

Coming into Hospital



Information for patients and service users

Welcome to Weston General Hospital

Coming into hospital can be an anxious time for you and your family. We will do all we can to ensure that your time with us is made as pleasant and comfortable as possible.

The aim of this booklet is to not only to welcome you to the hospital, but also to explain briefly what to expect during your stay. We have included some information about the Trust, the daily routine on the ward and information that may assist your relatives and visitors.

Coming into hospital

Your admission letter accompanies this booklet and will give you the date and time of your scheduled admission and where you need to go or who to contact. You will usually be admitted to the Theatre Receiving Unit or Day Case Unit but may be transferred to a ward after surgery. If you need a pre-operative assessment, the clinic details will also be included.

Information about the pre-op operative assessment can be found in the next section of this booklet. It is important that you read this and complete the checklist at the end to ensure that you bring everything necessary to complete the pre-operative assessment accurately.

Pre-operative Assessment

This section explains more about what to expect during your pre-operative assessment appointment. We aim to make your time with us as pleasant as possible.

The pre-operative assessment clinic is on the second floor of the hospital. Your appointment can take up to three hours as some patients will need to be seen by a Speciality Consultant.

Please feel free to ask questions at any time.

What is pre-operative assessment?

It is an appointment where we can:

- assess your fitness for surgery and anaesthesia
- provide you with relevant information about your proposed surgery
- offer support and reassurance for any anxieties you may have
- discuss your post-operative recovery and discharge plans

What will happen during the assessment?

You will have completed a health questionnaire before your assessment, detailing information about your past and present health, previous operations and medications.

If you meet any of the criteria on the ECG checklist in this booklet, please attend the ECG department on the ground floor prior to your pre-op appointment.

You will then be seen by a pre-operative assessment nurse who will discuss your questionnaire with you and assess your fitness for your proposed surgery. Please bring your latest prescription (if any) and your glasses if you use them.

The nurse will be unable to answer questions regarding your need for surgery and any prior tests you have had as we are an anaesthetic assessment service – we will, however, be able to redirect your questions to the appropriate person.

You will have the following tests:

- Blood pressure and pulse
- Weight and height
- Swabs taken for MRSA (a type of common bacteria that can cause infection)

You may also have

- A urine test
- A blood test
- A spirometry/peak flow to assess your lung capacity

If we find a problem that needs further assessment by an anaesthetist we may ask you to wait while we arrange for you to be seen on the same day, or we may ask you to return another day for further assessment.

If we find a problem that needs to be treated and/or better controlled - for example, your blood pressure or diabetes - you will be referred back to your GP for treatment. The results of any tests will be checked after your appointment and the pre-operative team will contact you if further tests are needed.

Please note that the nurse will not be able to give you a date for your surgery. You will be contacted by the Access Team who will confirm a date for surgery.

Very Important notice

Please notify the pre-operative Assessment Clinic as soon as possible if any of the following applies to you:

- If you are taking Warfarin
- If you are taking hormone replacement therapy (HRT)
- If you are taking an oral contraceptive
- If you are at increased risk of CJD or VCJD for public health reasons (you will have been notified if you are)

Contact us: 01934 647251
Monday-Friday. 8am – 4pm

Do you need an ECG (tracing of your heart)?

Please attend the ECG department 30 minutes BEFORE your pre-operative assessment appointment IF you answer YES to ANY of the following:-

- Are you aged 60yrs or over?
- Are you aged 50yrs or over and smoke?
- Do you take medication for your blood pressure?
- Do you have untreated high blood pressure?
- Do you take medication for your heart?
- Have you had heart problems in the past (including palpitations)?
- Are you having a 'joint' replacement?
- Are you overweight?
- Are you on medication for a Thyroid problem

THE ECG DEPARTMENT IS ON THE GROUND FLOOR BY THE MAIN HOSPITAL ENTRANCE – GO THROUGH COSTA COFFEE AND IMMEDIATELY LEFT THROUGH THE DOUBLE DOORS.

Pre-operative Assessment clinic checklist

Have you...

- Read the criteria for ECG to determine whether you need to have one done before your pre-operative assessment
- Completed the questionnaire you should have received with this booklet?
- Documented your current medications in full or have a copy of a recent prescription for the nurse to see?
- Please do not forget your reading glasses, you will have some more paperwork to complete on arrival to the clinic.

We look forward to seeing you in the pre-operative assessment clinic on the 2nd floor of the hospital.

Respecting your privacy and dignity

We aim to care for you throughout your stay in single sex accommodation. The wards have single sex bays where there are separate bathroom facilities for men and women.

However, in the case of a change in your treatment or a clinical emergency, the need to assess treat and admit may mean that you are temporarily placed in a bed next to a member of the opposite sex. A leaflet explaining this in more detail is available on request.

If you have any concerns about being cared for on a mixed sex ward, please speak to a member of the nursing team or at the pre-operative assessment clinic and we will do everything possible to respect your wishes.

You can also expect:

- To choose whether or not medical students are present during your consultation with medical staff
- That proposed treatment and post-operative care will be clearly explained to you.

What to bring

The hospital environment may be colder than your own home. You should bring suitable clothing to help you keep comfortably warm. We suggest that you should pack a small suitcase or holdall with the following items.

Clothing:

- Pyjamas or nightdress
- T-shirt/vest
- Comfortable clothing for day use (if you wish)
- Dressing gown
- Slippers

It would be helpful if you would label as many items of your personal property as possible with your name, including spectacle cases.

Please note the hospital is unable to provide a personal laundry service for your items of clothing.

Toiletries:

- Two towels
- Flannels or sponge
- Hair brush and comb
- Box of paper tissues
- Toothbrush/toothpaste
- Body talc
- Shaving kit if needed
- Soap
- Shampoo
- Packet of moist wipe

Other items:

You may like to bring a mobile phone and reading materials.

You are welcome to bring electronic items such as MP3 players, tablet PCs or laptop computers. If you need to charge these items, please check with one of the nurses on the ward before doing so. We also ask patients to use headphones for these items to avoid disturbing others.

We advise you not to bring valuables or large sums of money into hospital with you as the hospital cannot accept responsibility for any loss of property.

Medication

Please bring any medicines or tablets you are taking to both your pre-operative assessment appointment and also on your admission day and give these to the staff looking after you. It is most important that your hospital doctor is aware of the medicines you are taking. If we can, we will use this medication during your stay and will issue you with more when you go home.

Your stay in hospital

If you are coming in for an operation, most of the information will have already been discussed with you at your pre-operative assessment.

Your consultant or one of his/her team will visit you before your operation, as will the anaesthetist. The doctor will explain about the operation and ask you to sign a consent form. They will be happy to answer any questions you may have, as will the nursing staff on the ward/unit.

If you are able to do so, you should bath or shower prior to admission.

Prior to your operation you may be advised not to eat or drink anything.

Personal property

On admission you will be requested to sign a disclaimer form agreeing that you take responsibility for your own property.

If you are in possession of a large amount of cash, in the interests of security, please ask a member of staff to arrange for this to be held in our General Office. Please note, this may be returned to you in the form of a cheque. The General Office is open from Monday to Friday 9am to 5pm and is situated on the ground floor, heading towards the Quantock Outpatients.

Infection prevention and control

In order to minimise the risk of infection, the following advice is provided for hospital patients and their visitors:

- Keeping your hands and body clean are important when you are in hospital.
- Alcohol rub or hand gel is available at the entrance to every ward for use by visitors.
- Ensure you always wash your hands after using the toilet.
- Always wash your hands or clean them with a moist wipe immediately before you eat a meal.
- Try to keep the top of your locker and bedside table reasonably free from clutter.
- Always wear something on your feet when walking around in hospital. A comfortable pair of slippers is fine.
- Try not to touch any wound dressings, drips, catheters or similar pieces of equipment.

Hospital staff can help protect you by washing their hands, or by cleaning them with special alcohol rubs or gels. If a member of staff needs to examine you or perform a procedure, do not be afraid to ask if they have washed their hands first.

Our housekeeping department maintain excellent standards of cleanliness on the wards. However, if there

are any areas on your ward that are not as clean as you would expect, please tell a member of staff.

WiFi, telephones and TV

We are pleased to offer all our patients and visitors 24 hour free time limited Wi-Fi. To log-in connect to the WAHT_Guest network on a wireless enabled device and follow the instructions.

Patients are welcome to use smartphones, tablets and laptops but to respect other patients' privacy, photographs are not permitted.

There are also public phones in the hospital. However, these cannot be used for incoming calls.

Bedside TVs are available on most wards and are free to use.

Medical and other certificates

If you need medical or other certificates please ask the nurse in charge of your care.

Benefits/allowances

If you claim benefits or allowances, please advise the relevant agency of the date of your admission and discharge from hospital, as this change in circumstances may affect your benefits.

Visiting

Visiting hours are:

2.30pm – 4.30pm

6.30pm – 8.30pm

Other times are at the nurse in charge or ward sister's discretion.

No more than two visitors are normally allowed at any one time. Visitors are requested not to sit on the beds.

Please keep children quiet and calm so that they do not disturb other patients. Children under 11 years of age are only allowed to visit with the permission of the ward sister or the nurse in charge.

You may not always wish to see visitors, but may find it hard to turn them away. If so, please let the nursing staff know and they will be able to explain to visitors on your behalf.

Flowers

Flowers may not be permitted on some wards. Please check with the staff looking after you.

Food and drink

Meals are at the following times:

Breakfast	8am
Lunch	midday
Supper	6pm

There is a drink trolley at all meal times, plus 10am, 3pm and 9pm. Snack boxes are also available from the ward kitchens under certain circumstances.

If you have special dietary needs, please speak to the nurse in charge. We are able to provide for religious or cultural dietary needs.

Before having additional food or drink please check with nursing staff.

Rafters Restaurant

All visitors and patients are welcome to use Rafters Restaurant, which is situated on the ground floor.

Rafters is open 8am-4pm, Monday-Friday.

The vending suite adjacent to the restaurant is open 24 hours a day.

Reading

A book service, run by Trust volunteers, visits the wards weekly. Please take care of the books and return them once read. Books may be left at the front desk in the main reception area (Monday - Friday 10am - 4pm) or posted to the Voluntary Services at the Hospital.

Smoking

The Trust operates a Smoke Free Policy for staff, visitors and patients. Smoking is not permitted on the Hospital site or in the grounds. If you need nicotine replacement therapy (NRT) you are advised to visit your GP prior to hospital admission to obtain this. Alternatively, please inform the nurse on admission to the ward.

Fire Precautions

- Please do not leave the ward without telling a member of the nursing staff as we need to know where you are in case of fire.
- If you discover a fire, please alert any member of staff immediately and follow their instructions.

Sunshine Radio

As well as the BBC, Independent Radio and TV channels, we have our own award winning hospital station called Sunshine Radio, which entertains our patients and is free to access.

Volunteers will visit the wards to take requests or you may fill out a request slip, found next to the main entrance or outside the Sunshine Radio studio on the ground floor. Alternatively, you may phone in a request on 01934 619252 or pop into the studio in the evening.

Your spiritual needs

The hospital chaplain is available for all patients, of all faiths and none and is accessed through the nurses. The chaplain is able to listen confidentially about anything that may be worrying you. The chaplain will arrange for other faith leaders to visit you if you wish. We offer bedside communion and a Sunday service at 4.30pm in the hospital chapel.

There is a small library for all faiths in the chaplain's office. The chapel is open as a quiet space to everyone. There is also a prayer wall. Some wards have chaplaincy ward volunteers who are there to support patients.

Giving feedback and raising a concern or complaint

We hope you have been happy with your stay in hospital and would welcome any feedback you might like to give to help us improve our service.

Should you have a question or concern regarding your care or a member of your family's care you should first speak with a member of staff about this –they may be able to resolve your issues.

You may like to speak with the Senior Sister, Nurse in charge, or Doctor. Please ask any member of staff and they will be happy to arrange this for you.

If you are unhappy with the response that you get, please ask for your concerns to be escalated to the ward Matron.

If you are dissatisfied with the outcome or if you wish to make a complaint, you can contact the Patient Advice and Liaison Service (PALS) for advice and support. The team is located on the ground floor in the main entrance. They can also be contacted in the following ways:

- Telephone: 01934 647216
- Email: wnt-tr.pals@nhs.net

The PALS service aims to provide on the spot advice and support, together with information on other NHS services. The service is free and confidential.

The Waterside Suite (our private unit)

The newly refurbished Waterside Suite is a self-contained private unit on the Weston General Hospital site, providing out-patient and in-patient facilities:

- En-suite single rooms, with radio, TV and bedside telephones
- A la carte menu
- Health screening
- Treatment arranged to fit in with your plans
- Added reassurance of NHS back-up facilities on site.

All profits generated by Waterside are invested directly back into the hospital.

If you have any queries concerning the range of facilities offered, treatment costs or appointment arrangements, please telephone the unit administrator on 01934 427900.

Amenity Plus Beds

The Waterside Suite also provides access to a service for NHS patients called Amenity Plus Beds. An Amenity Plus bed is a bed in the private Waterside Suite for NHS patients who wish to take advantage of Waterside's environment and facilities.

Should you require details regarding an Amenity Plus bed in the Waterside Suite, please discuss this with the ward/unit staff upon admission.

It is not possible to pre-book these beds prior to admission.

Information regarding the cost and availability of Amenity Plus beds may be obtained from the Waterside Suite.

Going home

Leaving hospital

It is advisable to have some suitable warm clothes for your journey home.

Prior to your discharge you will be given a leaflet entitled 'Leaving Hospital'. Please ask a member of nursing staff if you have any concerns or queries.

Please take all your personal belongings home with you and remember to check your bedside locker.

Exit Cards

When you are discharged you will be given an Exit Card, which gives you the opportunity to make comments and suggestions for future improvements.

The Exit Card will include the following question:

“How likely are you to recommend our ward/A&E department to friends and family if they needed similar care or treatment”

You will then be able to answer the question by choosing one of the six options, ranging from 'extremely likely' to 'extremely unlikely'.

It is really important to use that you tell us why you gave your answer so please answer any follow up questions.

Your answer will not be traced back to you, and your details will not be passed on to anyone, so please tell us exactly what you think. A member of your family or a friend is welcome to help you give your feedback to the question if you are unable to.

Thank you

Thank you for taking the time to read this booklet and for choosing Weston General Hospital our aim is to make your stay as pleasant and comfortable as possible. Please do remember that if you have any questions then just ask.

Help us prevent the spread of infection in hospital.

Please make sure your hands are clean. Wash and dry them thoroughly and/or use the gel provided.

If you have been unwell in the last 48 hours please consider whether your visit is essential.

If you need this leaflet in a language other than English, or would like to receive this information in large print, Braille or audio, please contact the Patient Advice and Liaison Service (PALS) on 01934 647216.



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Telephone: 01934 636363



Website: www.waht.nhs.net



Twitter: @WestonNHS

For details on how to contact us via email, please visit our website.

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