

# Welcome to Wye Valley NHS Trust

## Patient information folder

This folder provides useful information about your stay in hospital and about our facilities and services



# Staff – who's who



Ward sister



Staff nurse



Physiotherapist



Occupational therapist



Physiotherapy assistant



Pharmacist



Phlebotomist



Assistant practitioner



Healthcare assistant



Ward clerk



Housekeeper



Ward steward

# Welcome

## Welcome to our hospital, run by Wye Valley NHS Trust

We know that coming into hospital can be an anxious time for you, your family, carers and friends. We will do our best to make your stay as comfortable as possible.

We hope the information in this folder will help you and your visitors during your stay in hospital. It covers the services we provide, visiting times and arrangements for going home. We are proud of our Trust and its staff and are always looking to improve both the care we provide and your overall experience in hospital.

We welcome your feedback on things we are doing well and your suggestions for where we can improve. The team looking after you will be happy to answer any questions you have.

If you or your family have any questions or concerns about your care, please talk to the nurse in charge of the ward – they will be wearing the red “Nurse in charge” badge.

If you need this information in another language or format, please ask a member of staff.



Our vision is to improve the health and wellbeing of the people we serve in Herefordshire and the surrounding areas.

Our mission is to provide a quality of care we would want for ourselves, our families and friends.

This means providing the right care, in the right place, at the right time...every time.

### **Our values**

- **Compassion**
- **Accountability**
- **Respect**
- **Excellence**

# Quick guide to contents

- 4 Coming into hospital
- 11 Your stay in hospital
- 19 Staying safe during your stay
- 21 Information for your visitors
- 25 Hospital facilities and services
- 29 Comments, concerns, worries and complaints
- 31 Getting involved in your hospital

A full list of contents can be found on page 33

# 1. Coming into hospital

## Identity

Our staff will give you a wristband to wear while you are in hospital. This is important to ensure you receive the right treatment. For example, if you are wearing a red wristband, this means you are allergic to a certain medication. If the information is incorrect, please tell a member of staff.

## Identifying ward staff

Our staff wear a hospital identification badge showing their name and job title. The nurse in charge wears a red badge.



We actively encourage our staff to introduce themselves to you by name.

If you do not know who someone is, please ask them to introduce themselves.

We've included a guide at the start of this folder which list some of the various uniforms to help you identify staff and their roles.

While in hospital you will be under the care of a consultant who is in charge of the team of doctors looking after you.

Other healthcare professionals who may be involved in your care include radiographers, physiotherapists, occupational therapists, pharmacists and dietitians.

## **Medicines and allergies**

The doctor on the ward will prescribe all the tablets and medicines you will need in hospital and when you go home.

If you need a repeat prescription after you leave hospital, please ask your GP. If you are allergic to any medications, please let your doctor know.

If you have any concerns about your medication, are unsure what your medicines are for, or if you don't know what side effects they may have, please talk to your doctor, nurse or a pharmacist.

## **Personal belongings and valuables**

While you are in hospital, you can keep a small amount of personal belongings in a bedside cupboard. We advise you not to keep valuable items such as jewellery in hospital and to hold only a small amount of money for day-to-day needs such as buying newspapers. Please ask a member of your family to take any valuables home.

Ward staff may be able to store items safely for short periods but you are responsible for your personal property while in hospital - the Trust will not accept responsibility for your belongings.

## **Washing and dressing**

Together, we will assess your needs and the level of assistance you need from nursing staff. You are encouraged to wear your own clothes. Your relatives are welcome to help with your personal care or feeding when they visit. We suggest you bring your own toiletries.

## **Laundry**

Please arrange for a relative or friend to take dirty clothing home to wash. The ward staff can put your washing into a water-soluble red bag. This can be placed directly into the washing machine so there is no need to handle soiled clothing.

If you don't have anyone to take your laundry, please speak to a member of staff.

## **Food and drink**

Food is an important part of your treatment and our meals aim to provide a nutritionally balanced diet.

The menus at the County Hospital and community hospitals provide a wide range of choices to suit many different needs.

These include meals that are suitable as part of a balanced healthy diet, meals that contain higher calorie content (for patients at risk of malnutrition), meals which are soft and easier to chew and vegetarian meals.

On top of this, we provide gluten free meals and we also provide meals for specific diets, for example pureed meals for people who have swallowing problems or meals for people suffering from food allergies.

If in doubt, please speak to a member of staff.

Meals are served at the following times:

**Bromyard Community Hospital:**

- Breakfast: 7.30am
- Midday meal: 12.30pm
- Evening meal: 5pm

**County Hospital:**

- Breakfast: 7am
- Midday meal: Midday
- Evening meal: 5pm

**Hillside:**

- Breakfast: 8.30am
- Midday meal: 12.30pm
- Evening meal: 5.30pm

**Leominster Community Hospital:**

- Breakfast: 7.30am
- Midday meal: 12.30pm
- Evening meal: 5.30pm

**Ross-on-Wye Community Hospital:**

- Breakfast: 8.15am
- Midday meal: 12.30pm
- Evening meal: 5pm

We have protected mealtimes, which means that any non-urgent activity on the wards should stop so that staff are able to concentrate on helping patients to eat.

Your relatives/friends are welcome to help with feeding.

If you would like information on the food allergen content of the meals we provide, please ask a member of staff.

## Drink

It is important that you drink well to help aid your recovery. To stay hydrated, women should drink about eight of glasses fluid and men should drink ten a day.

You should be offered seven hot drinks every day and in addition you should have water available at all times. On our hot drinks round you will be offered a choice of tea, coffee, fruit tea or hot chocolate. Decaffeinated tea and coffee and soya milk are available on request.

## Cleanliness, infection prevention and control

We take infection control very seriously and make every attempt to ensure you are in a clean and safe environment.

All members of staff should follow infection precautions including cleaning their hands before touching you. Hand gel for staff is available at every bed space. It is okay to ask our staff if they have cleaned their hands. Please tell a member of staff if you have any concerns about the cleanliness of the ward environment, bathrooms or equipment.

Ways you can help us:

- Wash your hands with soap and water before eating and after using the commode or toilet. Please ask if you need help. If it is difficult for you to get to a sink, you may use a wet wipe, which we will provide you with.
- If you have a wound or invasive device such as a catheter, drain or drip, please avoid touching it.
- Wear slippers or shoes on your feet when walking around the ward.

Visitors can help by:

- Using the alcohol hand gel provided on entering and leaving the ward
- Not visiting for 48 hours if the visitor has had diarrhoea or vomiting
- Not visiting if the visitor has a cough, cold or sore throat
- Keeping your bed space clutter free to help with cleaning
- Not bringing in home produced or take away food. It is acceptable to bring packaged commercially produced food such as biscuits or fruit.

## **MRSA**

MRSA is methicillin resistant *Staphylococcus aureus*. It is a type of bacterial infection which does not respond to usual antibiotics. We have strict protocols, which includes MRSA screening, to identify if MRSA is brought into hospital by a patient and to prevent it spreading to other patients.

## **Diarrhoea and vomiting**

Please inform a member of staff if you develop a loose bowel motion. At times during the year, ward closures do occur due to diarrhoea and/or vomiting. This may be caused by your treatment, condition or from an infection. You may be moved into a single room while you have symptoms, and a stool sample will be requested so that we can identify the cause.

## **Use of patient information to improve NHS services**

Wye Valley Trust, like all NHS organisations, uses information about your care to review the quality of the treatment you have received so that it can make sure that it meets high standards of care. This helps us make improvements when they are needed.

If you do not want your information used as described above, please contact the Trust's Information Governance Team at [information.governance@wvt.nhs.uk](mailto:information.governance@wvt.nhs.uk) or on 01432 355444 extension 5826.

You will see that we display information about you behind your bed in order to help staff identify your care needs. If you do not want this information displayed, please let the nurse in charge know.

## **Confidentiality**

We keep records about you, your health, and the treatment you receive from the NHS. Your health records are strictly confidential and help to make sure you receive the best possible care from us.

All our members of staff have a legal and professional duty to keep information about you safe and secure. Staff will not disclose patient information to anyone who is not authorised to have it.

Occasionally, we need to share your information with other agencies involved in your treatment. Sometimes, we may use your information for auditing purposes, or with your permission for medical teaching or research.

## 2. Your stay in hospital

### **Patient and family feedback**

We value feedback from patients, relatives and carers – it helps us improve services for our patients. You can help us by talking to members of staff who have cared for you or adding comments onto your NHS ‘friends and family test’ form which asks patients if they would recommend wards or departments to others. You will be asked if you would like to give us feedback on the day that you leave the hospital.

### **Privacy and dignity**

Throughout your stay, we will respect your privacy and dignity. Adults will be cared for in a single-sex bay within a ward. The only time you may be cared for in a mixed-sex area is if it is in your best interests to do so, for example, in an emergency or if you need critical care.

If you have any concerns about privacy and dignity, please talk to a member of staff.

### **Equality and diversity**

We aim to ensure our services are accessible to all and that patients’ individual values and beliefs are respected. If you have particular requirements or needs, please speak to a member of staff.

## **Courtesy and respect**

During your stay, you can expect our staff to address you politely and respectfully, and call you by your preferred name. In turn, we ask all of our patients and visitors to be polite and respectful to our staff. If you have any concerns, please speak to the nurse in charge.

## **Communication**

If you have any special requirements, please speak to the nurse in charge.

The Learning Disabilities Liaison Nurse can help patients with learning disabilities and their carers. A communication book is available on all wards for patients with learning disabilities to help them communicate their needs to hospital staff.

If you have a 'Hospital Passport' or 'This is Me' dementia document, please make sure it is available for staff in the hospital.

## **Use of mobile phones**

If you need to make a call or send a text, make sure you go to an area where you can use your phone. If you're not sure, please ask a member of staff – you will be asked to keep your phone on silent or vibrate.

The Trust does not allow mobile phones to be charged while in hospital. This also applies to laptops and tablet computers.

## **Consent to treatment**

You, or someone acting on your behalf, will be involved in all discussions about your care, treatment and support.

We will explain your treatment options fully including the risks, benefits and alternatives so that you can make an informed decision about your treatment. If you need to have an operation or procedure, we will ask for your consent as confirmation that you agree to the procedure and understand what is involved. This may be verbal or written. If you change your mind, you can withdraw your consent. We may provide written information, often in a leaflet, to support what we have told you. Please ask any questions you may have about any aspect of your care.

When an individual cannot consent for themselves, alternative arrangements can be made from a person legally able to act on your behalf.

We may ask if nursing or medical students can be involved in your care to help improve their clinical skills. If you would prefer not to be seen by a student, please let us know. Your decision will not affect the care or treatment you receive.

## **When we need to make a decision on your behalf**

Sometimes, if a patient lacks the mental capacity to make decisions about their care or treatment, hospitals need to make decisions on their behalf to prevent them coming to harm.

This is called “deprivation of liberty” or “deprivation of liberty safeguards”.

Laws govern how this happens (the Mental Capacity Act) to ensure the interests of the patient come first in any decisions that are made about the care and treatment given.

If you want to know more about this, please speak to a member of staff or the safeguarding nurse.

## **Patient information leaflets**

We have a large number of patient information leaflets covering treatments and procedures, hospital services, self-help and support groups. We will provide you with information leaflets about your treatment. If you would like more information on a particular subject, please ask a member of staff if there is a leaflet available. Some general leaflets are on display at the entrance to the wards. If you have access to the internet, you could visit our website – [www.wyevalley.nhs.uk](http://www.wyevalley.nhs.uk) – where you will find more information.

### **Interpretation and translation**

We can arrange interpreters for patients whose first language is not English and for patients who communicate using British sign language or may have hearing or sight impairments. We can translate leaflets, consent forms, letters and other information into other languages or Braille. Please speak to a member of staff if you need any of these services.

### **Photography and filming in the hospital**

To protect the privacy and confidentiality of both patients and staff, it is important that patients do not take photographs or make video/audio recordings. This includes the use of mobile phones for this purpose.

### **No smoking**

Smoking, including the use of e-cigarettes, is not allowed in any of our hospital grounds or buildings.

We offer nicotine replacement therapy to patients on the wards and run a drop-in clinic offering help and support to patients and visitors who wish to stop smoking or abstain while in hospital.

## **Zero tolerance to aggression towards staff**

Our highly trained and professional staff will do their best to ensure you receive the kind of treatment they would like for their relatives and friends.

We understand that sometimes, due to medical conditions, patients may become agitated. Our staff members have undergone training to be able to respond appropriately.

However, the Trust will not tolerate abuse of its staff - it has a zero tolerance policy to aggression, violence and verbal abuse against staff by patients or visitors and will do all it can to protect its staff.

## **Leaving the ward**

The nurses caring for you are responsible for your safety and wellbeing during your stay. If you wish to leave the ward, please tell a nurse where you are going. This is to ensure you are well enough to do so and that members of staff know where you are at all times.

## **Moving to another bed or ward area**

We are sorry, but sometimes it may be necessary to move you to another bed on the same ward or from one ward to another or even to another hospital for further care and specialist treatment. Where possible, we will endeavour to discuss this with you and your family first. Patients who require transfer will be placed in the first available bed within one of our community hospitals, located at Bromyard, Leominster, Ross-on-Wye and Hillside, Hereford.

## Planning your discharge

The team looking after you will talk to you about your progress and ensure you are ready to leave hospital as soon as possible – this could be back to your home or it could be to an intermediate care centre in the community hospitals where you will receive support to get you ready to be discharged. We will carry out an assessment of your needs and organise equipment or services you may need when you leave hospital. Your estimated discharge date will be on your board at the back of your bed. This is an estimate and may be subject to change.

## Discharge lounge

This is a safe and comfortable area at the County Hospital, Hereford, where patients can wait while their discharge is being completed. It is not a ward area and you will not stay there overnight. The discharge lounge has a trained nurse who will have received your medical details prior to your transfer.

## Before discharge

- Please ask someone to bring suitable clothing to go home in
- Please arrange for someone to take you home as transport is only available if you have a medical condition which meets the criteria for ambulance transport
- Please ensure you have a key to get into your house, or arrange for someone to be there who can let you in
- Please take home personal property and medicines prescribed for you

### **Discharge letter**

We will send a letter to your GP about your stay in hospital. A copy of it will be given to you when you leave.

### **Follow up appointments**

If you need a follow-up appointment you will receive an appointment letter in the post.

### **Hospital sickness certificate**

If you need a medical certificate for employment or benefit purposes, please speak to a member of the ward staff before you leave hospital.

### **Who to contact if you feel unwell after leaving hospital**

If you have been discharged from hospital and you start to feel unwell, please speak to your GP.

## 3. Staying safe during your stay

### Fire safety

We test the fire alarm system once a week. In the unlikely event of a fire, ward staff will tell you what to do. If you suspect a fire, or something that may cause a fire, please tell a member of staff immediately.

### Preventing falls

You may be at an increased risk of falling while in hospital. This can be because of disorientation due to unfamiliar surroundings, acute illness, side effects from medication, or problems with balance, strength or mobility. We will do our best to minimise the risk.

To help prevent falls:

- Don't be afraid to ask for help, even if you think staff are busy
- Tell staff if you feel dizzy or weak, or have a fear of falling
- Take your time when standing up or getting out of bed
- Keep everything you need (glasses, walking aid, call bell) within easy reach
- Wear non-slip well-fitting slippers or shoes

We have a detailed leaflet to advise on how to prevent falls for patients and their families. If you would like to read one of these leaflets, please speak to a member of staff.

## **Tissue viability – the maintenance of your skin**

The tissue viability service is concerned with keeping your skin in good condition while you are in hospital.

There is a tissue viability nurse on each ward who provides advice and assists staff - this is particularly important when it comes to pressure ulcers.

A pressure ulcer is an area of damage to the skin and underlying tissue. They usually occur over the bony parts of the body and often start as a red area or blister and if not treated urgently can quickly get worse.

The risk of developing pressure ulcers increases when patients are unwell and lying in bed or sitting in a chair for a long period of time, so it's important to check your skin, change your lying and sitting positions regularly and have a healthy diet.

If you are at risk, the nursing staff will check your pressure points regularly to prevent pressure ulcers.

Booklets explaining how you and your relatives can help prevent pressure ulcers will be given to patients at risk.

## **Reducing the risk of a blood clot**

A blood clot can develop in the body at any time during or after a period of inactivity. To help reduce the risk, drink plenty of fluids and keep mobile. If you have an operation, try to do some small movements in bed and move about as soon as possible.

You are at risk until you are back to your usual level of activity. We may provide you with tight fitting compression stockings to wear. These squeeze your feet and legs to help blood move around your body. We check the skin under your stockings daily. We may give you medication to encourage your blood to flow and reduce the risk of a clot forming.

## 4. Information for your visitors

### Visiting you in hospital

We know how important visitors are in helping patients recover and they are very welcome. At the same time, it is important to maintain a healing and calm environment and minimise the chances of any infection coming into the hospital. Visiting is restricted to two visitors at a time at the bedside. If this is a problem, please speak to the nurse in charge. We would prefer you not to bring babies and young children into hospital when visiting. Older children can visit if supervised by an adult. To help protect our patients, it is important visitors use the hand gel when they enter and leave the ward.

Please use the chairs provided and do not sit on the patient's bed.

Always use the visitors' toilets.

If the visiting times cause difficulties, please speak to a member of staff.

## **Car parking**

At the County Hospital, Hereford you pay on departure, ensuring you only pay for the length of your stay. If you need any assistance with car parking, please ask one of our car park attendants, or press the "help" button on the pay and display machine.

Please also remember to bring some change with you.

Wye Valley NHS Trust does not set the car parking charges. Other car parks are available outside the hospital site.

To find out about parking concessions at Hereford County Hospital visit the Trust website [www.wyevalley.nhs.uk](http://www.wyevalley.nhs.uk)

## **Bringing flowers onto the ward**

We ask patients not to have flowers at their bedside. This is to keep bed sides clutter free and easy to clean, and also to reduce the risk of spreading infections.

Instead of bringing flowers, fruit and chocolate, photos and books would be more acceptable.

## **Telephoning the ward**

We appreciate family and friends want to know about your progress.

Please ask only one family member to ring the ward for information and request that they cascade this to other families members/friends. Please telephone after 11am, when the morning rounds have taken place so more information should be available.

Family and friends can telephone you directly on your bedside or mobile phone.

## **Hospital visiting times**

Please note that in exceptional circumstances, and in consultation with the nurse in charge, other times can be agreed.

## **The County Hospital, Hereford**

- Frome Ward: 3pm-8pm
- Arrow, Redbrook, Leadon, Lugg, Monnow, Teme and Wye wards: 2.30pm-5pm and 6.30pm-8pm
- Children's ward: 10am-8pm
- Coronary Care Unit: 10am-1pm and 4pm-8pm
- Intensive Therapy Unit: Open visiting, rest period midday-3pm
- Maternity ward: 9am-9pm partners and children, 6.30pm-8pm all other visitors
- Special Care Baby Unit: Open visiting for parents and children



**Bromyard Community Hospital:** 3pm-5pm and 7pm-8pm

**Hillside:** 2pm-4pm and 6.30pm-8pm

**Leominster Community Hospital:** 3pm-5pm and 7pm-8pm

**Ross-on-Wye Community Hospital:** 3pm-5pm and 7pm-8pm

Please note that all wards have protected meal times. Visiting is not allowed during these times unless you are coming in to help feed your relative or friend.

Weekends and Bank Holidays have additional visiting times in the mornings - please speak to ward staff for details.

## 5. Hospital facilities and services

At the County Hospital in Hereford, a shop, café and restaurant are provided by the Trust's partner, Sodexo.

These are:

### **Costa Proud to Serve**

The Costa Proud to Serve Coffee shop is located on the right as you enter the hospital through the main entrance. It is open from 7.30am to 7.30pm seven days a week. This café area offers a wide range of beverages and hot and cold snacks.

### **The shop**

Go Shop is situated on the left as you enter the hospital through the main entrance. It is open from 7.30am to 8pm Monday to Friday, and 8am to 5.30pm on weekends. The shop offers a wide selection of items including newspapers, magazines, confectionery and snacks, sandwiches, beverages, gift ideas and chance requirements.

### **Spires Restaurant**

The main restaurant for visitors and staff, Spires Restaurant, is located on the first floor opposite the pharmacy. It is open from 10am to 2.30pm Monday to Friday.

### **Vending machines**

Vending machines offering hot and cold beverages as well as a selection of snacks and microwaveable meals are located in a number of areas throughout the hospital. There is a central 24-hour vending area within the foyer of Spires Restaurant.

## **Bedside TV, radio and phone service**

Most of our wards have a bedside TV, radio and telephone system. Details including prices are on the units themselves. Discounted packages are available for longer stay patients.

## **Hospital radio**

Hereford Hospital Radio (HHR) broadcasts from studios at The County Hospital to patients at the county, as well on the internet via its iPhone App or Tune in App.

Hereford Hospital Radio is a registered charity, run by volunteers, providing music, chat, and features 24 hours a day, seven days a week.

You can listen to HHR on radio channel 5 on your Hospedia bedside entertainment unit.

To make a request:

- press the blue Hospital Radio button on your bedside phone
- call 01432 364049 on a normal telephone
- text 60777 (start your message with 'HHR' followed by your song request)
- email [studio@hhr.org.uk](mailto:studio@hhr.org.uk)
- give your request to our volunteers who visit the wards

For more information call 01432 233033 or look at the station's website [www.hhr.org.uk](http://www.hhr.org.uk).

## Post

Patients can receive and send mail while in hospital. Please address cards and letters to patients:

Patient name, c/o ward name, followed by:

**Hereford County Hospital**, Union Walk, Hereford HR1 2BN, or cards can be handed in a reception.

The main post box is located outside the Go Shop at the main entrance in the County Hospital, Hereford.

Stamps are available from the shop.

**Bromyard Community Hospital**, Tower Hill, Bromyard, Herefordshire HR7 4QN

**Hillside**, Pentwyn Avenue, Hereford, HR2 7LB

**Leominster Community Hospital**, South Street, Leominster, Herefordshire, HR6 8JH

**Ross on Wye Community Hospital**, Alton Street, Ross-on-Wye, Herefordshire, HR9 5AD

## **Cash machine**

The closest cash machine is at the nearby Morrison's store near to the County Hospital. A cash back service is available at the Go Shop at the main entrance to the hospital. Please note there is a minimum spend of £5 to receive cash back.

## **Access to services**

Our facilities for patients include drop off points, disabled parking spaces and wheelchair accessible entrances. We have electronic beds and accessible bathroom facilities, hoists and slide sheets. Wheelchairs are available at the main entrances to the hospital.

## **Chaplaincy and spiritual care**

Members of the chaplaincy team are available to listen and offer confidential support to all patients and their visitors of any faith, or none.

The chaplaincy team consists of local clergy who run a multi-faith chaplaincy service with the help of trained volunteers. Please ask the ward staff if you would like to speak to a chaplain or attend the Sunday service in the County Hospital Chapel at 10.30am. The Chapel is on the ground floor near the County Hospital's main reception desk and is open to patients and visitors for prayer and quiet reflection.

## **Pharmacy**

This is situated on the first floor of the main building at the County Hospital, opposite Spires Restaurant.

## 6. Comments, concerns, worries and complaints

### Comments

We value feedback from our patients as it helps us to improve the quality of care we can give.

We have a process for formally thanking and honouring staff who have “gone the extra mile” and we encourage patients who would like to nominate a member of staff for such recognition to talk to a member of staff to request a nomination form.

### Concerns and worries

We are here to help you – talk to any member of staff if you have any worries or concerns about your treatment, or about what will happen when you leave hospital.

### Making a complaint to the Patient Experience Team

If you are concerned about something, the sooner you tell us, the sooner we can find a solution.

Please speak to the member of staff concerned but, if you require further help or assistance, or would prefer to speak to someone not directly involved in your case, please contact our Patient Experience Team.

The team is here to help solve problems and pass on compliments and comments to improve the service we provide.

## Making a formal complaint

If you want to make a formal complaint, we will:

- Find out from you what the problems are and what outcome you would like to come from the complaint
- Agree with you how you would like your complaint investigated
- Ensure that you receive a response to your complaint
- Ensure that we improve services where appropriate
- The Patient Experience Team is based at the main reception of the County Hospital and is open from 8.30am to 5pm Monday to Thursday, and 8.30am to 4.30pm on Fridays.

Telephone: 01432 372986 (Patient Advice and Liaison Service), or 01432 364191 (complaints).

- Text 07825 681 801,
- Write: The Patient Experience Team, Wye Valley NHS Trust, County Hospital, Union Walk, Hereford HR1 2ER.
- Email: [pals@wvt.nhs.uk](mailto:pals@wvt.nhs.uk)

## 7. Getting involved in your hospital

### Love Your Hospitals

Here at the Wye Valley NHS Umbrella Charity we aim to make a difference to our patients, visitors and staff by funding additional equipment, improving facilities and providing opportunities for training outside of what is currently funded through the NHS.

To help support us you can make a single or regular donation, leave a gift in your will, hold your own fundraising event or ask your employer to make us their charity of the year.

For more information, to find out what we have on “Wish List” or to make a donation:

Telephone: 01432 364078

Email: [fundraising@wvt.nhs.uk](mailto:fundraising@wvt.nhs.uk)

Healthwatch Herefordshire is your consumer champion for health and social care services in the County. We represent the views of children and adults and we want to hear from people from every part of the community.

What we do:

- Listen to your views
- Improve services today and shape them for tomorrow
- Champion your views to those who plan and commission services
- Provide information about how to access services
- Speak up on your behalf in the interest of fairness, equal access and treatment

Whether it's improving health and social care services today or helping to shape them for tomorrow, Healthwatch Herefordshire is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

How are you finding the health & social care services you access; tell us, how was it for you?

Contact Healthwatch Herefordshire:

- Telephone: 01432 364481
- Email: [info@healthwatchherefordshire.co.uk](mailto:info@healthwatchherefordshire.co.uk)
- Social: [@hwherefordshire](https://twitter.com/hwherefordshire)
- Web: [www.healthwatchherefordshire.co.uk](http://www.healthwatchherefordshire.co.uk)

# Index of contents

Staff who's who	Inside cover	Photography and filming in the hospital	15	Hospital facilities and services	25
Welcome	1	No smoking	15	Costa Proud to Serve	25
Coming into hospital	4	Zero tolerance to abuse of staff	16	The shop	25
Identity	4	Leaving the ward	16	Spires Restaurant	25
Identifying ward staff	4	Moving to another bed or ward area	16	Vending machines	25
Medicines and allergies	5	Planning your discharge	17	Bedside TV, radio and phone service	26
Personal belongings and valuables	5	Discharge lounge	17	Hospital radio	26
Washing and dressing	5	Before discharge	17	Post	27
Laundry	6	Discharge letter	18	Cash machine	28
Food and drink	6	Follow up appointments	18	Access to services	28
Drink	8	Hospital sickness certificate	18	Chaplaincy and spiritual care	28
Cleanliness, infection prevention and control	8	Who to contact if you feel unwell after leaving hospital	18	Pharmacy	28
MRSA	9	<b>Staying safe during your stay</b>	<b>19</b>	<b>Comments, concerns, worries and complaints</b>	<b>29</b>
Diarrhoea and vomiting	9	Fire safety	19	Comments	29
Use of patient information to improve NHS services	10	Preventing falls	19	Concerns and worries	29
Confidentiality	10	Tissue viability - looking after your skin	20	Making a complaint to the Patient Experience Team	29
<b>Your stay in hospital</b>	<b>11</b>	Reducing the risk of a blood clot	20	Making a formal complaint	30
Patient and family feedback	11	<b>Information for your visitors</b>	<b>21</b>	<b>Getting involved in your hospital</b>	<b>31</b>
Privacy and dignity	11	Visiting you in hospital	21	Love your hospital	31
Equality and diversity	11	Car parking	22	Healthwatch Herefordshire	32
Courtesy and respect	12	Concessions for car parking	22		
Communication	12	Bringing flowers onto the ward	22		
Use of mobile phones	12	Telephoning the ward	23		
Consent to treatment	13	Hospital visiting times	23		
When we need to make decisions on your behalf	14				
Patient information leaflets	14				
Interpretation and translation	15				

You have a right to quality care:

## THE DIGNITY CHALLENGE

High quality services in Herefordshire respect people's dignity.

### BE SAFE



You will be safe and free from any sort of harm.

#### BE TREATED WITH RESPECT



You will always be treated with courtesy, dignity and respect.

#### GET THE SERVICE YOU WANT



You will be offered a personalised service because you are an individual.

#### HAVE CHOICE AND CONTROL



You will be supported to have independence as well as choice and control over your life.

#### BE LISTENED TO



You will be heard and something will be done about any concerns you have.

#### PRIVACY



Your right to privacy will be respected.

#### SPEAK OUT



You will be able to tell us what you think about the service even when things are going wrong.

#### INVOLVE YOUR FRIENDS & FAMILY



You can involve your family and friends in your care and support.

#### FEEL GOOD ABOUT YOURSELF



You will be supported in a way that helps you to feel good about yourself.

#### CHOOSE HOW TO SPEND YOUR TIME



You can choose who you spend time with and how.

**IF YOU ARE UNHAPPY YOU SHOULD SPEAK TO:**

The Patient Advice and Liaison Service on 01432 372986

If they are not listening you can contact **Healthwatch** in Herefordshire on **01432 364 481**.



**healthwatch**  
Herefordshire

Herefordshire  
**Safeguarding Adults** Board

