

Your stay in hospital

Information for patients



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We are proud to be a smoke-free hospital and ask you to refrain from smoking anywhere within our buildings and grounds

Welcome to our hospitals

On behalf of Southampton University Hospitals NHS Trust, I would like to welcome you to our hospital.

As one of the country's largest teaching trusts, we have a highly skilled team who offer specialist regional treatment like neurosciences, cardiac and cancer care as well as providing important day-to-day local hospital services.

Our aim is to offer world-class care consistently and we are making real progress here with 98% of patients saying they would recommend us to their family and friends.

Your treatment, safety and comfort are of paramount importance to us, and we will do everything possible to make your stay as pleasant as possible.

I hope this booklet will help answer some of the questions you may have. Please bring it with you as it contains useful information about your hospital stay and what happens when it's time to go home again.

For more information about our hospital, please visit our website www.suht.nhs.uk or call the number on your hospital letter.

Finally, please do let us have any comments after your treatment. Your opinion is important to us and we want to act on it. You will find a feedback form inside the back cover of this booklet.

We wish you a speedy recovery.



Mark Hackett
Chief executive



Getting here

Our car parks at Southampton General Hospital and the Princess Anne Hospital get very busy so we recommend you allow plenty of time for your journey and consider coming by public transport or taxi if possible. You may have to queue for parking at peak times.

Specific directions around the hospital are usually supplied with your admission letter or you can enquire at the main entrance reception on arrival.

By public transport

There are good transport links to and from our hospitals. Further information, including contact numbers for bus companies, is available from our website www.suht.nhs.uk or ring the Public Transport Enquiry Service on 0871 200 233 (10p per minute).

Bus route and timetable information is also available from the information point at the main entrance area of Southampton General Hospital.

The nearest mainline train station is Southampton Central.

By taxi

There is a taxi rank at Southampton General Hospital. A free phone to call Central Shirley Cabs is located at all the main hospital entrances.

By ferry

Hythe Ferry: 023 8084 0722
Red Funnel: 023 8033 4010

By coach

National Express: 08705 808080
Megabus: www.megabus.com





Directions

Maps and other useful travel information can be downloaded from our website www.suht.nhs.uk or ask at the main entrance reception.

By motorbike or cycle

Motorbikes and cycles can be parked free of charge.

The main motorbike bays are on the ground floor of the multi-storey car park at Southampton General Hospital and on C level of the underground parking at the Princess Anne Hospital.

Cycle racks are located near the main entrance areas and at many other locations around our sites.

Patient transport service

As a general rule, you should make your own way to and from hospital. However, if the nature and severity of your medical condition means you cannot use private or public transport, you may be entitled to patient transport. If you think this is the case, please contact your GP if he or she referred you for treatment or the relevant hospital department which has asked you to attend.

By car

For your convenience, there are clearly signposted drop-off/ collection points outside each of the hospital entrances and at other locations around our sites.

If you require assistance, each of the entry and exit barriers and pay-on-foot machines have an information button that will give you access to either a traffic or security officer who will be pleased to help.

At peak times, parking can be limited, so please allow enough time to park and also ensure that you only park within the designated areas.

Disabled parking areas are clearly signposted at all our sites.

Please check our website www.suht.nhs.uk for current car parking charges.

If you stay longer than six hours please obtain a parking discount voucher from the ward or department you have been visiting and take it to the security desk located at the main entrance at Southampton General Hospital.

The pay-on-foot station at the Princess Anne Hospital will automatically reduce a stay of between six and 24 hours.

There are special concessions available for some of our patients receiving treatments. Further information about these can be obtained direct from the ward or department.

Long-stay parking

If you need to use the car park for more than a few days, it may be worthwhile purchasing a long-stay ticket.

Long-stay tickets allow unlimited parking for either seven, 14 or 30 days.

Please obtain an authorised long-stay voucher from your ward and bring it to the Travelwise office located in the Old Nurses' Home at Southampton General Hospital.

Please check our website www.suht.nhs.uk for up to date information.

Wheelchairs

Wheelchairs are available from our hospital entrance areas. Please enquire at main reception or ask the nurse in charge.

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 Hospital and Princess Anne Hospital.

Interpreters and signers

Please let us know before your admission if you need an interpreter or signer. Telephone 023 8079 4688.

Guide service

We have a guide service run by volunteers. They are situated at the far end of the main entrance corridor at Southampton General Hospital.



What to bring with you

You will need to bring several things with you to hospital or have a friend or relative bring them. The following is a guide:

- Any prescribed medicines you are currently taking, in their original packing. This includes tablets, capsules, injections, inhalers, liquid medicines, creams, drops, suppositories, patches, etc
- Any medication record books
- This booklet
- Pyjamas or night-dress and dressing gown
- Well-fitting slippers or non-slip shoes
- Pair of shoes to wear home
- Day wear – such as a tracksuit or other comfortable clothes
- Underwear
- Brush or comb
- Toothbrush and toothpaste or labelled denture pot and denture cleaner
- Soap and deodorant
- Shaving equipment if appropriate
- Bath towel and flannel or sponge
- Tissues and moist hand wipes
- Sanitary products such as tampons if appropriate
- Hearing aid and/or spectacles if needed
- Labelled walking aid such as a frame, stick or crutches if needed
- A book or magazine(s)
- Bottle of squash
- Small change for newspapers or bedside television/phone system
- Your house keys



Please make sure all your property, including clothing, towels, denture pots, glasses and hearing aids, is clearly labelled with your name.

A locker is usually provided beside your bed to store your belongings but space is limited so please do keep these to a minimum.

The Trust cannot accept responsibility for the loss of any valuables not given to staff for safe-keeping. Please do not bring large sums of money or valuable items such as jewellery into hospital.

Your stay with us

Admission to our hospitals

Occasionally, we may not have a bed due to emergencies and, although we try hard not to, it is possible that we may have to reschedule your admission.

Where possible, we advise you to ring the ward on the day that you are due to arrive to check that a bed is available for you.

Your privacy and dignity

In our hospitals, men and women have separate sleeping accommodation.

Some wards may be for both genders, but men and women will be in separate bays with separate washing and toilet facilities.

In some wards, for example the High Dependency Unit and admission areas, men and women may need to be nursed together because of the specialist care they require. If you have any concerns about this, please talk to a member of nursing staff.

If you wish to be cared for by a member of the same sex, please talk to one of the ward staff.

We will always try to provide care in surroundings that take account of your personal and religious needs.

Confidentiality

Your name will normally be written on the white board above your head and by the nurses' station. This is for safety purposes and to prevent interruptions.

If you have any objections to this, please talk to a member of ward staff who can make alternative arrangements.

All information held about our patients is protected by strict confidentiality and security rules under the Data Protection Act.

If you would like to know more about how we use your information, please ask for a copy of our confidentiality and use of patient information leaflet.

Standards of care and behaviour

While you are a patient at our hospital, you can expect to:

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

You may apply to see your patient records. Please ask a member of staff for an application form. There is a charge for this service.

In return, we ask you to:

- Provide us with the necessary information about your condition, symptoms or medication so we can give you appropriate care
- Treat our staff with the same courtesy and respect you expect from them
- Be considerate to other patients
- Help, as far as you are able, in feeding yourself, keeping mobile and looking after your personal hygiene needs
- Arrange your transport home
- Arrange with your family or friends to take care of your personal laundry where possible.

Staff on the ward

On the ward, you will see many different members of staff. If you are not sure who they are, please ask them to explain.

All staff should be wearing name badges featuring the Southampton University Hospitals NHS Trust logo. If you cannot see the badge, you can ask them to show it to you.

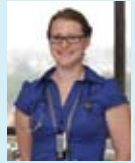
Senior nursing team

Directors and heads of nursing, working with senior medical leaders, oversee quality and standards of care across sections of the hospital.



Doctor

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



Matron

Matrons are in charge of a group of wards and take full responsibility for ensuring excellent patient experience and safety.



Ward sister or charge nurse

The ward sister or charge nurse manages the whole ward. You can ask to see them if you have any concerns.



Your registered nurse (staff 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.



Nurse specialists

Nurse specialists offer expert and specialist advice on a range of treatments.



Healthcare assistants

Healthcare assistants work under the direction of our qualified nurses and help them meet your care needs.



Ward housekeeper/hostess

Your ward housekeeper and hostess will work with other ward staff to make sure the ward is clean, tidy and well stocked and that you have the right food and drink.



Ward clerk

A ward clerk has administrative responsibilities, such as dealing with appointments and notes, and can help you with general enquiries.



Domestic staff

Domestic staff are responsible for ensuring the ward is clean. The cleaning schedule for each area is on display.



Other health professionals

There will be other professional staff who may be involved with your care and welfare, such as physiotherapists, dieticians, occupational therapists, speech and language therapists and pharmacists.



Students

We are a teaching hospital so there may be a range of students involved in your care. They will identify themselves to you. Please speak to the nurse in charge if you have any objections.



You will also come across other staff who may wear other uniforms or their own clothes. All will have a Southampton University Hospitals NHS Trust identity badge.

Spiritual care

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.

Our hospitals have a chaplaincy team who are here to support you and your family or friends. You do not need to have a particular faith in order to access this service.

The chapel and prayer rooms are accessible 24 hours a day for anyone to sit quietly or pray privately. Services are held at various points throughout the week.

Our chaplains visit regularly across the Trust and visits by representatives of all the major faiths can be arranged as requested.

A duty chaplain is available 24 hours a day for any urgent needs.

For more information, ask a member of the ward staff to contact the chaplaincy team for you, or telephone 023 8079 8517.

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 8079 4587 or you can email bereavementcare@suht.swest.nhs.uk



Meal times

Patient are served three meals a day on the ward between the following times:

Breakfast – 7.30am to 8.45am

Lunch – 11.45am to 1.30pm

Dinner – 5.30pm to 7pm

You will be asked to choose from an extensive menu of hot or cold dishes and your order will be taken by the ward hostess around two hours before your meal time.

If you have any special dietary requirements, please tell the hostess when ordering your meal.

Meals and snacks can be served outside the set mealtimes if necessary and hot drinks, biscuits and cakes are served at regular intervals through the day by the ward hostess.

Sometimes, because of an operation or as part of your treatment, you may not be allowed to eat or drink. Your nurse will explain this to you.

Telephone, television and radio

Most wards are equipped with the Patientline bedside entertainment system, which gives patients access to a telephone, television and radio service.

You will need to buy a card from one of the Patientline machines around the hospital.

Please note Southampton University Hospitals NHS Trust is not responsible for television or call charges.

You can listen to the hospital radio for free.

Shops, restaurants and facilities

There are a number of shops in the main entrance area at Southampton General Hospital. These include a newsagent, Friends of Southampton General Hospital shop, jeweller, clothing shop, and several food and drink outlets.

Friends of Southampton General Hospital trolleys visit most wards daily, selling newspapers, magazines, soft drinks, toiletries and other items.

There is a cashpoint machine on C level at Southampton General Hospital.

Restaurants can be found on B level of Southampton General Hospital and on C level at the Princess Anne. Both serve a wide range of hot and cold meals, sandwiches, snacks and hot and cold drinks, and are open to patients, visitors and staff.

There is a mobile hairdresser available at Southampton General Hospital. Please ask ward staff for information.

Mobile phones

Mobile phones can be brought in to hospital and used in most departments but please check with the nurse in charge before using as they are not permitted in some areas. We ask that they are kept on silent to avoid disturbing other patients and conversations are held away from sleeping or treatment areas.

Post

Post is delivered to the wards twice a day. There is a post box just outside the main entrance at Southampton General Hospital but please ask ward staff for help if you are unable to get there.

Laundry

We are unable to take care of your personal laundry. Please ask a relative or friend to bring you enough clean items of clothing. If this is not possible, please talk to your nurse.

Flowers

Visitors are asked to check with the ward before sending flowers as many departments, such as intensive care, do not allow them because of infection risks.

Wherever possible, friends and family are encouraged to send flowers when you are back at home, or to bring in an alternative gift such as a book, magazine or fresh fruit.

Visitors

The normal visiting times are between 3pm and 8pm but please check with your ward as arrangements may vary.

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 are asked not to sit on your bed as this can be an infection risk.

Your relatives should feel free to phone your ward anytime for an update on your progress. You may find it helpful for a family member to be the main contact.

Accommodation for relatives

In exceptional circumstances, and following discussion with ward staff, members of your family may be able to stay at the hospital overnight. Please ask for details.

Staff at main reception in Southampton General Hospital can help relatives find suitable accommodation in the area. Our security team can also help with this outside working hours.

Keeping you safe

Infection prevention

The risk of acquiring an infection in one of our hospitals is extremely low.

Huge advances have been made in recent years, with infection rates reducing dramatically year on year.

To help us further reduce the spread of infection, please use the alcohol hand gel provided both before and after visiting.

Visitors who have been unwell should not come into the hospital unless they have been free of symptoms for 72 hours.

If you develop any signs of infection, such as a temperature or diarrhoea, please 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.

Patient identity bracelets

You will receive an identity bracelet listing your name and other appropriate information, such as allergies, when you are admitted to our hospital.

Our ward staff should check your identity bracelet before administering any medication or procedures.

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.



Falls

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

- When getting into the bed, make sure you have the call bell near you
- Telling the nurses if you are anxious about walking and asking for help
- 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
- Use your walking aid, hearing aid and glasses if you have any.

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

Fire alarms

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

Leaving the hospital

We will begin to talk to you about going back home as soon as possible after your admission.

Please ensure you have made arrangements, including your transport home, as soon as a proposed date for your discharge is agreed.

You should include your family, carers and friends when making these arrangements and talk to them well in advance.

If you feel you will require extra help when you go home, please raise this as soon as possible with the nursing staff.

Moving to a different ward or hospital

A large hospital like ours has many departments and you may be required to move during your stay, depending on your progress.

We try to give you good notice when a move is likely to happen but apologise if this is not always possible.

If your condition is stable but your recovery not complete, it may be that you are transferred to a different hospital or rehabilitation centre that will better suit your needs.

We will liaise with your GP, community staff and others to ensure you get the best possible care. Every effort will be made to involve you and your family in this decision.

Heading home

Wherever possible, we will try to discharge you in the morning before 11am. You will need to be ready with your family or friends to help us achieve this.

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 contact names and numbers for any queries, along with a copy of your discharge summary, which will include a list of medicines you are advised to take at home.

We have a comfortable discharge lounge staffed by experienced nurses where you will be encouraged to sit if you need to wait for medication or transport.

Drinks, biscuits and sandwiches are served here throughout the day. Please arrange with your ward if you would like to have your hot lunch served here.

Your family can contact the discharge lounge on 023 8079 5190.

Transport

Please arrange for a friend or family member to pick you up from the hospital if possible.

There is a short-stay pick-up area at the far end of the West Wing at Southampton General Hospital where they can park their car while collecting you.

If you need a taxi, a member of staff will be able to arrange this for you but you will need to pay for it yourself.

Your nurse or doctor will let you know if you need to be transported by ambulance and we will arrange this for you. Please note the ambulance will only be able to take you and one bag or suitcase.

Moving to residential care

We can help you find residential care if you are 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 to consider the best options.

Please talk to your nurse as soon as possible if you feel you will be unable to return to your own home.

Medicines

When you go home, we will normally make sure you have sufficient supplies of your 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 after leaving hospital you book a non-urgent appointment with your GP. Make sure he or she knows you have been in hospital and has a copy of your discharge summary.

If you are unsure which medicines you should take when you go home, or how long you should take them for, ask a pharmacist, doctor or nurse. Once you are home, your GP will be able to advise you.

Back at home

We want to be sure you are safe and can manage once you are back home.

There are a number of services than can help you with everything from washing and dressing to shopping.

Please ask a member of the ward staff if you feel some help at home would be useful.

If you are already back home, contact one of these organisations for advice:

Adult Services Hampshire – 0845 603 5630

Adult Services Southampton – 023 8083 4567

Age Concern Hampshire – 0800 328 7154

Age Concern Southampton – 023 8036 8636

Getting involved

Become a member

Southampton University Hospitals NHS Trust has over 20,000 members made up of local people, patients, carers and staff.

Our members help us make decisions and allow us to be more responsive to local needs and improve the services we offer.

For more information about becoming a member, ring our membership office on 023 8079 5199, email ft@suht.swest.nhs.uk or visit our website www.suht.nhs.uk

Support our charity

Through fundraising activities, charitable donations and legacies, Southampton Hospital Charity aims to complement and enhance services and facilities for patients and their families in the care of Southampton General Hospital, Princess Anne Hospital and our outreach services.



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 8079 8881. Alternatively, visit www.suht.nhs.uk or email charity@suht.swest.nhs.uk

Volunteering

Our volunteers are an important part of hospital life, helping out with everything from guiding to manning the tea bars.

If you would like to find out more about getting involved, please contact the voluntary services office on 023 8079 6062.

Getting it right

We hope your stay in hospital will be a positive one but, with thousands of patients through our doors every year, we recognise that we do not always get it right.

If you have concerns about any aspect of your treatment or care, no matter how small, please raise these with the ward leader (dark blue uniform) or matron (purple uniform) at the earliest opportunity.

For support and advice, you can also contact our Patient Advice and Liaison Service (PALS) by asking the ward staff or calling 023 8079 8498.

Our PALS team is available between 9am and 4.30pm from Monday to Friday. You can leave a message on the answerphone outside these hours or email pals@suht.swest.nhs.uk

If you cannot wait until the PALS team is available, please contact the hospital duty manager via a member of staff or through the hospital switchboard on 023 8077 7222.

If you wish to make a complaint, you can contact our complaints team on 023 8079 6325. A member of the team will discuss your concerns with you. Alternatively, you may wish to write to the chief executive or head of complaints or email complaints@suht.swest.nhs.uk

A leaflet which explains our complaints procedure is available in all areas including the main reception at Southampton General Hospital.



Please give us your feedback

Patient feedback plays a crucial part in helping us ensure high standards.

Please take a few minutes to fill out the attached feedback form and either drop it back to one of our response boxes or send it to us using the Freepost address.

Ward, department or area:

Date of stay:

1) Overall, how would you rate the treatment or care you received?

Excellent Very good Good Fair Poor

2) Overall, did you feel you were treated with respect and dignity while you were in our hospital?

Yes, always Yes, sometimes No

3) Would you recommend our hospital to family and friends?

Yes, definitely Yes, probably No

4) Please tell us what you think was best about your care and treatment

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5) Please tell us what, if anything, could be improved

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Please use this space for any comments you wish to make. Please use an additional sheet if necessary.

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Would you like to be contacted about your feedback?

Yes No

Please supply your contact details if you would like us to contact you.
Please use capital letters.

Name

Address

Telephone

Email

Thank you for taking the time to complete this form.

Please tear out this page and drop it into one of our response boxes. These can be found at the main entrance areas at Southampton General Hospital, Princess Anne Hospital and Countess Mountbatten House.

Alternatively, please return the card in an envelope to us at the following Freepost address:

RRHK-AGEE-KJLY
Patient Support Service
Southampton University Hospitals NHS Trust
Tremona Road
Southampton
SO16 6YD.

Southampton University Hospitals NHS Trust
Southampton General Hospital
Tremona Road
Southampton
Hampshire
SO16 6YD

Telephone: 023 8077 7222



For a translation of this document,
an interpreter or a version in

large
print

or



or



please contact Access to Communication

☎ 023 8079 4688

www.suht.nhs.uk

