

Your care in our hospital today

Right now, you are being cared for in a corridor or another temporary space.

This is because parts of the hospital, including the Emergency Department and wards, are extremely busy.

We're sorry that this isn't ideal. We understand it may feel uncomfortable or worrying. Please be assured that your safety, wellbeing, privacy and comfort remain our top priority.

You will still receive safe, high-quality care. We are also taking all necessary steps to protect you and others from infection. Below are answers to some common questions. If you have any concerns at all, please speak to a member of staff nearby – we are here to help.

Why am I being cared for in this space?

The hospital is very busy at the moment, and bed and cubicle availability is limited.

To make sure everyone is treated safely, we sometimes use temporary spaces. This helps us care for patients as quickly as possible.

You will still receive safe, high-quality care, and we are following all infection prevention measures.

How long will I be here?

It's difficult to give an exact time.

Staff are reviewing patients regularly and will move you to a bed, room or more suitable space as soon as one becomes available. Your care team will keep you updated.



How will my dignity and privacy be protected?

We know this is not an ideal environment.

We will do everything we can to protect your privacy and dignity.

Screens may be used during assessments and care to help you feel as comfortable as possible.

Will I still be seen by a doctor as quickly as other patients?

Yes. Patients are seen based on how urgent their condition is, not on where they are being cared for.

Being in a corridor or temporary space will not delay your treatment.

Will I still get food and drink?

Yes. If it is safe for you to eat and drink, meals will be provided at set times.

Please tell staff if you have any allergies, special dietary needs, or if you need food or drink outside these times.

Can I use the toilet and washing facilities?

Yes. Toilets and washing facilities are nearby. A member of staff can show you where they are or help you if needed.

Do I have an allocated nurse?

Yes. You will have a named nurse who will introduce themselves to you. They will support you with your care and medicines.

If you have any questions or worries, please speak to them.

Can I get staff attention if I need help?

Yes. Staff are nearby and will check on you regularly.

Your nurse will explain how to get help if you need anything or if you start to feel unwell.



Can I have visitors?

Yes we offer open visiting, but we ask that visitor numbers are kept small, as this area can be very busy.

This helps us keep everyone safe and comfortable.

All visitors must clean their hands and follow hospital safety guidance.

Who will talk to my family or carers?

Your nurse, doctor or therapist can speak with your family or carers if you wish.

Please let staff know if you would like us to do this.

If I need to be admitted to a ward, will this delay me?

No.

If you need to go to a ward, a bed will be arranged as soon as one becomes available.

Your care will continue while you wait.

How can I raise a concern or a question?

If you have any concerns or questions, please speak to a member of staff first.

We welcome feedback. You can also contact our Patient Advice and Liaison Service (PALS):

Telephone: (01302) 642764

Freephone: 0800 028 8059

Email: dbth.pals.dbh@nhs.net



Your feedback matters

We value your views and would really appreciate a minute of your time to tell us about your experience.

Your feedback is confidential and is collected on our behalf by iWantGreatCare, an independent organisation.

If you are under 13, please ask a parent or guardian to help you complete the feedback.

By submitting feedback, you agree to iWantGreatCare's Terms of Use, which include permission to publish comments you provide.

Please visit the following link, or scan the QR code below:

<https://tinurl.com/dbthfeedback25>



Patient Advice & Liaison Service (PALS)

The team are available to help with any concerns, complaints or questions you may have about your experience at the Trust. Their office is in the Main Foyer (Gate 4) of Doncaster Royal Infirmary. Contact can be made either in person, by telephone or email.

The contact details are: Telephone: 01302 642764 or 0800 028 8059

Email: dbth.pals.dbh@nhs.net

