Heart Services Clinic
Our Children’s Heart Service diagnose and treat all kinds of children’s heart problems

Dialysis unit
Kidney dialysis appointments.

Douglas Macmillan Cancer Information Centre
We provide a drop-in cancer information and support service for patients, relatives and carers.

Genetics Clinic
Our Genetics Clinic team diagnose and assess the risk of you or a family member inheriting a genetic condition.

Urgent Care Centre
Our Urgent Care Centre is open 24 hours a day, providing care for people who have minor illnesses and injuries.

Guy's and St Thomas’ NHS Foundation Trust

Antenatal and Community Midwifery Services
Although we don’t have birthing facilities at Queen Mary’s Hospital, we do provide antenatal and community midwifery services. We support and advise women who’d like to have their baby at Queen Elizabeth Hospital or University Hospital Lewisham.

Audiology (adults)
The Audiology Department at Queen Mary’s Hospital provides services of diagnostic assessment and rehabilitation of hearing, tinnitus, and vestibular disorders.

Day Surgery
To bring services closer to home for our patients we provide non-complex day case surgery at Queen Mary’s for General Surgery, Trauma and Orthopaedic and Gynaecology.

Dermatology
Our Dermatology Team treat various conditions including warts, psoriasis, and skin cancers including basal cell carcinoma (BCC) and melanomas.

Diabetes and Endocrinology
The team offers investigation and management of diabetes and endocrinology (diseases related to hormones) conditions.

Ear, Nose and Throat (ENT)
Our ENT Team treat patients with conditions related to the ear, nose and throat.

Phlebotomy
The Phlebotomy Department provides a walk-in blood service to patients from Bexley and Greenwich.

Neurology
We provide a general neurology outpatient service at Queen Mary’s looking after patients referred in for neurology complaints.

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Lewisham and Greenwich NHS Trust

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