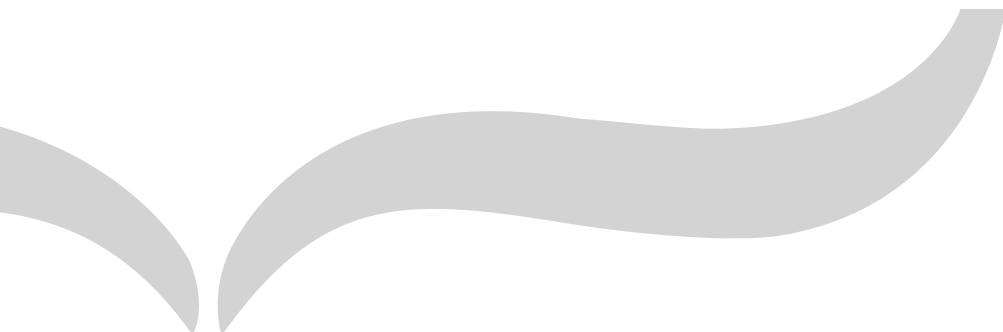


Coming into Hospital

Information for Patients and Visitors



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

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

Ma tha sibh ag iarraidh an fhiosrachaidh seo ann an cànan eile, cuiribh fios gu:

Jeśli chcesz uzyskać te informacje w innym języku skontaktuj się z:

Eğer bu bilgiyi bir başka dilde istiyorsanız lütfen bağlantı kurunuz:

اگر آپ یہ معلومات کسی اور زبان میں حاصل کرنا چاہتے ہیں تو براہ مہربانی رابطہ کریں:

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਦੂਜੀ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸੰਪਰਕ ਕਰੋ:

إذا رغبت في الحصول على هذه المعلومات بلغة أخرى، الرجاء الاتصال بـ:

اگر این اطلاعات را به زبانی دیگر میخواهید لطفاً با این ادرس تماس بگیرید:

如果您需要该信息的其它语言版本，请联系:

Telephone Number **0141 201 6509**

Contact Telephone Numbers (switchboard)	
Blawarthill Hospital	0141 211 9000
The Beatson West of Scotland Cancer Centre	0141 301 7000
Drumchapel Hospital	0141 211 6000
Gartnavel General Hospital	0141 211 3000
Glasgow Homeopathic Hospital	0141 211 1600
Glasgow Royal Infirmary	0141 211 4000
Inverclyde Royal Hospital	01475 633777
Lightburn Hospital	0141 211 1500
Mansionhouse Unit	0141 201 6161
Mearnskirck House	0141 616 3742
Royal Alexandra Hospital	0141 887 9111
Southern General Hospital	0141 201 1100
Stobhill Hospital	0141 201 3000
The Princess Royal Maternity	0141 211 5400
Vale of Leven	01389 754121
Victoria Infirmary	0141 201 6000
Western Infirmary	0141 211 2000



Please use Text Relay Service if required

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Please note

In this booklet the term 'Senior Charge Nurse or Midwife' refers to the person in charge of the ward.

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 Acute Services Division 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.
- District Nurse and Social Work Department (any home-helps, carers etc) if appropriate.

Please tell the ward:

- If you have had any recent illnesses such as a fever, diarrhoea, vomiting or any rashes or spots.
- If you need specialised equipment.
- If you are a carer, and this may affect your stay in hospital or when you go home.
- If you need an interpreter or communications support.

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 vitamins and herbal products. If possible, bring an up to date list of all your medicines and how you take them. These medicines may be used for you while you are in hospital.
- Toiletries and a towel
- Nightdress or pyjamas
- 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
- If you have dentures (false teeth) please bring a container with your name on it to store them in
- Hearing aid and case
- Any other items that staff have asked you to bring
- Details of any hospital or clinic appointments likely to happen during your hospital stay.

Bedside storage space is limited, therefore, only bring a small amount of clothing.

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 or Midwife 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.
- Small amounts of your money can be withdrawn during office hours without notice, but we need 24 hours notice for larger amounts.

Ambulance or Ambulance Car

If for medical reasons, you need an ambulance or ambulance car, hospital staff will arrange this. As space is limited, escorts may only be transported if they are required for medical reasons.

If you no longer need the ambulance or car please phone as soon as possible **0800 389 1333** and tell them your name, address, phone number and date of admission.

During your hospital stay

Confidentiality of Health Information

All staff are legally bound by the NHS Code of Practice on Protecting Patient Confidentiality.

If you wish to know more about how we protect your health information, please contact the Health Records Manager at the hospital you are attending or ask a member of staff for a copy of our guidance leaflet.

When you arrive at the hospital

Please arrive at the area stated in your admission letter and hand it to the receptionist. Staff will confirm your details.

Everyone arriving at the ward **should use the hand hygiene**

gel available, before entering the ward. (See Section on Infection Control and Hand Hygiene Gel).

A member of staff will welcome you when you arrive at your ward. 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 reason for admission
- Any medicines you are taking
- Any recent infections
- Information about you e.g. your ethnic origin
- 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 aim to 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
- Organising Hospital Chaplains to help you to talk about any concerns or worries you may have
- Help in arranging visits from your church or faith community
- Make sure Chaplaincy Centre Quiet Rooms (or Sanctuaries) are available for visitors and patients who seek some peace.
- Giving information about Social Work if needed.

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.

Information

- If you or your relatives wish to discuss any aspect of your care or treatment with your doctor, please arrange an appointment via your Nurse, Midwife or your doctor's secretary.
- We will ask you for your consent for any treatment or operation.
- 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 or Midwife 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 obtain 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. You have a right to decide whether or not you wish to take part in student teaching or medical research. You should be asked about this before your consultation.

Infection Control & Hand Hygiene Gel

Infection control 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 or 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. If this happens we will tell you, your relatives or carers.

Move to another hospital

As part of your care, we may need to move you to another hospital. If this happens, we will tell you, your relatives or carers.

Mixed 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, screens will be used 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 regularly. 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 has a No Smoking Policy. This means no smoking in any NHS building, entrance, doorway, grounds or car park.

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”.

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
- Provide information on the range of Social Care Services available in the community

Please ask the ward staff for more information.

Meals



The hospital will give you a menu for choosing your meals. 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.

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.

Services for patients

Shop Trolley

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

Chaplaincy Service

During your time in hospital you may feel a need to speak to someone in confidence. This may be regarding any issues which are causing you concern. The Hospital Chaplains provide a listening ear and offer emotional and spiritual support to all patients and visitors for those of all faiths or no faith. Hospital Chaplains visit the wards regularly but, if you would like to speak to one please ask your nurse to contact the Chaplaincy Team. The hospital 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.

The Chaplaincy Service can also arrange for a visit from your own church or faith community.

As an NHS service, Hospital Chaplains are bound by the same duty of confidentiality as other staff.

Television

Televisions are available in some dayrooms.

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



Every ward has access to a pay phone. Some wards have bedside phones which need a phone card. Phone cards can be bought on the ward.

Mobile phones can only be used 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, camera phones must not be used to take photographs in any part of the hospital.**

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.

Other Information

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.

Comments and Suggestions

We welcome comments and suggestions about any aspects of your stay in hospital. We welcome both positive and negative comments.

Complaints

If you have a complaint please speak to the Senior Charge Nurse or Midwife. There is also a Complaints guidance leaflet available on all wards. Please ask for one if you require it.

Independent advice and support

The Citizens Advice Bureau (CAB) can give independent advice and support to anyone wishing to complain. You can find your local CAB address and telephone number in the phone book.

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 you will receive at least 7 days supply. You will also receive 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 you will be given this before you go home, or sent this in the post.

Travel Costs

All patients travelling from the Highlands & 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 or midwife 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**

Information for Visitors

Visiting times vary. Please check the exact times for your ward with your Nurse or Midwife.

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 per bed at any one time.**
- For infection control and 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.
- No smoking within hospital buildings and grounds.
- If bringing food to the ward please arrange this with the Senior Charge Nurse or Midwife beforehand.
- Visits outside normal hours are possible by arrangement with the Senior Charge Nurse or Midwife.
- 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.

- **Mobile phones can only be used 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, camera phones must not be used to take photographs in any part of the hospital.**
- Hospital Chaplains are available to help patient's relatives and visitors. If you would like to speak to a Hospital Chaplain, please ask the nursing staff to contact the Chaplaincy Team.
- There is a 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.

