

Your stay in hospital

Information for patients, families and carers



Contents

Welcome	3
Getting here	4
Accessibility	7
Equality and diversity	7
Your stay with us	8
Supporting you during your stay	16
Keeping you safe	18
Leaving the hospital	21
Help improve research	23
Have your say and get involved	24
My notes	26
Contact	28

Rescheduled admission

Occasionally the need to deliver emergency care to patients may mean that we have to reschedule your planned admission, although we try very hard to avoid this. We may advise you to telephone your ward on the day that you are due to arrive to make sure that a bed is available for you. Check your admission letter to see if this applies to you, and for details of the number to call. If you're unsure, our main switchboard telephone number is: **023 8077 7222**.

Welcome

On behalf of University Hospital Southampton NHS Foundation Trust, I would like to welcome you to our hospital. This booklet has been designed for patients who are due to come in to stay with us for planned inpatient care at Southampton General Hospital or Princess Anne Hospital. It also contains useful information for your family, friends and carers.

We're proud to be one of the country's largest university hospitals, providing a wide range of services including cardiac services, cancer treatments, children's services, specialist gastro-intestinal surgery, neurosciences, orthopaedic surgery and many other specialities. We're also a major national site for clinical research, providing our patients with some of the best access to new treatments in the UK. Whatever service you need, we will try to treat you with the same care and attention.

Our 10,000 staff across our four sites (Southampton General Hospital, Princess Anne Hospital, Countess Mountbatten House and the New Forest Birth Centre) aim to work together to look after you, to give you the best possible experience and outcome, and to do everything we can to improve your health so that you're able to return safely back home as soon as possible.

If there's any further information you'd like to know before your stay with us then please visit our website: **www.uhs.nhs.uk** or call the telephone number on your admission letter. If you have any questions or concerns once you're here, please speak to a member of staff who will try to help.

Finally, the feedback we receive from patients helps us to provide better services and constantly improve care for patients. I'd really appreciate your thoughts on your stay so please fill in one of our feedback forms before you go home.

With best wishes
Fiona

Fiona Dalton, chief executive
University Hospital Southampton NHS Foundation Trust



Getting here

This section contains information about transport links and parking at our hospitals. You can download further useful travel information and maps from our website: www.uhs.nhs.uk

Our car parks are very busy so we encourage you to allow plenty of time to get here and to park. We recommend using public transport or coming by taxi if possible.

Public transport

There are a number of public transport options you can use to travel to Southampton and our hospitals. Plan your journey online using:

www.myjourneysouthampton.com or visit: www.southampton.gov.uk and search for 'public transport' for more travel information. Alternatively, call the public transport enquiry service on: **087 1200 2233**.

Bus

There are bus stops within a short distance of the main entrances. You'll find bus route and timetable information available on the websites mentioned above and from the information point at the main entrance of Southampton General Hospital.

Rail

The nearest mainline train station is Southampton Central, which is approximately 20 minutes' drive from both Southampton General and Princess Anne Hospital.

Taxi

There's a taxi rank outside Southampton General and a freephone telephone to a local taxi firm in the main entrance of both Southampton General and Princess Anne Hospital.

Coming by car

Drop off/collection points

The drop off/collection points outside each hospital entrance are clearly signposted.

Parking and disabled parking

Southampton General Hospital has a main multistorey car park (car park 1), a smaller car park near the Eye Unit (car park 8) with disabled car parking spaces available in car parks 2 and 7. Princess Anne Hospital has its own car park, with disabled and parent and child bays. If this is full, use Southampton General car parking, across the road.

For all of our car parks you'll need to take a ticket and pay at the machine before you exit. You can find the charges and additional parking information on our website. Go to: www.uhs.nhs.uk and search for 'parking'. If you need assistance, the entry and exit barriers and payment machines have an information button you can press to talk to a traffic or security officer.

We would like you to know that once the cost of maintaining our car parks is met, the revenue from them is invested into the hospital.

Long-stay parking and concessions

If you need to use the car park for more than a few days it may be worth purchasing a long-stay ticket, allowing unlimited parking for either 7, 14 or 30 days. Obtain a long-stay voucher from your ward and take it to the Travelwise office at Southampton General. Discounted parking is available for patients having certain treatments or receiving certain benefits. Visit: www.uhs.nhs.uk for more details.

Bikes and motorcycles

Bikes and motorcycles can be parked free of charge. The main motorcycle bays are on the ground floor of the multistorey car park at Southampton General and on C level of the underground parking at Princess Anne Hospital. Cycle racks are located near the main entrances and at other locations around our sites.



Accessibility

Accessible facilities

There are accessible toilets in public areas throughout our hospitals and many more in individual wards and departments. Maps and further support with disability issues are available from the main reception desks at Southampton General and Princess Anne Hospital.

Guide service

Our team of volunteers is on hand to offer a friendly guide service which is available via main reception at Southampton General.

Interpreters and signers

Contact your ward before your admission if you need an interpreter or signer.

Wheelchairs

Wheelchairs are available from our hospital entrance areas. If you would like to borrow one while you're here, ask at main reception or speak to the nurse in charge of your ward. Please ensure the wheelchair is returned when you have finished with it so that it's there for other patients who need it.

Patient transport service

If the nature and severity of your medical condition means you're unable to use private or public transport, you may be entitled to patient transport. If you think this is the case, contact your GP if they referred you for treatment, or the hospital department which has asked you to attend.

Finding your way around

Directions to get to your ward will usually be supplied with your admission letter but if you're unsure, ask at main reception when you arrive.

Equality and diversity

Support for patients

We would like you to let us know if you have any additional needs (cultural, language or physical). We will do our very best to accommodate these.

Support for our workforce

We believe it is vitally important to employ a fully diverse workforce who is representative of the local population and its multicultural communities. There is therefore a zero tolerance approach to all forms of discrimination and we actively encourage our staff to report any incidents of discrimination and take reports of incidents very seriously. All reported incidents are investigated thoroughly.

Your stay with us

What to bring with you

To help you pack we've put together a list of some of the things you'll need. If you're a friend or relative of a person who has come in as an emergency admission, the list below may help you collect some essential belongings for them. There's a pharmacy, a free cashpoint and several shops within Southampton General Hospital should you forget anything.

Remember to bring

- all the medicines that you're currently taking, in their original packaging including any over the counter or herbal medicine products
- your medication record book, if you have one
- your GP repeat prescriptions list
- your 'This is me' book, if you have one
- everything you need to wash; your toothbrush and toothpaste and any toiletries you usually use including:
 - a bath towel and flannel
 - any sanitary products you use
- wet wipes
- underwear, nightwear, dressing gown and slippers or non-slip shoes
- comfortable clothing to wear during the day
- your glasses and hearing aids and any communication aids, if applicable
- your walking stick or frame if you use one
- a book or magazine
- a bottle of squash, if you like
- small change for newspapers or the trolley

Remember to label **all** your property including clothing, towels, denture pots, glasses and hearing aids. We're unable to take care of your personal laundry, so ask a relative or friend to bring you enough clean items of clothing. If this isn't possible, talk to your nurse.

A locker is usually provided beside your bed to store your belongings, but space is limited so only bring in essential items that you really need.

The Trust **cannot accept responsibility** for the loss of any valuables/property not given to staff for safe-keeping.

What not to bring

Don't bring large sums of money or valuable items such as jewellery into hospital.

Same-sex accommodation

We aim to provide same-sex accommodation, so that you only share sleeping bays, washing and toilet facilities with members of your own sex.

The only time this might not be the case is in situations when urgent, highly specialised or hi-tech care is required, in which case this would be given priority over same-sex accommodation. If this is the case, we will aim to move you into same-sex accommodation as soon as possible.

Accommodation for relatives

Staff at the main reception at Southampton General Hospital can help your relatives find accommodation in the area (our security team can also help outside of working hours).

Visit: www.uhs.nhs.uk and search for 'accommodation' for more information about on-site accommodation at Meller House, Heartbeat House and Ronald McDonald House (which is only available to the families of children and young people who are patients). Our website also has details of local hotels and bed and breakfast accommodation. In exceptional circumstances, members of your family may be able to stay at the hospital overnight. You and/or your relative can discuss this with the team looking after you.

Visitors

We operate a policy of open visiting, but you should check with your ward as visiting times will vary according to the ward routine and needs of the patients (to ensure there is time for patient privacy and also a patient rest period).

We ask that you have only two visitors at a time as large groups can disturb other patients. Children from your own family may visit, though it is not advisable to bring very young children. Visitors shouldn't sit on your bed.

In order to prevent the spread of infection and illness, visitors who have been unwell with symptoms of diarrhoea and/or vomiting should not come into the hospital until they have been free of symptoms for 72 hours. All visitors should use the alcohol hand gel when they arrive and leave.

Your relatives can phone your ward anytime for an update on your progress. It's a good idea to nominate one family member to be the main point of contact.

Patient dining

During your stay you can select dishes from our patient dining menu (a copy is available at each bedside) which caters for different dietary requirements, with alternative menus available on request. Visit: www.uhs.nhs.uk and search for 'patient dining' for more information and to view an example menu. If you have any questions or concerns about the meals on offer during your stay, speak to the nurse in charge.

Protected meals

We operate a protected meals policy. This means that patients are not interrupted while they are having meals, allowing them to enjoy their food in a relaxed environment. All emergency care needs will still be dealt with though, so if you should happen to be away from the ward during mealtime, for example to receive urgent treatment, you can be assured that you will still have the opportunity to eat a proper meal later.

Taking part in clinical trials

We want to understand health better and develop new ways of treating and managing conditions – clinical trials and research studies are how we do this.

Because of this, you may be asked about taking part in a trial or study during the course of your treatment here. You can also ask your nurse or consultant whether there are any trials relevant to your condition.

You can find out more about taking part in trials as a patient or volunteer by visiting: www.uhs.nhs.uk/Research

Mealtimes

Each ward has its own schedule, but as a guide:

- breakfast is served between 7.45am and 9am
- lunch is served between 12 noon and 2pm
- evening meal is served between 5pm and 7pm

The catering service also provide regular hot drinks and snacks including fruit throughout the day.

Mealtime assistants

We have a team of volunteer mealtime assistants who aim to support those patients who need extra help to eat. If you need help at mealtimes, discuss this with your nurse.

'Nil by mouth'

Sometimes, because of an operation or as part of your treatment, you may not be allowed to eat or drink anything, this is sometimes called 'nil by mouth'. If this applies to you, your nurse will let you know.

Standards of care

While you're a patient here you can expect to:

- be given a clear explanation of your condition and the treatment options available to you
- be informed about different aspects of your treatment and what procedures are being carried out
- be asked for your fully informed consent to any operation or procedure
- be sure that the information in your records will remain confidential
- have your relatives and carers kept informed of your progress, if you wish
- be treated with dignity and respect at all times

In return, we ask you to:

- provide us with the necessary information about your condition, symptoms, medication you are taking or allergies that you may have, so that we can give you the most appropriate care
- be considerate to other patients
- treat our staff with the same courtesy and respect you expect from them
- help, as far as you are able, in feeding yourself, keeping mobile and looking after your personal hygiene needs
- arrange with your family or friends to take care of your personal laundry where possible
- arrange your transport home

Moving to a different ward

A large hospital like ours has many departments and you may be required to move during your stay, depending on your progress. We'll try to give you enough notice when a move is likely to happen but regret that this isn't always possible.

Healthcare staff

You'll see many different members of staff on the ward. You may also meet temporary staff including nurses supplied through carefully selected agencies. They will be wearing different uniforms to those worn by our own staff. If you're not sure who a member of staff is, please ask them to explain. All staff should be wearing name badges featuring the University Hospital Southampton NHS Foundation Trust logo, but if you cannot see a member of staff's badge, you can ask them to show it to you.

Consultants and doctors

A consultant will oversee your diagnosis, investigations and treatment. He or she has a team of doctors to support your care.

Your key nurse

You will have a qualified nurse who is responsible for your nursing care. He or she will introduce themselves to you and will also have help from other nurses within the team while caring for you.

Allied health professionals

As well as your doctors and nurses, you will meet other healthcare professionals who may be involved with your care, such as physiotherapists, dietitians, occupational therapists, speech and language therapists, audiologists and pharmacy staff.

Other supporting staff that you may meet

We also have supporting staff in a variety of roles, for example domestic staff, porters, ward clerks and ward hostesses. Our supporting staff are too many to mention here but all play a vital role in keeping the hospital running.

Students

We're a teaching hospital so there may be a range of students involved in your care; medical, nursing and physiotherapy students, for example. They will identify themselves to you so you know they're a student. Please speak to the nurse in charge if you have any objections about being seen by students. All students will wear appropriate ID badges either from the Trust or their respective college or university.

Confidentiality

Your name will normally be written on the white board above your bed and by the nurses' station. This is for safety purposes and to prevent interruptions but if you have any objections to this, tell a member of staff. All patient information is protected by strict confidentiality and security rules. If you would like to know more about how we use your information, ask for a copy of our 'Confidentiality and use of patient information' leaflet.

You can apply to see your patient records if you wish. Ask a member of staff for an application form. There is a charge for this service. You can find more information online by searching for 'view medical records' on NHS Choices: www.nhs.uk

Mobile devices

Mobile devices (including smartphones and tablets) can be brought into hospital, but check with the nurse in charge before use as they're not permitted in some areas. Keep your phone on silent mode and make sure any conversations are held away from sleeping or treatment areas to avoid disturbing other patients. Unfortunately we don't have any public wifi.

Telephone, television and radio

Most wards are equipped with a bedside entertainment system which gives access to telephone, internet, television and radio services including Sky TV channels and games. You can listen to the hospital radio for free. To access the other services you can buy a card from one of the machines around the hospital or pay via a credit card direct from the bedside system. Charges for this service are set by the provider of the service and not by the Trust. Find out more about charges on: www.uhs.nhs.uk

Flowers

Flowers are not allowed into our hospitals for a number of reasons. Your friends and family are encouraged to send you flowers once you're back at home, or to bring in an alternative gift such as a book, magazine or fresh fruit.

Shops, restaurants and facilities

At Southampton General Hospital there are shops, food and drink outlets and a free cash machine in the main entrance area. There is a restaurant on B level serving a range of hot and cold meals, sandwiches, snacks and drinks to patients, visitors and staff. There is also a snack bar in the eye unit and a small café run by the League of Friends on F level.

At Princess Anne Hospital there is a coffee bar on E level, but no cash machine or restaurant.

A volunteer from the League of Friends also visits most wards at Southampton General daily, with a trolley selling items including newspapers, magazines, soft drinks and toiletries.

Hospital pharmacy

As well as fulfilling hospital prescriptions, the pharmacy on C level near the main entrance area offers a wide range of over the counter medicines, toiletries, cosmetics and gifts. It's open Monday to Friday, 9am to 6pm.

Hairdressing

There is a mobile hairdresser available at Southampton General Hospital. Ask your ward staff for information.

Post

Post is delivered to the wards daily. There is a post box just outside the main entrance to Southampton General Hospital. Ask your ward staff for help if you're unable to get there.

Smoking

Patients, visitors and staff are not permitted to smoke anywhere within the hospital or in the hospital grounds except for within the designated smoking shelters.

For help and support with giving up smoking you can contact Southampton Quitters on: **023 8051 5221**.

Supporting you during your stay

Safeguarding

What to do if you have concerns that you or someone else may be at risk of harm

Our safeguarding team is here to support all patients. If you wish to discuss any concerns you have, if you feel vulnerable or at risk of harm in any way, or are worried about someone else who may be, ask to speak to the nurse in charge of your ward. You can also contact the safeguarding team directly on extension: **6500** (or **023 8120 6500** from outside the hospital).

Spiritual care

Our hospitals have a chaplaincy team and a duty chaplain available 24-hours a day to support you and your family or friends. The chapel and prayer rooms are always open, with services held throughout the week. You don't need to have a particular faith or belief in order to use this service, and visits by representatives of all the major faiths and beliefs can be arranged as requested.

Patients often tell us they find it useful to talk to a chaplain during their stay and that they have found our chaplains sensitive and supportive. For more information, ask a member of the ward staff to contact the chaplaincy team for you, or telephone: **023 8120 8517**.

Support for relatives and carers

Carers' Café

Every Thursday, we hold a carers' café to provide advice and support for family carers. See ward area notice boards for further details and opening times.

Bereavement care

Our bereavement care team can provide practical and emotional support to families around the time of a bereavement and to patients who are themselves bereaved. They can be contacted on: **023 8120 4587** or by email: **bereavementcare@uhs.nhs.uk**



Volunteer visits

If you would like some company during your stay, our 'Time for you' service can arrange for one of our friendly volunteers to drop by and say hello, have a chat or to read to you. To arrange this, ask your nurse to contact the volunteers' office on extension: **4688**, or email: **volunteer@uhs.nhs.uk**

Keeping you safe

The Duty of Candour is a legal requirement on healthcare providers to be open and honest with those who use their services. Our 'Being Open Policy – a Duty to be Candid' supports a culture of openness, honesty and transparency throughout the Trust. If you would like more information, you can request a copy of the policy. It's also available on our website, visit: www.uhs.nhs.uk and search for 'Being open policy'.

Fire alarms

If the fire alarm sounds during your hospital stay, please stay where you are and wait for a member of staff to tell you what is happening and what you should do.

Identity bands

You'll receive an identity band listing your name and other information when you're admitted to our hospital. If you have any allergies you will also wear a red band. Ward staff should check your identity band before administering any medication or procedures.

Safety briefing video and card

There is a short video which we encourage everyone to watch before a stay in hospital. You can view it on our website: www.uhs.nhs.uk – search for 'safety video'. There is also a copy of the 'safety card' available in each ward. Please ask your nurse for a copy.

Your right to request a chaperone

You have the right to request a chaperone to accompany or support you while you are undergoing any procedure or examination. If a chaperone cannot be provided, you will be informed and given the choice whether or not to go ahead with the procedure or examination. Your decision will be recorded in your medical records.



Infection prevention

The risk of picking up an infection in one of our hospitals is extremely low. Huge advances in infection prevention have been made in recent years, with infection rates reducing dramatically. Everyone can help to further reduce the spread of infection by using the alcohol hand gel provided both before and after visiting. If you develop any signs of infection, such as a temperature or sickness and/or diarrhoea, let the ward staff know immediately. Occasionally, patients may need to be isolated in side rooms to prevent the spread of infection. Your nurse will give you advice about any precautions you or your visitors need to take.

Lifting and moving of patients

We have special techniques, aids and equipment to help with the lifting and moving of patients. This is to help reduce the risk of injury to both our patients and staff. Ask the nurse in charge for more information.

Preventing falls

As a patient you can help reduce the risk of falling by:

- making sure you have the call bell near you when getting into bed
- telling the nurses that you may need help if you're anxious about walking
- being very careful when getting in and out of bed and standing up
- walking slowly around the ward
- wearing well-fitting shoes or slippers and clothing that will not make you trip
- using your walking aid, hearing aid and glasses if you have them

Your visitors can also help by leaving your bed area tidy and uncluttered, returning any chairs to their original place.

Preventing pressure ulcers

A pressure ulcer is an area of damage to the skin and underlying tissue, and is more likely to occur if you have to stay in bed, in a chair or in a wheelchair for long periods of time. Your risk of developing pressure damage will be assessed when you come into hospital and a preventative plan will be put into place for you. One of the best ways to prevent a pressure ulcer is to reduce or relieve pressure on the areas at risk by moving around and changing position as much as possible. If you are deemed to be at moderate or high risk you will be placed on the Turnaround project, which involves your nurse coming to you every two hours to prompt or assist you in changing your position.

Ask for a copy of our 'Preventing pressure ulcers' leaflet or visit:

www.uhs.nhs.uk and search for 'how to prevent pressure ulcers' for more information.

Anti-embolism stockings (AES)

Some patients may be given either thigh or knee length anti-embolism stockings to wear in order to reduce the risk of blood clots. They work by gently compressing the legs which increases the blood flow and prevents your leg veins from expanding, which stops blood pooling in your legs and forming a clot. If you are in need of AES, your medical team will discuss this with you.

Leaving the hospital

We'll begin to talk to you about leaving the hospital (being discharged) as soon as possible after your admission so that we can help prepare you. Once we've agreed your discharge date with you, you'll need to talk to your family, friends or carers to make arrangements for your return home. If you feel you may require extra help with things such as washing and dressing or shopping when you go home, tell your nursing staff as soon as you can.

On the day, once your doctor has told you that you are able to go home, there are a number of things that need to happen, and it may take some time for all of these to be completed.

To ensure we have beds available for other patients who may need them, we will aim for you to be discharged before lunchtime. Please make sure you take all your belongings with you, as well as any patient information leaflets, medicines and dressings you may need. You should also be given details of who to contact if you have any queries, along with a copy of your discharge summary which will include a list of medicines you need to take at home.

Transport

You should arrange for a friend or family member to collect you from the hospital. If your medical condition means that you need to be transported by ambulance your doctor or nurse will let you know, and we'll arrange it for you. Please note that the ambulance will only be able to take you and one bag or suitcase.

Moving to a different hospital

If your condition is stable but you need a little more time to recover, you may be transferred to a different hospital or rehabilitation centre best suited to your needs. We'll make every effort to ensure you and your family are involved in this decision, and will work with your GP, community staff and others to ensure you continue to receive the best possible care.

Moving to residential care

We can help you find residential care if you're unable to return to your own home. Our hospital discharge team can provide a list of care homes and other helpful information, and will work with you and your family to consider the best options. Talk to your nurse as soon as possible if you feel unable to return to your own home.

Medicines

When you go home, we'll make every effort to ensure that you have at least 14 days' supply of any long-term medicines. Some of the medicines you have been given may need to be continued long-term so you may need to obtain another prescription from your GP before you run out. We suggest that you book a non-urgent appointment with your GP after leaving hospital. Make sure he or she knows you have been in hospital and has a copy of your discharge summary.

If you have any questions about your medicines, please ask a member of the pharmacy team when they visit the ward, or ask your key nurse to contact them. The team are happy to answer any questions and can provide advice and support on how best to take your medicines. Once you're home, speak to your GP or contact our medicines helpline.

Medicines helpline

We offer a free and confidential service for our patients who have questions about their medicines after their hospital stay. To contact the helpline call:

023 8120 6907 (Monday to Friday, 9am to 6.30pm) or email:

medicinesinformation@uhs.nhs.uk



Help improve research

Research studies and clinical trials help us to understand health better and develop new ways of treating and managing conditions.

Our patient and public involvement officer works with patients and public participants to shape the research we do and improve experiences and outcomes for all.

To find out more about how you can shape our research and to get involved, please call: **023 8120 4989** or email: **getinvolved@uhs.nhs.uk**

Have your say and get involved

Have your say or raise concerns

It's good to know when we're getting things right so we can share good practice and successes throughout the Trust. If you've been impressed with the care you've received or the way our staff have treated you, let us know. Equally, we recognise that we don't always get everything right. You will be asked to complete a feedback card to tell us about your experiences. If you have any concerns about any aspect of your treatment or care, please raise these with the nurse in charge at the earliest opportunity.

Our 'Have your say' booklet explains the ways in which you can let us know about your experiences in hospital. Ask your nurse for a copy or search for 'have your say' on: www.uhs.nhs.uk. Our patient support services team are here for you if you'd like to discuss any aspect of your hospital care. You can call them on: **023 8120 6325** (Monday to Friday, 9am to 3pm) or email: patientsupportservices@uhs.nhs.uk

Independent support

Healthwatch is the consumer champion for health and social care in England; making sure your views and experiences are heard by those who run, plan and regulate health and social care services. There is a Healthwatch in each major local authority area. Find out more about Healthwatch Southampton on their website: www.healthwatchsouthampton.co.uk or telephone: **023 8021 6018**.

Support your hospital

There are lots of ways you can help support us, from becoming a member of the University Hospital Southampton NHS Foundation Trust to fundraising and volunteering.

Becoming a member

Membership can be a rewarding experience and is completely flexible so you can get involved in a way that suits you. You don't have to sign up for life either, we would be very happy to have you as a member for as long or short a time as

works for you. However involved you choose to be, membership won't take up too much of your time and it's completely free to join.

How does being a member benefit you and us?

- you can share your thoughts on your general experience of our hospitals
- you'll receive invites to specialist talks and events
- we'll ask for your views on key subjects to help us develop the services we offer

For more information about becoming a member visit:

www.uhs.nhs.uk/members or email: uhsmember@uhs.nhs.uk

Support our charity

Through fundraising activities, charitable donations and legacies, Southampton Hospital Charity aims to enhance services and facilities for patients and their families. Contributions can be used to benefit a specific ward or department if this is requested, but general gifts are also very much appreciated so they can be used in an area of need. To find out more, please contact the charity team on: **023 8120 8881**, visit www.uhs.nhs.uk and search for 'charity' or email: charity@uhs.nhs.uk

If you wish to, you can donate by text. Just text **HOSP20** followed by the amount you would like to give to mobile number **70070**.

For example: **HOSP20 £5 to 70070**.

Volunteering

Our amazing volunteers are an important part of hospital life, helping out with everything from clerical work to broadcasting on hospital radio; assisting and guiding visitors; running the tea bars and helping patients at mealtimes. If you would like to find out more about getting involved, please contact the voluntary services office on: **023 8120 4688** or visit: www.uhs.nhs.uk and search for 'volunteer'.

University Hospital Southampton NHS Foundation Trust

Southampton General Hospital

Tremona Road

Southampton

SO16 6YD

Main switchboard telephone: **023 8077 7222**

For a translation of this document, an interpreter or a version in large print, Braille or on audio tape, please telephone **023 8120 4688.**

Farsi

اگر به ترجمه این سند نیاز دارید یا یک مترجم حضوری لازم دارید و یا به چاپ درشت یا خط بریل (نابینایان) یا نوار گفتاری نیاز دارید با شماره تلفن 023 8120 4688 تماس بگیرید.

Polish

Jeśli wymagasz przetłumaczonej wersji tego dokumentu, tłumacza ustnego, wersji dokumentu wydrukowanej dużą czcionką bądź alfabetem Braille'a, lub też jeśli wymagasz wersji audio, prosimy zadzwonić pod numer 023 8120 4688 w celu uzyskania pomocy.

Punjabi

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ, ਦੋਭਾਸ਼ੀਆ ਜਾਂ ਵੱਡੀ ਛਪਾਈ, ਬੋਲ ਜਾਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ ਦਾ ਰੂਪ ਚਾਹੀਦਾ ਹੋਵੇ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਮਦਦ ਲਈ 023 8120 4688 ਤੇ ਫ਼ੋਨ ਕਰੋ।

Russian

Если вам нужен перевод этого документа, переводчик или этот документ более крупным шрифтом, шрифтом Брайля или на аудиокассете, пожалуйста, звоните нам по 023 8120 4688.

www.uhs.nhs.uk

© 2015 University Hospital Southampton NHS Foundation Trust. All rights reserved.
Not to be reproduced in whole or in part without the permission of the copyright holder.

Version 2. Published July 2015. Due for review July 2018. 2015-678