

## Telephone Enquiries

The telephone number for:

**Hairmyres** is **01355 585000**

**Monklands** is **01236 748748**

**Wishaw** is **01698 361100**

If telephoning to find out about a patient, please tell the operator the ward number or department. Each ward has a direct dial telephone number; please ask the ward staff for the ward or department direct dial telephone number.

Direct dial no.....

We would be grateful if calls were kept to a minimum and made only by the closest relative or on his/her behalf.

Only limited information is given to close relatives over the telephone. If further information is required, you have to come to the hospital to see either the nursing staff or a doctor.

## Postal arrangements

Letters and cards are taken to each ward as soon as possible after delivery.

Please address all letters as follows:

Patient's full name

Ward number, University Hospital Hairmyres  
Eaglesham Road, East Kilbride G75 8RG

Patient's full name

Ward number, University Hospital Monklands  
Monkscourt Avenue, Airdrie ML6 0JS

Patient's full name

Ward number, University Hospital Wishaw  
50 Netherton Street, Wishaw ML2 0DP

## Carer information

We may ask you to complete a "getting to know you" form. This will help us to keep in touch with you about the person you care for while they are in hospital. Please complete this form and pass it to a member of the ward staff.

If you are going to be caring for a patient following their discharge from hospital, please speak to the nurse in charge for further information and support.

Carer Information packs are available from all wards.

## Car Parking

**Hairmyres:** The main visitor car park faces the main entrance to the hospital.

**Monklands:** The visitor car parks are situated around the hospital site.. These can be reached by the first, second, third or fourth turning from the main road. There is also a drop off and pick-up area at the main entrance.

**Wishaw:** The visitor car park faces you as you come in the main entrance. It is in front of the main building. Disabled parking facilities are available.

We urge visitors to follow the road traffic signs and not to park in prohibited areas. Failure to comply with this request may restrict access to wards by hospital vehicles and ambulances.

Owners of vehicles may be prosecuted if they cause an obstruction or park in prohibited areas.

## Guide/Hearing Dogs

Guide/hearing dogs are permitted within the hospital building.

## Gifts to patients

Flowers are not allowed in **Adult Critical Care** or **Coronary Care**. Please check with nursing staff before leaving flowers, food, sweets or soft drinks with patients. They may be on a restricted or special diet. Food for patients cannot be stored in the ward fridge or re-heated in the microwave.

## Visiting

There is a reception help desk situated at the main entrance to each hospital.

Visiting is allowed daily on all wards. NHSL supports John's campaign and we therefore encourage flexible visiting times.

Please contact the Ward to confirm visiting times, or visit the NHS Lanarkshire website: [www.nhslanarkshire.org.uk](http://www.nhslanarkshire.org.uk) **We ask that you keep visitor numbers to two per bed.**

There may be times when it is not possible for you to visit or when you may be asked to keep your visit short. This is because it is important that patients do not get over-tired and their treatment is not disrupted. Visiting and unnecessary treatments are discouraged during mealtimes to make sure patients have time to eat their meal and staff are available to help. Unless a decision has been made that your help would support patients and meal times.

If you need to visit outwith the ward's normal visiting times, please speak with the nurse in charge.

Please ask the nurse in charge of the ward whether children may visit and keep children as quiet as possible while they are in the wards.



# Acute Hospitals

Information for patients  
admitted to hospital



## Revised No Smoking Policy

Smoking or use of electronic cigarettes is not allowed at or around doorways or anywhere on hospital grounds. You can be treated for Nicotine Withdrawal whilst in hospital. Stopping smoking whilst in hospital can have health benefits for you; this could mean less time in hospital and fewer risks of complications. If you wish to quit ask for referral to the Stop Smoking Nurse within the hospital or if you plan to quit before admission contact us on Tel No: 0300 3030 242 or text 'Advice' to 81066 or visit [www.nhslanarkshire.org.uk](http://www.nhslanarkshire.org.uk) to find your nearest service. The Stop Smoking Service is Free, Friendly and has helped over 17,000\* people quit.

### FURTHER HEALTH INFORMATION

NHS inform provides health information about illnesses, tests, treatments, operations and services for the public in Scotland.

[www.nhsinform.co.uk](http://www.nhsinform.co.uk)

Telephone: 0800 22 44 88.

## Medicines

Any medicines the patient has been given before coming into hospital should be given to the nurse in charge so that they may be noted. Please do not leave medicines with the patient.

## Preventing infections

It is important that you keep your relatives, friends and yourself safe before you visit someone in hospital. You can do this by:

- ❖ Staying away from hospital if you have vomiting, diarrhoea, a cold or flu until you feel better
- ❖ Washing and drying your hands before you visit a hospital, particularly after using the toilet and using the hand sanitizer provided at the ward door or bedside
- ❖ Asking staff for advice before you bring food or drink into hospital for someone you are visiting
- ❖ Not sitting on patients' beds, touching drips, dressings and other equipment

A range of useful information leaflets are available in the wards such as MRSA, *Clostridium difficile*, Norovirus, Food and Drink in Hospital and Laundering Patients Clothes at Home. Ask a member of staff for a leaflet to take away with you.

## Legal Documents

You must check with medical staff before a patient signs any document. It is also helpful to advise the nurse in charge of any legal business.

## Money and valuables

Please do not leave large amounts of money or valuables with patients, as staff cannot be responsible for them. Similarly, such items should not be removed from patients without informing the nursing staff.

## Facilities

The following are available in or around the main entrance of the hospital:

- ❖ Toilets
- ❖ Baby changing facilities
- ❖ Newsagent
- ❖ Telephones
- ❖ Cash dispenser machine

In **Hairmyres** the restaurant is open:

Monday - Sunday: **8.00am - 7.00pm**

**The coffee bar is open:**

Monday - Friday: **8.30am - 8.00pm**

Saturday - Sunday: **12.30pm - 4.30pm**

In **Monklands** the RVS teabar is open:

Monday - Friday: **8.00am - 7.30pm**

Saturday - Sunday: **12.00pm - 7.00pm**

The Choices Restaurant is located on the lower ground level of the surgical tower.

Monday - Friday: **8.00am - 6.30pm**

Saturday - Sunday: **8.00am - 2.00pm**

In **Wishaw** the cafeteria is open:

Monday - Friday: **8.00am - 8.00pm**

The cafe bar is open:

Monday - Sunday: **7.30am - 7.30pm**

If consuming drinks outwith these areas, please ensure they are carried in appropriately sealed containers.

# Information for visitors

Please tear out this section and give it to the person who will be visiting you the most.

Smoking or use of electronic cigarettes is not allowed at or around doorways or anywhere on hospital grounds. If you feel you need to smoke please allow extra time for your visit and smoke away from the entrances and completely off the hospital grounds before arriving and after you leave.

The Stop Smoking Service:  
Tel No: 0300 3030 242  
or text 'Advice' to 81066  
or visit [www.nhslanarkshire.scot](http://www.nhslanarkshire.scot)



Please switch off your **mobile phone** where the signs tell you to do so. You can use your mobile phone where the signs indicate this. Cameras and video equipment, including mobile phones should not be used on the ward unless permission has been given by nursing staff.