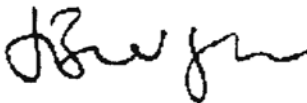


## Chief Executive's Welcome

As Chief Executive of Heatherwood and Wexham Park Hospitals NHS Foundation Trust, I would like to welcome you to Wexham Park Hospital.

This folder contains information you and your visitors may need during your stay. We recognise that being in hospital is not always easy. If you need any further advice or have any specific concerns during your stay, please do not hesitate to ask a member of staff.

We hope your stay with us will be as comfortable as possible. However, sometimes in a busy hospital things can go less well than we would like. Patient feedback is really important to us as it helps us to learn and improve the services we provide. We can only sort problems out if made aware of them, so please speak to a member of staff if you have any concerns during your stay.



Julie Burgess  
Chief Executive



## *Contents*

1. Your rights & responsibilities	1
2. Introducing our uniforms	4
3. Items you may need during your stay	7
4. During your stay	9
5. Control and prevention of infection	14
6. Visiting & enquiries	16
7. Your discharge	18
8. Have your say - complaints, compliments, comments & concerns	20
9. Services & facilities	22
10. General information	28
11. Getting involved in your hospital	29

## *Your rights* **& responsibilities**

### **Your rights:**

We would like to explain what you have the right to expect from the services we provide. We believe you are entitled to:

- Confidentiality about your personal and medical details
- Be treated with respect and dignity regardless of your age, gender, race and creed
- Receive a full explanation about your condition and any treatments you are offered, including any risks involved and any possible alternatives before you give consent
- Involvement in the planning of your discharge from hospital
- Raise any concerns with us without it affecting your care and treatment

### **Your responsibilities**

As a Trust we recognise that you have rights as a patient, but we feel that you as a patient also have responsibilities to:

- Treat staff, visitors and fellow patients with respect and consideration at all times
- Inform us of any special needs or requirement that you may have, so that we can ensure appropriate arrangements are made wherever possible

- Inform your doctor or nurse of any changes to your condition or any problems that you may experience during your treatment
- Provide our staff with relevant information regarding past illnesses, allergies, medication or any other treatments
- Ensure you do not smoke in any of our hospital buildings or grounds – this Trust operates a no smoking policy

### **You and your health records**

We collect information about you to enable our health professionals to decide on the best treatment and care for you.

We will check your details at various stages of your treatment so you are likely to be asked the same questions more than once.

Your medical records will contain:

- Basic details such as name, address, date of birth
- Details of hospital visits e.g. appointments, tests etc
- Results of investigations and tests e.g. x-rays, blood tests
- Relevant information from other health professionals, relatives or carers

All records are kept confidential and secure. We may need to share your information with other health agencies in order to assist with your care and treatment.

We do not disclose any of your information to a third party without your permission unless there are exceptional circumstances such as a health and safety risk, or where the law requires us to do so.

Should you want access to your medical records, you can apply via the Access to Health Records team which is based at Wexham Park Hospital.

### **Patient information**

There is written information available about most aspects of your healthcare and many conditions. If you are unsure about any matter, please ask if there is written information available. This will help you to understand the care being given to you. You will be able to discuss it with your visitors and friends.

## *Introducing* **our uniforms**

During your stay you will see many different members of staff on the ward, some of whom can be recognised by their uniform. All staff should be wearing their name badge at all time. However, if you are unsure who they are, or you cannot see their badge, please ask. Our staff will not be offended if you ask them to identify themselves.

It is Trust policy that all staff are bare below the elbow when working in the clinical area.

To help you differentiate staff by their uniform, the following is a guide to some of our key uniforms:



Charge Nurses

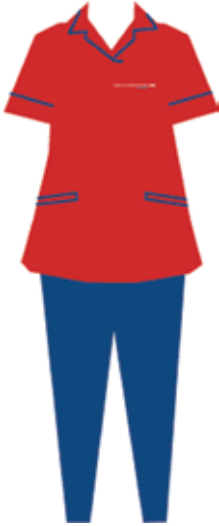


Staff Nurses



Healthcare  
Assistants

**Introducing**  
*our uniforms*



Matrons



Corporate  
Nursing



Lead Nurses



Advanced Nurse  
Practitioners



Student  
Nurses



Midwives

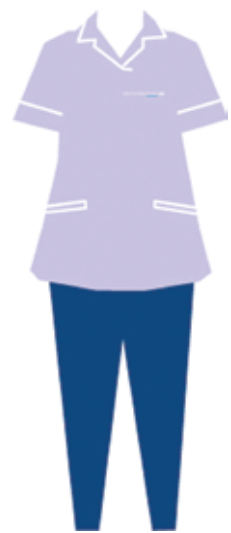
**Introducing**  
*our uniforms*



Physiotherapists



Occupational  
Therapists



Assistant  
Housekeepers



Host / Hostess



Porters

## *Items you may need* **during your stay**

There are a number of items that you may need during your stay. If you have been admitted as an emergency, you may want to ask a relative, carer or friend to bring these in for you.

Storage space on the ward is limited, so please bear this in mind.

Suggested items:

- Any medicines or tablets you are taking (in their original containers/packets)
- Spectacles, hearing aids and dentures (Please take special care of these items and ensure they are in a safe place when you are not wearing them. Do not wrap dentures in tissues – please ask staff for a denture pot)
- Walking aids, e.g. frame, stick, crutches
- Night clothes, dressing gown and slippers
- Day wear (comfortable clothes)
- Underwear
- Personal toiletries (including soap, toothbrush & paste, face cloth, comb, towels, sanitary products, shaving equipment etc)
- Books, magazines, puzzle books
- Small change

We do not routinely have facilities to launder clothes/ underwear and you may find it necessary to make arrangements with relatives, carers or friends.

Please do not bring the following items:

- Large amounts of money
- Other valuables, e.g. jewellery
- TV or radio sets
- Alcohol or any illegal substances

It is advisable when you are admitted that you ask a trusted person (i.e. relative or friend) to take home any belongings which you will not require during your stay.

Any cash handed in for safe keeping will be banked and returned in the form of a cheque (unless under £50).

*Please note: We cannot accept responsibility or liability for the loss or damage to valuables and property, unless placed in a hospital safe and officially documented.*

## *During* **your stay**

### **Privacy and dignity**

We aim to treat all our patients with the respect and privacy they deserve. If at any time you feel that your needs are not being met, please let a member of your nursing team know, and they will do their best to address the situation.

We believe you are entitled to privacy for examinations and consultations and our staff will respect your wishes if you ask for a chaperone during examinations or treatments. In return we ask that you treat our staff with the same dignity and respect.

During the time you are a patient in this hospital we will make every effort to ensure that male and female sleeping areas are kept separate. However, in exceptional situations, e.g. if your medical condition requires constant clinical observation, you may be allocated a bed next to a member of the opposite sex in order to maintain your safety. Should this be necessary, we will do our best to ensure that your privacy will be respected at all times and, as soon as your condition stabilises, every effort will be made to move you to same sex facilities.

## **Identity Bands**

During your stay in hospital you will be asked to wear an identity band on your wrist or ankle with accurate details about you. This is to ensure that staff can identify you correctly and give the right care.

## **Clinical training**

Each year we are host to many student healthcare professionals. They often accompany staff on ward visits as part of their training. If you do not want students in attendance during doctors' visits please tell the nursing staff when you arrive on the ward. However, your co-operation is enormously helpful and an essential part of the training of future NHS staff.

## **Resuscitation**

Healthcare teams looking after patients who are seriously ill or who have many health problems may discuss resuscitation issues. It is important that patients are involved in decisions about the care and treatment they want and decisions around resuscitation should be included where this is appropriate. Whatever your decision on resuscitation, the healthcare team will continue to give you the highest standard of treatment and care possible. If at any time you wish to discuss the matter further, or you change your mind, please speak to any member of the healthcare team looking after you.

## **Living wills**

Every adult who does not have limited mental capacity has the right to agree or refuse medical treatment. To make advance wishes clear you can use a living will. Living wills can include general statements about your wishes, which are not legally binding, and specific refusals of treatment called 'advance decisions'.

It is important that your living will is entered into your medical notes so that in an emergency it is found and acted upon, therefore you will need to let the doctors know. If your living will is verbal, make sure close relatives, carers or friends are aware.

## **Carers are welcome**

If you have a main carer at home and would like them to continue assisting you during your stay, please ask them to speak to the nurse in charge.

## **Fall prevention advice while in hospital**

Patients can fall for a variety of reasons while in hospital, but for many it is just because they are in a strange and different environment.

The following may help prevent you from falling:

- Call for help if you feel dizzy or unwell
- Ensure you know where the call bell is and that it is in reach
- Be aware of obstacles around your bed on the ward, e.g. wet floors, drip stands, equipment and other people around you

- Be careful when you get in and out of the bed or chair. Please call for assistance if you need help
- If you have glasses, please wear them
- Wear slippers with non-slip soles
- If you normally use a walking aid please bring it into hospital with you
- If the toilet seat is too low or high, please let a member of staff know
- Beds can be adjusted to suit individuals. If you feel your bed is too high or too low, please let a member of the nursing staff know

### **Ward transfers**

Occasionally it may be necessary to move you from one ward to another. This will only occur when the healthcare team is sure that this will not affect your medical condition. Although as much notice as possible will be given of an intended transfer, circumstances can sometimes result in transfers at short notice. Ward staff will notify your nominated next of kin if you wish at the earliest opportunity in the event of you being transferred.

### **Meals and refreshments**

We recognise that nutrition is an important factor in aiding a patient's recovery. The Trust operates a protected mealtimes policy to enable patients to enjoy meals in a calm atmosphere. Therefore there is restricted access to all wards during this time for both staff and visitors.

The wards generally have mealtimes around the following times:

*Breakfast* 7.30am to 8.30am

*Lunch* 12noon to 1pm

*Supper* 5pm to 6pm

However, protected mealtimes may vary and you will be advised of the times for your specific ward on admission.

A 'red tray' system is in operation to help improve the nutritional care of our patients. If you are served your food on a red tray, it indicates to staff that you may require some additional assistance at mealtimes.

Patients are offered three meals a day, with snacks being served with morning and afternoon drinks. If you miss a main meal the ward host/hostess can ensure that you receive either a hot meal or a snack box.

### **Menu choice**

The hospital provides a variety of meals and you can make your own choice every day ranging from high energy, low fat, diabetic and vegetarian options. A range of cultural and religious menus are available if required. Please advise the ward staff if you have any special dietary needs. There are menu booklets available on the wards that may help you. The ward host/hostess can help you make your choice and if necessary fill in the menu cards for you.

## *Control and* **prevention of infection**

### **Hand Hygiene**

Hand hygiene is one of the most important methods in the prevention of infection. Hand washing, either with gel or soap and water, should be undertaken before and after any patient contact.

We firmly believe that patients are partners in our 'Clean Your Hands' campaign and we invite you to remind staff to clean their hands before carrying out any patient care.

If you have a condition that requires isolation/specific precautions, staff will explain this to you.

### **Visiting**

Visitors are also encouraged to use the alcohol gel at the ends of the beds or entrance to side rooms when visiting. In some circumstances staff and visitors will be instructed to wash their hands thoroughly with soap and water rather than use the gel and nursing staff will advise you when this is the appropriate method of hand hygiene.

Please ask your visitors not to sit on your bed as this helps to keep the treatment area clean. If anyone wishing to come to see you has had a cold or virus (such as diarrhoea and vomiting) in the last few days, they should not visit you until they are well (and 48 hours after their last episode of diarrhoea and/or vomiting).

## **Cleanliness**

If you have any concerns or comments about the standard of cleanliness, it would be helpful if you could talk to the ward staff. Please let us know immediately if there is an issue so that problems can be dealt with promptly to keep the ward and other areas pleasant for you and other patients.

## Visiting & enquiries

There are set times for visiting which vary from ward to ward. It is best to ask staff to confirm the times for their area. Visiting outside of these times can be arranged with permission from the nurse in charge.

To ensure our patients have a quiet and relaxed atmosphere in which to recover we limit the number of visitors to two per patient at a time, unless there are special circumstances which need to be discussed with the nurse in charge.

Please could visitors refrain from sitting on the bed for infection control reasons. It is very important that visitors do not come in if suffering from a heavy cold, flu or any form of tummy upset (diarrhoea and/or vomiting)

A responsible adult should accompany and supervise all children visitors; those under the age of 12 are only allowed to visit with permission from the nurse in charge.

Patients need rest and visitors are asked not to spend too long on the ward as this can be stressful and tiring for you.

Many wards in the hospital do not allow flowers. Flowers can be a source of infection and can clutter the environment, leaving too little space for your belongings. It is advised that you ask your family and friends not to send flowers until after you have been discharged from hospital.

## **Enquiries about your stay**

We appreciate that your relatives and friends will want to know about your progress during your stay. It would help the nursing staff if they could avoid ringing before 10:30am and between 12noon and 2pm. It would be helpful if one named person made enquiries and then passed on the information to other members of your family and friends. Please let the ward staff know the name of the person who will be telephoning in order to preserve confidentiality.

## Your discharge

We are committed to providing our patients with timely information to best prepare both you and your relatives/carer for your discharge. This is to ensure that you are confident that your care within the hospital has been completed and that your consultant is happy for you to return home or to a suitable care facility, as appropriate.

### **Estimated Date of Discharge**

Within the first 24 hours of admission, unless your clinical condition dictates otherwise, your admitting consultant team will identify an estimated date of discharge. If you have attended pre-operative assessment this will have been given to you at this appointment. Your actual discharge date will be set and discussed with you when you are fit for discharge from our hospital. You and your relatives/carer will be given as much notice as possible of an estimated date of discharge to aid your planning of transport and ongoing care.

### **Nurse led Discharge**

You may find that a senior nurse on the ward where you have received your care will discharge you instead of a doctor. You can be reassured that our nurse led discharge is only conducted by nurses who have received extra training and who have been assessed by specific consultants to carry out this duty on their behalf.

## **Choice Policy**

For a small group of patients who are waiting to be discharged to their chosen care facility, i.e. a nursing/ residential home, it may be that this is not available immediately at the time when you are well enough to be discharged. If this is the case you will be approached by a member of staff, who will discuss with you further choices open to you while you wait for your chosen facility to become available. In these circumstances there is a discharge team which will work closely with both you and Social Services, where appropriate, to provide you and your relatives/carer with the necessary information.

## **Discharge Lounge**

On the day of discharge we ask patients to vacate their bed early in the morning. Your medication will be explained to you and you can expect to receive a copy of your discharge summary, which is also sent to you GP.

## **Fitness for work**

Ward staff can provide you with an inpatient fit note for statutory sick pay claims or for your employer.

*Have your say*  
**complaints,  
compliments, comments &  
concerns**

As a Trust we welcome any feedback we receive, whether this is in the form of a compliment, complaint, comment or suggestion.

The Patient Advice and Liaison Service (PALS) is here to:-

- Advise and support patients, their families and carers
- Provide information on NHS services
- Listen to concerns, queries or suggestions
- Provide help to sort out problems quickly on your behalf

If you would like to make a comment, complaint or a suggestion as to how we can improve the service we provide, or if you would like to compliment us on the service you have received, please either:

- Speak to the Ward Matron / Department Manager
- Contact the Patient Advice & Liaison Service (PALS), for assistance in resolving a concern informally, on 01753 633365 or PALS@hwph-tr.nhs.uk
- Phone the Patient Relations Team on 01753 634081
- Write to the Chief Executive or Patient Relations Team at Wexham Park Hospital
- Email us at [patient\\_feedback@hwph-tr.nhs.uk](mailto:patient_feedback@hwph-tr.nhs.uk)

## **Have your say**

*complaints,  
compliments,  
comments,  
concerns*

All the feedback received is reported regularly to the Trust Board, and are valued greatly by our staff.

The Trust recognises that patients or their representatives may be reluctant to complain about their treatment, and we would like to assure you that your complaint will not compromise any current or future treatment at the Trust. Details of complaints are used for our learning and in order for us to improve.

## Services & facilities

### **Hospicom**

The Hospicom system provides telephone, television and radio via disposable stereo headphones. You may listen to the radio stations for free, including hospital radio, but if you wish to watch television, use the telephone or the other facilities you will need to purchase a card. There is free TV for an hour between 12 and 1pm each day and the children's ward has free TV all day, but all phone calls must be paid for.

Outgoing calls are in line with national phone call costs, but please be aware that incoming calls are charged at premium rates higher than national rates.

To get a card or to top it up, Hospicom card machines are situated at:

#### Wexham Park

- *Crossroads  
(by the coffee cart)*
- *Corridor to Maternity*
- *Opposite Ward 9*

#### Heatherwood

- *Main Reception*
- *Between Ward 4 & 5*

### **Public telephones**

There are public telephones in the Main Reception areas.

## **Mobile Phones**

The Trust has a mobile phone policy that restricts the use of mobile phones in high risk areas which include the Intensive Care Unit, the High Dependency Unit, the Neonatal Unit, the Coronary Care Unit and Accident and Emergency. Phones can interrupt with the operation of vital medical equipment, so please pay attention to signs asking you to switch off your phone in these areas.

Patients and visitors should consider limiting their use in order that they do not disturb other patients. Phones may be used in many public areas of the hospital but if you are asked to stop using your phone by a member of staff please do so.

The use of any form of camera or other recording equipment is strictly forbidden without the express permission of staff in advance.

## **Religious & Spiritual Care**

At our hospitals we aim to ensure that every patient has access to their faith needs during their stay with us. Both Wexham Park and Heatherwood Hospitals have a multi-faith chapel/prayer room. Please feel free to go in to pray, sit and think, or just find a moment of peace.

There is a Chaplaincy Team which provides spiritual and pastoral care for people of any or no faith. They are there to offer a listening ear, give support, respect you and your beliefs, and seek to provide a 24 hour service. If you would like a visit, please ask one of the ward staff to contact the Chaplaincy Team for you. Further details can be found on the Chapel's noticeboards and within the Chaplaincy Team's leaflet.

## **Catering facilities**

There are a variety of refreshment facilities located in the Trust, i.e. café, coffee cart. Vending machines selling drinks and snacks are also available 24 hours a day.

## **Gardens**

We have garden areas for our patients and staff to enjoy and relax. There are dedicated gardens attached to many wards, plus additional garden areas across the sites. Please feel free to use our gardens, making sure you take care at all times and put any litter you may have in the bins provided.

## **Hairdresser**

Wexham Hair Studio is located near Ward 9 in Wexham Park Hospital. All are welcome with special rates for senior citizens. Arrangements can be made to collect patients from the wards. To arrange an appointment please call 01753 571997 or 07879237215.

## **Post Box**

There is a post box situated in the Main Reception areas. There is a collection at 5.00pm daily.

## **Cash Machine**

There are cash machines situated by Main Reception. The cash machines accept most bank cards.

### **Private Patient Facilities** (Wexham Park Hospital only)

The Paragon Suite comprises 18 single en-suite bedrooms, all decorated to a high standard. Every room has its own individual flat screen TV with access to a number of satellite channels including Sky Sports. Each room is also fitted with remote controlled ceiling fans to enable patients to keep the temperature at a desired level. All rooms also benefit from direct dial telephone.

The Suite is able to admit patients from all specialities, either as planned admissions, ward transfers or direct from the hospital's Accident & Emergency Department. Method of payments; Private Health Insurance or Self Funding

Please ask your consultant or a member of the nursing team if you wish to become a private patient and transfer to The Paragon Suite.

### **Post**

To ensure letters and cards that are sent to you are delivered promptly it would help our staff if they are clearly marked with your name and ward.

Our postal addresses are:

*Wexham Park Hospital  
Wexham Street  
Slough, Berks  
SL2 4HL*

*Heatherwood Hospital  
London Road  
Ascot, Berks  
SL5 8AA*

## **Finding your way around the hospital**

The hospital is divided into zones, indicated by colour and symbol. Signs are displayed in the corridors and on notice-boards around the hospital and are designed to help you find your way around. Follow the symbols to departments and then follow directions to wards, or ask a member of staff who will be happy to help you.

## **Car Parking**

As a Trust we are working towards reducing car park demand and traffic congestion. Our aim is to ensure that there are car parking spaces available for those who really need them. If you live close by and are fit and well, we would encourage you and your visitors to walk or use public transport to the hospital as appropriate.

Both hospitals have designated patient/visitor car parks. There is a charge for using these car parks. Please ensure that you and your visitors park in appropriate designated areas. Parking in unauthorised areas may obstruct emergency services and fines may be imposed.

## **Blue Badge Holders**

Please note that parking is free but drivers will need to collect a ticket where there is a barrier and use the barrier intercom to verify that they hold a valid blue badge to exit the car park.

## **Short Stay**

There will be no charge for the first 20 minutes stay in the car parks. At Wexham Park Hospital, drivers should collect their ticket at the barrier and validate it at the Pay Machine but will not be charged if their stay has been less than 20 minutes. At Heatherwood Hospital, if you are staying for less than 20 minutes there is no need to purchase a ticket.

## **Finding us**

For details of how to get to the hospitals, you can advise your visitors to look at our website  
[www.heatherwoodandwexham.nhs.uk](http://www.heatherwoodandwexham.nhs.uk)

## **Taxi**

Please ask at Main Reception, speak to ward staff or ring freephone in the reception area. Please remember that you will need to pay the taxi driver yourself.

## General information

### **Fire**

In the event of a suspected fire a loud bell will sound. All our staff attend mandatory fire training and are aware of the procedures for dealing with such an event. If you see a fire or smell smoke, alert a member of staff immediately.

If the fire alarm sounds, please await instructions from staff regarding the need to evacuate.

*Please note: The fire alarms are tested regularly.*

### **Smoking**

The Trust operates a no smoking policy within the hospitals and the grounds.

### **Personal safety**

If you leave the ward during your stay, please let a member of staff know where you are going. Please remember to dress appropriately.

The site has a number of wooded areas that are not lit at night. Please avoid these areas, and remain on the main hospital premises.

## Getting involved

### **By taking part in our Patient Experience Surveys**

We regularly carry out surveys to find out what you think of the services we provide. It is very important for us to receive this feedback, so you may be asked for your comments. However, these are anonymous and if asked you can choose not to complete them.

### **By volunteering**

The Trust is extremely fortunate in having a group of people who give their time, skills and energies to help. Their roles are varied and the volunteers themselves come from many different backgrounds and occupations. There are volunteering opportunities in the Trust for most people, whatever the amount of time they wish to give. If you would like to find out how you might be able to help please telephone 01753 634398 or e-mail [volunteering@hwph-tr.nhs.uk](mailto:volunteering@hwph-tr.nhs.uk)

### **By making donations**

Heatherwood and Wexham Park Hospitals Charity is a registered charity. Any donations are greatly appreciated. Donations can be made to a specific ward or department, or they can be made to the General Fund, which is used to support projects across the Trust. You can make a donation by post to 'Charitable Funds' at Wexham Park Hospital, at the Cashier's Office or to the person in charge of the area you wish to make your donation to. Cheques should be made payable to 'Heatherwood and Wexham Park Hospitals Charity'

## **By becoming a patient representative**

Patient representatives participate in groups and committees and are invited to give their opinions of Trust services. If you are interested in this, please contact the Patient and Public Involvement lead via switchboard, see our website for further information or contact us by email to [PPI@hwph-tr.nhs.uk](mailto:PPI@hwph-tr.nhs.uk)

This information is correct at time of print.

If you have any queries about the information held in this booklet please contact a member of your ward staff who will be happy to help.

The advertising in this booklet is independent of the Trust and we do not endorse the services of any of the advertisers.

# If you need a larger print version of this folder please ask.

If English is not your first language please ask about our interpreter services.

If you would like a copy of this leaflet on audiotape, in large print or translated please telephone 01753 634398.

'Daca doriti sa primiti continutul acestui fluturas pe caseta audio, tiparit cu caractere mai mari, sau daca doriti ca textul sa va fie tradus, va rugam cereti unei persoane care vorbeste engleza sa sune la telefon 01753 634398'

'Ne se ju do t'ju pelqente nje kopje e kesaj flete, ne kasete, me shkronja te medhaja ose te perkthyer, ju lutem pyet dike qe de anlisht te telefoje ne kte number 01753 634398'

Haddii aad Rabto Nuqulka ama koobiga Waraaqdan oo ah Cajalad, Farwaaweyn ama Turjuman Fadlan Weyddii Qof ku hadla afka ingiriisiga in uu soo Telifooniyo Lambarkan : 01753-634398.