

HIP REPLACEMENT PATIENT EXPERIENCE

"I wanted to thank your organisation for my Hip replacement experience which far exceeded anything I could have imagined.

From the start of my enquiries responses to all communications were swift and comprehensive. The itinerary was very helpful and set out what was to be expected.

On arrival in Poland I was met by Michał who drove me from the airport to the hotel and was able to explain procedures. Michał and Oskar were amazing individuals who couldn't have done more to help reassure me and make me feel comfortable. The lovely Margarete our Physiotherapist was also amazing and had me up and on my feet the very next day after the operation.

The hospital was state of the art and very clean. Nurses were kind and attentive - very quick to offer pain relief when needed. Food was nutritious, healthy and plentiful.

We had Physiotherapy every day except Sunday - initially Margarete our Physiotherapist worked with us in hospital, then when we were discharged came to the hotel room and then when we were more mobile we were driven from the hotel to the Clinic for physical therapy which included hydrotherapy, kirotherapy and magnetic therapy.

Nurses came to our hotel room when we were discharged from hospital to change our dressings and also to show us how to manage our daily injections which prevented blood clots.

The weekend before the operation was taken up with pre-op tests - and meeting the amazing Surgeon who was to perform the operation. Everything was very thorough and procedures were thoroughly explained. I felt like I was in very safe hands.

It would be useful for future patients to know that when in hospital they would be given clothes to wear (very similar to the type of hospital scrubs that nurses and doctors wear) - so for the 3 days in hospital people won't need to pack their own extra clothes (very handy to know). The hospital also provided a dressing gown (that I didn't use as it was warm in the hospital).

There is free WiFi in the hospital so it was easy to keep in contact with the outside world.

We were given a CD disc of our final x rays and a full report to take to our Doctor in England.

We were also given a 'hip passport' with details of the type of prosthesis used (and to carry when travelling) as from now on there will be a 'bleep' when going through airport screening due to the implants.

The hotel was lovely. Breakfast was included in the price and it was easy and cheap to buy lunch and an evening meal from the hotel restaurant.

Taxis into The local town were about £2.00 English money - so it was easy to leave the hotel to explore. There is a swimming pool and jacuzzi at the hotel so if people have friends accompanying them - they will be able to use the lovely hotel facilities. There is also a large sports stadium/athletics track right outside the hotel which is open and free to the public - my son ran their in the mornings.

I was very fortunate as I met Tony and Simon - two fellow Brits - and we were all in hospital at the same time and then enjoyed spending time together at the hotel. We had several evenings and some day trips out together (We formed a WhatsApp group called '2 Hippies and a Knee') Simon's son and my son were a similar age and they spent time together too. (We probably looked quite a sight hobbling around the town the three of us on our crutches).

I was very nervous about going to Poland for the operation - particularly with Covid concerns etc - but everything went so well - and I really think this is largely due to you Gill and the hospital team. You went above and beyond to make sure that we were looked after and I can't thank you enough.

I can't emphasise enough just what an amazing experience I had - but I think you'll begin to get the picture if I told you that when I left the hospital my nurse hugged me; when I left the Ibis Styles Hotel at the end of my stay the Lady from Hotel reception hugged me - and when I said goodbye to Oskar at the airport he hugged me! And I must admit when it was time to say goodbye to Simon and Tony there were definitely tears!

During the two weeks I spent in Poland I connected with some truly lovely human beings - yourself included - who went over and above my expectations.

Please feel free to use any of the above if it will help inform anyone else considering Operations Abroad."