

## Patient information factsheet

# Information for your stay in hospital

During the coronavirus (COVID-19) outbreak, we are taking all necessary precautions in our hospitals and offering some additional services. This factsheet explains some of the main changes that you can expect during your stay in hospital.

You can find more information about our hospitals in the 'Your stay in hospital' booklet.

### When should I come to the hospital?

You should only come to our hospital:

- if you have an appointment at the hospital
- if you need emergency care or maternity services
- for compassionate visitation (only if approved by the ward leader - see below)
- to provide essential mobility or carer support for a patient
- if you are accompanying a child patient (one parent or guardian only)

If you or your visitors are not sure whether you or they should come to hospital, please contact the patient advice and liaison service (PALS):

Email: [PALS@uhs.nhs.uk](mailto:PALS@uhs.nhs.uk) (preferred)

Telephone: **023 8120 6325**

### Compassionate visitation

In exceptional circumstances, it may be possible to arrange for visitors to come into the hospital to see a loved one. This is known as 'compassionate visitation'.

Compassionate visitation may be allowed if:

- a loved one is receiving end-of-life care
- the visitor is the birthing partner accompanying a woman in labour
- the visitor is the parent or guardian of a child patient
- the visitor is supporting someone with a mental health condition (such as dementia), a learning disability or autism, where not being present would cause the patient to be distressed

Please telephone the ward to discuss any requests for compassionate visitation.

### Entrances for patients and visitors

- main entrance to Southampton General Hospital
- main pedestrian entrance and ambulance entrance to Princess Anne Hospital
- eye unit and eye casualty (for eye patients only)
- radiotherapy (for radiotherapy patients only)
- emergency department entrance (open as usual for people who need emergency care)

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After visiting you, your visitors should leave the hospital directly. They should not visit any other departments or locations in the hospital.

## Checkpoints

At each entrance there will be a checkpoint. We will ask all patients and visitors about their health and coronavirus symptoms before they are allowed into the hospital. We may also check their temperature. Please maintain social distancing while you are in the queue at the checkpoint.

If you are coming in for an appointment, we will also ask you to show your appointment letter before you are allowed into the hospital. Please do not arrive early for your appointment. If you are coming by car, anyone accompanying you who doesn't need to assist you for mobility purposes should wait in the car.

## Prevent the spread of infection

- **Catch it:** Germs spread easily. Use tissues to catch your cough or sneeze.
- **Bin it:** Germs can live for several hours on tissues. Dispose of your tissue as soon as possible.
- **Kill it:** Hands can transfer germs to every surface you touch. Clean your hands as soon as you can.

## Patient belongings drop-off system

Your friends and family can now leave letters, small gifts and essential belongings for you in a room on the ground floor of Trust HQ (the building opposite AMU and the emergency department).

All items must be clearly labelled with your name, ward and patient number.

The room will be open between 9.30 and 11.30am every day for your friends and family to drop off items. Your ward will then be called around midday to collect your items. You can contact the patient belongings drop-off team on telephone: **023 8120 1459**

## Contact with your friends and family

If your friends or family members would like to speak to you over the phone, please ask them to telephone your personal mobile phone or your Hospedia bedside unit. Avoid using the ward telephone if possible.

## Email messages

Your friends and family can now send you messages via email which will be printed, laminated and delivered to you on the ward. The service is open Monday to Friday.

If your friends or family would like to send you a message, they can email our patient advice and liaison service at: **PALS@uhs.nhs.uk**

Their email should include:

- a short message (including photos if they wish)
- your full name
- your ward

The PALS team will then arrange for your message to be delivered.

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## Virtual visiting

Most wards have an iPad for 'virtual visiting' so that friends and family can communicate with you via a video link. If you would like to use this service, please contact the nurse in charge of the ward.

## Free TV, radio and phone calls for patients

The Hospedia bedside TV units are currently free to use. This offer includes:

- the five terrestrial and Freeview channels
- free outbound calls to 01, 02 and 03 numbers
- free outbound mobile calls (capped at two minutes but multiple calls can be made)
- free hospital radio

Thank you to Hospedia for reducing the costs. The remaining fee has been covered by the Trust as a way of making a stay in hospital more bearable during this time.

## Southampton Hospital Radio

Southampton Hospital Radio is broadcast across Southampton General Hospital and Princess Anne Hospital, and is free via the Hospedia bedside TV units.

Your friends and family can contact Southampton Hospital Radio to request a song and message for you. To make a request, they can leave a voicemail message on: **023 8078 5151** or complete the online form at: [www.sohba.org/requests](http://www.sohba.org/requests)

## Spiritual care

We have a multi-faith chaplaincy team who are here to support patients and their families. They are available 24 hours a day, seven days a week.

In some situations the chaplains may not be able to visit face-to-face, but they will always be available via phone, mobile devices or laptops for prayers, pastoral care, advice or just a listening ear.

Spiritual care resource boxes are available for patients containing prayers and readings from a variety of faiths, laminated faith symbols, wooden holding crosses, rosaries and other items. If something else is required, please ask the duty chaplain who will be pleased to support in whatever way they can. If we do not have a chaplain of your faith in our team, we will happily liaise with any faith leaders to ensure that the best possible support is provided.

You can contact the chaplaincy team by asking a member of staff on your ward or by telephoning the switchboard on: **02380 777 222** and asking for the duty chaplain.

## Support for carers and families of people with COVID-19

Jackie Petley, our carers' experience lead, is available to offer support to the carers and families of people admitted to the hospital with COVID-19. This support can be either by telephone or via an online appointment.

Email: [CarerExperience@uhs.nhs.uk](mailto:CarerExperience@uhs.nhs.uk)

Telephone: **07917 554738** (if you reach the answerphone, please leave your name and contact details)

For a translation of this document, or a version in another format such as easy read, large print, Braille or audio, please telephone **023 8120 4688**.

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **[www.uhs.nhs.uk/additionalneeds](http://www.uhs.nhs.uk/additionalneeds)**