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please leave this
guide for another
patient to use

YOUR Bedside guide

A clean, friendly, comfortable place to be...



Languages/Alternative formats

Please ask if you require this information in other languages, large print or audio format. Please contact: 01895 279973.

Fadlan waydii haddii aad warbixintan ku rabto luqad ama hab kale. Fadlan la xidhiidh 01895 279 973

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01895 279973 نسح ني دل اب: افطل. بسا يتوص بلاق

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Prosz pytać, jeśli te informacje w innych językach, dużym drukiem lub w formie audio. Prosz o kontakt: 01895 279 973

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ਜੇ ਤੁਹਾਡੇ ਇਹ ਜਾਣਕਾਰੀ ਵਿਸੇ ਹੋਰ ਭਾਸ਼ਾ, ਵੱਡੀ ਲਿਖਾਈ ਜਾਂ ਚੁੱਗੀ ਸੁਰਤ ਵਿੱਚ
ਤੁਹਾਡੀ ਇਹ ਜਾਣਕਾਰੀ ਸੁਰਤਾਂ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਸ਼ੁੱਧਾ ਕਰਕੇ 01895 279973 ਤੇ
ਸੰਪਰਕ ਕਰੋ।

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Welcome

**to The Hillingdon
Hospitals NHS
Foundation Trust**



WELCOME

Welcome to The Hillingdon Hospitals NHS Foundation Trust. We provide services in the Hillingdon Hospital in Uxbridge and Mount Vernon Hospital in Northwood.

Coming into hospital and receiving treatment can be a new experience and sometimes intimidating for patients. We hope that this guide will answer many of your questions, and help you settle more easily into your ward.

Our staff are here to help you in whatever way they can during your time with us. If something is not as you expected, it is best if you tell us as soon as possible so that we can try to sort it out straight away.

If you need help because you speak another language or because you have other special needs, please contact the Patient Advice and Liaison Service (PALS) team on 01895 279831 or pals@thh.nhs.uk so we can make any necessary arrangements for you.

Our overall aim is to give you the best treatment possible in a clean, friendly and comfortable environment.

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YOUR
care and
treatment



YOUR MEDICAL CARE

A team of doctors led by the consultant will care for you. This team includes a specialist registrar (SpR), a senior house officer (SHO) and a house officer (HO).

The team will regularly review your progress together so they are all aware of your care, needs and treatment.

Your team of doctors will carry out ward rounds, although the timing of these will vary. They will talk to you about your care, including your tests and investigations; so this is usually the perfect time for you to ask questions.

If you or one of your relatives would like to speak with the consultant or one of the team at any other time, the nurse in charge can arrange this for you. There will always be a team of doctors on duty, but it may not be the team you usually see so you might encounter doctors you have not met before.

WHAT WILL I BE TOLD ABOUT MY TREATMENT?

The doctor or nurse caring for you will be happy to answer any questions about your condition or treatment. Information



leaflets may also be available on the ward. We want to make sure that you fully understand your condition and the treatment options available to you.

Please make sure that you understand the information we give you and that you ask us any questions that you may have. You may find it useful to write down any questions as you think of them.

If you or one of your relatives would like to speak with a consultant or one of the team at any other time, the nurse in charge can arrange this.

So that there is a familiar face around, a nurse from the ward will accompany you to theatre.

Before you receive any treatment, the doctor or nurse will explain what he or she is recommending and will answer any questions you might have. No treatment is carried out without your consent unless it is an emergency and you are unconscious.

I WILL BE HAVING SURGERY - WHAT SHOULD I EXPECT?

On the day of your surgery you will be given an approximate time when you can expect to go to the theatre. This will mean that you may have to stop eating

at a certain time. The nurse looking after you will keep you informed of what you need to do.

In the theatre the staff uniforms are different and you will meet staff that you might not have previously met. So that there is a familiar face around, a nurse from the ward will accompany you to theatre and wait with you until your operation starts.

When you arrive at the theatre, it is important to do some additional checks before you have your surgery. You will find that you may be asked questions very similar to those that you were asked on the ward, but this is just routine.

Following your surgery, you will wake up in the recovery room where a nurse will be with you at all times. If you feel any pain at all during this time then please let your nurse know so that they can help you. When the staff feel that you are ready and recovered from your anaesthetic you will return to the ward.

CARE OUTSIDE HOSPITAL

If a family member or friend is normally involved in your care, please let us know so that we can involve them in your care and treatment.



WHAT IF I AM A CARER?

If you are normally involved in the care of a family member or friend please let us know so that we can ensure that, if needed, the right support and help is in place for both you and the person you care for.

TRAINING OF HEALTH PROFESSIONALS

We are involved in the training of medical, nursing and other health professionals. We may ask you if students can be involved in your care, which is helpful to their education and training.

If you do not wish to be seen by a student, please let your nurse or doctors know. Please be assured that your care and treatment will not be affected by your decision.

HEALTH RECORDS

We have a legal duty to keep certain information about you. This information is used to help the health care team look after you. We only keep information that is directly related to your medical history, care and treatment. Some information about you is in an anonymous format, which helps us to monitor the quality of our services.



The Trust is committed to ensuring that your records are kept safe and everyone working in the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (for example; your GP or other professions from whom you may be receiving care) or if the law requires it, for example, to notify a birth. Please be assured that anyone who receives information from us is also under a legal

duty to keep it confidential. If you have any questions about how information about you is used or stored please ask for our 'You and Your Health Record' leaflet. Alternatively you can ask one of the nurses or doctors looking after you.

CAN I ASK TO SEE MY HEALTH RECORDS?

You are entitled to have access to your own health records at any time. All you need to do is to fill out an application form, provide us with proof of your identity, and pay a small fee.

Please let your nurse or doctor know if you would like to have access to your record or wish to know what information we hold about you. If you would like to see your health records after you leave hospital, please write to:

**Medico-Legal Department,
The Hillingdon Hospitals NHS
Foundation Trust, Pield Heath Road,
Uxbridge, Middlesex UB8 3NN.**



PATIENTS FROM OVERSEAS

All treatment provided in Accident and Emergency (A&E) is free regardless of where you live. However if you are admitted to a ward and/or outpatient clinic, charges may apply if you do not live in the UK lawfully and do not meet the exempt from charges criteria set by the Department of Health.

In addition, visitors from the European Union (EU) are entitled to treatment arising from an emergency situation and should have a valid European Health Insurance Card.

For further information please contact the Overseas Patient team on: 01895 279713 or visit the Department of Health website – www.dh.gov.uk.

You are entitled to have access to your own health records at any time.

Life on the ward



BAY 4



Female Patient Ba

Hospital wards are often busy and can feel a little confusing at first. When you first arrive on the ward a nurse will help you settle in. Together, you can discuss and plan the care that you may need.

It is very helpful if you can identify at this time anything that you think we should know about your health, social or spiritual needs. It is also a good opportunity to discuss any worries or concerns that you may have. The nurse will also show you where things are on the ward, for example the male or female only toilets, and explain any routines.

WILL I BE IN A SAME SEX OR MIXED SEX WARD?

You will usually be placed in a ward specialising in the care and treatment of the particular condition or illness that you have. Although many of our wards have both male and female patients, sleeping areas and washing/toilet facilities are segregated and clearly signed for male or female use. This means you will only share sleeping and washing/toilet facilities with patients of the same sex as you.

In areas such as the Intensive Care Unit and Coronary Care Unit, the need for highly specialised care takes priority over segregation and therefore separate areas for

males and females may not be possible. Staff will ensure that your privacy and dignity is protected at all times using extra screens if appropriate. Once your condition has improved and we believe it is safe to transfer you, we will make every effort to place you in a same sex bay or room on a ward appropriate for your medical condition.

In our paediatric areas younger children may share sleeping and washing facilities. If you have concerns with this please speak to the nurse in charge who will try to accommodate any specific requests.

A TYPICAL DAY ON THE WARD...

The wards have busy routines with members of the healthcare team (such as physiotherapists and doctors) attending the ward and seeing patients



throughout the day. You may be called for investigations at different times of the day, but the nurse looking after you will advise you of any tests that may be organised for you.

You may need to receive your medication or have your blood pressure or temperature taken early in the morning, which might mean that you are woken earlier than you are used to at home. When it comes to settling down at night, many patients tell us that they feel tired at the end of the day and want to settle early. Usually the main lights will be switched off soon after 10pm but you will find a reading light next to your bed. We try to keep noise to a minimum at all times, especially during the night.

PRIVACY AND PERSONAL NEEDS

We aim to ensure that your right to privacy and dignity is respected at all times. If you have any concerns, please inform your nurse. On arrival, our staff will ask you how you would like to be addressed; our team will do their best to respect your wishes in this and all other aspects of privacy and dignity.

During your stay, you may see red pegs attached to curtains around your bed. At this particular Trust, red pegs are a symbol of privacy and dignity. Where our staff see a red peg clipped to a bedside

curtain it tells them that the patient should not be disturbed as they might be having a blood test, receiving personal care or talking to their doctor or nurse. Please feel free to ask for a red peg to be used when you want some privacy.

All patients have the right to have a chaperone present during intimate examinations or procedures. Please let the nurse or doctor caring for you know if you would like a chaperone with you so that the necessary arrangements can be made.

We would encourage you to wear your own day clothes during the day, changing into your night clothes at night time or when it is more comfortable for you.

We understand that a hospital stay can never be like your own home, but we do want you to feel comfortable. We will encourage you to be as independent as possible. Please feel free to spend some time in the day room instead of by your bed and use the washing facilities when needed. If you are leaving the ward for any reason please remember to let one of the nurses know where you are going.

HOW DO I GET ASSISTANCE?

Every bed has a call bell, make sure you keep your call bell close by you. The nurses will respond to the call bell if you require help.

WHO'S WHO: NURSES

If you are having difficulties understanding what each nurse does and why they wear different coloured uniforms, we have included the following handy guide for you.

Matrons are very experienced senior nurses and make sure that the environment is clean and safe. They are also here to provide you with assistance, support and information. They are easily recognised in their purple uniforms. If you do not see a matron but would like to speak to one, please ask a member of the ward team to contact one for you.

Sisters/charge nurses are experienced and senior nurses who manage the ward or department that you are staying in.

Staff nurses assess, plan and deliver the nursing care that you need.

Consultant nurses and specialist nurses may be involved in your care giving extra advice and support about specific conditions, for example pain relief and diabetes.

Healthcare assistants help with your care and look after your comfort and wellbeing. They will deliver much of your bedside care under the direction of the staff nurses, sisters and charge nurses.



Matrons
Purple



**Sisters/
charge
nurses**
Navy blue



Staff nurses
Royal blue



**Consultant
nurses and
specialist
nurses**
Jade green



**Healthcare
assistants**
Pale blue

WHO'S WHO: THE REST OF THE WARD TEAM

You will see many different types of uniforms during your stay – here's our guide to help you tell the difference between them.



Occupational therapist



Physiotherapists



Housekeeper



Clinical site practitioner



Doctor



Porter

TV, RADIO AND TELEPHONE CALLS

At the side of your bed is a bedside entertainment unit with a telephone, radio and television. You can make calls from the phone, and you can also receive phone calls from your friends and family, although these calls are premium rate. (See page 30 for mobile phone information).

To watch TV or make a phone call you will need to purchase a payment card from the machine on your ward or in the hospital corridors or use a credit card by following the on screen instructions. On the children's ward, TV is free for children up to 7pm, after this time parents will need to purchase a payment card.

Please use the headphones when listening to the TV or radio to avoid disturbing other patients.

Unfortunately the bedside entertainment unit is not available at the Mount Vernon site at present.

RADIO REQUESTS

Hospital Radio at Hillingdon is free from your bedside unit on channel 45. They broadcast music, information, sport and requests specifically for patients 24 hours a day.

You can make a request by:

Calling: 01895 279219

Email: RadioHillingdon@thh.nhs.uk

Visiting the website:

www.radiohillingdon.co.uk

Request for yourself: Dial *800 free from your bedside unit and text request 60300.

POST AND FLOWERS

Any post or flowers for you is delivered straight to the ward. Please ask your friends and relatives to put your full name and the following address on letters/cards they send to you:

Ward / unit name

The Hillingdon Hospitals NHS Foundation Trust, Pield Heath Road, Uxbridge, Middlesex UB8 3NN

Ward / unit name

Mount Vernon Hospital, Rickmansworth Road, Northwood HA6 2RN

Please use the headphones when listening to the TV or radio to avoid disturbing other patients.

Please keep your family and friends informed of your planned date for leaving hospital to avoid deliveries after you've left hospital.

CLEANING SERVICES

We take great pride in providing a clean and comfortable environment for you, your visitors and our staff. We have a dedicated domestic services team based on each ward that ensures high standards are maintained. Please help us by telling us of any spillages, soiled areas or hazards that need to be tended to quickly.



HOSPITAL SHOPS

Hillingdon Hospital

There is a shop situated near the main entrance which sells newspapers, magazines, cards, toiletries, toys, gifts, drinks, confectionery and other miscellaneous items. The shop is open Monday to Friday 8am – 8pm and Saturday to Sunday 10am – 6pm. This is supported by a mobile service which comes onto the ward. A cash point is also situated in the main entrance.

Mount Vernon Hospital

There is a small shopping 'village' opposite the Minor Injuries Unit at Mount Vernon Hospital, consisting of:

Book shop, open Monday to Friday
10am – 3pm

Sweet shop, open Monday to Friday
10am – 3.30pm

'Look-In' charity shop, open Monday
to Friday 11am – 3pm.

Profits from all these areas support patient care through the Mount Vernon Comforts Fund.

You will also find a taxi service and hairdressers in the shopping village. Please ask a member of staff for further details.

We take great pride in providing a clean and comfortable environment for you, your visitors and our staff.

Food, drink and mealtimes



MEALS

Meals on our wards are served between the following times:

Breakfast: 8am – 9am

Lunch: 12.30pm – 1.30pm

Supper: 5.30pm – 6.30pm

We offer a wide variety of meals to try and suit everyone's nutritional needs. We have a standard menu, known as the Bonne Sante menu, as well as Asian Vegetarian, Halal, Kosher and African Caribbean choices. You are free to choose from any of these menus, please do ask to see them. We also have menus with different texture of food, such as soft and puree meals. Each day you will be given a menu to select your meals for the following day. You will normally receive three meals a day. If you miss a meal or would like something between meals or to accompany your hot drink; please let us know, we have a wide variety of snacks available around the clock.

Please let the staff know if you have any allergies or special dietary needs so we can organise for a dietician to see you. Hot drinks are served at mealtimes and at regular times during the day.

There are also restaurants in our hospitals that patients and visitors are



welcome to use (see Restaurants and Coffee/Tea shops on the next page).

Visitors are discouraged from bringing in any cooked food for either themselves or patients' consumption onto the premises. It is acceptable to bring in snacks, sweets and cold drinks. Any concerns must be discussed with the nurse in charge.

We offer a wide variety of meals to try and suit everyone's nutritional needs.

PROTECTED MEAL TIMES

Hospitals can be busy places but here at the Trust we make sure our patients have quiet time to relax and enjoy their meals. Our protected meal times mean that clinical interventions, such as ward rounds and therapy, should not take place during meal times. This means that you can eat your meals free from interruption and ward staff can concentrate on assisting patients who need extra help with eating and drinking.

The ward is usually closed to visitors during protected mealtimes, but if a relative or friend wishes to stay to assist you to eat your meal, they are welcome to do so.

If you need any extra help at mealtimes, please let us know.

RESTAURANT AND COFFEE/TEA SHOPS

The following catering facilities are available to patients, visitors and staff:

Restaurant

Hillingdon Hospital

Lower ground floor, near to main lifts

Mount Vernon Hospital

Main building, ground floor

Coffee shop

Hillingdon Hospital

Deli Marche in the main entrance

Mount Vernon Hospital

Café Mojo in the treatment centre

Tea bar

Hillingdon Hospital

League of Friends in the main outpatients department



Staying in touch



VISITING TIMES

Friends and relatives are welcome to visit you. In general we limit visiting to the following times:

Afternoon: 3pm – 5pm

Evening: 6.30pm – 8pm

Please ask the ward staff if there are alternative/flexible visiting times in operation; this may be the case on particular wards. If the set visiting times are difficult please discuss this with your nurse as visiting outside these hours may be arranged in special circumstances.

Please limit visitors to no more than two at a time. More than this can be tiring and rest is a very important part of your care. Children may visit at the discretion of the nurse in charge, however all children must be accompanied by a responsible adult.

Noise in hospital can be upsetting so please ask your visitors to be respectful of this and keep noise to a minimum. Most wards have a day room, if you would prefer to meet your visitors away from the bedside.

CONCESSIONARY PARKING

Visitors of long-term inpatients can get concessionary parking permits with authorisation from the ward manager. A refundable deposit may be required if a swipe card is issued.

Please ask your ward manager for further details.

INFECTION CONTROL

For infection control purposes and to keep you safe and well, visitors are requested not to:

- Visit you if they are unwell
- Sit on your bed or use the patient toilets
- Touch your wounds, or any medical devices, drips or catheters.

We ask that you, and anyone visiting you, uses the alcohol hand rub available at the main entrance of the hospital and at the entrance to every ward before coming in and after leaving the ward.

Please help us to keep the hospital clean by leaving public areas as you would like to find them, and please let us know if you are not satisfied with the standard of cleanliness.





VISITING THE CHILDREN'S WARD

There is 24 hour access for parents on the children's ward. However we do restrict visiting from school age children during school hours unless they are accompanied by their parents. Accommodation can be provided for parents if their child needs to stay overnight. Please speak to the ward team regarding this.

CONTACT WITH FAMILY OR FRIENDS

If you are due to have an operation or investigation, please ask your visitors to phone the ward before they leave home, so staff can tell them if you are well enough for visitors.

It would be helpful for you to give us a named person to whom we can pass on information about your progress. This helps us to give a consistent message quickly and easily which can then be passed on by the named person to other family members and friends as appropriate. It also helps us to maintain confidentiality.

We do not provide information by telephone (except to the person you have named) to protect your confidentiality.

MOBILE PHONES

Mobile phones are allowed for use in most areas within the hospitals; however, ward staff may restrict their use if there is a risk of disturbance to specific medical monitoring equipment.

We ask patients and visitors to be sensitive to others when using their mobile phones and respect the need for quiet time on the ward.

Patients and visitors are requested to put mobile phones on to a vibrate mode or turn them off.

The taking of photographs using a mobile phone is prohibited as the privacy, dignity and confidentiality of others may be compromised.

Keeping
you and your
property safe



IDENTITY BANDS

On admission the nurse will confirm your identification with you before applying an identity wristband.



Your identity will be checked regularly during your admission, for example before procedures or administration of medication. Please do not remove the band during your stay.

SMOKE FREE

The Trust operates a no smoking policy in its buildings and grounds. Smoking is not allowed anywhere on the hospital grounds by patients, visitors or staff. If you have concerns about this policy or wish to explore whether you can access nicotine replacement therapy while you are in hospital, please speak to the doctor caring for you. Advice on how to stop smoking is available by calling 0800 169 0169.

INFECTION PREVENTION AND CONTROL

Infection control is important to the wellbeing of our patients, and for that reason we have infection

control procedures in place. Keeping your hands clean is an effective way of preventing the spread of infections.

Wash and cleanse your hands carefully and often. If your hands are physically dirty or soiled then you should wash your hands with soap and water. Hand rub is not always effective in preventing all infections such as Clostridium Difficile (diarrhoea and vomiting), so it is important to wash your hands with soap and water. Always do this after using the toilet.

Please do not place any of the paper hand towels down the toilet. Paper hand towels should be placed in the waste bin provided. Sanitary towels, tampons and nappies can block our drains so please also dispose of them in the hygiene bins provided.

Feel free to ask staff caring for you if they have cleaned their hands before examining or treating you.



PROPERTY

We suggest that you do not bring more money or valuable items into hospital than you need for your stay. Any money or valuables that you do bring in with you can be stored with the hospital cashier; you will be issued with a property form when depositing items. The Trust cannot accept responsibility for any damage to or loss of personal property or any items of value that have not been deposited or listed.

SECURITY

All staff wear identity badges. Please help us to keep the hospital secure by asking if you are unsure of someone's identity. Security staff ensure the safety of patients and staff within the hospital, its grounds and car



Please help us to keep the hospital secure by asking if you are unsure of someone's identity.

parks. The hospital is equipped with Closed Circuit TV (CCTV) cameras which are monitored from the security control room.

ZERO TOLERANCE

The Trust is committed to providing a safe and secure working environment, free of violence and aggression. It wholeheartedly supports the Government's zero-tolerance campaign and will not accept any act of violence or aggression by any person (including patients) towards any member of staff, other patients or visitors.

Incidents of verbal or physical abuse, threats or assaults will be dealt with by calling the security officer or police if necessary and the trust will instigate prosecution proceedings if appropriate.

FIRE AND EVACUATION PROCEDURES

All staff are trained in fire and evacuation procedures. In the unlikely event of a fire, nursing staff will take control of the situation and will coordinate any necessary action. Patients and visitors are requested to follow instructions given to them by staff in the event of an emergency.

If you see anything which may be a fire or safety risk, please tell a member of staff immediately.

Additional
**support
for you**



There are other facilities and services in the hospital that may be of support to you, your family or visitors.

PASTORAL SERVICES AND SPIRITUAL CARE

The Chaplaincy Team is available to patients, their families and friends of all faiths or none. The team visits wards regularly or by request at other times.

The Chaplains can also put you in touch with a faith representative of your choice. If you would like to receive a visit from a member of the team, please let one of the nurses know. Both of our hospitals have a chapel and prayer facilities.

Hillingdon Hospital

The chapel is on the lower ground floor and clearly signposted and there is a Muslim prayer room next door. You can contact the Chaplaincy team on: 01895 279433.

Mount Vernon Hospital

The chapel is located in the main entrance opposite the Patient Affairs Office, and there is a Muslim prayer room located on the ground floor of the administration building. You can contact the Chaplaincy team on: 01923 844487.



PATIENT ADVICE AND LIAISON SERVICE (PALS)

As a patient, relative or carer, sometimes you may need to turn to someone for on-the-spot help, advice and support. This is where PALS can help you. This confidential service aims to:

- Offer on-the-spot help and advice
- Help contact other organisations including advocacy services
- Listen to our patients, relatives and carers to improve patient care



- Provide information about local health services and support groups
- Answer questions relevant to the hospital and the services it provides
- Give guidance on how to access the NHS Complaints Procedure.

If you feel you need further advice or support, or you have any difficulties or concerns, you can ask a member of the ward staff to contact PALS to arrange for a member of the team to visit you, or you can contact the PALS team directly on: 01895 279973.

The Trust has a very active group of volunteers who work in a variety of roles across the hospital.

INTERPRETING SERVICES

We have interpreting services for patients who speak little or no English and require support. Please note interpreting may be face to face or over the phone. We can also provide British Sign Language (BSL) interpreters, lip speakers and help for people who are deaf/blind. If you need an interpreter, please ask a nurse.

HOSPITAL VOLUNTEERS

The Trust has a very active group of volunteers who work in a variety of roles across the hospital. These include helping in wards and clinics, carrying out administrative tasks as well as ‘meeting and greeting’ patients and visitors. Our volunteers are highly valued by patients, staff and visitors. The Voluntary Services Department also works closely with the League of Friends and Hospital Radio at Hillingdon and The Comforts Fund at Mount Vernon Hospital.

We are always looking for new volunteers to support us in a variety of roles and many of our volunteers do so because they want to support others, as they were supported whilst in hospital. If you or a friend would like further information, please see our public website or contact our PALS team on 01895 279973.

Leaving hospital



We want things to go smoothly when you leave hospital. For this reason, making plans to leave should start before or at the beginning of your stay in hospital.

The doctor or nurse caring for you will tell you the date we predict you will leave hospital within 24 hours of your admission. You will be kept up to date about your progress, plans for leaving hospital and any changes to the predicted date.

We suggest that you discuss any care you might need after leaving hospital with your family, friends or carers.

If you have any worries, or feel you might need any help, equipment or adaptations to your home environment please discuss them with staff on the ward. You will not leave hospital until arrangements to meet your needs have been met.

If you are moving to a nursing or residential home we will arrange for a hospital social worker to help you and your family make plans.

Before you leave you will need to:

- Make arrangements for someone to take you home. Hospital transport and ambulances are only available in special medical circumstances
- Make arrangements for suitable clothing to be brought in to you
- Arrange for the return of any valuables
- Ask for any certificates that you may require
- Ensure that you have your medications to take home.



We aim to send patients home from 8am to allow for new patients to be admitted. You will be asked to wait in the discharge lounge if you cannot be collected until the afternoon. This is a comfortable area, staffed by nurses. On the day you go home, you can expect the ward staff to:

- Give you clear and concise information about any further treatment and services that will be provided
- Give you information about your condition and any necessary after care

You will be asked to wait in the discharge lounge if you cannot be collected until the afternoon.

- Give you a supply of any medications that you need to take. If your medication has not changed and you have a supply at home please let a nurse know. This will allow you to leave hospital earlier in the day as you will not have to wait for medication to be dispensed from pharmacy
- Inform your GP and any other necessary community staff about your treatment and after care
- Give you an appointment for any outpatient clinic you need to attend. If it is not possible to do at the time you leave hospital the ward staff will post the appointment to you.

Please note that if you have medications prescribed to take home, it will usually only be sufficient for 14 days or less. You will have to contact your GP if you require a repeat prescription.

Listening
to your
views





Your views really do count, so we ask that you take the time to complete a patient experience questionnaire before you leave the hospital.

Questionnaires will be available on the ward. Our volunteers or ward staff may approach you to ask if you would like assistance to complete one. Your comments can remain confidential if that is your wish.

Alternatively you may wish to complete a questionnaire once you have left hospital. You can log on to the hospital website at www.thh.nhs.uk and click on to the **'your views count'** logo, which will take you directly to our patient experience questionnaires. Your feedback will be used to improve the services and care that we provide to patients.

COMMENTS, SUGGESTIONS AND COMPLIMENTS

You are very welcome to write to the Trust after you have left hospital with any suggestions that you feel may add

to the comfort and wellbeing of those in our care and any comments – good or bad – on our service. You may like to add a comment about us on the NHS Choices website: www.nhs.uk.

HOW DO I MAKE A COMPLAINT?

If you are not satisfied with any aspect of your care or treatment, in the first instance please ask to speak with a member of staff caring for you or the nurse in charge/consultant so that your concerns can be resolved as quickly as possible. You may also speak to the matron or a member of the PALS team.

In most cases it is possible to sort out any problems or issues very quickly. If you are still unhappy and wish to make a written complaint, you should write to the Chief Executive at: The Hillingdon Hospitals NHS Foundation Trust, Pield Heath Road, Uxbridge, Middlesex UB8 3NN.

You may like to add a comment about us on the NHS Choices website: www.nhs.uk

Become part
of your
hospitals



As a Foundation Trust we have freedom to invest in services more tailored to our patients. To be a successful Foundation Trust we need you to get involved and become part of your hospital – that means becoming a public member of our Trust.

WHAT'S IN IT FOR YOU?

Membership of the Trust means you are showing your support for your local hospital and you will be entitled to the following:

- Being eligible for the NHS discounts scheme which saves you money through a range of retailers.
- Receiving copies of our regular newsletter keeping you up to date on all the latest developments.
- Voting in elections for the Council of Governors, or even standing for election yourself.

Membership is free and you are not required to attend meetings in person. However, if you wish, you can choose to get more actively involved.

HOW DO YOU JOIN?

To become a member and support your local hospital please ask a member of staff for a membership leaflet.

Alternatively, you can...

Call: 0800 8766 953

Email: foundation@thh.nhs.uk

Write to: Foundation Trust, The Hillingdon Hospitals NHS Foundation Trust, Pield Heath Road, Uxbridge, Middlesex UB8 3NN

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