Welcome to **Ward 61** Orthopaedics

0141 211 9200

NHS Greater Glasgow and Clyde

- We put patients first as our patient's needs and care are important to us
- We focus on getting the best outcomes for you
- We take responsibility and we may need to ask you questions to find out what is important to you
- We want the best for our patients and always try to do things better
- We work as one team when caring for you
- We will treat you with dignity and respect

Visiting

We value the important role that visitors play, therefore:

- Ward 61 has opening visiting. We do not have any restrictions around visiting times and you are welcome at any time.
- It is lovely to have children visit, please supervise them at all times.
- Family, friends and carers are always welcome in this ward. We recognise that your role is even more important during a hospital admission. If we can help you to continue with the care you would usually give, please ask us.
- If you wish to stay with your relative overnight you are welcome to do so. Please speak to the nurse in charge who will arrange this for you.

Contacting the Ward

- We know that family and friends will be anxious and want to telephone the ward.
- It would be helpful if only one person telephones the ward for an update and shares the information with others.
- Due to patient confidentiality, there is a limit on what details we can share over the phone.

Mealtimes

Approximate mealtimes are 7.30 – 8.30am for breakfast, 12.00 – 1.00pm for lunch, and 5.00 – 6.00pm for the evening meal.

We welcome your support at mealtimes. If you would like to assist or encourage your relative around mealtimes please feel free to stay or come specifically at this time.

Staff will ask each patient what their meal preference is. It is important that you or your family or friends highlight any special requirements e.g. texture modified, Halal, vegan etc.

Mobile phones

You can use mobile phones in designated areas throughout the hospital. If you are unsure where these are, please ask any member of staff.

Help prevent the spread of infection

Please use the antibacterial hand scrub provided when coming into and leaving the ward. Please do not sit on patient beds.

Patient and staff safety

We want to provide a safe and secure environment for patients and staff. We will not tolerate verbal or physical abuse.

Further information

For more information visit our website: **www.nhsggc.org.uk**

If you don't have access to the website we would be happy to print information for you.

Please give us your feedback

We welcome comments and feedback from patients, relatives and carers about their healthcare experience. You can give feedback to any member of staff in this ward.

We want your feedback so we:

- Can share and promote good practice
- Know what we need to do better.

We will listen to you, be open and honest about what we can do to resolve any problems, and get support from others when needed.

You can also give us your feedback online:

www.nhsggc.org.uk/get-in-touch-get-involved/patient-feedback/

www.careopinion.org.uk/services/nhs-scotland

Care Opinion — What's your story?

Or by phoning the Patient Experience, Public Involvement Team on Freephone **0300 123 9987**.

Giving us your feedback – good or bad

Please speak to the nurse in charge so that we can resolve any concerns at the time.

If you wish you can speak to the Lead Nurse:

Name:	**Lesley Don**
Telephone Number:	**0141 211 8786**

However, if you are not comfortable about raising a complaint in person, or if your concerns have not been resolved, then please take a copy of our complaints leaflet. The leaflet explains how we deal with complaints.

Or you can contact the Complaints Team for information:

0141 201 4500 **complaints@ggc.scot.nhs.uk**

Citizens Advice Scotland also provides a Patient Advice and Support Service (PASS) for all NHS users. This is a free, confidential and impartial service, independent of the NHS.

0808 800 9060 **info@cas.org.uk**

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