

Patient Information

Your stay in hospital

Welcome to Burton Hospitals NHS Foundation Trust

This booklet tells you what to expect during your stay in Hospital. We aim to provide the highest standards of care and hope that your visit will be as pleasant and comfortable as possible.

We thank you for your co-operation.

Please do not hesitate to ask us any questions or to speak out if you are unhappy with any aspect of your care.

The Patient Advice & Liaison Service (PALS)

PALS provide a confidential and free service to help us improve the service we offer to patients. If you need someone to turn to for help, support or information, PALS can offer you immediate assistance.

PALS will:

- Listen to your concerns, suggestions and queries.
- Offer advice and support to patients, families and carers.
- Direct you to the best person to help you.
- Provide information about healthcare and NHS services.

You can contact PALS by:

- Telephone: 01283 511511, extension 5284 between Monday and Friday from 9am to 4pm. If they are out of the office, you will be able to leave a voice message and they will do their best to contact you the same, or next, working day.
- E-Mail: pals@burtonh-tr.wmids.nhs.uk
- Asking a member of ward or Help Desk staff to contact them.
- Writing to: PALS, The House at the Hospital address.

1. Interpreting

If you have difficulty in speaking, hearing or understanding English, please let us know as soon as possible so we can arrange confidential interpreting support for you. To discuss your interpreting needs, please contact the Ward you will be attending.

If you need this booklet in another language or an audiotape please phone 01283 511511 extension number 5284 or email: pals@burtonh-tr.wmids.nhs.uk

দোভাষী

আপনার যদি ইংরেজি বলতে, শুনতে বা বুঝতে অসুবিধা হয়, তাহলে অনুগ্রহ করে আমাদেরকে অনতিবিলম্বে অবহিত করুন যাতে আমরা আপনার জন্য গোপনীয় অনুবাদ সেবার ব্যবস্থা করতে পারি। আপনার অনুবাদ চাহিদা সম্পর্কে আলোচনা করতে অনুগ্রহ করে আপনি যে ওয়ার্ডে যোগদান করবেন সে ওয়ার্ডের সাথে যোগাযোগ করুন।

আপনি যদি এই বুকলেটটি অন্য কোন ভাষায় বা অডিওটেপ আকারে চান, তাহলে অনুগ্রহ করে 01283 511511, এক্সটেনশন নম্বর 5284- তে ফোন করুন বা pals@burtonh-tr.wmids.nhs.uk ঠিকানায় ই-মেল করুন।

口译员

如果您在说、听或理解英语方面存在困难，请尽快告知我们以便我们为 您安排可信的口译协助。请联络您要参加的选区讨论您的口译需求。

如果您需要以其它语种或录音带的方式获取此传单，请致电 01283 511511 转 5284 或发送电子邮件至 pals@burtonh-tr.wmids.nhs.uk

口譯員

若是您在說、聽或理解英語方面有困難，請儘快通知我們，讓我們為您安排保密的口譯服務。請您與即將前往的單位部門連絡，討論您所需要的口譯服務。

若您需要本手冊的其他語言版本或語音錄音帶版本，請致電 01283 511511，轉撥分機號碼 5284，或發送電子郵件至 pals@burtonh-tr.wmids.nhs.uk

وهرگیزه مکنی زارمکی

نەگەر له قسه کردن به زمانی نینگلیزی، بیستی، یان تیگهیشن لهوه گرفتتان ههیه، تکایه نهمه له زووترین کتدا ناگادار بکنهوه تاكو نامادکاره مکنی کملک وهرگرتن له خزمهتکاره مکنی پالیشتی نهینی وهرگیزی زارمکی بۆتان دابین بکهن. لهبو بامس کردن لهسهر پنیویستیهکتانتان له بواری وهرگیزی زاره مکنید، تکایه پهپوهندی بکهن به بهمشی (وارد) وه که لهویندا نامادهن.

نەگەر نهم پلافرۆکتانتان به زمانی کوردی سۆرائی یان زمانیکی دیکه یان به شیوهی شریتی دهنگ دهویت تکایه به 01283 511511. به ژماره ی ناوخری 5284 وه پهپوهندی بکهن یان بۆ نووینشتی pals@burtonh-tr.wmids.nhs.uk نیمهیل بننن.

Tłumaczenia

Jeżeli macie Państwo problemy ze zrozumieniem języka angielskiego w mowie lub piśmie, prosimy poinformować nas o tym jak najszybciej, abyśmy mogli zaofiarować Państwu dyskretną pomoc tłumacza. **Prosimy skontaktować się z oddziałem, na którym będziecie Państwo przebywać, celem omówienia tej potrzeby.**

Jeżeli pragniecie Państwo otrzymać niniejszą ulotkę w innym języku lub w postaci nagrania dźwiękowego, prosimy zadzwonić na numer telefonu 01283 511511, wew. 5284, lub wysłać wiadomość email na adres pals@burtonh-tr.wmids.nhs.uk

ਦੁਆਰੀਏ

ਜੇ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਬੋਲਣ, ਸੁਣਨ ਜਾਂ ਸਮਝਣ ਵਿੱਚ ਮੁਸ਼ਕਲ ਆਉਂਦੀ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਜਿੰਨੀ ਛੇਤੀ ਹੋ ਸਕੇ ਸਾਨੂੰ ਦੱਸੋ ਤਾਂ ਜੋ ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਗੁਪਤ ਵਿਆਖਿਆ ਕਰਨ ਦੀ ਸਹਾਇਤਾ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕੀਏ। ਅਪਣੀਆਂ ਵਿਆਖਿਆ ਕਰਨ ਸਬੰਧੀ ਲੋੜਾਂ ਬਾਰੇ ਚਰਚਾ ਕਰਨ ਲਈ, ਕਿਰਪਾ ਕਰਕੇ ਉਸ ਵਾਰਡ ਨਾਲ ਸੰਪਰਕ ਕਰੋ ਜਿੱਥੇ ਤੁਸੀਂ ਹਾਜ਼ਰ ਹੋਵੋਗੇ।

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਕਿਤਾਬਚਾ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿੱਚ ਜਾਂ ਆਡੀਓਟੇਪ 'ਤੇ ਚਾਹੀਦਾ ਹੋਵੇ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 01283 511511, ਐਕਸਟੈਨਸ਼ਨ ਨੰਬਰ 5284 'ਤੇ ਫ਼ੋਨ ਕਰੋ ਜਾਂ pals@burtonh-tr.wmids.nhs.uk 'ਤੇ ਈਮੇਲ ਕਰੋ।

Переводчики

Если вы испытываете затруднения в общении на английском языке, сообщите нам об этом как можно раньше, чтобы мы смогли организовать присутствие переводчика для перевода конфиденциальных бесед. **Чтобы обсудить необходимость присутствия переводчика, обратитесь в отделение, которое вы посещаете.**

Если вы хотите получить этот буклет на другом языке или в виде аудиозаписи, обратитесь по тел. 01283 511511, доп. номер 5284, или по электронной почте по адресу pals@burtonh-tr.wmids.nhs.uk

مترجمین

اگر آپ کو انگریزی بولنے، سُننے یا سمجھنے میں مُشکل ہے تو جتنی جلد مُمکن ہو سکے ہمیں آگاہ کریں تاکہ ہم آپ کے لئے رازدارانہ ترجمے کی مدد کا بندوبست کرسکیں۔ اپنی ترجمے کی ضروریات پر بات کرنے کے لئے، مہربانی فرما کر اُس وارڈ سے رابطہ کریں جہاں آپ حاضر ہو رہے ہوں گے۔

اگر آپ کو یہ کتابچہ کسی اور زبان یا صوتی ٹیپ پر چاہیے تو مہربانی فرما کر 01283 511511 ایکسٹنشن نمبر 5284، ک، پ، نا،، مسا، ک، پ، pals@burtonh-tr.wmids.nhs.uk

2. Your care needs

Please tell us (or ask your carer to tell us), if you have any special needs, including special diets, allergies or difficulties with mobility, sight, speech, hearing and eating. This will help us to look after you.

3. Infection Control

We take cleanliness and infection control very seriously. Our Infection Control Team provide expert advice to staff, patients and visitors needing information and reassurance.

To control infection, some patients may have 'screening' samples taken. If an infection is suspected or found, you may need to be cared for in a single room.

Bacteria (germs) can be spread on your hands, so it is important to keep them clean. Good hand washing and hand hygiene are the most important way that staff, patients and visitors can help prevent the spread of infection.

You may not always see staff washing their hands as they may have used an alcohol hand rub, or have washed their hands in another area. Alcohol hand rub is a disinfectant alternative to hand washing. It is available for everyone to use and can be found by sinks in wall dispensers, or in portable pump dispensers. Some wards have a wall dispenser by the entrance.

If you have not seen a member of staff clean their hands and have any concerns, do not be afraid to ask if they have first washed their hands or used the hand rub.

If you or your visitors have any concerns, please ask staff for advice.

4. The Treatment Centre

On the Queens Hospital site there is a purpose built, independent Treatment Centre. Both the Treatment Centre and the hospital work in close collaboration to provide the best quality care for all patients.

Some outpatients and most day case treatments will be carried out in the Treatment Centre.

Outpatient treatment: If you are referred to the Centre by your GP, an appointment will be offered to you by the Treatment Centre. Your appointment will be in the Treatment Centre and they will send you the necessary information relating to your visit.

Day Case Procedures: Should you require a day case treatment or operation, you will be seen by a nurse who will take some details from you to assess if you are medically suitable for treatment as a day case. If you are suitable, you will be offered a day case treatment or surgery depending on the procedure, in either the hospital or the Treatment Centre. All necessary information will be sent to you by the relevant organisation.

5. Before coming into Hospital

5.1 Pre-assessment clinics

Before coming into hospital you may be asked to attend a pre-assessment clinic. You will see a doctor and/or nurse who will assess your condition. Investigations such as blood tests and X-rays may be done at the same time. This is also an opportunity to ask questions and discuss any special needs.

5.2 Your appointment

If you cannot attend the appointment/admission date offered for any reason, please let us know as soon as possible so that it can be offered to another patient. Please use the contact number on your letter or telephone the hospital and ask for your ward/clinic.

Read your admission letter carefully as it will tell you what to do before you come into hospital. Please follow any instructions carefully, or your treatment may be delayed.

5.3 What to bring with you.

There is a small locker by your bed for personal items. We suggest you bring:

- Toiletries such as: Hairbrush, comb and shampoo; toothbrush and toothpaste/ denture cleaner; soap, deodorant, flannel, hand wipes and towels; shaving equipment; paper tissues and sanitary wear.

- Nightwear and underwear, dressing gown and slippers. You may wish to bring some casual loose clothing to wear during the day.
- Small change for telephones and hospital shopping.
- Any aids such as spectacles, hearing aids, walking stick, zimmer frame etc. Please ensure these items are labelled with your full name.
- Medicines (tablets, inhalers, creams and patches etc.) Please bring with you any medicines you are currently taking or using in their original packaging. Your medicines will be kept safe during your stay. They will not be knowingly taken away or destroyed without your permission.
- Contact details for: Your next of kin/ main contact.
- You may wish to bring a book/magazine to help pass the time.

If you have been admitted as an emergency and/or you require any items, please speak to a member of staff.

5.4 Money and valuables

Please do not bring valuables, expensive clothing, large sums of money, or jewellery into hospital with you.

If you are admitted as an emergency, we strongly advise you to ask a relative or friend to take home anything that you don't need and that you tell the nursing staff you have done this.

If you cannot give your valuables to anyone, please ask a member of staff to arrange for them to be kept safe. You should be given a receipt for any items the Trust holds on your behalf.

The Trust cannot be responsible for the loss or damage of items that are not given to us for safe keeping. If you or your relatives become aware that you have lost any item, please inform the ward staff immediately so that checks can be made and your loss recorded.

5.5 Electrical equipment

We request that you bring the minimum of electrical items into hospital; any item you do bring will need to have a safety test performed by our Electricians before use.

The Trust cannot be held responsible for any loss or damage to personal items, so please ensure that they are covered by your own personal insurance.

5.6 Smoking, alcohol and illegal substances

The Trust is for the most part a no smoking site and we request that you do not smoke within the hospital buildings, entrances or grounds. A smoking shelter for visitors and patients is located on the ramp near A&E.

Alcohol, illegal substances and flammable materials such as matches, lighter fuel or smoking materials should not be brought into the hospital.

5.7 Private Facilities

Burton Clinic is a private ward located within the hospital which is owned and managed by Burton Hospitals NHS Foundation Trust. Burton Clinic cares for patients who choose to pay for their care and the use of private facilities via a valid insurance policy or by their own means (self pay). For further details please speak with your Consultant or Ward Manager. Alternatively contact Burton Clinic direct on 01283 500660.

Please note Consultant/Anaesthetist fees and hospital charges apply to all patients who choose to be treated privately for any aspect of their care. It is recommended you contact Burton Clinic direct to obtain an estimated price for your required treatment prior to your private outpatient appointment or private inpatient/day case admission.

6. Travelling to Hospital

6.1 Hospital Transport

You are responsible for your own transport to and from the hospital. Ambulance transport is only provided for patients with a medical need.

If you have a medical need for an ambulance, your GP is responsible for booking transport for your first outpatient appointment at Burton Hospitals.

6.2 Parking at the Hospital

Patients and visitors are encouraged to use public transport wherever possible. Car parking spaces on the hospital site are limited and cannot be guaranteed. Please do not bring your car to the hospital if you are able to get here by other means.

If you do travel by car, we advise that you allow extra time to park. When you arrive at the main car park, please take a ticket and pay as you leave the hospital. The Pay Machines in the main reception areas accept coins and notes and do give change.

If you are visiting the Outwoods Site (Wards 41,42,43; Diabetic Clinic; Genito Urinary Clinic; Stroke Ward) a Pay on Exit at the barrier, parking scheme is operated.

We have car park assistants who make regular patrols and who will help with any car parking enquiries. There is an intercom at each exit barrier which is linked to the car park office.

Car Parking Charges

Up to 30 minutes	50p
30 minutes to 4 hours	£2.00
4 to 5 hours	£2.50
5 to 6 hours	£3.00
6 to 7 hours	£3.50
7 to 24 hours	£5.00

This information is correct at the time of printing, however it may be subject to change. For up to date information regarding car parking charges, please see our car park tariff boards. This information is also available on our public web site.

Please do not park on double yellow lines, restricted areas or outside designated parking bays. Access for emergency vehicles is needed at all times. Parking is monitored and enforced.

Civil Penalty notices will be issued to any vehicle parked in contravention of the site parking regulations. (See site signs and the hospital Internet site for more information).

Please be advised that the Trust cannot accept responsibility for any vehicle parked on the site, or its contents. Vehicles are left entirely at the owners' risk.

6.3 Concessionary parking

You and/or your visitors may be entitled to apply for a partial refund of parking costs. Refunds will only be given if the amount to be repaid is £10 or more. Please ask your ward/department manager for an application form.

Concessionary parking may be considered for:

- Frequent attendances
- Unexpected admissions
- Prolonged hospital stays

If you think you (or a member of your family or friend) may wish to apply for concessionary parking, please speak with the staff in your ward/clinic, or contact the Patient Advice & Liaison Service on 01283 511511, extension 5284.

6.4 Disabled parking

There is a dedicated disabled badge holder car park opposite the hospital building main entrance, and disabled badge holder parking bays at the front of Geoffrey Hodges Wing on the Outwoods Site. Wheelchairs are available at the main reception area. Staff at the Help Desk will assist if needed. Disabled spaces are only for the use of disabled badge holders. There is a dropping off area outside the main hospital. (These bays are intended for drivers who are themselves disabled and have very restricted mobility).

6.5 Voluntary/Community Transport Services

If you have difficulty using public transport Community Transport may be able to help you travel to and from the hospital. They have easily accessible vehicles and can carry wheelchairs, prams and pushchairs if needed.

For more information the following organisations can be contacted by telephone:

- Ashby Community Transport: 01530 512456
- Burntwood CVS: 01543 684160
- East Staffs Mobility Link (Burton): 01283 512705
- East Staffs Mobility Link (Uttoxeter): 01283 544320
- Lichfield CVS: 01543 303023
- South Derbyshire CVS: 01283 551766
- Tamworth Community Transport: 01827 709661

6.6 Public transport

Taxis: If you have difficulty booking a taxi for your journey home, please ask a member of staff for assistance.

Bus routes to the hospital: The hospital is approximately two miles from Burton town centre. There are regular buses which run between the town centre, the railway station and the hospital. Some services only stop at the lower end of the hospital site, so you may wish to check with the relevant bus company before travelling.

Train Services: The railway station is about one mile from the hospital (about 10 minutes by bus) and is on the Birmingham/ Derby line.

Further information can be obtained from the Traveline. Telephone 08712 002233 or email www.traveline.org.uk or Minicom 0870 241 2216.

6.7 Help with travel costs

You may be entitled to help with travel costs to the hospital if you are a patient receiving certain benefits:

- Income Support
- Pension Credit (Guarantee Credit only): Payment cannot be made if you are receiving Savings Credit alone.
- Job Seekers Allowance (Income Based only): Payment cannot be made if your allowance is contribution based and/or solely on the Job Seekers Agreement (Blue Book).
- Working Tax Credits.
- Child Tax Credit
- HC2 Form: You must be named on a valid HC2 Certificate. Please be aware that these Certificates are usually only valid for 12 months.
- HC3 Form: You must be named on a valid HC3 Certificate. You must be entitled to partial help. Please be aware that this Certificate is usually only valid for 12 months.

You may claim your travel costs from the General Office, Robert Bewick House, within three months of travel.

The office is open between 9am and 4.30pm Monday to Friday. At other times please use Form HC5, available from the Help Desk, Emergency Department Reception, Outpatient Department, General Office, or it can be posted to your home address on request by telephoning the General Office on 01283 511511 extension 5917. When you claim expenses at the hospital please bring your proof of benefit, appointment or admission letter and proof of travel, including public transport tickets or car parking receipts if appropriate.

If you are unable to go to the General Office, you can telephone from the Help Desk and a member of the General Office team will deliver your re-imbusement in person. Alternatively, you can claim by post using Form HC5.

Please note that we cannot give you costs for a journey yet to be paid for. If you do not have a return ticket, please make sure you bring money for your return journey. You may claim for this by bringing your ticket for your journey home to the General Office on your next hospital visit (if it is within three months of the original date of travel); or post your ticket for your journey home together with Claim Form HC5, to the appropriate address as indicated on the form.

If you need any advice about travel costs please telephone 01283 511511, extension 5917.

7. Help with other health costs.

Most NHS treatment is free, but there are charges for some items. Booklet HC11 (Available from patient information areas throughout the hospital or from the Help Desk, GP Surgery or at www.dh.gov.uk) tells you about who does not have to pay charges and about the help available for those on low income.

8. Information for visitors

We welcome family and friends, but please understand that patients need rest to help their recovery. Staff may need to ask you to wait on arrival if a patient is receiving treatment.

8.1 How Visitors can help

- Please ask Ward staff for advice before bringing in any food or flowers.
- Check with nursing staff before bringing children under the age of 12 to visit. Children must be escorted and supervised by an adult at all times.
- Please respect the privacy of other patients.

8.2 Visiting times

You will need to use the security phone at the entrance to some areas to gain admission. Open visiting means that times are not limited. Please understand that 'out of hours' visiting will only be allowed at the discretion of the nurse in charge. If you do visit 'out of hours', please report to the Nurses Station when you arrive.

A number of Wards have introduced protected mealtimes to allow patients to eat their meals without interruption. Visiting is not normally allowed at this time. If relatives/visitors would like to assist with feeding the patients then they are welcome to visit during protected meal times – please see the Nurse in Charge.

NB: Protected meal times may take longer on some wards due to the dependency of the patients and the time required to assist with feeding.

If you need to telephone the Ward, please dial 01283 511511 followed by the appropriate extension number.

Ward	Extension	Visiting Hours*	Flowers*	Protected Meal times*
Critical Care Unit	4065	Open visiting. Children are admitted at the discretion of the nurse in charge.	No	
Neonatal Intensive Care Unit	4346	Open visiting for parents.	No	
Children's Ward 1	4608	Open visiting. Please respect children's bedtimes from 6pm onwards and check with ward staff about evening visiting.	Yes	Please refer to Ward for details. Immediate family may stay.
Children's Ward 2	4635			
Maternity Ward 15	4348	Open visiting for partners. Other visitors 3-8pm	Yes	
Maternity Ward 16	4353			
Delivery Suite	4355	Restricted to birthing partners only.	No	
Ward 3	4627	2pm – 4pm 6pm – 8pm	No	8.30 – 9am 12.30 – 1pm 5.30 – 6pm
Ward 4	4064	3pm – 8pm	No	5.15 – 5.45pm
Emergency Assessment Unit (Ward 5)	4066	2pm – 4pm 6pm – 8pm	Yes	Not at present.
Ward 6	4067	2pm – 4pm 6pm – 8pm	Yes	8.30 – 9am 12.30 – 1pm 5.30 – 6pm
Coronary Care Unit	4191	2pm – 4pm 6pm – 8pm	No	8.30 – 9am 12.30 – 1pm
Ward 7	4115	2pm – 4pm 6pm – 8pm	No	8.30 – 9am 12.30 – 1pm 5.30 – 6pm
Ward 8	4165	2pm – 4pm 6pm – 8pm	No	8.30 – 9am 12.30 – 1pm 5.30 – 6pm
Ward 11	4076	3pm – 8pm	No	5.30 – 6.15pm
Ward 12	4071	3pm – 8pm	Yes	5.45 – 6.15pm
Ward 14	4109	3pm – 8pm	Yes	5.45 – 6.15pm
Ward 19	5140	3pm – 8pm	No	6.00 – 6.30pm
Ward 20	5146	3pm – 8pm	No	12.30 – 1.00pm 5.45 – 6.15pm
Outwoods Site				
Ward 42	2015	1.30pm – 8pm	Yes	8.30 – 9am 12.30 – 1.30pm 5.30 – 6.30pm
Ward 43	2032	1.30pm – 8pm	Yes	8.30 – 9am 12.30 – 1pm 5.30 – 6pm
Ward 44 (Stroke Ward)	2020	1.30pm – 8pm	Yes	8.30 – 9am 12.30 – 1.30pm 5.30 – 6.30pm

*These are intended as a guide only. As we continue to improve our services they may be subject to change – please contact the specific Ward for up to date details.

9. When you arrive at the Hospital

Please be aware that the hospital is on two sites. The main site is on the left of Belvedere Road and the Outwoods site to the right.

9.1 Your bed on the Ward

It is possible that we may need to delay your admission due to unforeseen emergency admissions needing hospital care. We do endeavour to make every effort to ensure that a bed will be available for you. Please telephone your Ward on the day you are due to come into hospital to make sure that a bed is available for you.

9.2 Arriving on your Ward

When you arrive on your Ward, you will be welcomed by a member of our staff.

You will be given an identity band to wear during your stay. This is to ensure you can be correctly identified at all times and will be checked by staff before they provide any treatment/care so they can ensure it is delivered to the right person. A red identity band also alerts staff if you have any allergies, so this can be checked before any medication is issued which may cause you harm.

A doctor will visit to ask you some questions about your medical history and condition, and explain your treatment plans. Please tell your doctor or nurse about any medicines you are currently taking.

A nurse will ask you about your everyday needs. If you have not already done so, please tell Ward staff if you have any special requirements. If you have a carer, they may be able to tell us more about your care needs.

From the time you are admitted to hospital, we immediately start to consider if you may need help following your discharge. We aim to discharge you as soon as you no longer need to be in hospital, but as this may be before you have fully recovered we may need to make arrangements for you to receive the appropriate support (if necessary) when you return home.

If you need help with pensions, allowances or benefits, our staff can arrange for you or your family to see a Social Worker.

Please do ask us questions, or tell us if you have any concerns or do not understand anything. This will enable us to deal with any issues as soon as possible.

10. If you come into Hospital as an Emergency Admission

If you are admitted to hospital from the Emergency Department you will be transferred to a Ward as soon as possible. Delays do occur, so please be patient with staff. Services and staff have been focussed to support patients during the different phases of their recovery. Emergency patients under the care of the General Medical or Surgical Consultants are usually admitted to the Emergency Admissions Ward (Ward 5), where the focus is on initial assessment, diagnosis and treatment. Patients will usually be discharged from Ward 5 within 48 hours or transferred to another Ward for continuing care and treatment. Transfer between these areas are part of your care pathway. It is not always appropriate to remain on one Ward for your entire hospital stay.

When you start to recover from your illness you may be offered a period of rehabilitation at the Outwoods site (Wards 41,42,43), or you may be provided with a placement in a Community Hospital facility prior to transfer to your usual place of residence.

If you or your carers have any questions or concerns about arrangements for discharge, please ask the Ward staff.

10. What to expect

10.1 Looking after you

You will be cared for by qualified members of staff, however some have a higher level of training and experience than others. Where junior staff look after you as part of their continuing training, this will be under the supervision of a senior member of staff.

Medical staff you may encounter include Foundation Doctors who will be in the first two years of their career. They will be responsible for your day to day care on the Ward and will be directed by more senior doctors. Speciality trainees have already completed their basic post qualification training and are learning to become consultants. They will make more complex decisions about your care under the guidance of the Consultant who is fully a accredited specialist in his or her chosen speciality. Some of your care may also be carried out by Staff Grades or Associate Specialists who are generally more experienced doctors working under the guidance of your consultant.

Although you will be admitted under the care of one Consultant, it is possible that some of your care may be carried out by other Consultants or members of their teams. This is particularly likely outside of normal working hours.

10.2 Ward rounds

Ward rounds take place at different times during the day. During a Ward round, the Consultant and/or doctors and their team will visit you to discuss your care and treatment. If you do not understand what you have been told, do not be afraid to ask.

10.3 Keeping in touch with your family and friends

Telephone calls: Please ask a member of nursing staff if you need to use a payphone.

Enquires: It would be appreciated if one family member becomes your main contact for telephone enquiries. The nursing staff will ask you to confirm this persons name and contact details when you are admitted. It would be appreciated if you could ask them to telephone only after 10am and before 8pm. Ward staff will get in touch with your main contact if necessary.

We do not give confidential medical information over the telephone. With your permission, this can be discussed when your family and friends visit the ward. Confirmation of your stay will be given to enquirers unless you specifically request otherwise.

Mobile and camera phones are not permitted in designated areas of the Trust to protect your privacy and dignity, also to aid your recovery by providing a suitable environment.

Failure to observe these exclusions may result in a breach of the Data Protection and Child Protection Acts, resulting in the possibility of prosecution.

If a mobile phone recharging device is brought into hospital, please ask for the electricians to perform an electrical safety test on it before it is used.

Mail: Your family and friends are welcome to write to you while you are in Hospital, but please ask them to include your Ward number in the address so we can make sure your mail is delivered as soon as possible and not delayed. If you would like to send any mail, please hand it to a nurse who will post it for you. You will need to provide a stamp.

10.4 Your mobility and movement

The moving and handling of people exposes both patients and staff to the risk of injury. To ensure the health, safety and welfare of everyone we provide a range of equipment,

including hoists and standing aids, so that staff do not have to perform manual lifting techniques. Please cooperate with staff and inform them of any mobility problems. When a piece of equipment is to be used the staff will explain what you need to do. You can also assist by:

- Wearing slippers or shoes when out of bed to reduce the risk of slipping on the floor.
- Avoid getting talcum powder on the floor as it makes the floor very slippery.
- If you normally use a walking aid, please tell our staff.
- If you get up from your bed or chair and you start to feel unwell or dizzy, sit down again and tell a member of staff immediately.
- If you suffer with frequent falls, or are at risk of falling, bed sides may be used during the night with your consent to help prevent you from falling out of bed.

All these measures will help to keep both you and our staff safe and well.

10.5 Your medicines

A Pharmacist will visit your Ward regularly and will be happy to discuss any queries or concerns you have about your medication.

Before leaving hospital, you will be given a supply of any medicines you need to take. However, if your medication has not been changed and you have a supply at home, please inform the nursing staff immediately.

If you need further supplies, your GP will give you a prescription for these.

If you are given any new medicines and you are uncertain as to its purpose or how to take it, please ask a member of the Ward or Pharmacy staff, or your GP. Alternatively, you can contact our Patients' Medicines Helpline on 01283 5511511, extension 5111 or 5168 between 9am and 5pm Monday to Friday.

10.6 Pain management

It is important that we adequately control any pain you may have. This will make you more comfortable and can help speed your recovery. If you are in pain please tell a member of staff.

10.7 Meals and meal times

Meals and drinks are provided for patients and will be served on your Ward. You can select your own choice of food from our menus. Special diets can be provided if required.

If you need a special diet eg. gluten free, please contact your Ward before you are admitted, to ensure that suitable meals can be arranged for you. Our Catering Department is open from 6.30am to 8pm to provide meals for patients and visitors. Toast and preserves, biscuits, fruit juice and hot drinks are available 24 hours a day on all Wards. Snack Boxes are available after 8pm for patients who have missed their evening meal.

If you need help or have any queries, please ask to speak to a member of our Catering Team or if your query is regarding a special diet then please ask to speak to a Dietitian.

We have introduced protected meal times on a number of Wards throughout the hospital. Visiting and activities such as Ward rounds, therapy or investigations should not take place at this time. This helps to ensure that patients can eat their meals free from interruption and the nursing staff can concentrate on patients' nutritional needs.

Please see page 7 for further information regarding protected mealtimes.

Refreshment facilities are available:

- Hot and cold snacks are available from the W.R.V.S. in the main reception area between 9am and 6.30pm Monday to Friday.

- The W.R.V.S. Hospital Shop is open from 8am to 8pm Monday to Friday and 9am to 8pm at weekends.
- A mobile W.R.V.S. trolley shop visits wards each morning.
- The Coopers Restaurant is open every day from 7.30am to 10.30am, from 12 midday to 2pm and from 4pm to 7.30pm.
- The Coffee Lounge next to the Restaurant is open from Monday to Friday from 10.30am to 4pm with a range of sandwiches, snacks, confectionery and hot and cold drinks available through vending machines.

10.8 Security

CCTV cameras are in operation throughout the site, both inside and outside the hospital. If you see anything suspicious, please report it to a member of staff immediately. Some Wards are locked for patient safety. Patients and visitors can use the security phone at the Ward entrance to gain access. Please do not allow other visitors in to the Ward as you enter – ask them to use the security phone.

10.9 In the event of a fire

In the unlikely event of a fire please follow the instructions given by staff. Fire alarms are usually tested on Wednesday mornings. If you see a fire or smell smoke, please alert a member of staff immediately.

10.10 Facilities

Disabled toilets are available in: The main Outpatient Department outside Reception Area B; the ground floor corridor next to the Orthopaedic/ Fracture Clinic; the first floor corridor next to the Restaurant; the Emergency Care Department.

Hearing Loops: Most reception areas have hearing loops.

Baby Changing Facilities: There are several baby changing facilities available throughout the main hospital site, including in the Main Entrance area, Children's Clinic, Therapies Department, Emergency Department and Outpatient Reception B.

Clothes washing: Wards do not have laundry facilities, so you will need to arrange for your personal washing to be taken home.

Bedside Radio: 24 hour music is available free of charge from the Hospital's own radio station which is run by volunteers.

Channel 1 is classical music, Channel 2 is Radio Two, Channel 3 is Phoenix Radio and Channel 4 is Radio Derby.

Post: There is a Post Box in the main reception area.

Public telephones: There are several public Pay Phones around the hospital site.

The Chapel: The multi-faith Chapel is on the first floor corridor near to the Restaurant.

11. Discharge from Hospital

Staff will help you and your family plan for when you are ready to leave hospital. They will ask you about the facilities you have at home and if you have anyone who will be able to support you at home during your recovery. They will also need to know about any support you receive from Social Services and/or community health staff. This is to ensure all the services you need are in place before you leave hospital.

If you, or anyone who cares for you, are worried about how you will manage when you go home please talk to the Ward staff immediately.

Help, information and advice is available directly from the Social Work Department. There are two social work teams:

- Children and Families Social Work for patients aged up to 18 years. Contact telephone number 01283 511511, extension 4421
- Adult Social Work: Contact telephone number 01283 511511, extension 5656 or if live in Derbyshire extension 5552.

Your doctor will write to your GP about your treatment, any medicines you need and future care needs. You may be given a follow up appointment in the Outpatient Department where you will be seen by your Consultant or a member of their team.

NB: We appreciate most patients wish to return home as soon as possible; therefore we try to keep your length of stay as short as we can. Sometimes it is necessary for patients to be re-admitted to hospital fairly soon after being discharged. This is not necessarily anyone's fault, but may mean that your health care needs have changed and you would benefit from a further stay in hospital.

11.1 If you need ongoing care

Social Services may need to assess your home environment. Once your care needs are known, a care package will be developed to make sure your needs are met in the most suitable place.

If a care package is required, the Ward team will confirm a date when the service you need can start and ensure that any medicines or equipment you need are available when you leave hospital. Ward staff will also ensure your family are aware of when you are expected to leave the Ward so they can arrange for suitable clothes to be brought in for you. If you are returning to your own home, checks can be made to ensure that heating and lighting are working and that you have access to food.

11.2 The Discharge Lounge

Where possible, we aim to discharge patients during the morning. On the day of your discharge, if your condition permits, you may be transferred to our Discharge Lounge to wait. This comfortable lounge is staffed by nurses and helps to ensure beds are available for new patients needing admission. Hot and cold drinks and snacks are provided, together with the usual choices of food at mealtimes. Please ask Discharge Lounge staff if you need to use the telephone or if you are worried about anything. The Lounge is located next to Ward 8, ground floor corridor. Contact telephone number 01283 511511, extension 4188.

11.3 Leaving Hospital

On the day you are going home your family or friends will be asked to collect you before 11am from the Ward or before 12 midday from the Discharge Lounge. In exceptional circumstances, if you cannot be collected by your carers in their own transport or taxi, ambulance transport may be arranged. The ambulance crew will only be able to take you and one bag of belongings. They cannot guarantee a time of arrival as this will depend on their workload.

Patients who leave hospital on a weekday will be moved to the Discharge Lounge from 9am onwards, where a nurse will look after you while you are waiting to be collected.

12. Your rights

12.1 Consent for your treatment/Procedure

Before you can be examined or treated, you will need to give your consent. It is important that you know enough about your treatment/procedure to enable you to make a decision about it. Your care team will discuss your treatment options with you and listen to your views. Sometimes you can simply tell staff whether or not you agree to the treatment offered. At other times a written record of your decision is needed, for example if your treatment involves sedation, a general anaesthetic or has particular risks relating to it. In this instance, you will be offered a copy of your Consent Form to keep.

The Trust has written information about many treatments, which will be offered to you as appropriate. If you are not given any written information, or if there is anything you don't understand, please speak to a member of your care team. If you do not want any part of your treatment, please tell us. If you have given your consent and later change your mind, you can withdraw it – even after signing the form.

If you do not feel your care and treatment has been adequately explained, please discuss this with a member of your care team.

12.2 Protecting your privacy and dignity

Some Wards accommodate both male and female patients. We will do our best to ensure you are cared for in a single sex bay. Fully segregated washing and toilet facilities are available so that your privacy can be maintained. You should always be offered a private area in which to change and a gown or cover to protect your dignity.

Your right to be cared for in a single sex area may not be possible in some Wards such as Critical Care and Coronary Care where men and women may be nursed together because of the special facilities that are needed.

If you are not happy about your accommodation please inform a member of staff.

12.3 Chaperoning

You have the right, if you wish, to have a chaperone present during any examination, procedure, treatment, or any care. You should always be offered a chaperone if you are having an intimate examination. If a chaperone is not available, please tell staff if you would prefer to wait until one is available. If you prefer a chaperone not to be present, please tell staff.

12.4 Sharing information about you

Your right to confidentiality will always be respected and upheld. Our staff only use or pass on information about you to those with a genuine need for it. Personal details are removed whenever possible so that you cannot be identified. When information about you is shared, those we give the information to have a legal duty to keep it confidential.

You have the right to choose who we give information about your condition and treatment to. Unless you give permission to share information with your relatives, friends and carers, we are unable to do so, particularly by telephone. Please tell us who we can speak to about your care.

When it is not possible to gain your permission, your treatment and condition will only be discussed with one person – either your immediate next of kin or whoever you have identified as your main contact.

12.5 Your medical records/Access to Health Records

During the course of your care you will be asked for information about yourself. We use this information to provide you with treatment and care of the highest standard. It may be used to train and educate our staff, carry out research and to manage and plan the NHS. We will keep your health records secure and all information held on computers within our hospital is treated in accordance with the Data Protection Act.

If you have any queries or concerns regarding the way your information may be used, please speak to a member of staff. You have the right to view your own medical records. If you wish to do so please write to The Medical Records Manager, Medical Records Department, Outwoods Site at the Hospital address. There will be an administrative charge.

12.6 Freedom of Information Act 2000

The Act aims to ensure that public bodies, such as Hospital Trusts, are open in the way they conduct their business. Burton Hospitals NHS Foundation Trust Publication Scheme is a complete guide to the information published by the Trust and can be viewed on the hospital's public website at www.burtonhospital.com. Members of the public may ask for information held by the Trust that is not included in the Publication Scheme by making a written request to the Freedom of Information Department at the hospital address.

12.7 Research Studies

Some Departments are involved in research projects. As a hospital patient you may be asked to participate. You will receive a full explanation so that you can make an informed choice about whether or not you wish to take part. There is no obligation to take part in any research and your decision will always be respected. Your future care will not be affected by your decision.

12.8 Medical students

Sometimes student doctors observe on the wards and clinics. If you would prefer them not to be present during your care or treatment please tell a member of your care team. This will not be a problem or affect your care.

12.9 Blood, body fluid and tissue samples

It may be necessary to take a specimen (blood; body fluid; tissue biopsy) from you as these specimens are used to help in your diagnosis and treatment.

All specimens are dealt with following legal requirements on data protection and NHS guidelines on confidentiality.

12.10 Monitoring your care

Information about your care may be used to help us monitor how well we are looking after you. You cannot be identified from this, as any information about you will be completely anonymous.

12.11 Decisions relating to care

If you have any questions or concerns about any aspect of your care or treatment, please speak to a member of your care team. If you require further information regarding decisions about resuscitation the British Medical Association Booklet Decisions Relating to Cardiopulmonary Resuscitation can be accessed on-line at www.bma.or.uk

13. Services available to you

13.1 The Bereavement Service

Our Bereavement Coordinator is able to offer short-term support, comfort and advice to the family and friends of any patient who dies in hospital. Practical help and information is offered to make this difficult time easier for those who are bereaved. Our Bereavement Coordinator can be contacted from Mondays to Fridays on telephone number 01283 511511, extension 5091.

13.2 The Chaplaincy Team

The services of our Chaplaincy team are available to you at all times, supporting patients, and their families and friends. They support people of all faiths, as well as those who do not have a particular religious belief. The team make regular Ward visits and are happy to talk with you in confidence. A member of your own faith or community may visit you at any time, and the Chaplaincy team will work in partnership with them to ensure your spiritual healthcare needs are met. If you wish to attend any of our services, or you wish to receive ministry at your bedside, please ask a member of Ward staff to arrange this.

Our multi-faith Chapel is open to you 24 hours a day for prayer and quiet reflection. All Muslim patients and visitors may attend the chapel each Friday at 1pm for Khubta, followed by Juma's prayer. Our Head of Chaplaincy Services can be contacted on telephone number 01283 511511, extension 5666.

13.3 Support for patients, family members and carers

It may sometimes be easier to cope with illness and worrying situations if you have someone outside your immediate family to talk to. Please talk to a member of your care team about how you are feeling, and tell them if you have any concerns. Patients with some conditions may benefit from the care and advice offered by Clinical Nurse Specialists who can provide additional support and help for families, friends and carers. Please ask a member of the Ward team if you feel this would help you.

13.4 The Help Desk

Our Help Desk is located in the Main Reception area. The staff and volunteers will provide you with help, information and guidance, especially if you are unsure where you need to go.

14. What to do if you are concerned or unhappy about your care.

We aim to provide a high standard of care. However, there may be occasions where you feel we have not met your expectations. If this happens, please talk to the staff involved with your care. They can often sort our problems easily and quickly. You will not be discriminated against if you wish to raise a complaint or concern and your treatment or care will not be adversely affected. If your concerns remain unresolved, or you would like to talk to an independent person, please contact PALS to discuss this.

If you still have concerns and wish to make a formal complaint about NHS services PALS can offer you advice. They can put you in touch with the Independent Complaints Advocacy Service (ICAS). This free and confidential service can support you through the NHS Complaints Procedure. You can contact ICAS yourself:

- ICAS Staffordshire: Helpline: 0845 337 3054
- ICAS Derbyshire & East Midlands: Helpline: 0845 650 0088

You can make a formal complaint by writing to
The Chief Executive, The House, Burton Hospitals NHS
Foundation Trust, Belvedere Road, Burton upon Trent,
Staffordshire, DE13 0RB.

We aim to acknowledge your complaint within two working days and respond to you within 25 working days. You may be offered a meeting with appropriate staff and we will keep you informed of progress.

If you are unable to complain yourself, your complaint may be raised by someone acting on your behalf. We will always seek your consent before dealing with a complaint or disclosing information about you to a third party.

You should normally raise a complaint within six months of the event, or within six months of becoming aware that you have a complaint. We will waive this time limit if there are good reasons why you have been unable to complain earlier.

15. [Becoming involved in your local healthcare services](#)

We are seeking people who like to be involved and make a real difference to the way local health services are organised and delivered at the hospital. We welcome volunteers from all our communities and would value your involvement in a variety of ways:

- **Become a volunteer:** Volunteers are always needed to help with a wide variety of tasks within the hospital. If you would like more information please contact our Voluntary Services Coordinator on 01285 511511, extension 2301.
- **Join Burton Hospitals League of Friends:** The League of Friends is a totally volunteer organisation that has raised £1.1 million in over 27 years of fundraising, specifically for patients and staff of Queens Hospital. Volunteers with a range of differing skills are needed to help maintain this valuable work. Please contact the Chairman on 01283 56111 or visit www.bhlof.org.uk

- Help our Phoenix Radio Station: Ward walkers are needed to collect patient requests. Training is available for would be presenters – this would help us increase our live broadcasts. Contact the Station Manager on 0770 936366
- Take part in a Patient Survey or face to face interview. Your feedback will help us improve the quality of our services.
- Join our Readers Panel and help improve the quality of the information we offer to patients.
- Become a member of our Foundation Trust. Complete the application form at the back of this booklet.
- Become a member of the W.R.V.S. Please speak to a member of staff.

How would you benefit? We can't pay you, but we will reimburse your travel expenses. You will know you are helping improve services and will hopefully enjoy being part of one of our teams. We will do our best to accommodate any special needs you have.

16. Do you wish to say thank you?

We are unable to accept gifts. Our staff are not allowed to accept money, and may only accept flowers, fruit, chocolates or refreshments.

Some patients or relatives may wish to express their appreciation by making a donation to the Hospitals Charitable Funds or the League of Friends. These funds are used to purchase equipment and other items for patients and staff, which would not otherwise be available from NHS funding. If you are tax payer you can increase the value of your donation by completing a Gift Aid form.

Some wards and departments have their own individual Charitable Fund. If you wish to make a donation to one of these, please talk to the staff in that area.

If you prefer to give a gift, rather than donate money please discuss this with our staff first, as all items used in the hospital have to conform to strict health and safety standards.

Donations of cash or cheques may be given through the Hospital Treasury/ General Office at Robert Bewick House which is open from 9am to 4.30pm Monday to Friday.

Donation by Debit or Credit Cards may be given via the links from our Internet Site.

Never send cash by post.

If you wish to send or present a cheque, please make it payable to Burton Hospitals NHS Charitable Fund and send it to The Director of Finance, Queen's Hospital, Burton Hospitals NHS Foundation Trust, Belvedere Road, Burton upon Trent, Staffordshire DE13 0RB. You will receive an acknowledgement.

Further details, including the use of 'Gift Aid' can be obtained from the Finance Department on 01283 511511, extension 5917.

Please indicate if the donation is to be used for the benefit of the hospital or an individual Ward or Department. The Trust encourages donations to be made under the Gift Aid Scheme which allows us to recover income tax paid by the donor.

17. How you can contact us

Write to: Queen's Hospital, Belvedere Road, Burton upon Trent, Staffordshire. DE13 0RB.

Telephone: 01283 566333 to speak to an operator or if you have a touch-tone telephone and know the extension number you need 01283 511511 and key in the extension number when prompted.

Fax: 01283 593032

Trust Website: www.burtonhospitals.nhs.uk

Minicom: Patient Access Centre 01283 593134

PALS 01283 593083

Help desk 01283 593099

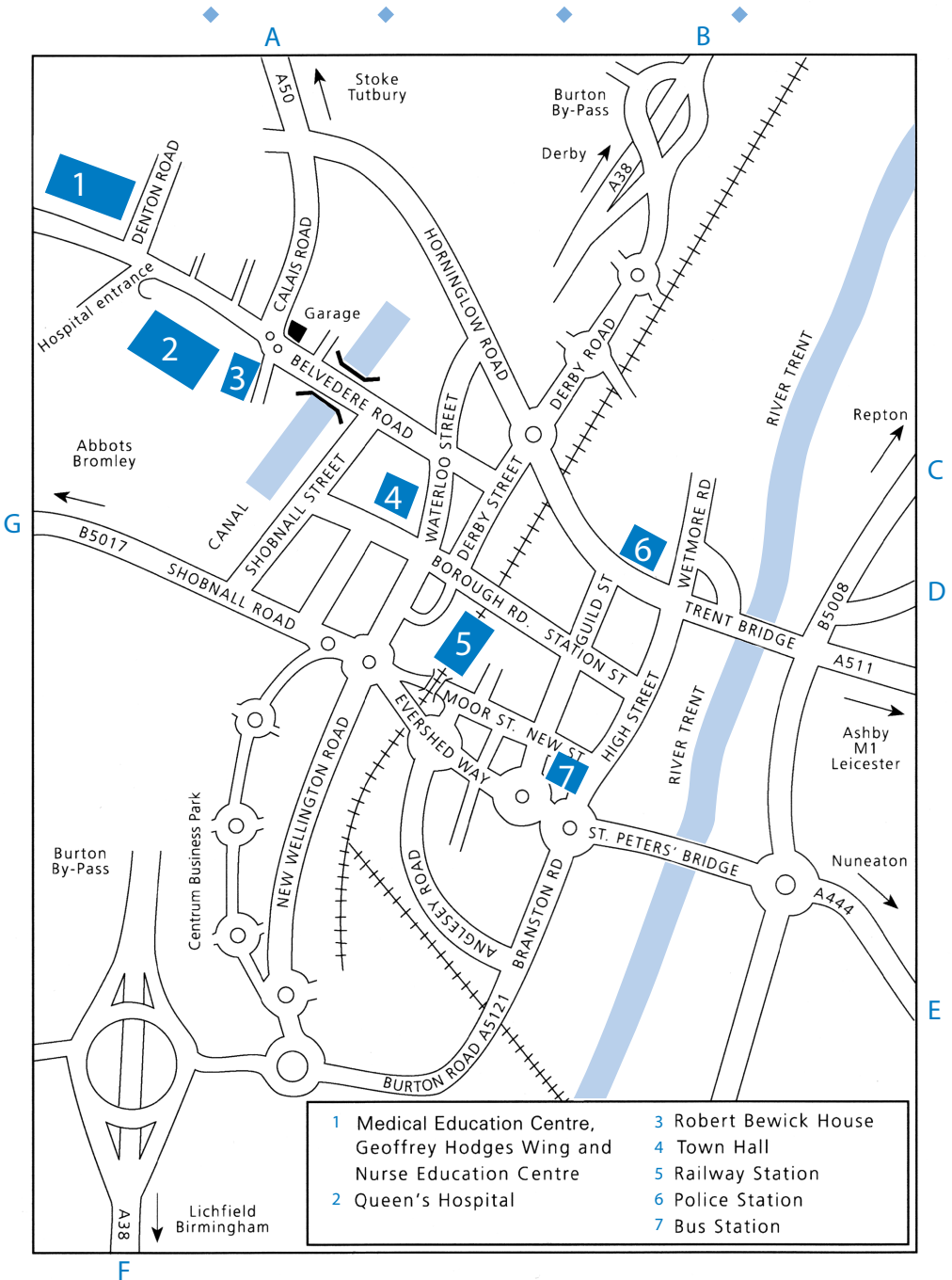
Audiology 01283 593140

The information in this booklet was correct at the date of printing. If you have any queries please speak to a member of staff or contact PALS.

You can contact PALS by:

- Telephone: 01283 511511, extension 5284 between Monday and Friday from 9am to 4pm. If they are out of the office, you will be able to leave a voice message and they will do their best to contact you the same, or next working day.
- E-Mail: pals@burtonh-tr.wmids.nhs.uk
- Asking a member of Ward or Help Desk staff to contact them.
- Writing to: PALS, The House at the Hospital address.

ROUTES WITHIN BURTON UPON TRENT



Application for Public Membership

(NOT FOR STAFF USE)

Full name _____ Title: (Mr/Mrs/Miss/Ms/other) _____

Address _____

Postcode _____ Telephone _____

Email _____

Your involvement

It would be useful to know at this stage the level at which you feel you would like to be involved if you do become a Member. This does not represent a commitment on your part.

(Please tick all the boxes that apply to you)

Patient services e.g. monitoring quality

Patient information e.g. proof reading leaflets

Volunteering

Standing for election as a Council Member

Receiving regular news from the Trust

Representing our community

We want to ensure that our membership is representative of the community we serve.

The following information will help us to do this.

Date of birth _____

Gender Male Female

Please indicate to which ethnic group you feel you belong.

White

British

Irish

Other

Mixed

White and Black Caribbean

White and Black African

White and Asian

Black

African

Caribbean

Other

Asian

Bangladeshi

Indian

Pakistani

Chinese

Chinese

Other

Other (please specify) _____

Signature: _____ Date: _____

Member's register

Thank you for your application, which will be placed on a register of prospective Members and you will be contacted again following the outcome of our application to become an NHS Foundation Trust.

Please return to:

FREEPOST RRJK-LJEL-UYUL

Burton Hospitals NHS Foundation Trust

Queen's Hospital

Belvedere Road

BURTON ON TRENT

DE13 0RB

This will register your membership application.

Additional details about membership and about

the Trust can be found on our website at

www.burtonhospitals.nhs.uk

You can also find out more by telephoning

01283 566333 ext 5580

or emailing membership@burtonh-tr.wmids.nhs.uk