Coming into Hospital
Information for Patients and Visitors

If you would like this document in Braille or audio format, please contact: 0141 201 6509

If you would like this document in another language, please contact: 0141 201 6509

Telephone Number: 0141 201 6509

Or available at:
www.nhsggc.org.uk under Patient and Visitor Information
Contact Telephone Numbers

(switchboard)

<table>
<thead>
<tr>
<th>Hospital</th>
<th>Phone Number</th>
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<tr>
<td>The Beatson West of Scotland Cancer Centre</td>
<td>0141 301 7000</td>
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<tr>
<td>Gartnavel General Hospital</td>
<td>0141 211 3000</td>
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<tr>
<td>Centre for Integrative Care</td>
<td>0141 211 1600</td>
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<tr>
<td>Glasgow Royal Infirmary</td>
<td>0141 211 4000</td>
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<tr>
<td>Inverclyde Royal Hospital</td>
<td>01475 633777</td>
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<td>Royal Alexandra Hospital</td>
<td>0141 887 9111</td>
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<td>South Glasgow University Hospital</td>
<td>0141 201 1100</td>
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<tr>
<td>New Stobhill Hospital</td>
<td>0141 201 3000</td>
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<tr>
<td>The Princess Royal Maternity</td>
<td>0141 211 5400</td>
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<td>Vale of Leven</td>
<td>01389 754121</td>
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For patients who are hard of hearing or deaf, please use Text Relay Service if required
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Please note
In this booklet the term ‘Senior Charge Nurse’ refers to the person in charge of the ward. This may be a staff nurse if the senior charge nurse is not on duty.

We hope the following information will guide you and your family or carers about what to expect when coming into hospital.

Please let us know as soon as possible if you have any questions or concerns and our staff will do their best to help you.

NHS Greater Glasgow and Clyde aims to:
- Meet your healthcare needs, and
- Continually improve the range and quality of services available to patients.

Before Coming into Hospital
Consider telling:
- Your family or friends about mail and home security.
- Department of Work and Pensions – if you are receiving benefits contact them for advice as your hospital stay may affect your benefits.
- Social Work Department (any home helps, carers etc) if appropriate.
- Anyone who might want to visit you, like carers or neighbours, or someone from your faith community.

Please telephone the ward if you:
- have had any recent illnesses such as a fever, diarrhoea, vomiting or any rashes or spots
- have MRSA or have recently been treated in a hospital outside of Scotland
- need specialised equipment
- are a carer, and this may affect your stay in hospital or when you go home
- need an interpreter or communications support (for example, a British Sign Language interpreter)
- have any additional needs
- have special dietary needs like gluten free or other special diet

Patient Transport (Ambulance or Ambulance Car)
If for medical reasons, you need this form of transport, to get to the hospital, you or your carer should arrange this. Please call the Scottish Ambulance Service on 0300 123 1236.

They will ask you a series of assessment questions to determine your need.

Please note they will only transport your escort or companion if absolutely necessary for your medical need.
If you **no longer need** the ambulance or car, please call **0800 389 1333**, as soon as possible, and tell them your name, address, phone number, date you are coming into hospital and hospital you are attending. This phone number is an automatic answer machine.
Coming into Hospital

What to Bring with You
Below is a list of items that you may want to bring with you:

• Your admission letter.
• All your medicines you currently take including inhalers, vitamins and herbal products in their original containers. 
  If possible, bring an up to date list of all your medicines and how you take them.
• Toiletries – If possible, please avoid bringing aerosol type deodorants due to the sensitivity of our fire alarm detectors.
• Nightdress or pyjamas – in some wards, patients can wear their own clothes during the day.
• Dressing gown and slippers.
• Your glasses if you need them and their case.
• Something to read or other items to help occupy yourself during your stay.
• Headphones (for patient entertainment systems).
• If you have dentures (false teeth) please bring a container with your name on it to store them in.
• Hearing aid, the case and spare batteries.
• Ear plugs to block out any noise during the night.
• Eye mask, as there are always some lights left on at night.
• Any other items that staff have asked you to bring.
• Details of any hospital or clinic appointments happening during your hospital stay.
• Contact details for your next of kin e.g. mobile number.
• Only bring a small amount of clothing as bedside storage is limited.
• A small amount of money for newspapers or other small items.

What Not to Bring
Do not bring any alcohol or illegal substances with you, as we do not permit these.

Money and Valuables
Do not bring a large amount of money, valuables, jewellery or personal belongings with you. 
The hospital does not accept any responsibility for loss of, or damage to, personal belongings unless handed in to staff for safekeeping.
• You may need a small amount of money for telephone calls, newspapers, etc.
• If you do bring valuables, or larger amounts of money they may be deposited for safekeeping. Please ask the nurse to arrange this. We will arrange for the return of the items when you are going home. Please note we will normally return any cash deposited in the form of a cheque.

During your hospital stay

When you arrive at the hospital
Please arrive at the time and area stated in your admission letter and hand it to the staff.
Staff will confirm your details.
Everyone arriving at the ward (this includes you and anyone accompanying or visiting you) should use the hand hygiene gel available, before entering the ward. (See Section on Preventing and Controlling Infection and Hand Hygiene Gel).

When you arrive at the ward, a member of staff will introduce themselves and welcome you. They will, give you a personal identity bracelet which you should wear at all times during your stay. Please tell a member of staff if your details are wrong, they are faded or if the bracelet falls off.

They will show you the ward facilities and ask you a number of questions including the following:

- personal details, including family and carers, and who you want involved in making decisions about your care during your hospital stay.
- your past medical history, your current health and the reason for your admission.
- any medicines you are taking.
- any recent infections.
- information about you.
- any valuables you have brought in with you.
- any problems with your eyesight, speech, hearing or any other disabilities.
- any problems with your mobility – specialised equipment can be made available.
- any problems with swallowing or dietary requirements.

What if I need additional information, advice and support?

When you are in hospital the staff will do their best to help and support you. It is hospital policy to give care that meets your physical, psychological, spiritual, cultural and social needs.

Here are some ways in which the hospital might meet your individual needs:

- providing an interpreting service for patients who do not speak English.
- providing a sign language interpreter for patients who are Deaf.
- offering food which meets your religious and cultural requirements.
- offering emotional and spiritual support from Healthcare Chaplains.
- help in arranging visits from your church or faith community.
- providing Quiet Rooms, Sanctuaries or Chapels for visitors and patients who want some peace.
- giving information about Social Work if needed.
- allowing a carer to support you at meal times or with other needs.

At any time during your stay in hospital you may ask for any of these services by speaking to the nursing staff.

Remember: staff are here to support you in every way possible.

Confidentiality of Health Information

Everyone working for the National Health Service (NHS) is under a legal duty to keep patient information, held in whatever form, confidential and secure. Staff must comply with the requirements of the Data Protection Act 1998 and The NHS Confidentiality Code of Practice.
Other Information

- If you or your relatives wish to discuss any aspect of your care or treatment with your doctor, please ask the nurse to arrange this.
- We will ask you for your consent for any treatment or surgery.
- If your relative or carer has power to make decisions about your welfare, including treatment, under the Adults with Incapacity Act please make sure the staff are aware of this (e.g. Power of Attorney, Intervention Order or Guardianship Order).
- You have a right to access your health records. The senior charge nurse will advise you of what to do.
- You have a right to a second opinion. If you feel this is necessary please ask the consultant in charge of your care.
- If you need a medical certificate you can get one from your nurse.

Student Teaching and Medical Research

An important part of our work is clinical teaching and training of students in medical, nursing and other professions. We will ask you if you wish to take part in student teaching or medical research. You have the right to say no and this will not affect your care.

Preventing and Controlling Infection and Hand Hygiene Gel

Preventing and controlling infection in hospitals is very important. To help stop the spread of infection we ask all patients, visitors and staff entering or leaving the ward to use the hand hygiene gel.

Apply this by squirting a little gel onto the hands, massaging it in like hand cream and allowing it to dry naturally. There are hand hygiene gel dispensers at the entrance and throughout the ward. If you do not see any, if they are empty or you are unsure please ask a member of staff.

Change of Ward

As part of your care, we may need to move you to another ward. On rare occasions, this may take place during the night. We will tell you, your relatives and carers about your change of ward.

Move to another hospital

As part of your care, we may need to move you to another hospital. On rare occasions, this may take place during the night. We will tell you, your relatives and carers.

Same Sex Accommodation

During your stay in hospital you will be in a single sex area, i.e. a bay or ward all of the same sex. However, there are some areas where this is not possible, for example, when admitted in an emergency to critical care areas. In these areas, we will use screens to separate each bed.

Courtesy to Staff
Abusive or violent behaviour will not be tolerated and the hospital will consider prosecuting any person whose behaviour is unacceptable.

**Fire Safety**
The fire alarm is tested once a week. If you discover smoke or a fire, please tell a member of staff immediately. In the event of a fire the nursing staff will tell you what to do.

**No Smoking**
The hospital operates a **Smokefree** Policy. This means no smoking in any NHS building, entrance, doorway, grounds or car park. This also includes the use of electronic cigarettes or the use of vaporisers. Trying to stop smoking is the most important step you can take for your health. If you are coming into hospital and would like to stop smoking while an in-patient, please speak to the nursing staff about the “In-patient Smoking Cessation Service”.

**Meals**
You can order your meal in one of two ways:
1. In some wards we will ask you to order your meal in advance. Your nurse will ask you to pick a meal choice from the menu.
2. In other wards, we will ask you to choose from a selection of meals available at mealtimes.

All wards have the same food available. For more information please see the booklet “Information about Food and Health in Hospitals” which is available in the ward. Halal, kosher and vegan meals are available on request.

Information on food allergens is available. Please ask a member of staff.

**Protected Meal Times**
We try to make sure that patients are not disturbed while having their meals and can eat their food at their own pace without any interruptions. We may ask visitors to leave the ward during meal times. However, if your relative or friend would like to help you during meal times, please discuss this with the ward staff.

**Protected Drug Rounds**
When you see a nurse with a purple apron or a sign saying ‘protected drug round’ this is to show other staff, patients and visitors that they are concentrating on giving out medicines and should not be interrupted. If you need help please use your buzzer and another member of staff will come to you.

**Patient Laundry**
There is no patient laundry service available in the hospital. Health Protection Scotland has produced a leaflet ‘Washing Clothes at Home; Information for people in hospital or care homes and their relatives’. Please ask your nurse for a copy.

**Social Workers**
Social Workers are available if required. They can give advice or information on a range of issues including:

- financial or benefit enquiries
- employment matters
- domestic arrangements
- Social Care Services available in the community

Ward staff can make a referral to Social Work.

**Services for patients**

**Shop Trolley**

Some wards have a shop trolley visit each day. You can buy newspapers, magazines, confectionary etc. from this.

**Healthcare Chaplaincy Service**

During your time in hospital you may feel a need to speak to someone in confidence about any issues which are causing you concern. Healthcare chaplains are good at listening and offer emotional and spiritual support to all patients and visitors regardless of their faith and belief. If you would like to speak to a chaplain please ask your nurse to contact the chaplaincy team. Chaplains are also available out of hours for emergency situations. If you have any particular needs because of your faith or beliefs please make these known and the hospital will try its best to meet them. As an NHS service, hospital chaplains are bound by the same duty of confidentiality as other staff. The chaplaincy service can also arrange for a visit from your own church or faith community.

**Television**

Televisions are available in some dayrooms. Some hospitals have televisions at the bedside. At Glasgow Royal Infirmary you may need to pay to use the television. You can buy cards from the machines in the corridors.

**Hospital Radio**

Some wards have access to the hospital radio service.

**Keeping in Touch**

**By post**

Letters with stamps can be posted through the hospital mail system. Family and friends may write to you, so please ask them to write your full name, ward number and hospital address clearly on the envelope.

**By Telephone**

Some wards have access to a pay phone. Some wards have bedside phones which need a phone card. You can buy phone cards on the ward.
You should only use mobile phones in areas where it is safe to do so. These areas will have a sign to let you know that it is ok to use your mobile phone. You can also ask the ward staff where these areas are. Please show some consideration to other patients when using your mobile phone.

To protect all patients' privacy, you must not use camera phones to take photographs in any part of the hospital.
If you need to charge your phone then please ask the ward staff which socket you can use.

Calls to the Hospital
Keep calls to the hospital to a minimum, by having only one relative or friend call. Ask them to tell other members of your family or friends of your progress. Please note that there is a limit to what information staff can give over the telephone.

Health Information Leaflets
Within the hospital, leaflets are available on services, health conditions, treatments, specific conditions and health improvement.
Health Rights Information Scotland also has leaflets on consent, confidentiality, and access to health records. There are separate leaflets for patients under 16. The ward should have copies of these, please ask the staff.

Feedback, Comments and Suggestions
NHS Greater Glasgow and Clyde wants to provide every patient, relative and carer the opportunity to give us feedback on the services and care that we provide. It is important that we learn from the experiences of the people who use our services, whether these are good or bad.
Most of the time we get things right and people are happy with the care and services they receive.
We would like to know when and what we do well. We can then share this information to promote good practice.
It is also important to get your feedback when we don’t do so well, as this helps us understand where we need to do things differently, or make changes to improve our services.
There are a number of ways you can give us your feedback, comments or suggestions:
• You can speak to any member of staff, or ask to speak to someone in charge while you are in hospital.
• Whilst in the ward staff will give you a card which will ask you one simple question about your experience on the ward and with a space to write your own comments.
• NHSGGC has its own online feedback system. This is a form you can fill out on our website. Your comments will be sent to the appropriate service and used to improve our services. For more information, or to comment, please go to www.nhsggc.org.uk/patientfeedback
• You can also comment on your experience on a website called Patient Opinion (www.patientopinion.org.uk). This website is run by an independent company and lets you give your feedback which NHSGGC responds to.
Complaints
If your feedback is in the form of a complaint, you should discuss this with the staff member in charge. However, if you do not feel comfortable raising a complaint in person, you can take a copy of our Complaints Leaflet which should be on display in the ward, or you can telephone the Complaints Office on: 0141 201 4500 or email: complaints@ggc.scot.nhs.uk

Patient Advice and Support Service (PASS)
NHSGGC has in place arrangements with Citizens Advice Scotland to provide a Patient Advice and Support Service (PASS) for all NHS users. The service is free, confidential, independent of the NHS and fully impartial.
You can contact PASS via the National Citizens Advice Bureau on 0808800 9060 or through your local Citizens Advice Bureau.
www.cas.org.uk/patientadvice

Going Home
• We will speak to you about making arrangements for going home.
• A leaflet about being discharged (going home) is available from some wards.
• We will speak to you or your family about whether you need support at home, after leaving hospital.
• Nursing staff can let your relatives or friends know that you will be leaving hospital, so that you can arrange travel to get home, or you can do this yourself.
• Medical arrangements – if you are to be discharged on medication we will give you at least 7 days supply. We will also give you a letter for yourself and your GP detailing your prescription and other aspects of your treatment and discharge plan. Further details of your treatment will be sent to your GP.
• Some hospitals have discharge lounge areas which patients may wait in before they leave the hospital. This may be because they are awaiting transport or medication to take home with them.

Further Visits
If you need an outpatient appointment we will give you this before you go home, or send this in the post.

Travel Costs
All patients travelling from the Highlands and Islands can claim some or all of their public transport costs of travel.
The following only applies to patients on Family Credit, Income Support or Low Income.
• Please bring proof of entitlement, for example, a letter confirming entitlement to benefit, HC2 certificate, NHS Tax Credit Exemption Card, Asylum Registration Card (ARC).
• Please keep bus or train tickets used when travelling to and from the hospital.
• We can reimburse the cost of petrol for patients using their car.
• In some cases the travelling costs of an escort can be claimed.
• Taxi fares will not be reimbursed.
• Please ask your nurse for further information.

**Carers Support**
Are you looking after someone? A carer is someone who looks after a partner, relative or friend who cannot manage without help because of illness, frailty or disability. They may or may not live together. If you would benefit from support in your caring role, local carers centres can help. They can provide you with help and support on a number of issues, including: access to respite, short breaks, information and advice on a wide range of topics, emotional support and access to carers support groups.
For information on your local carers centre please contact the Carers’ Information and Support Line by phoning:
0141 353 6504.

**Financial Support**
There are a number of Money Advice Services in your local area who can give free and confidential support on financial issues.
These services can:
• Help you to claim benefits you are entitled to
• Help you to fill out benefit forms
• Help to support you in benefit appeals
• Deal with creditors on your behalf
• Look at options to have accounts put on hold
• Help you to keep track of what you spend
• Provide legal assistance
To find your nearest Money Advice Scotland Service telephone:
0141 572 0237 or go to [www.moneyadvicescotland.org.uk](http://www.moneyadvicescotland.org.uk)

**Information for Visitors**
Most wards have open visiting between 1.30pm and 8.30pm every day. This arrangement offers flexibility for people to visit. Please note visitors do not need to stay for the full length of time.
Please note that maternity wards, medical and surgical receiving units, intensive care unit and high dependency units do not have open visiting – please check visiting times with the staff.
Visitors should follow these guidelines:
• Please don’t visit if suffering from colds, ‘flu’ or other infections. If you are unsure, please ask a member of nursing staff for advice.
• When arriving and leaving the ward please use the hand hygiene gel provided at the entrance. Apply this by squirting a little gel onto the hands, massaging it in like hand cream and allowing it to dry naturally.
• Only 2 visitors are allowed per bed at any one time.
• To prevent and control infection, and for hygiene reasons, please do not sit on beds. Use the chairs provided.
• Babies and children should only be brought at the discretion of the parents and nursing staff. Please check with the ward beforehand. If allowed, children must be with an adult and be supervised at all times.
• Please respect the privacy of patients and families.
• As many patients are ill, keep noise to a minimum.
• The hospital has a Smoke Free Policy which means no smoking within the hospital buildings and grounds.
• We may ask visitors to leave the ward during meal times. However, if you would like to help your relative or friend during meal times, please discuss this with the ward staff.
• If bringing food to the ward please arrange this with the senior charge nurse beforehand.
• Visits outside normal hours are possible by arrangement with the senior charge nurse.
• Animals are not allowed within the hospital, except for assistance dogs i.e. guide dogs and hearing dogs.
• Please check with the ward staff, if flowers are allowed.
• NHS Greater Glasgow and Clyde has a Violence and Aggression Zero Tolerance Policy. Abusive or violent behaviour will not be tolerated and the hospital will consider prosecuting any person whose behaviour is unacceptable.
• You can use mobile phones in areas where it is safe to do so. These areas will have a sign to let you know that it is ok to use your mobile phone. You can also ask the ward staff where these are. Please show some consideration to other patients when using your mobile phone. To protect all patients’ privacy, you must not use camera phones to take photographs in any part of the hospital.
• There is a free bus service available for evening visitors who live within Glasgow City, Cambuslang, Rutherglen, East Dunbartonshire or Renfrewshire. Priority will always be given to visitors wishing to travel to their nearest hospital, to older people (over 60), individuals registered disabled or those on a low income. To book transport to your nearest hospital, contact the booking hotline: 0845 128 4027. Lines are open 1pm to 4pm (Monday to Thursday) and 1pm to 3.30pm (Friday). For transport to destinations other than your nearest hospital please call the booking hotline after 3pm.