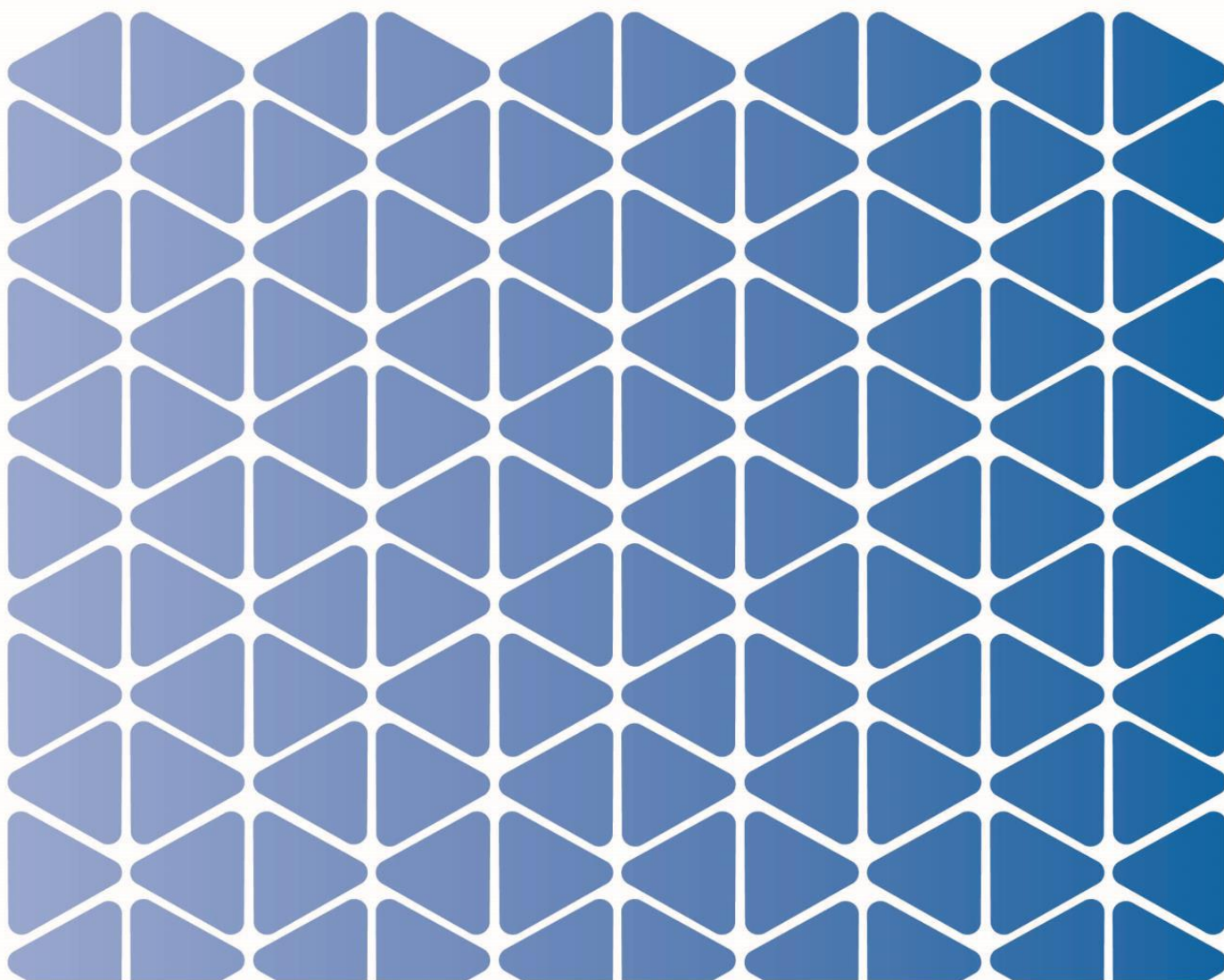




PATIENT INFORMATION

WELCOME TO THE ALEXANDRA HOSPITAL



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Welcome to the Alexandra Hospital – Redditch

Please read this booklet carefully - it aims to prepare you for your stay in hospital and should help make your visit more relaxed and therefore more comfortable.

Whilst you are with us you will be given excellent treatment and care from our clinical teams. We will make every effort to look after your individual needs and if you need any special arrangements please mention these to our staff prior to your admission. We will make every effort to make these arrangements for you.

If you have any questions about your admission, please contact your consultant's secretary, or your specialist nurse who will be pleased to help you.

We would like to particularly draw your attention to the sections on Transport and Personal Property.

We hope you find the information in this booklet helpful.

Worcestershire Acute Hospitals NHS Trust is committed to equality of access to its services for all patients and no patient will be disadvantaged on the grounds of gender, race, colour, nationality, ethnic or national origin, disability, marital status, sexual orientation, age or religious beliefs.

INFECTION CONTROL

We actively promote clean hand hygiene as an important way of controlling infection and encourage patients to remind staff to wash their hands before being examined.

Your visitors can also help by using the alcohol hand rubs before entering and leaving ward areas. These are available from wall-mounted dispensers at the entrance to all clinical areas.

We also encourage patients to bring in hand wipes. These can be used before and after meals and after using a commode / urinal for your own protection.

Coughs, colds, influenza and other illnesses can be dangerous for some patients who are in hospital and we would ask that you remind your visitors that if they are suffering from an infectious illness to delay their visit until they are better.

As children often have coughs and colds and forget to cover mouths and noses when sneezing, it is advisable to avoid bringing children into hospitals.

For some selected procedures you may be screened for MRSA. This is not necessary for all procedures but if you have any concerns please ask your admitting nurse. If you have been caring for anyone with MRSA or if you yourself are a health care worker ensure the nurse is aware as screening may be required.

GETTING TO THE ALEXANDRA HOSPITAL – REDDITCH

By Car

Leave the M42 and join the A435 south bound towards Redditch. At the roundabout take the third exit. At the next roundabout take the first exit onto Claybrook Drive. Continue to the end of the road and at the roundabout take the second exit along Washford Drive. At the mini island turn right into Hospital Drive.

By Train

Redditch Railway Station is located 3 miles from the Alexandra Hospital. There are regular buses running to the hospital.

For up to date details on train services from your area visit www.nationalrail.co.uk or call 03457 48 49 50. *You may be charged for calling this number.*

By Bus

11 Redditch to Washford Mill - via Webheath, Crabbs Cross & Alexandra Hospital; **149** Redditch to Worcester - via Alexandra Hospital, Astwood Bank, Inkberrow

12 Redditch to Astwood Bank - Via Alexandra Hospital

149S Redditch to Worcester, Barborne - via Alexandra Hospital, Inkberrow, Worcester Kings School

52A Alexandra Hospital, Redditch to Princess of Wales Hospital, Bromsgrove - Via Redditch, Finstall, Charford, Bromsgrove and Sidemoor

150 Redditch to Kings Heath - via Alexandra Hospital, Inkford Brook, Hollywood & Maypole

64 Redditch to Alexandra Hospital - Via Lodge park

247 Redditch to Evesham - Via Crabbs Cross, Alexandra Hospital, Studley & Alcester

67 Redditch to Studley - Via Lakeside, Greenlands and Alexandra Hospital

812 Redditch to Ridgeway - Via Alexandra Hospital & Astwood Bank

For more information call the Traveline Enquiries on 0871 200 2233 or www.traveline.co.uk

WHAT TO BRING

To help you we have made a list of useful items you will need:

- Your letter of admission and your appointment card
- All medicines and tablets you are taking, whether prescribed by your own doctor or otherwise

- A note of the address and telephone number of your next of kin or any other person you appoint to represent you
- If you have been given a consent form (patient agreement to investigation or treatment), please bring this with you
- Toiletries e.g. Towels, toothbrush, toothpaste, shaving kit, paper tissues and a face flannel
- Hand wipes to use before and after all meals
- A nightdress or pyjamas, dressing gown and slippers. Some casual day clothes.
- Only bring a small amount of money for telephone calls, newspapers, soft drinks etc. (A 'Patientline' card will cost £5, £10 or £15)
- Your District Nurse / Maternity notes (if relevant)
- Your single assessment process documentation (if relevant)
- If possible, mark your personal property with your name

TRANSPORT

We would recommend you make arrangements for transport as soon as you are aware of the date you are to be admitted or discharged. Details of public transport to each of our hospitals, including bus timetables, can be sent to you upon request from the Community Transport Officer on 01905 768468. Alternatively, for timetable enquiries contact 0870 608 2608 or Traveline telephone 0871 200 2233 or visit website www.traveline.org.uk. If you can travel in by car, please ask your relatives or a friend to make arrangements to bring you into hospital. If they are not able please consider a taxi, public transport of the community scheme.

If you came into hospital by ambulance or hospital car you may not automatically qualify for transport when you are discharged. Transport is only provided to patients who have a medical need and **who are unable to travel by car or public transport**. Escorts are only permitted to travel with you if there is a medical need such as help with toileting; otherwise relatives will be asked to meet you at the hospital.

Due to the demand for transport and the limited number of ambulances and hospital cars, the provision of transport has to be limited to patients with a medical need. If you can travel in a car, please ask your relatives or a friend to make arrangements to collect you when you are ready to be discharged. If they are unavailable at the time you are discharged as part of your recovery journey, you will be asked to wait in the Discharge Lounge until they can collect you.

If you are on certain income support benefits, you may be entitled to reimbursement of public transport costs at public transport rates. You are strongly advised to ensure this is available to you before incurring any costs. The cashiers at each hospital site will advise you about whether you qualify for this refund and if so will reimburse your travel costs on presentation of appropriate receipts and documentation. If a carer is required to travel with you because of your medical condition this benefit may also be available to them.

CAR PARKING

We operate a managed car parking system, which is based on a 'pay and display' and 'pay on exit' scheme for patients and visitors.

Patient drop-off and pick-up points are available at all our hospitals and there are some short-stay parking spaces for emergencies. Disabled badge holders and motorcycle parking is free. For immediate relatives, carers and patients visiting the hospital for extended periods of time (usually more than 7 consecutive days) special discounted parking rates can be arranged - more information can be obtained from the Ward Sister, Ward Clerk or Hospital Cashier.

ON ARRIVAL

We ask that all patients who are attending for out-patients appointments or day surgery should report to the main reception desk. Details will be taken from you and entered onto our computer system. From here you will be directed to the appropriate department.

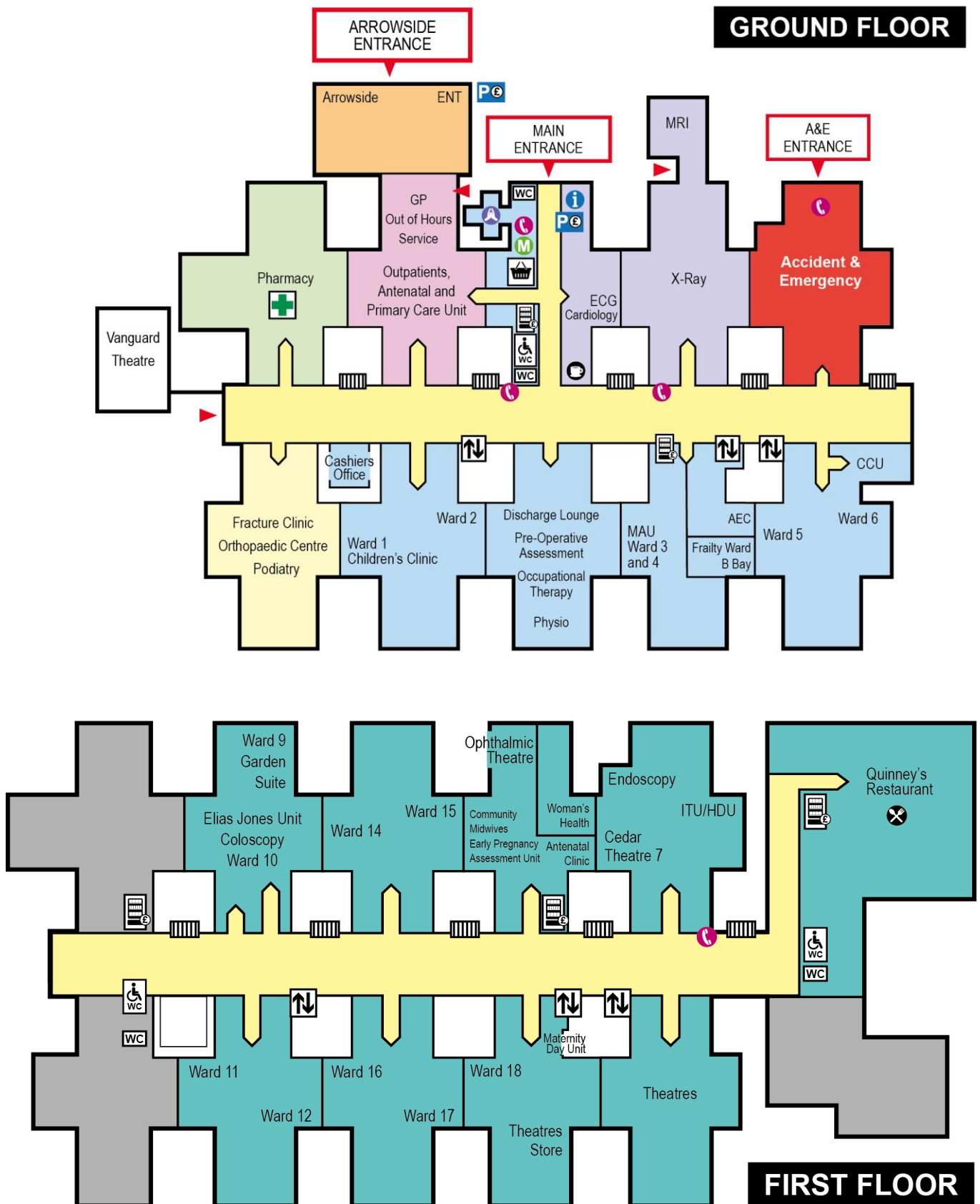
How long will I be in hospital?

If your admission in hospital is pre-booked, for example you are coming in for planned surgery; the nurse in the pre-admission clinic will advise you how long you are likely to stay.

You may need to discuss your home situation with a nurse on the ward so that they can properly assess the level of support you may need when you return home. Your nurse may involve Social Services in helping out. Please raise any worries you have about going home at the earliest opportunity following your admission. If you require additional support services when you go home, you will be given information that explains what will be provided with relevant contact numbers.

Our aim is to promote independent living wherever possible. If it has been agreed that your needs would be best met in alternative accommodation your onward care team will discuss this with you and your family.

The ALEXANDRA HOSPITAL SITE LAYOUT



Peony Rooms

There are two rooms on the 1st floor of the hospital that can be accessed through the Palliative Care Team within working hours Mon – Fri 8:30am – 4:30pm. These rooms provide a quiet breakout area for anyone supporting a patient who is now in receipt of palliative care. Ward staff can access the team as required if they are in need of accessing the rooms.

MEDICINES AND TABLETS

We run a 'patient's own medicines' scheme within the Trust, with the aim of helping you to get the most from your medicines. Bringing all your medicines into hospital with you helps us get the most accurate information about the medicines you are taking, ensures that you get continuity of care, improves medicines safety and prevents unnecessary wastage of medicines.

Please bring all medicines and tablets into hospital with you, including any homeopathic, herbal or over the counter remedies you may be taking. It is very important that you remember to tell the admitting nurse, hospital doctor and ward pharmacist about these medicines.

Upon arrival these medicines must be handed to the nurse on your ward so that they can be safely stored in the locked drawer of your bedside locker for safe keeping. The nurse and/or ward pharmacist will then discuss these with your doctor, who will decide if they should form part of your hospital treatment. We will want you to use your own medicines wherever appropriate and will ask for your consent to do this. Should any of your medicines not be required, the ward based pharmacy team will arrange for them to be destroyed or go home with you, whichever is most appropriate.

If you are admitted to an area which does not have a ward-based pharmacy team, unwanted or unnecessary medicines must either be removed for safe destruction or sent home at the earliest opportunity with a relative or nominated adult.

Whilst in hospital you must only take those medicines that have been prescribed by your hospital doctor. When you are discharged you may be prescribed certain medicines to take home. Any medicines of your own that you will need to take will be returned to you, as well as any other appropriate medicines that have been prescribed for you during your hospital stay. Your discharge prescription will be completed by the ward-based pharmacy team or by the dispensary depending on which hospital you have been admitted to. If you have any other medicines left at home that you are unsure about, you should check with your GP whether you should continue to take them.

ALLERGIES

You should always inform your consultant and any of the medical team treating you if you have any allergies.

SOCIAL SECURITY BENEFITS

When you come into hospital your Income Support, State Retirement Pension, or other state benefit may be reduced or even sometimes stopped. This could be because some of your personal needs will be met whilst you are in hospital, for example, food and heating. To ensure you receive the correct benefit, you should always discuss this with your Benefit Agency.

PERSONAL PROPERTY

You are advised to bring only essential items into hospital as these are not insured under any hospital policy **and will remain your own responsibility if they are lost.** Arrangements can be made for small items to be kept in safe custody and these should immediately be handed to the ward sister/nursing staff as soon as you arrive. A receipt must be obtained.

Whilst we do everything possible to prevent the loss of patient property, although rare, this sometimes happens. **Worcestershire Acute Hospitals NHS Trust accepts no responsibility for the loss of, or damage to, personal property of any kind, in whatever way the loss or damage may occur, unless deposited for safe custody and an acceptable hospital receipt is produced.**

Hearing aids, spectacles, dentures and jewellery remain the responsibility of the patient and whilst we will do everything possible to prevent losses we are not financially responsible if any of these items go missing. Patients are requested to insure any items of value before coming into hospital. Please make sure that dentures, spectacles and hearing aids not in use are kept in appropriate containers. Wrapping these items in tissue paper is often mistaken for rubbish and removed from your bedside by our domestic staff.

Mobile telephones, portable televisions and personal stereo systems without headphones must not be used in the hospital. Alcohol and recreational drugs are strictly not allowed.

In relation to the use of electrical equipment an electrical fault may cause further electrical problems within the hospital. Patients need to inform the nurse in charge to check if your equipment requires PAT testing.

NO SMOKING

In line with Government legislation, no smoking is permitted within any of our hospital buildings. The canopies at the entrances to our buildings are also included as part of the buildings. In addition, there is a 15m exclusion zone around all our premises where smoking is not permitted.

A patient disclaimer form must be signed if a patient wishes to smoke during a stay in hospital. Patients are reminded that it is not the responsibility of our nursing or

portering staff to assist patients to leave the ward to smoke and that they do so at their own risk.

The Worcestershire Smoking Advice Service on 01905 760222 will provide advice and support to smokers who wish to quit. Information on quitting smoking is also available on wards.

MEALS

We aim to provide appetising and nourishing meals and you will generally have a choice from a menu for all your meals. If you have a food allergy or require a special diet as part of your treatment, you may be referred to a dietician who will discuss this with you and your carers.

Certain foods and drinks can interfere with recommended diets and treatments so please ask ward staff before bringing in food. We are unable to re-heat food that has been brought in.

Patients with an allergy to gluten can be given gluten free food - please bring this to the attention of the ward sister.

We try to protect mealtimes to ensure you are undisturbed and given time to eat your meals. This includes asking friends and relatives not to visit at meal times, as although you may not mind, other patients may object. Some patients may benefit from the support of others to help them at mealtimes, this needs to be discussed with the nurse in charge so appropriate arrangements can be made. Meal times and menus may vary and details of local ward arrangements will be given to you on the ward.

If you need any help with eating meals or drinking, please ask the nursing staff who will be pleased to help you.

VISITORS

Whilst you are in hospital, your visitors are very welcome.

- Arrangements can always be made for visitors travelling long distances or where it is difficult to see patients within the visiting times - please speak to your nurse about this
- The number of visitors allowed around a patient's bed at a time is usually no more than 2 people. This is to ensure patients do not become unduly tired and for health and safety reasons. It is sensible to avoid bringing young children into hospitals. Please discuss this with the ward staff. We do ask that visiting children are controlled to prevent disturbing other patients. The Trust has a Visitor's Code of Conduct which will be accessible in all clinical areas. Please familiarise yourself with this

FIRE ALARM TESTING

Hospitals are required to sound their fire alarms for a short period at the same time each week. At The Alexandra Hospital the fire alarm is tested every Wednesday morning from approximately 08.30. However, any prolonged sounding of the continuous fire alarm signal in any area during the test period will be investigated by staff and patients/visitors advised accordingly.

DO YOU CARE FOR SOMEONE OR DOES SOMEONE CARE FOR YOU?

Do you look after a friend, relative or neighbour who, because of illness, disability or the effects of old age can't manage without your help? Or is someone caring for you?

The Worcestershire Carers Unit provides:

- Carer information pack
- Emergency Card
- Listening Service
- Signposting for advice about money matters and support groups.

There is a Carer Development Officer at the Worcestershire Royal Hospital and the Alexandra Hospital. For advice or support please contact the Worcestershire Carer's Unit on 0800 389 2896.

WARD ACCOMMODATION

We try to ensure your privacy and dignity is upheld at all times. Although most of our wards and departments now offer single sex accommodation, there are certain high dependency areas where it is not possible to do this; these are generally Accident & Emergency, our Medical Assessment and Critical Care Units and the Coronary Care Units. We try to ensure the toilet and washing facilities are separate for male and female patients, offering maximum privacy.

TELEPHONES & MOBILE PHONES

Public payphones are available for outgoing calls and these are located near the main reception and at other points throughout the hospital. These telephones cannot receive incoming calls nor can they take phone cards. We do supply a limited number of public payphones to use from wheelchairs. Please ask the ward staff where the nearest one is situated. For the hard of hearing we have a loop system available in each of the main reception areas.

Mobile telephones are only permitted in the main corridors of the hospital, as the use of these may interfere with medical equipment. If mobile phones are brought into hospital, please ensure that they are switched OFF when entering a ward or clinical area.

SHOP, COFFEE SHOP & DINING ROOMS

League of Friends Coffee Shop

Opening times

9am – 5pm most days dependant on Volunteer availability

Quinney's Restaurant – first floor

Opening times

Monday to Friday:

Breakfast 7:30am – 11am

Brunch 11am – 12noon

Lunch 12noon - 2pm

Evening meal 6pm – 8pm

Weekends:

Breakfast 8:30am - 11am

Vending machine – first floor outside Quinney's Restaurant

Available for out of hours meals and snacks. There are other vending machines dispensing hot and cold drinks located throughout the hospital

OTHER FACILITIES AVAILABLE

Newspapers can be bought from the hospital shop or the mobile trolley that visits the wards daily.

Letters and cards are delivered to the wards and outgoing mail is collected from the ward each day. There is also a post box in the main entrance.

CONFIDENTIALITY

Information about your condition and treatment is strictly confidential and will not be discussed without your express permission with anyone not connected with your care. Please ask the doctors or a nurse if you want to know anything about your treatment or the medicines you receive.

Whilst you are in hospital your family, relatives and friends will understandably be concerned and often ask our doctors and nurses how you are. Please remember that your medical condition and information about you is confidential and our staff are limited to what they are able to say when they are asked about your treatment and condition.

We do try and be helpful but it is not always possible for us to discuss your condition in detail with relatives without your permission. This can often lead to frustration. However, we may need to discuss certain information with your next-of-kin if you are not in a position to be informed and it is deemed to be in your best interests.

In some instances, a meeting with your doctor or the senior nurse in charge of the ward can be of help and, providing you agree, an appointment can be made with your relatives to discuss and answer questions.

Worcestershire Acute Hospitals NHS Trust is responsible for training doctors, nurses and other clinical staff. This means that sometimes our medical information, like an x-ray or head scan, will be used to teach staff within the Trust. However, if you do not want such medical information used for teaching you must inform the consultant or ward sister responsible for your care. If you have a particular request or strong feelings about your treatment, for example, blood transfusion or resuscitation, this should be discussed at your pre-operative clinic appointment or when you first arrive.

ACCESS TO HEALTH RECORDS

In accordance with the Data Protection Act 1998, you can request copies of your medical records. There is a charge for the provision of the information. Should you wish to do this you need to contact the Legal Services Department on 01527 503850.

If you disagree with any comments in your notes you can apply to have any inaccuracies corrected, however, this will only be done if the person who made the entry agrees this is appropriate.

If you wish to see information about your current care on the ward, please speak to the Ward Sister who will arrange this for you.

You are also allowed to receive copies of letters sent between health professionals at the time they are posted. This is part of an initiative by the Department of Health to make patients more aware of their condition and treatment. If you would like to receive copies of letters you can obtain an authority form from any outpatient clinic or on the ward or department.

YOUR PATIENT RECORDS

Patient information is stored in your hand written medical records and on computer files and we are governed by strict guidelines and data protection to whom this information is available. We are sometimes required to make this information available by law and this may also be used in confidence for purposes other than your immediate care. For example, research and data collection.

We can sometimes use information to help staff review the care they provide to make sure it is of the highest standards. Also to help educate and train future staff, carry out medical and other research for the benefit of everyone.

If you ask us not to share information about you with another person or organisation we will respect your wishes unless there are exceptional circumstances. Not sharing

some information may mean that we have to modify the care we provide to you but this will be explained to you. The final decision will rest with you.

There are exceptional circumstances where information about you will be shared even if you do not give us permission to do so. These are where information is shared for legal reasons or in the public interest. Circumstances where information may be shared without your permission include:

- Where it is required by law, for example the notification of births, deaths and some infectious diseases.
- Where a court order has been issued requesting the information.
- Where there is a serious risk of harm to you or other individuals.
- Where a child is believed to be at risk of harm (Children Act 1989).
- Where information is required for the prevention, detection or prosecution of a serious crime.

EXPERT PATIENT PROGRAMME

The Expert Patient Programme is an NHS initiative to help people living with long term conditions maintain their health and improve their quality of life through self-management. It is a course where you take control of your condition and make a difference to your life.

The course is available for any adult living with a long term condition, such as arthritis, heart disease, MS, ME and diabetes. The course is free, for further information contact the Expert Patient Programme Co-ordinator for Worcestershire Primary Care Trust on 01527 507055.

HELPING NEW STAFF TO LEARN

The Trust has achieved teaching status and has a commitment to helping its staff to learn and progress in their careers. From time to time you may come across doctors and nurses being trained in new techniques and procedures.

In the case of doctors, you can be assured that they are all the responsibility of the respective Consultant Medical/Surgical Staff. Nurses and student nurses are the responsibility of the ward sister. You will always be asked if you mind students being involved in your treatment. You can of course refuse such requests - simply tell your doctor or a member of the medical team.

SPIRITUAL AND PASTORAL CARE RELIGIOUS NEEDS

Spiritual and Pastoral Care

Being a patient in hospital, or having a relative or friend who is a patient, can lead to anxiety and feeling stressed. Sometimes, because of illness, the ways in which we view ourselves and life in general can change, causing us to ask deep questions. Much more often the issues are simpler and the patient or relative just needs someone who will listen to them as they talk about their situation. Hospital Chaplains are available to offer confidential support to all patients and their visitors of any faith, or none. If you would like to see a Chaplain, contact can be made through the hospital switchboard, please ask the ward staff for help in doing this.

Places for Prayer and being quiet / Chaplain's office

For prayer and contemplation

There is a weekly Communion Service which takes place every Wednesday at 10.30am in the Prayer Room. Muslim Prayers are held each Friday in the Prayer Room, 12.30pm (Winter), 2pm (Summer time)

Wudu available here.

Religious Services, texts and Religious needs

Bedside communion and other special arrangements can be made on request to the Chaplain via the switchboard. Copies of the Christian New Testament are placed in individual patient lockers and the religious texts for other major faiths are available on request from the Chaplains. If you have any other particular religious needs, whatever your faith, please ask through the ward staff so that arrangements can be made for you.

LEAVING HOSPITAL

Discharge Planning

At the time of your admission or at pre-admission clinic and throughout your hospital stay you and your family/carers will be asked for information regarding your home circumstances and ability to manage at home prior to your illness.

From the point of admission or prior to hospitalisation we start planning for your discharge. The majority of patients return home when they are well enough. Some, however, will need one or more of the following additional supports:

- Period of rehabilitation in another hospital
- Temporary or long term placement in a residential home or nursing home
- Care support at home or day care
- Intermediate care such as Community Occupational therapist or District nurse at home
- Outpatient services
- Home adaptations or additional equipment.

Home

If you are discharged home it is important to us that you will be safe and able to manage. Although some people require no support there are a variety of services we are able to access. It may be that you only need the Red Cross Home from Hospital service to check in on you a couple of times and may be do a bit of shopping when you first get home. Sometimes your needs will be greater and services may extend to several visits a day as well as provision of care. This is arranged through onward care.

Rehabilitation

There are occasions when your medical condition has become stable but your recovery is not complete. At this time you may be transferred to a facility that will more appropriately meet your needs. A multi-disciplinary meeting involving therapists, nurses, doctors and onward care will make a decision on the benefits you may gain from some rehabilitation. Every effort will be made to involve you and your carers in those decisions. There are beds within the Trust that provide rehabilitation but there is also the option of some services with intermediate care on the community.

What if I can't return to my own home?

Once you are feeling better and the medical team involved in your care decide that you may soon be ready to discharge from hospital, your nurse will discuss your ongoing care requirements with you and your family. We will work with you to consider the best options available, as it is inappropriate to occupy an acute hospital bed if you no longer require this level of treatment.

Continuing Health Care

Continuing health care is considered when a person has a long standing illness, a severe disability or a complex physical or mental health care problem and while they may still require care, they no longer need care for an acute episode of illness. There is a specific national guidance on the eligibility for continuing healthcare.

Following a multidisciplinary assessment completed by all the people involved with your care, a decision will be made as to your eligibility for continuing health care funding. If you / your relative meet the criteria, your needs will be arranged and funded by the National Health Service.

WHEN YOU LEAVE HOSPITAL - please ensure that:

- You have suitable clothes for the journey home
- You take all of your personal belongings with you
- You leave a forwarding address with the ward sister
- You have the medication from the Pharmacy that you brought in (if appropriate)
- You have any relevant information leaflets

You will also need to check with the nurse before you leave the ward whether you require any of the following: -

- An outpatient appointment card
- Medical Certificate
- Any prescribed medication from the hospital
- Copy of discharge letter for your GP or District Nurse

HOSPITAL SICKNESS CERTIFICATION

Patients requiring a Medical Certificate for their employers should in the first instance, speak to the Ward Clerk.

A Medical Certificate covering your in-patient stay, plus a further seven days (Form Med 10) can be provided and signed by the Nursing Staff. You will then need to return to your GP for further certification.

A Medical Certificate for patients who are advised by their hospital doctor to refrain from work after discharge (Form Med 3) can be provided by your hospital doctor.

THINKING ABOUT MAKING A DONATION?

Would you like to help us buy new equipment, provide new patient amenities or provide vital training to our staff making your hospital a better place?

If so, you can make a donation to the hospital through your ward or through the hospital cashiers office. All the money given goes directly into services for patients. If you would like to make a donation, please let us know. You will, of course be asked how you would like your money used. This may be for general use or for something specific. If you are a taxpayer, you will also be able to make a donation under the Gift Aid Scheme, which means more of your money can go to our good causes.

We are sorry that our staff are not allowed to accept personal gifts of money but you can give donations to your ward or hospital cashiers office. If you would like more information, please do not hesitate to speak to the Ward Sister or contact the Trustees on 01905 760706.

Donations are administered through the Worcestershire Acute Hospitals NHS Trust Charitable Fund (registered charity number 1054612)

TRUST VOLUNTEERS AND OTHER VOLUNTARY ORGANISATIONS

Volunteers give their valuable time to our hospitals and have raised hundreds of thousands of pounds to provide patients with extra comforts, amenities and items of equipment, which we are unable to pay for from NHS funds. The regular income from these organisations is greatly appreciated by both patients and staff.

Throughout your stay you will see many volunteers helping patients and visitors to our hospitals.

If you would like to become a Trust volunteer or join any of these partner organisations to help them continue their excellent work please write to the Volunteer Manager (Worcestershire Royal Hospital, Charles Hastings Way, Worcester, WR5 1DD) who will be pleased help.

Donations to the Worcestershire Acute Hospitals Charity, the League of Friends, WRVS and other Charitable and Voluntary organisations are always welcome. If you would like more information on this please contact the Volunteer Manager who will gladly pass on their details to you.

SUGGESTIONS

We are continually trying to improve the services we provide to all our patients, their relatives and friends. We welcome your views on the service you have received. There is a patient suggestion scheme of which leaflet dispensers can be found at various sites throughout our hospitals.

HOW YOU CAN HELP US

To continue improving the service we provide, please tell us:

- If you change your name, address or telephone number.
- If you need to cancel your outpatient appointment.
- If you have to cancel any planned admission or treatment.
- If you are unable to keep your appointment, please give us as much notice as possible, so that your appointment time can be allocated to another patient.

Who's Who

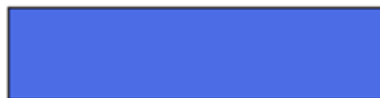
Tunic / Dress Colour



Modern Matron



Ward Sister



Staff Nurse



Auxiliary Nurse



Domestic



Ward Clerk



Student Nurses



Volunteers

If you would like this information in an alternative language and format please speak to a member of staff who will arrange this.

Jeżeli są Państwo zainteresowani otrzymaniem niniejszej ulotki w innej wersji językowej lub formacie, prosimy zwrócić się w tej sprawie do członka naszego personelu.

আপনি যদি এই লিফলেটটি অন্য ভাষায় বা ফর্ম্যাটে পেতে চান যেমন, অডিও বা ব্রেইল তাহলে অনুগ্রহ করে সদস্য বা কর্মীদেরকে তা জানান।

Pentru a obține această broșură în altă limbă sau în alt format fie audio sau limbajul Braille, vă rugăm să apălați la un membru al personalului.

Caso deseje este folheto numa língua ou formato alternativos, tal como ficheiro áudio ou em Braille, por favor dirija-se a um dos nossos funcionários.

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.