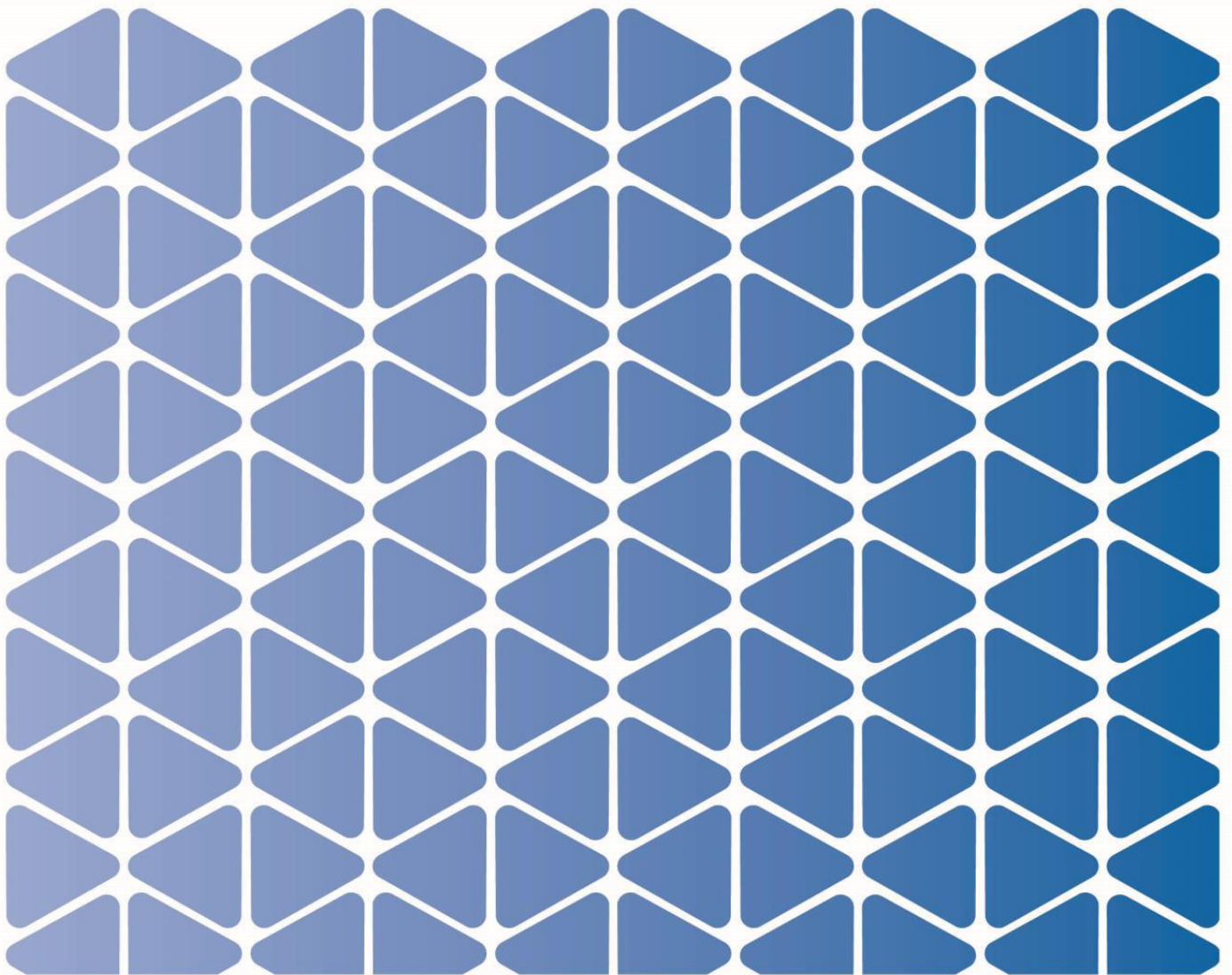


PATIENT INFORMATION

HOW TO USE A DOORLINE RAMP



Fitting

1. Position the ramp so the lip rests on the threshold as in Picture1 and 2 as demonstrated by your Occupational Therapist on their visit to your property.



(Picture 1)



Telescopic ramp used in conjunction with Doorline ramp



(Picture 2)



Doorline ramp

(OT to indicate with tick box above which is the appropriate way to use Doorline ramp being issued.)

2. Ensure the ramp does not become dislodged in use. Check the ramp is firmly located on a level surface, and stable each time it is used. Take care when using the ramp, so that no part of the wheelchair catches and moves it.
3. To carry the ramp, use the foldaway carry handle (Picture 3)
Only moving ramp if you feel safe to do so.

Picture 3



CARE AND CLEANING

- If the ramp becomes damaged or slippery in any way, it should not be used (contact Worcestershire Royal Hospital Occupational Therapy Department (01905) 760170)
- The ramp may be cleaned with normal cleaning products and left to dry before use.
- The ramps are not designed for permanent outside use and must not be fixed down.

LOAN

This item is on loan to you from:

Occupational Therapy Department
Worcestershire Royal Hospital
Charles Hastings Way
Worcester
WR5 1DD

COLLECTION

To return the equipment please telephone the appropriate department from the following numbers to arrange collection

Worcestershire Royal Hospital
Medicine, Palliative – Level 0
Tel: 01905 760667

T&O, Surgery and Vascular - Level 2
Tel: 01905 760170

Alexandra Hospital
Tel: 01527 512146

Feedback for Inpatient Therapies

Please scan the QR code or follow the link below:

If you have been seen by a Physiotherapist or Occupational Therapist during your admission, please leave us some feedback by scanning the QR code or following the link and filling in the short survey.



<https://apps.worcsacute.nhs.uk/PublicSurvey/AHPFeedback>

Ward admitted to: _____

Therapy team who treated you: _____

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 Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

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