

Information for Inpatients





Welcome to Doncaster & Bassetlaw Hospitals NHS Foundation Trust

Our aim is to provide high quality care for patients and their visitors. This booklet provides you with relevant information about your hospital stay. If you have any problems, concerns, or worries, please do not hesitate to talk to staff as they will be happy to help. Patient confidentiality is maintained at all times.

In addition to this leaflet, each ward or department will provide you with additional detailed information relating to their specialty.

We know that your privacy and dignity matter when you are in hospital. We provide same-sex sleeping areas, toilets, and washing facilities to make you feel as comfortable as possible during your stay, though there are some exceptions to this, such as if you need to spend time in the Intensive Care Unit.

Clinical teams

A consultant (physician or surgeon) will be involved in your medical management and care. A doctor will always be available to ensure that any change in your condition is treated appropriately.

If you wish to talk to one of the doctors, please ask a member of the nursing or medical team on the ward.

You will be cared for by a team of nurses, including a sister or charge nurse, staff nurses, or enrolled nurses. Healthcare assistants also assist trained nurses to provide your care. Sometimes, student nurses will work in the wards and departments under close supervision of the qualified nurses.

Other team members you see may include physiotherapists, occupational therapists, pharmacists, dietitians, clinical nurse specialists, and service assistants. There are a number of other staff you may see: please feel free to ask them questions about their role. Each team member offers specialist knowledge and skills, delivering a safe and high standard of care to each patient.

All staff wear a name badge, giving their job titles.





On arrival

When you arrive at the ward, a member of staff will welcome you and go through a checklist of things you'll need to know while you're in hospital:

- how to use the nurse call system
- where the WCs and bathrooms are located
- how to use the TV (if present)
- mealtimes, and how to choose from the daily menu
- visiting times
- hand hygiene
- no smoking hospital site
- the shops and facilities you can use.

Visiting

Each area will provide information on their visiting times.

Please refer your visitors to the Visitor's Code, which will be displayed on each ward and department.

A maximum of two visitors are allowed at the bedside at any one time. Visitors are requested to visit during visiting hours only. The wards have protected meal times where visitors are requested to leave the ward while patients are eating. If you experience any problems with visiting, please speak to the nurse in charge.

If your visitors have been unwell with sickness or diarrhoea, please ask them not to visit while you are in hospital.

Hand washing facilities are available on each ward for your visitors to wash their hands on arrival and on leaving the ward. Please speak to the nursing staff for further information.

In certain areas where patients are isolated or in critical care areas, visitors should be advised not to bring flowers into hospital as certain organisms in the water may be a potential risk to the patient. Please check with a member of staff before bringing flowers into any ward or department.



Telephone enquiries

Your relatives may contact the hospital at any time to check on your condition.

The main hospital numbers are:

Doncaster Royal Infirmary, tel 01302 366666

Bassetlaw Hospital, tel 01909 500990

Tickhill Road Hospital, tel 01302 796000

Montagu Hospital, tel 01709 585171.

For reasons of confidentiality, only limited information can be given about a patient's condition over the telephone. To reduce the amount of time that staff spend on the phone, we would prefer that only one or two nominated people call; they can then pass on information to other family members and friends.

Having someone as a spokesperson to relay information to the rest of the family saves nursing staff valuable time, which they can be dedicating to their patients. We would appreciate your co-operation.

When relatives visit, with your permission and involvement we can discuss your condition in more detail and will try to answer any further questions.



Telephones

Public telephones are available throughout the hospitals.

Some wards have bedside telephone and television systems in place. Details on how to access this service are displayed on the TV screen and on each ward.

In line with current Department of Health guidelines, the Trust has identified areas where mobile phones should be switched off to avoid potential interference with medical equipment. Patients and visitors are, therefore, asked to switch off their mobile phones before entering areas that are identified by signs.

If using a mobile phone in other areas, please consider other patients and visitors. Wherever possible, please switch phones to silent mode to restrict noise levels.

Please do not take any photographs using the camera facility on mobile phones as this may breach patient confidentiality.

Each ward will have a notice indicating when mobile phones may be used. Please stick to these times. They are there to provide privacy, dignity, and a peaceful environment for all patients. Your co-operation is appreciated.

Smoking

Our hospitals are no smoking areas for staff, patients, and visitors. Smoking is not permitted anywhere in the hospital buildings or grounds. While we appreciate you may feel the need to smoke, we ask you to co-operate with this policy at all times. If you wish to smoke, you will need to leave the hospital site.

If you do smoke and, during your hospital stay would like to consider stopping smoking, please speak to a member of staff who will be able to offer support and advice to help you during your stay and on discharge. We can also offer you nicotine replacement therapy to help you during your time in hospital and refer you to the community stop smoking services to help you once you leave hospital.



Facilities

Each hospital has facilities for use by patient and visitors:

- restaurant and coffee shops are available on all hospital sites
- shops are available at each hospital
- cash machines are available at DRI and Bassetlaw Hospital
- a free shuttle bus service is available between DRI and Bassetlaw Hospital and between Montagu Hospital and DRI.



Car parking

A Pay & Display or Pay on Foot system is in operation at each of our sites. Car parking is clearly signposted.

A free Park & Ride car park is available for staff and visitors to DRI. It runs from Doncaster racecourse to DRI Monday to Friday from 6.30am to 10.00pm and a bus leaves every 15 to 20 minutes. You will find timetables at all hospital reception areas.



Property

We advise you not to bring personal items into hospital, as there is limited storage. Please do not bring valuables/jewellery or large amounts of money into hospital.

We do not accept liability for loss or damage to patients' and visitors' property.



What to bring

If you are being admitted for a stay as an inpatient, please bring your own medicines from home including:

- medicines prescribed by your GP in their original packets
- any over-the-counter medicines that you buy from a pharmacy or supermarket
- any medicines or herbal remedies that you get from a health food shop or homeopathic practitioner.

You will need to bring toiletries, such as soap, comb, and deodorant, shaving equipment, toothpaste and toothbrush. Please also remember to bring in personal items, such as spectacles, dentures, or hearing aids as well as nightwear. If you wish to leave the hospital site to smoke, please bring suitable clothes, such as a tracksuit.

Chaplaincy

A member of our Chaplaincy team is available at any time to offer spiritual or emotional support. They are also available to give you the opportunity to discuss fears, worries or anxieties.

We respect the religious and cultural beliefs of all patients admitted to hospital. If you would like to see one of our hospital chaplains or your own minister or priest, please mention this to the nursing staff. Arrangements can be made at any time.

The hospital chapel is open to anyone for quiet thought and prayer. A member of staff will direct you if you would like to visit the chapel. There is no chapel at Montagu Hospital.

The Chaplains will bring patients Holy Communion or pray with them at their bedside by arrangement.



Services are held in the Chapels at DRI and Bassetlaw as follows:

Bassetlaw Hospital

Holy Communion at 11.00am each Sunday. This service is usually broadcast on hospital radio - Trust AM.

Doncaster Royal Infirmary

Holy Communion on Wednesday at 1.00pm

Informal service on Tuesday at 7.15pm

Contact numbers for Chaplaincy Offices

Bassetlaw Hospital, tel 01909 502846 or 01909 500990 ext 2846.

DRI and Montagu Hospital, tel 01302 381484 or 01302 366666 ext 6484.

The on-call Chaplain can be contacted via the switchboard.

Discharge

Planning for your discharge from hospital begins shortly after you are admitted. You will be given an estimated date for discharge within 24 hours of your admission to help you and your relatives to make suitable arrangements.

If you require a 'fit note' on discharge from hospital, please speak to a member of the nursing staff, who will make the necessary arrangements.

Patients are encouraged to arrange transport for their discharge with friends or relatives. Hospital transport is limited and only available for patients who have specific needs.

On discharge, information about the side effects of any medication will be given to you along with the medication. If this is not available, please ask the nurse caring for you to explain any side effects before you go home.

If you have any concerns regarding the medication you are taking or any side effects you may be experiencing, please discuss with the team caring for your medical condition.

General information

During your hospital stay, you may be required to move to a different ward. Every effort will be made to ensure that you and your relatives are fully informed.



If you have any questions or concerns about any aspect of your care or the cleanliness of the ward/department, please ask to speak to a member of the team. Alternatively, you can speak to the nurse in charge. Staff are also keen to hear from patients who have been happy with their care or from patients wishing to pass on compliments to the team.

If you feel that your questions/concerns have not been answered or resolved, please ask to speak to the matron for that area.

We welcome any ideas or suggestions you may have that could improve our service. All your opinions will be dealt with in the strictest confidence. There are 'Your Opinion Counts' forms at the entrances to wards and departments around the hospitals. Once completed, please put the form in the box provided.

Patient Advice & Liaison Service (PALS)

PALS staff are available to offer advice or information on healthcare matters. The office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email. PALS staff can also visit inpatients on all Trust sites.

The contact details are:

Telephone: 01302 553140 or 0800 028 8059

Minicom (Text talk): 01302 553140

Email: pals.dbh@dbh.nhs.uk