

Your stay in hospital

Information for patients, families and carers



Southampton Hospital Charity

Making a difference for your hospital

Southampton Hospital Charity enhances the support, care and treatment of patients at University Hospital Southampton.

We provide support to areas of the hospital that lie beyond the scope of NHS funding. We help fund:

- Specialist equipment
- Ward refurbishments and improvements
- Support for our patients, families and staff
- Pioneering research

By making a donation to Southampton Hospital Charity, you are supporting the patients who need it most.

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TO SUPPORT US TODAY**

Message from Gail Byrne, director of nursing



Welcome to University Hospital Southampton (UHS).

We've written this booklet as a guide to your stay in hospital. We hope it will help to answer some of the questions you may have.

All our staff want to make sure that you feel safe and cared for, and that you know what is happening throughout your stay. If you have any further questions or worries, please do not hesitate to ask us. We are here to help.

Gail Byrne, director of nursing

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Welcome to your ward

When you arrive at your ward, you will be greeted by a nurse or ward clerk who will check your details and welcome you to the ward. You will be given a wristband with your name on it, which you must wear at all times in the hospital for your own safety. If you have any allergies we will also give you a red band.

If you have not done so already, please:

- hand any medicines over to your nurse (including any over-the-counter or herbal medicine products)
- use the locker provided by your bedside to store your belongings

Please also give any valuables to staff for safekeeping. Please avoid keeping any large sums of money or valuable items, such as jewellery, in the hospital.



Meet the team

During your stay in hospital, you will meet a number of different members of staff who are working together to care for you.

Nursing staff

Our nursing staff work in shifts throughout the day and night. For each shift, there will be a nurse who is responsible for your care. They will introduce themselves to you. If you do not know who is looking after you, please ask a member of staff.

For each shift there is also a nurse-in-charge on duty. Their picture and name will be displayed on the ward. If you have any concerns about your care, the nurse-in-charge is the first person you should speak to. You can see the different uniforms for nurses in the uniform guide on page 6.

Consultants and doctors

A consultant will oversee your diagnosis, investigations and treatment. They will have a team of doctors to support them as they oversee your care.

Allied health professionals

During your stay, you will meet other healthcare professionals involved in your care, such as physiotherapists, dietitians, occupational therapists, speech and language therapists, audiologists and pharmacy staff.

Support staff

We also have supporting staff in a variety of roles, including domestic staff, porters, ward clerks and ward hosts. They play a vital role in keeping the hospital running.

Students

As a teaching hospital, we train medical, nursing and therapy students. This means that the team looking after you may include some students. They will identify themselves to you so that you know that they are a student. Please speak to the nurse-in-charge if you have any objections to being seen by a student.

Uniform guide

If you have any questions, this uniform guide can help you identify who to ask.

Each member of staff has a name badge that identifies who they are and what their job is. If you cannot see a member of staff's badge, please ask them to show it to you.



Head of nursing



Matron



Ward leader



Discharge officer



Pharmacy technician



Research nurse



Specialist nurse



Sister



Staff nurse



Physiotherapist



Occupational therapist



Therapy services team



Assistant practitioner



Healthcare assistant



Student nurse



Housekeeper



Receptionist



Porter

Planning for the end of your stay

From the time you arrive in hospital we will begin to plan to get you home.

Evidence shows that people recover better at home when their treatment in hospital is complete and they are ready to leave. We know you don't want to be in hospital any longer than necessary, so we will work with you to avoid delays.

It's important that we assess your needs and make sure you will be safe and able to manage when you go home. There are a variety of services that can support you when you return home if you need them.

For some people, returning home may not be an option. You may need to be transferred to a community hospital for rehabilitation. If you are in this position we will discuss your options with you.

We will make sure you know the answers to the following questions:

1. What's wrong with me?
2. What is the plan for my treatment?
3. What do I need to do to make sure I can leave hospital as soon as possible?
4. If my recovery goes to plan, when should I expect to go home?

If you don't know the answer to any of these questions, please speak to the nurse-in-charge.

You can also help by getting ready for your discharge (when you leave hospital). You can use the checklist on page 10 of this booklet to make sure you are prepared.

If you have any questions or concerns about leaving hospital, please speak to your nurse.

Leaving hospital

On the day of your discharge

We will aim to discharge you in the morning before 11am but this might not always be possible. Your nurse will keep you informed about the plans for your discharge. If you have any concerns or questions, please ask a member of staff.

- **Discharge lounge:** You will usually move to the discharge lounge before you leave hospital. It can take several hours for transport and medications to be organised but you will be well cared for while you wait.
- **Discharge summary:** We will provide a letter that contains details of your hospital admission and medications.

Medication

We will also give you back any medication that you brought into hospital and still need. Please check you have received this before you leave. If you have started new medication during your stay in hospital, we will give you a supply to take home. Your GP will then prescribe more if you need it.

We will explain what your medication is and how you should take it. We will give you an information sheet and there will also be written instructions on the medication packaging. If you have any questions, please speak to your doctor or nurse, or one of our pharmacists.

If you have any questions about your medication after your hospital visit, please contact our pharmacists on our medicines information helpline.

Telephone: **023 8120 6907** Email: **medicinesadvice@uhs.nhs.uk**

Follow up and support

If you need a follow-up appointment or further investigations, we will make arrangements for these before you leave. We will send you a letter to let you know the date of your appointment.

Going home checklist

Use this checklist to help you get ready to leave hospital.

You can start ticking off this checklist as soon as you arrive. Making preparations in advance can help to avoid unnecessary delays.

Arrangements

- I have arranged my transport to get home or have asked the medical team to organise a taxi (in exceptional circumstances we can arrange transport for you).
- The person picking me up knows the correct day and time to collect me.
- I have made arrangements with family or friends for any help I will need at home.
- I have my house keys available, or someone is at home to let me in.
- A relative, carer or friend has checked that my heating is on (in colder months) and that the house is ready.
- There is food at home.

Getting ready

- I have outdoor clothing to wear while in hospital and for travelling home.
- I have all the medical equipment or supplies I need at home.
- I have all the medication I brought in with me and/or the medication the hospital has issued.
- I have all my valuables with me.

What I need to know when I go

- I know about any arrangements that have been made for my continuing care (if needed).
- I know who to contact if I have any concerns or worries about my condition.
- I know whether I will need any follow-up appointments and when these will take place.
- I understand how to take my medication and what side effects to look out for.
- I have been given all the information I need.

Safety and wellbeing in hospital



Preventing blood clots (VTE)

Our clinical teams will assess your risk of developing blood clots at the start of your stay. You may be given either thigh or knee-length anti-embolism stockings to wear in order to reduce the risk of blood clots. If you need to wear these stockings, your medical team will discuss this with you.



Preventing falls

Moving around an unfamiliar environment can increase your risk of falling.

Falls can also be caused by certain medical conditions, poor eyesight, joint pain or dizziness.

If you would usually use a walking aid, please keep using it in hospital (unless a member of staff advises you not to). Let our staff know when you arrive if you have any additional mobility needs.

Speak to a nurse if you are worried about falling.



Preventing pressure ulcers

A nurse will assess your risk of developing pressure ulcers while you are in hospital. A pressure ulcer is damage to the skin and underlying tissue.

For more information, please ask your nurse for the pressure ulcer information leaflet.



Preventing infection

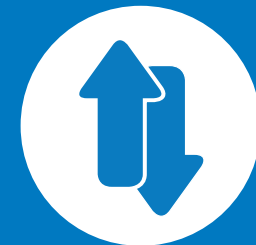
The risk of picking up an infection in one of our hospitals is extremely low. Infection rates have reduced dramatically in recent years, thanks to advances in infection prevention.

You can help to reduce the spread of infection by:

- washing your hands with soap and water or a wet wipe before and after going to the toilet, and before meals
- using the alcohol gel provided in the hospital throughout your stay
- asking visitors to clean their hands with the alcohol gel provided before and after visiting you
- letting staff know immediately of any signs of infection, such as a temperature or sickness and/or diarrhoea, or a new cough

If you have any concerns about hygiene in the hospital, please speak to a member of staff.

If you need any help with your personal hygiene routine, please speak to your nurse.



Moving and lifting you safely

To keep you comfortable and safe at all times, we may use specialist equipment to move or lift you. We will explain how this equipment is used before moving you. Please note that our staff are not allowed to lift you without using the appropriate equipment.

Visitors

Families, friends and carers really make a big difference to people in hospital, helping them feel better and recover faster.

Information for your visitors

- Please ask your visitors not to come to the hospital if they are unwell or have had diarrhoea, vomiting, a respiratory infection or a new cough. Visitors who have been unwell should not come into the hospital unless they have been symptom-free for 72 hours.
- Remind visitors to wash their hands using the alcohol gel provided at the start and end of their visit.
- We ask that you and your visitors are respectful and considerate to other patients and keep noise to a minimum. Please ask your visitors to keep their phones on silent while they are on the ward.
- Visitors should not sit on your bed. If there are no chairs available, please ask a member of staff.

Visiting hours at a glance

Adult wards

open for visiting **10am to 8pm**

Children's wards

open for visiting **10am to 8pm**
parents only after 8pm

Maternity wards

open for visiting **9am to 9pm**
up to three visitors at any one time

Your relatives can phone the ward for an update on your progress, but we can only give out information about you if we have your permission.

We recommend nominating one person to be the main point of contact.

Privacy and dignity

Same-sex accommodation

We aim to provide same-sex accommodation, so that you share sleeping bays, washing facilities and toilet facilities with members of your own sex only. If you need urgent or highly specialised care, or if we need to use specialist equipment, we may have to move you to a mixed ward for a time. If this is the case, we will aim to move you into same-sex accommodation as soon as possible. If you have any concerns about your accommodation, please speak to your nurse.

Noise at night

Some people find it difficult to rest and sleep in hospital, especially when there are other people around or when they can hear noises from machines on the ward. If you are struggling to rest or sleep, or are disturbed by noise at night, please let the nursing staff know as they may be able to help.

Please be considerate of other people around you and keep noise from phones, tablets and other electronic devices to a minimum.

Chaperone

You have the right to request a chaperone to accompany or support you during any procedures or examinations. Please speak to your nurse if you would like to request a chaperone.

Ward facilities

Catering

We provide a variety of meals and drinks throughout the day. For more details, please read the schedule below. Please note that times can vary between the wards. If you have a special diet or fluid requirements, please let the nursing staff know as soon as possible.

Meal or drink	Approximate timing	Responsibility
Early morning drinks	Before breakfast	Ward team
Breakfast and drinks service	7 to 9am	Ward host
Mid-morning drinks and snack	10 to 10.30am	Ward host
Lunch meal service	12 noon to 2pm	Ward host
After lunch drinks	After meal	Ward host
Drinks and snack	3 to 3.30pm	Ward host
Evening meal service	5 to 7pm	Ward host
Early evening drinks	After meal	Ward host
Late evening drinks	9pm	Ward team

We have a range of menus to cater for a variety of dietary needs. The ward host will give you a menu before meal times. During the drinks services, complimentary snacks will be available as well as a selection of hot and cold drinks.

Laptops, tablets and mobile phones

You can bring mobile devices into hospital, but please check with the nurse-in-charge before using them. There are some areas where using mobile devices is not permitted for safety reasons.

Please be considerate of other people and keep any noise from mobile devices to a minimum. Put your mobile phone on silent overnight and do not use it in treatment areas or areas where other people are sleeping.

Some wards offer Wi-Fi. Please speak to a member of staff on your ward for further details.

Television, telephone and radio

Many of our wards are equipped with a bedside entertainment system, which gives access to telephone, internet, television and radio services. To access these services you can buy a card from one of the machines around the hospital or pay directly by credit card using the bedside system. Charges for this service are set by the provider of the service and not by the hospital. Hospital radio is available for free.

Flowers

To prevent infection, flowers are not allowed in our hospitals. If your friends and family would like to send you flowers, please encourage them to send these to you once you are back at home.

Smoking

Patients, visitors and staff are not permitted to smoke anywhere inside the hospital or in the hospital grounds, except for within the designated smoking shelters. This includes all forms of e-cigarettes and vaporisers.

Please speak to your nurse if you would like a nicotine replacement. For help and support with giving up smoking, please ask your nurse who can refer you to a Quitters service.

Fire alarms

In the unlikely event of a fire, the alarms will ring continuously until the area has been made safe. An intermittent ring means there is a fire in an area near you. If the fire alarm rings, follow the advice of hospital staff.

Hospital facilities

Shops, restaurants and facilities

In the main entrance of Southampton General Hospital, there are a range of high street shops and food outlets selling hot and cold food, coffee, snacks, newspapers, magazines and more.

Our Feast restaurant on B level is open to staff, patients and visitors. It includes a deli bar, bakery station, hot meals and snacks. Feast is open from 7.30am to 7.30pm. The coffee shop is open from Monday to Friday, 7am to 7.30pm.

Hospital pharmacy

Our hospital pharmacy takes outpatient prescriptions and sells over-the-counter medications. There is also a good range of toiletries, cosmetics and gifts on offer.

Pharmacy opening times

Monday to Friday: 9am to 6pm Saturday: 9am to 1pm

The inpatient pharmacy has longer opening hours at the weekend to help patients get ready to leave hospital. Please speak to ward staff for more information.

Accessible toilets

There is an assisted adult changing room and toilet located in the main entrance at Southampton General Hospital. This facility is open for use 24 hours a day and is managed by coded access.

If you need the access code from Monday to Friday, 8.30am to 5.30pm, please ask the team at main reception.

If you need the access code outside of these hours, please contact the hospital security team on telephone: **020 8120 4182**.

Baby changing facilities

Baby changing facilities are available in the Centre Block on C level at Southampton General Hospital, near the main entrance shopping area. There are also baby changing facilities on E level and H level at the Princess Anne Hospital.

Travel information

There are travel information screens in the main entrance at Southampton General Hospital showing real-time bus timetables. A free phone for taxi hire is also available.

Cash points

There are 24 hour cash points on C level in the East Wing and in the main entrance (to the right of the reception desk) at Southampton General Hospital. There is also a cash point on D level at the Princess Anne Hospital.



Accessibility for everyone

We want to make sure that everyone receives the same high standard of care and can access our hospital services. If you have any specific needs, please let your nurse know.

Accessible facilities

There are accessible toilets in public areas throughout our hospital and many more in individual wards and departments. If you need further support and advice about accessible facilities, please speak to your nurse or contact our patient support services team on telephone: **023 8120 6325**.

Accessible information

If you or your carer have a disability or sensory loss, please speak to your nurse or contact our patient support services team on telephone: **023 8120 6325**. We can make sure you receive information in an appropriate and accessible format.

For example, we can offer:

- printed information in a larger font or an easy read format
- verbal and visual communication support
- personalised communication for people with learning disabilities
- hearing loops across the hospital

Interpreters and signers

If you need an interpreter or signer, please speak to your nurse who will arrange one for you.

Learning disabilities

The learning disabilities team work to make sure that adults with learning disabilities and their carers have easy access to all departments in our hospital. Please ask the staff on your ward to contact them if you need their assistance.

Learning disability liaison nurses are available to support people with learning disabilities and their families and carers. If you need support, please contact them on telephone: **023 8120 5367** or **023 8120 8860**.

Autism

Autism liaison nurses are available to support people with autism (or autistic spectrum conditions) and their families and carers when they access services at our hospital. If you need support, please contact them on telephone:

023 8120 5367 or **023 8120 8860**.

Mental health

Mental health nurses are available to support you if you have any concerns about your mental wellbeing or the mental wellbeing of your family and/or carers while you are in hospital. You can contact them on telephone:

023 8120 8860.

Dementia

Our Admiral Nurse is available to support patients, families and carers suffering with dementia. Admiral Nurses are specialists who are trained to help people with dementia. Please ask a member of staff to contact them if you need their assistance.



Carers

We welcome the carers of patients on our wards. If you are a carer, we would like to work in partnership with you.

Are you a carer?

A carer is the main person who normally provides unpaid care for a friend or family member who cannot cope without their support due to chronic illness, learning difficulties, dementia, disability, a mental health problem or an addiction. Carers give support with life matters and assist with the health and wellbeing of the person in their care. This can include tasks of daily living, communication, and social, emotional, spiritual and physical support.

We believe that if you are caring for somebody, you should be able to be with them when they need it most, such as during a stay in hospital. We want to make this as easy as possible for you. We can provide exemption from normal visiting times, helping you to be with the person you are caring for as much as you like, regardless of ward visiting hours.

Working in partnership

You can help us by contributing to our care plans with information that helps us get to know the person better. This may be by filling in a 'This is me' document or bringing in photos and objects that the person likes, to help them feel more at home. We can photocopy photographs if you don't want to leave the originals at the hospital. For more information, speak to the healthcare professionals on the ward.

Things to remember

- At times the ward is very busy, so if you wish to talk to the doctors or nurses, please speak to the nurse-in-charge to make an appointment. We'll do our very best to answer your questions that day.
- Sometimes we may need to change the way care is delivered. Ask the nurses or therapists to guide you in the safest way to support the person you are caring for.

Support for carers

For information, support and advice for carers, please contact the vulnerable adults team on telephone: **023 8120 8860**.



Spiritual care

General spiritual and pastoral support

Coming into hospital for any reason can be an anxious time, both for you and for family and others who care for you.

Our specialist team of healthcare chaplains are here to provide a caring, confidential and non-judgemental listening ear to anyone wanting to talk through their experience and receive support. The team are here to support you, whether you have a specific religious faith or not.

Each clinical area has a link chaplain dedicated to supporting patients, families and staff in that area.

Specific faith care

The team has Christian, Muslim, Hindu and Humanist chaplains or pastoral carers, as well as volunteers. The team will provide faith care directly themselves, where appropriate. With your consent, they can contact appropriate faith community leaders on your behalf, especially if your particular faith is not represented on the team.

Specific faith care may include:

- prayer, including before operations
- sacraments
- providing faith literature
- support around faith observance at a particular time, such as during Ramadan
- emergency marriages
- emergency baptisms
- funerals or prayers when unable to be at a funeral
- bereavement care
- general pastoral care



Space for reflection or prayer

Our chaplaincy centre is in the Centre Block on D level at Southampton General Hospital. In the chaplaincy centre there is a large chapel hall used by people of all faiths, and a room for prayer, worship, mindfulness, reflection and meditation. There are also two Muslim prayer rooms and a Christian chapel. Faith services are held in the main chapel space.

If you would like to find out more about the chaplaincy centre, please ask your nurse to refer you to the chaplaincy service.

Contacting the chaplaincy service

If you would like spiritual care during your stay in hospital you can:

- ask your doctor or nurse to refer you to the spiritual care service at the chaplaincy
- speak to the chaplaincy volunteer when they visit your ward
- contact the service directly on telephone: **023 8120 8517**

Support services

Patient support services

Our patient support services team can:

- advise and support you and your family and carers
- provide information about NHS services
- listen to your concerns, suggestions and compliments
- help sort out problems quickly on your behalf
- help you identify the information you need

Telephone: **023 8120 6325** Email: **patientsupportservices@uhs.nhs.uk**

You can also visit the patient support services office in the Centre Block, on C level at Southampton General Hospital, near the main hospital entrance.

Raising your concerns

We welcome feedback, whether positive or negative, because it helps us to improve the care and services we provide. If you would like to raise a concern, there are several options available to you:

- We recommend speaking to the nurse-in-charge on the ward first. This will usually be the **ward manager**. They may be able to resolve your concerns quickly.
- If you would prefer not to speak to a member of the ward staff, you can ask to speak to the **matron**. Our matrons are responsible for the quality of care across our wards and they can help get your concerns addressed.
- If you would prefer to speak to somebody not connected to your ward, our **patient support services** team can support you in raising concerns or making a complaint.

Bereavement care

Our bereavement care team can provide practical and emotional support to patients and families during a time of bereavement.

Telephone: **023 8120 4587** Email: **bereavementcare@uhs.nhs.uk**

Office hours: Monday to Friday (9am to 1pm, 1.30 to 4.30pm)

Volunteers

If you would like some company during your stay, our volunteer service can arrange for one of our friendly volunteers to drop by and say hello, have a chat or read to you. To arrange this, please ask your nurse to contact the volunteers' office.

Telephone: **023 8120 4688** Email: **volunteers@uhs.nhs.uk**

Mealtime assistants

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

Safeguarding

If you feel vulnerable or at risk of harm in any way, or if you are worried about someone else who may be at risk, please speak to the nurse-in-charge on your ward. You can also contact the safeguarding team who are here to support all patients.

Telephone: **023 8120 6500**

Macmillan Information and Support Centre

The Macmillan Information and Support Centre is based on B level, East Wing, next to the oncology centre and eye unit. They offer drop-in services to anyone affected by cancer in the local population, including inpatients and those visiting the hospital.

The centre also provides:

- a wide range of information resources
- a supportive listening service
- a counselling service
- Macmillan Citizens Advice Service
- complementary therapies
- hair loss clinics
- Look Good Feel Better
- self-management programmes
- a number of patient support groups

The centre is open Monday to Friday, 10am to 4pm (except bank holidays).

Telephone: **023 8120 6037** Email: **macmillancentre@uhs.nhs.uk**

Call 4 Concern

If you or your friends and family feel concerned that you are getting sicker and this is not being recognised, please talk to your nurse or doctor straight away. It's important that you are listened to and that you express how you feel. Our nurses and doctors can then take steps to make you feel better.

If you still feel concerned, patients and relatives can call **07824 547441** for direct access to the critical care outreach (CCO) team who support the ward staff looking after the sickest patients in our wards. The critical care outreach team will liaise with your medical team and other healthcare professionals as needed to support your care.

Research

Improving healthcare

Research studies and clinical trials help us to understand health better and develop new ways of treating and managing conditions. As a major site for clinical research, we are proud to provide our patients with some of the best access to new treatments in the UK.

With hundreds of studies happening at any one time across a wide range of conditions, we are able to offer many patients the opportunity to take part in research. This includes experimental medicine trials, which look at the causes of disease, how treatments work and whether they are safe, and trials to test the effectiveness of new treatments to see if they are better than what is currently available.

Our research could not happen without our patients. Each year we work with thousands of volunteers to conduct research and improve healthcare.

If you would be interested in joining a research study, please speak with your doctor, talk to one of our grey-uniformed research nurses or contact us:

Telephone: **023 8120 4989** Email: **UHS.SouthamptonCRF@nhs.net**

Alternatively, if you would like to help shape our research (what we do and how we do it) please contact our patient and public involvement officer:

Telephone: **023 8120 4989** Email: **CRF-PPI@uhs.nhs.uk**



Your experience

Share your story

We are committed to improving our services so that we can deliver the high quality, safe and compassionate care that our patients expect. By listening to your experiences, we can learn and develop.

If you have a story to share, please contact the patient insight team.

Email: patientexperience@uhs.nhs.uk

Get involved

Current and former patients, carers and family members work with us as patient partners to help us identify how we can improve our care and services.

You can help us improve by getting involved in:

- the Clinical Accreditation Scheme (CAS)
- quality reviews
- patient panels
- patient groups

If you would like to get involved, please contact our experience of care team.

Telephone: **023 8120 1676** Email: patientexperience@uhs.nhs.uk

Become a volunteer

Our amazing volunteers are an important part of hospital life. They help out with clerical work, hospital radio, assisting and guiding visitors, running the tea bars, helping patients at mealtimes and much more.

If you would like to find out more about volunteering at the hospital, please contact the voluntary services office.

Telephone: **023 8120 4688**

You can also visit www.uhs.nhs.uk and search for 'volunteer'.

Become a member

Becoming a member of UHS gives you the opportunity to get involved in your hospital and help shape the future of UHS. It is free to register and anyone over the age of 16 can join. You can choose how much to get involved.

Our members:

- have a say in what we do
- receive regular information, including our membership e-newsletter
- take part in focus groups and surveys
- receive invitations to events, such as our bi-monthly themed evenings where we hear from experts from across the hospital
- can elect the Council of Governors to represent their views and can even stand for election themselves
- receive exclusive deals from hundreds of brands by joining the Health Service Discounts website

For more information, please visit: www.uhs.nhs.uk/members

Email: uhsmember@uhs.nhs.uk

Have your say

Friends and Family Test

To help us improve the care and treatment our patients receive, we run the Friends and Family Test (FFT).

The FFT asks, 'How likely are you to recommend our service to friends and family if they needed similar care or treatment?'. You can rank your answer from 'extremely likely' to 'extremely unlikely'. You also have the opportunity to leave further comments about your experience. Our FFT scores are published monthly on our website.

Surveys

We can only make changes if we know what is working and what isn't, so our teams will sometimes survey patients. Your feedback will help shape our services.

Protecting your information

When you come into hospital, we will need to collect certain information about you so that we can provide the best treatment and care for your needs.

We will:

- ensure that your information is kept secure at all times
- use your information to provide the best care possible
- not share your information with anyone else unless permitted to do so by the law
- provide you with copies of your health records upon request

We store your information within our secure systems. We restrict who can access your information and we monitor our systems to ensure that any breaches can be identified. Staff who may need to access your information include doctors, nurses, other medical professionals and administrative staff.

We may share your information with professionals outside the hospital, such as your GP, organisations who provide services on the hospital's behalf, health authorities and (under very restricted circumstances) external researchers.

You have a right to access your information records free of charge. If you would like to request your information records, please contact our information team:

Information team
Health records centre
140 Mauretania Road
Southampton
SO16 0YS

Telephone: **023 8074 8005** or **023 8120 4885**
Email: **hrcinfoteam@uhs.nhs.uk**

Data protection officer

The data protection officer makes sure that all information is collected, stored and used in accordance with the Data Protection Act 2018 and the General Data Protection Regulations.

The data protection officer role is carried out by the UHS associate director of corporate affairs.

If you have any concerns, questions or issues with how your information is published, contact the data protection officer:

Data protection officer
Trust Headquarters
University Hospital Southampton
Tremona Road
Southampton
SO16 6YD

Telephone: **023 8120 4743**
Email: **dataprotection@uhs.nhs.uk**

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

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Version 3. Published February 2019. Due for review February 2022. 678