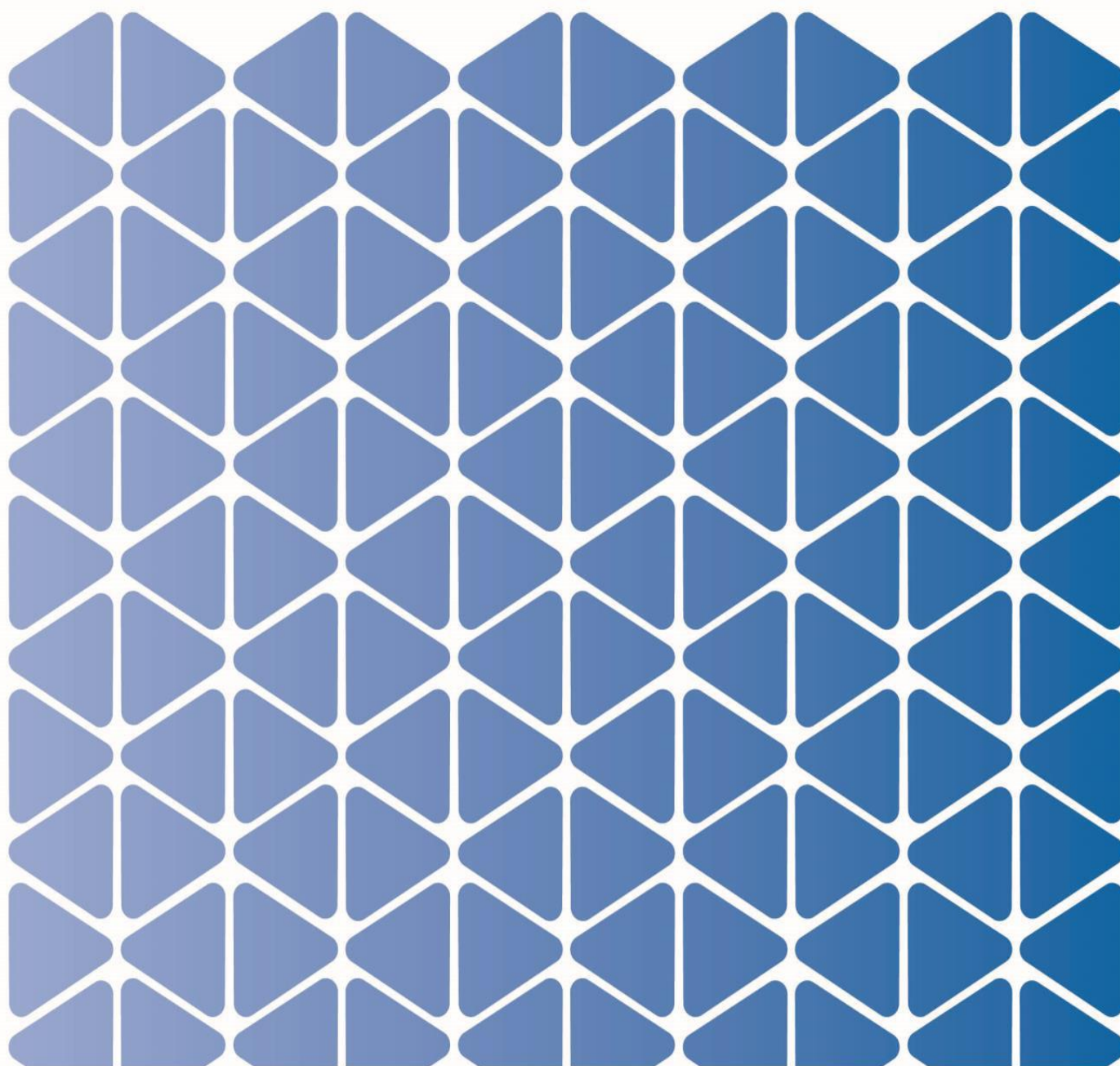


**PATIENT INFORMATION****DISPOSAL OF SHARPS BINS**

# DISPOSE OF YOUR SHARPS BIN RESPONSIBLY



- FILL IN ALL OF THE DETAILS ON THE FRONT OF THE BIN
- ENSURE THAT THE LID HAS BEEN PROPERLY FITTED AND CLICKED IN PLACE
- ONLY FILL TO THE LINE INDICATED ON THE BIN
- CLOSE THE LID CORRECTLY BEFORE TRANSPORTING

## WHERE TO TAKE YOUR SHARPS BIN FOR DISPOSAL

In Worcestershire, your local pharmacy may accept sharps bins by arrangement with the local council.

If this is not an option, please contact your local council for the current arrangements - information may be available on your council website (search for 'sharps'), see <https://www.worcestershire.gov.uk/lets-waste-less/a-to-z-recycling/clinical-waste-sharps-0> or scan QR code



If no other option is available to you, sharps bins given to you by Worcestershire Acute hospitals may be returned to main reception on any site, provided they are correctly filled in and closed as above.

Sharps bins may not be returned to the hospital pharmacy.

Thank you for disposing of your sharps bin responsibly.

**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](mailto: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.