

Information for In-patients

Welcome to Queen Victoria Hospital NHS Foundation Trust

We will soon be welcoming you as an in-patient to Queen Victoria Hospital NHS Foundation Trust. We want to assure you that we will do everything we can to make your stay as pleasant as possible.

This booklet contains information you will need before you come into hospital, while you are in hospital and before you go home and has been designed to give you information about what to bring with you and what to expect during your stay. We realise it may not cover everything you want to know, so if you have any worries or queries, please ask. Our staff are here to make sure you receive the best possible care.

We look forward to helping you to make a full and speedy recovery.

Your admission letter

The letter you have received with this booklet tells you:

- the date and time of your appointment
- the name of the consultant under whose care you are being admitted
- where to report to on arrival at the hospital

If there is anything that you do not understand, please contact the admissions office on the telephone number shown on the letter. If, for any reason, you are unable to come into hospital on the date you have agreed, please let us know as soon as possible. This will enable us to offer your bed to someone else and discuss a new admission date with you.

Please let us know immediately if you have changed your name, address, telephone number or your home doctor (GP).

Before you come in

Try to arrange for someone to accompany you to the hospital. Any patient under the age of 16 years of age **must** be accompanied by a parent or legal guardian.

If you have any concerns or want to discuss any special care needs such as mobility, language, hearing or sight difficulties or medical dietary needs please do not hesitate to contact us:

Hospital Dietician	01342 414445
Head Chef	01342 414187
Patient Advice and Liaison Service	01342 414355

What to bring with you

- your hospital admission letter and any other relevant documents
- the name, address and telephone number of your GP
- proof of benefit for travel claims (if you are eligible)
- your diary to arrange follow-up appointments
- any tablets or medicines that you are currently taking (see pg 4)
- clothing: two sets of nightwear, dressing gown, underwear and slippers. After an operation loose fitting nightwear will be more comfortable
- toiletries i.e. soap, toothbrush/paste, razor (not all wards have electrical shaver points) and box of tissues
- any walking aids you normally use, such as a walking stick or a frame (clearly labeled with name and address)
- glasses / hearing aid
- things to do, books, magazines, knitting, writing materials and postage stamps
- small amount of money in change for telephone calls, newspapers etc.

You will have a small locker next to your bed for your personal possessions. Storage space is limited.

Please note

Queen Victoria Hospital is unable to accept liability for large sums of money, jewellery or valuables that are not handed in for safekeeping or for any damage that occurs to personal property whilst you are in hospital.

The use of mobile phones is not permitted as they may interfere with our equipment if used in the hospital. Personal portable televisions and electronic equipment will need to be checked by our electrician before use. Please speak to the nurse in charge of the ward for further information if you feel it would add to your care and comfort.

Smoking - Smoking is the UK's major cause of illness and early death. At Queen Victoria Hospital NHS Foundation Trust we care for people who suffer from smoking-related diseases and we try to promote action to prevent these diseases. Smoking is not allowed inside the hospital, in any entrances or doorways or within the grounds. This applies to patients, visitors and staff. (There are three smoking shelters on site, please ask a member of staff)

Alcohol - Drinking alcohol may interfere with your treatment. Please discuss any concerns with your doctor.

For help with or advice about giving up either of the above please see the end of this booklet.

Medicines - If you have been taking any tablets or medicines before you come into hospital, either prescribed by your own doctor (GP) or bought from the chemist, please bring them with you. It is very important that we know exactly what medicines you have been taking so that we can decide on the best treatment for you. This includes any supplements, herbal remedies, liquids, eye drops, inhalers, creams and tablets that you may use. Keep them in their original containers. Show them to the nurse, doctor and the pharmacist on the ward. The medicines that belong to you will be placed in the locked part of your bedside locker. Wherever possible the hospital will use your medicines during your stay. The hospital may not routinely stock all the medication prescribed for you.

When it is time for you to leave, we will give your medicines back to you as long as they are still prescribed for you. You should not take home any medicines you no longer need – with your permission we will dispose of them. Further supplies will be provided if necessary. The hospital will supply any new medication prescribed for you by the medical staff.

Information

Sharing information about you

Information about all aspects of your treatment is confidential and will not be given to anyone except your own doctor (GP) without your permission. In certain situations, we are required by law to report information to the appropriate authorities. If you agree, we will keep your family, carer and friends informed on your progress. The Data Protection Act 1998 allows you to have access to your health records. This is a formal process that has to be arranged by your consultant and a written request sent to the Health Records Manager of this hospital.

Consent to treatment

We must, by law, obtain your written consent to any operation and certain other procedures. The doctor will explain the benefits and risks and any alternative treatment. You will then be asked to sign a consent form. If you are unsure about any aspect of the treatment proposed, please ask questions. If an operation or procedure is planned an anaesthetic is required, further information will be given to you. Some procedures do not require formal consent, but staff will explain the risks, benefits and alternatives before asking for your verbal consent.

Information for Carers

All information about a patient's treatment is confidential and cannot be discussed without their permission. However, with consent, we will work and plan with you to help you to arrange the care needed following a hospital stay. This might include advice and support, practical help, nursing home care or rehabilitation. Please tell the nurse in charge of the ward if you have any concerns about how you will manage when you leave hospital and they will contact the Matron Discharge Coordinator.

Your stay on the ward

Your admission letter tells you where to report to on arrival.

Please do not go directly to the ward unless you have been asked to do so.

When you arrive at the ward you will be greeted by a member of staff who will show you around the ward, explain the facilities and show you to your bed. A nurse will give you a hospital identity bracelet with your name and some details on it. Please wear this all the time you are in hospital. It is an important part of our safety procedures. Your relative, friend or carer will be able to wait with you until you are settled in and they can take home anything that you do not need during your stay.

You will be cared for by the ward nursing team. Nurses will coordinate an individual care and discharge plan with you and your relative or carer. Any worries can be discussed. At the start of every shift you can expect the nurse who is looking after you to come and introduce him or herself so you always know whom to call if you have any queries or difficulties. Every ward has a nurse who is responsible for the overall management of the ward. You can ask to see them if you have any concerns.

Some wards are made up of separate bays. Each of these is designated as either male or female, with dedicated washing and toilet facilities near by. Beds in the recovery room and burns centre are for both male and female patients. Every effort will be taken to maintain your privacy and dignity.

All staff should wear an identity badge with a photograph, their name and role. Nursing staff wear different colours of uniform according to their grade.

Food and drink during your stay

Please inform us as soon as possible if you have any special dietary requirements. The hotel services department would appreciate as much notice as possible in order to cater to your needs. If your treatment involves a special diet related to your medical condition you may be seen by the hospital dietician. It may be necessary to restrict your diet for medical reasons.

We will provide you with three meals per day. You will be served a continental breakfast on the ward in the morning and there is a choice of menu for lunch and supper. Refreshments are also served at other times during the day and before you settle down for the night. If you are going to have an operation, you will not be allowed to eat or drink for a while before it takes place.

Hand washing

The Infection Prevention and Control Team seeks to maintain a high standard of hand hygiene within the Trust through promotion, education and training. All patients and visitors to the Trust are requested to use the hand gel before entering and when leaving the ward areas.

If you are worried that a member of staff may have forgotten to clean their hands, it's OK for you to remind them. We take hand hygiene seriously and welcome your help in keeping you safe.

Spiritual care

Hospital chaplains visit the ward regularly. However, the ward staff can arrange a special visit if required. A representative from your own religion is always welcome.

There is an interdenominational chapel in the hospital grounds which is open daily for prayer and meditation.

A Christian service of Holy Communion is held on each Thursday at 12.30pm in the chapel. Patients who cannot manage to get to this service may request to have Holy Communion brought to their bedsides.

Visitors and visiting times

<p>Please ask your visitors not to come if they feel unwell or have not been free of symptoms for 48hours.</p>

Each ward operates slightly different visiting times, please check with the ward staff. We also advise that visitors do not bring babies and small children into the hospital.

There are no facilities for visitors to stay overnight; however, a list of local bed and breakfast accommodation can be provided on request.

We are happy for a family member, carer or friend to telephone to check on your progress. If possible, try to arrange for these calls to be made after 9am and preferably coordinated through one family member to minimise interruptions.

Ward telephone numbers

Peanut ward	01342 414469
Burns Centre	01342 414440
Sir Benjamin Rycroft ward	01342 414466
Margaret Duncombe ward	01342 414450
Ross Tilley ward	01342 414451
Jubilee Centre	01342 414477 or 414460

Some beds have a personal telephone. Should this be available you will be given your own telephone number to pass on to your relatives. Calls cost 10p per minute outgoing to a landline and 20p per minute incoming from a landline. Please bring three one pound coins to purchase a phone card.

Refreshments

Visitors may obtain drinks, hot meals and snacks from the Spitfire Restaurant. Open 7.30am to 7.15pm Monday to Friday and 8.30am to 4pm at the weekend. Vending machines are situated in the hospital main corridor, offering snacks, confectionery and hot and cold drinks. A cash machine is also available here.

Leaving the hospital

On admission you will be given an estimated date of discharge (EDD). Each day this date will be reviewed by all members of the multi-disciplinary team and updated/amended if necessary.

On the day you are discharged you will be expected to vacate your bed-space by 10am and wait for your final paperwork / medication in the discharge lounge or dayroom. This process helps to ensure we have beds available for those who are being operated on that day. Your co-operation is greatly appreciated.

Planning for when you go home

- give the ward receptionist a forwarding address for any post
- should you require proof of your stay, for your employer, or a medical certificate signed by a doctor, please ask
- arrange with a relative, carer or friend to collect you
- ensure you have comfortable clothes and shoes to wear home
- if you are prescribed medicines to take home, it is important that you read any enclosed information and understand fully how and when to take them. The nursing staff will explain your medication to you, your relative or carer if necessary
- make sure that any tablets or medications that you brought into hospital are returned to you
- return any hospital library books
- check that you have all your personal belongings and ask for the return of any valuables you may have handed in for safekeeping
- you will be given your hospital discharge letter (for your GP) and any necessary follow-up outpatient / therapy appointments

Our commitment to you

If you have any questions or concerns about your clinical care please speak to the doctor or the nurse looking after you, so that we can rectify any problems immediately.

PALS (Patient Advice and Liaison Service) is a confidential service available to help you to sort out problems or concerns about the hospital's services and pass on your views and comments. PALS also acts as a central point where you can get information about the hospital's services and help with accessing further health information. Please contact PALS on 01342 414355 or email PALS@qvh.nhs.uk.

Complaints - Should you wish to make a complaint about any of the services or treatment you receive, the PALS and Complaints manager can be contacted through the nurse in charge of the ward or you may telephone 01342 414355, alternatively you may write to the Chief Executive.

For any comments, suggestions or praise please write to:

Dr Adrian Bull
Chief Executive
Queen Victoria Hospital NHS Foundation Trust
Holtye Road
East Grinstead
West Sussex
RH19 3DZ

Further information

You will find more information on our website, including copies of our publications, news, patient information leaflets, equality schemes and trust policies.

www.qvh.nhs.uk

NHS Foundation Trust membership

If you live in Kent, Sussex or Surrey you may like to register as a Queen Victoria Hospital NHS Foundation Trust member. Membership is free and we would value your support and interest in the future development of the hospital.

As a member you will receive a regular newsletter about the hospital, its services and staff and you will be eligible to stand for election for one of the 24 seats as public governor on the Board of Governors, should you choose to. Your friends and family may also join if they are over 18.

If you would like more information please contact the **Engagement Coordinator, Tel: 01342 414200**

To register as a member you may:

- Complete application form
- Register on-line at www.qvh.nhs.uk
- Write to the Membership Secretary, Queen Victoria Hospital NHS Foundation Trust, Holtye Road, East Grinstead, West Sussex, RH19 3DZ.

The League of Friends

You may be interested in joining the League of Friends which has a membership of more than 1000 people with around 150 volunteers who provide services at the hospital. Being a member does not commit you to taking an active part, but indicates your support for the hospital. Please ask on the ward for an application form.

Radio Queen Vic – The League of Friends hospital broadcasting service plays records for patients from 8pm to 10pm each evening except Saturdays. Request collectors wearing bright yellow shirts regularly visit the wards.

Planning your journey

Public transport travel information can be obtained from Traveline
www.travelinesoutheast.org.uk **Tel: 08706 082608**

By road

From Tunbridge Wells area

Traveling on the A264, before reaching East Grinstead town centre, you will drive through two sets of pedestrian traffic lights. The hospital is on your right after the second set of lights.

A22 South – When entering East Grinstead one-way system follow the road signs to A264 Tunbridge Wells, turning left at Moat Road, this leads on to Holtye Road. Go straight ahead at both roundabouts, the hospital entrance is on your left.

A22 North – After reaching the outskirts of East Grinstead, you will come to a roundabout. Take the first exit towards the Town Centre. At the next roundabout turn right into College Lane. At the next roundabout turn right, continue ahead at next mini roundabout and the entrance to the hospital is on your left.

From M25 – Leave at Junction 6 and follow the A22 to East Grinstead. Follow the directions for A22 South.

From M23 – Leave at Junction 10, follow signs to East Grinstead for about 8 miles. On reaching the T-junction by the hotel, turn right on to the A22. Follow the directions given for the A22 South.

By train www.nationalrail.co.uk Tel: 08457 484950

There is a direct rail service from London Victoria throughout the day. During peak hours, trains run directly to and from London Bridge. A taxi rank is available outside the station.

By bus from the railway station

281 www.metrobus.co.uk Tel: 01293 449191

409 www.southdownpsv.co.uk Tel: 01342 719619



Parking

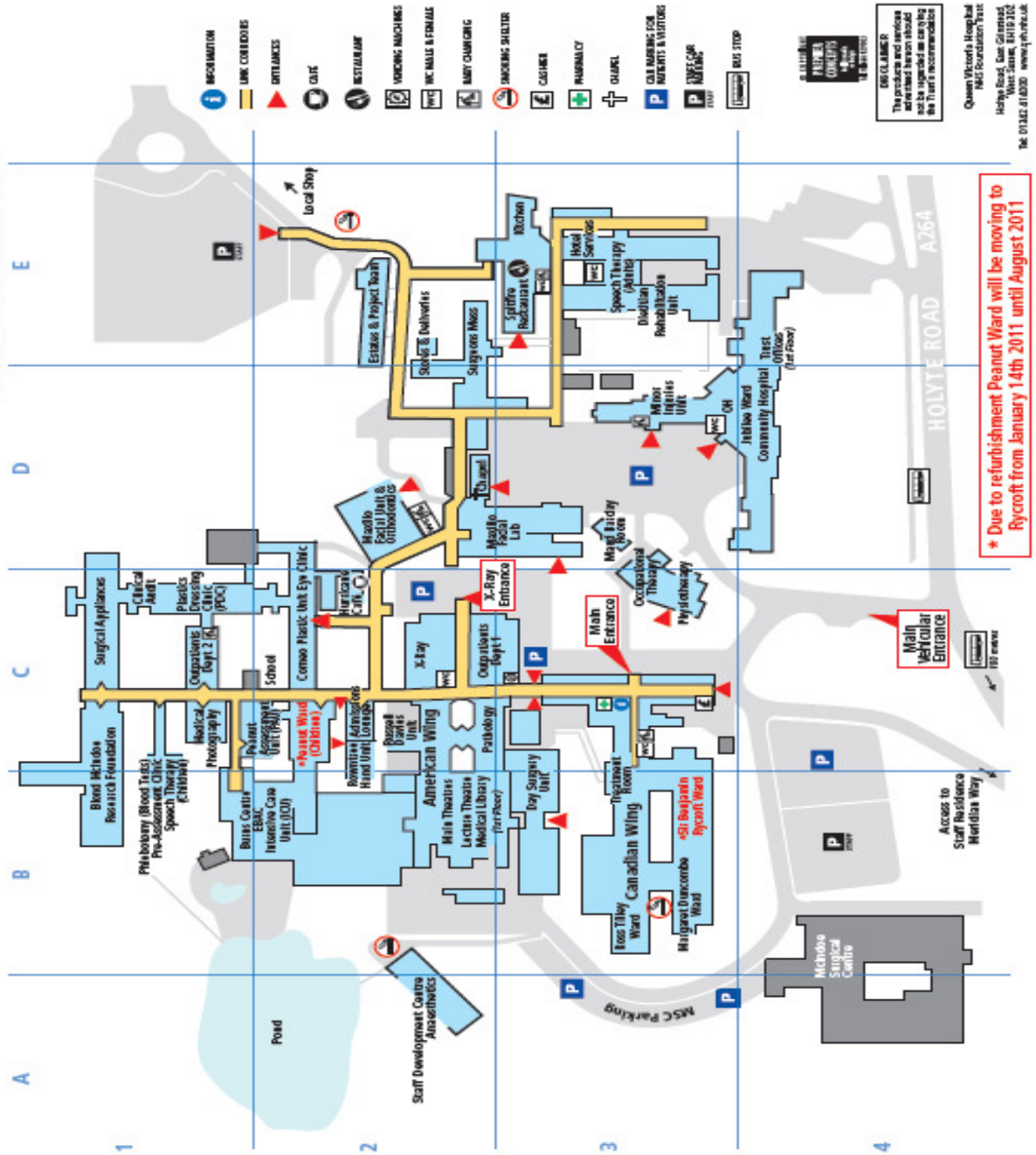
Limited 'pay and display' parking is available. Please ensure you have small change available. Charges are £2.50 for three hours and £4.00 for up to 10 hours.

Parking is free in the evening, weekends, public holidays and for Disabled Badge Holders.

Internal Plan

Welcome to Queen Victoria Hospital NHS

NHS Foundation Trust



Health advice and support

Want to quit smoking?

Imagine one of the best things you could do in your life; making a complete break from smoking. Think about how great it would be to leave those health worries behind you.

Picture yourself, waking up and feeling totally fresh.

Millions of people in Britain have already gone smokefree and you can too.

For further help:

www.gosmokefree.co.uk

Tel: 0800 169 0169

www.quit.org.uk

Tel: 0800 00 22 00

www.ash.org.uk

Worried about alcohol?

Drinking a moderate amount of alcohol will not do you any physical or psychological harm. However, for some people, social drinking can lead to heavier drinking, which may cause serious health problems. If you have an alcohol related problem, there are many services you can contact to help you reduce or stop your drinking.

For further help:

www.alcoholconcern.org.uk

Tel: 02073954000

www.adfam.org.uk

Tel: 020 7553 7640

National Drinkline (Helpline)

Tel: 0800 917 8282

Concerned about drugs?

www.talktofrank.com

Tel: 0800 776600

All of the above associations can put you in touch with your local support services.