

WELCOME TO NHS LANARKSHIRE ACUTE HOSPITALS

We hope that your stay in the hospital will be as comfortable as possible.

If you are uncertain or unhappy about what is happening to you, please ask for help.

We are here to help you in providing care and support.

There is a tear-out section for visitors at the back of this booklet. Please give this to the person who will be visiting you the most.

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PREPARING FOR ADMISSION TO HOSPITAL

Please follow any specific instructions given to you before your admission, for example:

- ❖ Date and time of your admission.
- ❖ Fasting instructions (*eating and drinking instructions before any tests or investigations*).
- ❖ Instructions about special diets.
- ❖ Instructions about medications (*please bring all your current medications with you, this includes tablets, liquids, inhalers and topical creams and ointments*).
- ❖ Please shower or bathe the morning of admission and remove all make-up, nail polish, shellac and gel nails.
- ❖ Please bring toiletries/slippers/dressing gown and nightwear where needed (*see note below*). You may also choose to bring outdoor clothing for during the day use.
- ❖ Do not bring money, jewellery or other valuables with you. The hospital cannot be responsible if you lose any of your belongings.
- ❖ Please don't smoke for 24 hours before you come into hospital. Please see Page 2.

Note: Where possible, bring nightwear that complies with current safety standards, this is especially important for children's nightwear. Nightwear items with a garment label showing the CE mark, comply with current standards.

GETTING READY TO LEAVE HOSPITAL

We will let you know about the arrangements for going home as early as possible. This will allow time for you to make arrangements for clothes, transport, services and prescriptions as appropriate.

- ❖ Please speak to the nursing staff as soon as possible if you have any questions or concerns about returning home or if you have any homecare services that need to be restarted.
- ❖ Make arrangements to be collected from the hospital on the day of discharge
- ❖ Please ensure that you have outdoor clothes and a set of house keys.
- ❖ On the day of your discharge, we would ask that you be ready to leave the ward before 10 am. If this is not possible, or you are waiting for your tablets/medicines, you may be asked to wait in our Discharge Lounge or a Day Room.

Nursing staff will provide you with information about your condition, any follow-up appointments and treatments. We will make sure that community and aftercare services are arranged where necessary, making your return home as smooth and easy as possible. If required, we will give you a supply of medicines. Your GP will prescribe further supplies if you need them.

COMING INTO HOSPITAL

Travel information

Full details of public transport services can be obtained from Traveline on 0871 200 22 33 or www.travelinescotland.com. Disabled parking facilities are available at all NHS Lanarkshire Acute Hospitals.

Special Arrangements

If you need additional support, for example, **an interpreter, someone to sign if you are deaf, assistance if you are visually impaired or lifting equipment**, please contact your consultant's secretary or the Admissions Office.

Our hospitals have a zero tolerance approach to violence and aggression towards our staff.

The Wards

Many of the wards provide care for both male and female patients. However, each cubicle within the wards will be used only for male or female patients (*this may vary in exceptional circumstances*). Critical care areas will be mixed, and receiving wards can on occasion for short periods of times may be mixed.

Moving Between Wards

It may be necessary to move you to other wards during your stay in hospital to ensure that beds are available for emergencies. Every effort will be made to minimise such moves.

What You Will Need in Hospital

While you are in hospital you will need:

- ❖ Change of night clothes and day time clothes.
- ❖ Dressing gown
- ❖ Slippers
- ❖ Toiletries
- ❖ Books, magazines

Fire Safety - Mains operated equipment

In the interest of safety, any mains operated electrical items such as hairdryers, shavers, radios, mobile phones/laptops etc, which you may bring into hospital, must be checked by the Maintenance Services Department. Before these items can be used you must speak to a member of staff who will ask for a safety check to be carried out. These checks will be undertaken Monday - Friday between 8am - 5pm.

Money and Valuables

You will only need a small amount of change for the telephone and newspapers. Do not keep large sums of money, jewellery or other valuables with you. The hospital cannot be responsible if you lose any of your belongings. If you have to bring items of value into hospital, please give them to ward staff immediately. They will give you a receipt and keep them safe for you until you ask for them to be returned. Money handed into the ward will be sent to the cashier. Arrangements for its return need to be made the day before you go home.

If you do not wish to hand over your valuables for safe keeping you will be asked to sign a disclaimer form.

Information staff will ask you for

It would be helpful if you know the following information:

- ❖ Name, address and telephone number of your next of kin. If you do not have relatives, please give the details of the person to contact in an emergency. More than one emergency contact is very helpful. It is also useful to have work or mobile numbers.
- ❖ Medicines or tablets you were taking before coming into hospital. Please tell the doctors and nurses if you are **allergic** to any medicines.
- ❖ If you have any pre-arranged outpatient appointments due while you are in hospital, please speak to the nurse in charge about this as early as possible.

We are aware that there may be times when you are not able to communicate all of your needs to staff. We invite you, your relatives and friends to complete a “getting to know me” form with as much or as little detail as you would like to provide.

This information will help the staff to understand your life and what is important to you. It will be kept in a folder at the end of the bed and all staff will have access to this.

If you need any help to fill this in or have any concerns please ask a member of staff.

SURGICAL OPERATIONS

Before having an operation you will be asked to provide consent based on the verbal and written information you have been given. This includes agreeing to the presence and participation of doctors in training grades with the appropriate experience. Please talk to the staff if you have any questions. It is also sometimes necessary for a technical advisor to be present during your operation. Staff will explain their role and you will be asked to provide additional consent for this.

ON THE WARD

When you arrive at the ward we will settle you in and make sure that you are comfortable. We will show you the facilities in the ward and answer any questions which you have about your stay as fully as possible.

We will give you information to let you know what is happening to you, and ensure you are involved in decisions that may need to be made about your care. Please ask for more details if you are unsure about anything.

We respect your personal preferences and your religious or cultural requirements, and will do our best to accommodate them whenever possible.

Patients should advise staff if they have not been given a patient ID wristband or if they lose it.

Staff

All staff wear identity badges which will help you to identify the different people involved in your care. The following information may help you to identify some of the people you will see on the wards.

Medical Staff

The senior doctor in charge of your care is the consultant. A team of junior doctors will also be involved in your care. If you wish to speak with your doctor, please ask the nursing staff who will arrange this for you.

Nursing Staff

The nurse in charge of the ward is called the Senior Charge Nurse. There is also a team of Staff Nurses responsible for planning and organising your care. These nurses are assisted by Clinical Support Workers who will help with various aspects of your care.

- ❖ **Senior Charge Nurse wears:**
Navy trousers and navy tunic
- ❖ **Staff Nurse wears:**
Navy trousers and cornflower blue tunic
- ❖ **Clinical Support Workers wear:**
Navy trousers and pale sky blue tunic
- ❖ **Student nurses wear:**
Navy trousers and a silver/grey tunic.

Other Staff

There are many other members of staff who may visit the ward. These include physiotherapists, speech and language therapists, occupational therapists, radiographers, dietitians, pharmacists, laboratory technicians, medical photographers, domestic staff, porters and maintenance staff. All the staff work together to provide the care and treatment you may need.

Helping Staff to Learn

NHS Lanarkshire plays an important part in the training of students. We are sure you will understand the need for students to gain experience and hope that you do not mind their presence. We will ask for your agreement prior to students being present at your consultation. However, you have the right to refuse and this will not affect your treatment.

Healthcare Associated Infection (HAI)

NHS Lanarkshire staff are committed to combating infections through a range of measures supported by specialist infection control teams. Wards and departments are checked regularly to ensure they meet high levels of cleanliness. A variety of HAI information leaflets are available in wards and departments and posters are displayed highlighting the importance of staff and visitor hand hygiene using the gels provided. Patients can also help reduce the risk of Healthcare Associated Infections by reminding staff to wash their hands.

Hand Hygiene

Germs are most commonly spread by people's hands. Washing your hands properly for fifteen seconds, with warm water and soap, is the single most important thing you can do to help reduce the spread of infection, especially after using the toilet, coughing, sneezing or using tissues. The correct procedure for this is shown on a poster at the side of each soap/alcohol gel dispenser.

There are alcohol gel dispensers at the entrance to every ward; visitors should use this to clean their hands on entering and leaving a ward to reduce the risk of introducing infection to patients. You will be offered hand hygiene prior to each mealtime.

Pharmacy Information

Taking your medication correctly is very important to ensure that it gives you the help you expect. All pharmacists are trained as medication experts and the hospital pharmacy staff will help to answer any questions you may have about your medicines.

Use of patients' own drugs when in hospital

In some of our wards you will be able to continue to take all your own medicines while you are in hospital, this includes tablets, liquids, inhalers and topical creams and ointments. A nurse or pharmacist will explain this further. To do this we need you to bring all of your medicines with you into hospital.

Whenever possible you will be able to use your own medicines from home. The hospital pharmacy will provide any other medicines you may require.

They will have your name, medicine name and instructions on them. Your medicines will be locked in the “patient’s own drugs” (*POD*) cabinet next to your bed.

When you go home we will make sure you have a supply of medicines to take with you.

Medicine Rounds

Staff should not be disturbed when carrying out medicine rounds. If you need assistance please ask another member of staff or use your call buzzer. If patients have an allergy they should advise staff of this and they will be provided with a red wristband.

FOR YOUR COMFORT

Hospital Routine

Your day in hospital will start quite early, as there is always a lot to be done in the wards. Most wards have a rest period after lunch. You may also find that the day ends earlier than you are used to, but rest is important for your recovery.

Meals

Food and fluid are an important part of your care. We provide a wide choice, including healthy options. Therapeutic meals may be prescribed to meet a medical need or special nutritional need. Help and advice on food choices, eating and drinking will be provided and special equipment/utensils for eating and drinking are available if required. Where dining areas are available meals will be served there. If you have any concerns about your nutritional needs, please speak to a nurse in the ward so that any issues can be addressed.

Visiting

We recognise the valuable contribution relatives and carers make to the care of patients and we welcome you on our wards. We support John's Campaign and therefore encourage flexible visiting times.

Visiting is available daily on all Wards. Please contact the Ward to confirm visiting times, or visit the NHS



Lanarkshire website: www.nhslanarkshire.org.uk

Hospedia

There is a Hospedia entertainment system available at almost every bedside in Monklands Hospital. This is a combined telephone, television, internet access and radio system. There is a charge for the use of the telephone, television and internet access. However, use of the radio is free, and there are some free features on the television available from time to time.

Vending machines are located throughout the hospital for the purchase of TV and phone cards. For further information ask to speak to someone from the Hospedia Customer Care Team.

Public Wireless Internet Access

Is available throughout the three acute hospitals. The Wifi service allows patients and visitors to use their own mobile devices to have limited and monitored access to services available on the Internet.

Mobile Telephones

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.

Mobile communication devices should not be plugged in to electric sockets for use or to charge.

Daily Newspapers

We provide a trolley service to the wards.

Spiritual Care Services

The NHS chaplains are members of the team and visit the wards regularly, supporting people of all faiths and those who have no particular faith. They will provide a confidential listening ear and care in a way that respects your situation and wishes. If you would like a chaplain to visit you, please let the ward staff know. An information leaflet on the Spiritual Care Service is available on the wards.

A representative from your own faith or belief group can visit you at any time. If you would like us to contact them please let the chaplain or other ward staff know. The hospital has a centre for worship or quiet reflection which is open to all. The ward staff have information on the times of particular worship services if you would like to attend.

Other Facilities

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

- ❖ Cash dispenser machine
- ❖ Newsagent ❖ Cafeteria
- ❖ Coffee bar ❖ Restaurants

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

Postal Arrangements

We deliver letters to the wards. If you wish to send a letter please give your stamped addressed envelope to the ward staff for posting.

ADDITIONAL INFORMATION

Pensions and Social Security Benefits

Pensions and benefits can be affected when you are admitted to hospital.

- ❖ Attendance and Disability Allowance Helpline – Tel: 08457 123456
- ❖ Pension Service Helpline
Tel: 0845 6060265

If you are under pensionable age and receive any other benefit or allowance you should contact your local Department of Work and Pensions Office.

Useful Numbers

It is helpful if you have a note of the following numbers while you are in hospital:

- ❖ National Insurance number:
- ❖ Pension book number:
- ❖ Social Security book number:

Social Workers

A team of social workers is based in the hospital to provide a service to help you or your family deal with support needs arising from your stay in hospital. They can help plan your discharge by assessing you and your carer's needs so you can leave hospital safely with the support that you require. They also provide advice, information and support on practical matters when you are admitted to hospital as well as services to protect children and adults at risk of harm.

Insurance Certificates

The nursing staff are able to provide insurance certificates (*fit notes*) if you require one during your stay.

Help with Fares

If you think you may be entitled to help with your fares to and from the hospital, you should ask:

Hairmyres at the General Office
(Level 2: across from Ward 9)

Monklands at Patient Services
(main entrance of the hospital)

Wishaw at the Main Reception.

Please take any relevant forms, certificates and benefit books with you as proof. You must also show your travel tickets. If you don't have tickets you can only be paid at a mileage rate.

Taxis: Fares will only be reimbursed
 if pre-arranged with the hospital.

In certain circumstances, a close relative may be able to claim travelling expenses to visit you. Please ask at your local Benefits Agency Office.

WE ARE LISTENING - HOW DID WE DO?

Your feedback is important as it helps us evaluate the services we provide. It allows us to identify areas where we are doing well but also areas that we can work to improve. If you would like to tell us about your healthcare experience you can:

- ❖ speak to a member of staff
- ❖ complete a “We are listening” card and hand it to a member of staff.
- ❖ contact us via our website
www.nhslanarkshire.org.uk
- ❖ call us on Tel No: **01698 858321**
Monday - Friday from 1pm - 4pm
- ❖ share your story at
www.careopinion.org.uk
or call Tel No: **0800 122 31 35**

If you are still unhappy pick up a copy of our leaflet “Giving Feedback or Making a Complaint about the NHS” or visit the “Your Feedback” section of our website www.nhslanarkshire.org.uk.

These also provide details about the Patient Advice and Support Service.

PATIENT SURVEYS

You may be invited to participate in a survey during your time in hospital and we may also contact you by telephone within a month of your discharge home. These surveys are voluntary and will not affect your current or future treatment and care.

CONFIDENTIALITY AND USE OF PATIENT INFORMATION

NHS Lanarkshire take care to ensure your personal information is only accessible to authorised people. Our staff have a legal and contractual duty to keep personal health information secure, and confidential. In order to find out more about current data protection legislation and how we process your information, please visit the Data Protection Notice on our website at www.nhslanarkshire.scot or ask a member of staff for a copy of our Data Protection Notice.

University Hospital Hairmyres

Eaglesham Road, East Kilbride G75 8RG

Tel: 01355 585000

University Hospital Monklands

Monkscourt Avenue, Airdrie ML6 0JS

Tel: 01236 748748

University Hospital Wishaw

50 Netherton Street, Wishaw ML2 0DP

Tel: 01698 361100

Website www.nhslanarkshire.org.uk

If you would like this, **or any other information leaflet** in an alternative format or language; please ask a member of staff, call the NHS Lanarkshire General Enquiry Line 0300 3030 243 or e-mail info@lanarkshire.scot.nhs.uk

Jeśli chcieliby Państwo otrzymać tę **lub jakąkolwiek inną ulotkę informacyjną** w innym formacie lub języku, mogą Państwo poprosić o nią jednego z członków personelu, zadzwonić na nr Ogólnej Infolinii NHS Lanarkshire: 0300 3030 243 lub wysłać emaila na adres: info@lanarkshire.scot.nhs.uk

如果您希望通过其它格式或语言版本来阅读本手册或任何其他资料册，请询问工作人员，或拨打 NHS 拉纳克郡的一般咨询热线 0300 3030 243，或发送电子邮件至 info@lanarkshire.scot.nhs.uk

ਜੇ ਤੁਹਾਨੂੰ ਇਹ, ਜਾਂ ਕੋਈ ਹੋਰ ਜਾਣਕਾਰੀ ਪਰਚਾ ਕਿਸੇ ਹੋਰ ਰੂਪ ਜਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੀਦਾ ਹੈ; ਕਿਰਪਾ ਕਰਕੇ ਅਮਲੇ ਦੇ ਕਿਸੇ ਮੈਂਬਰ ਨੂੰ ਪੁੱਛੋ, ਐਨ ਐਚ ਐੱਸ ਲਾਨਕਸ਼ਾਇਰ ਜਨਰਲ ਇਨਕੁਆਇਰੀ ਲਾਈਨ 0300 3030 243 'ਤੇ ਫੋਨ ਕਰੋ ਜਾਂ ਈ-ਮੇਲ ਕਰੋ info@lanarkshire.scot.nhs.uk

میں چاہتے ہیں؛ تو براہ کرم اسٹاف کے کسی رکن سے مانگیں، اگر آپ اسے، یا کسی دوسرے معلوماتی پرچہ کو متبادل شکل یا زبان کریں یا info@lanarkshire.scot.nhs.uk پر ای میل کریں۔ NHS لانارک شائر جنرل انکوائری لائن 0300 3030 243 پر فون

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