Information for Patients Staying in Ipswich Hospital

Welcome to the Ipswich Hospital NHS Trust

This booklet provides general information that you may find useful during your stay.

You can get more detailed information from the bedside folder, our Patient Advice and Liaison Service (PALS) or our website at www.ipswichhospital.nhs.uk

Information specific to your condition or treatment will be available from staff on the ward.

Hospital Switchboard
Tel: 01473 712233

Patient Advice and Liaison Service (PALS)
Tel: 01473 704781
Freephone: 0800 328 7624
BEFORE YOU ARRIVE AT THE HOSPITAL

Read your admission letter carefully as it tells you where to go when you arrive at the hospital. **Please bring your admission letter with you.**

If you were sent a medication form to be completed by your GP and you have not yet returned it to us, please bring this with you too.

You may be asked to attend the hospital a few days before your admission to help plan and prepare for your stay.

If you are unable to come into hospital on the date given, please let us know as soon as possible.

Monday to Friday telephone:
- **01473 703142 or 703140** between 9 am and 5 pm or

For gynaecology admissions:
- **01473 703650** between 9 am and 12 noon

Out-of-hours telephone:
- **01473 712233** (hospital switchboard) and ask for Bedsite.

**Infection control**

We take infection control very seriously and consider it to be everyone's business. Every attempt to provide you with a clean and safe environment is made.

Simple hand hygiene can reduce healthcare-associated infections and all staff are expected to clean their hands before and
after you receive care. This can be done by using simple soap or with alcohol hand gels. If you are unsure if a member of staff attending to you has washed their hands, please ask them to do so.

Alcohol hand gels are available at the entrance to all wards and clinical areas and visitors are encouraged to use the gel on entering and leaving. We also ask that your visitors do not sit on your bed – chairs are provided.

Dignity and respect
We recognise and respect the right for all patients, their families and carers, visitors and members of the public to be treated with honesty, privacy and dignity.

This hospital has a duty to provide a safe environment for patients, staff and visitors – violent or abusive behaviour will not be tolerated and decisive action will be taken to protect staff, patients and visitors.

What if I need an interpreter?
If your first language is not English and you have difficulty in understanding or speaking English, we can arrange an interpreter service (including sign language interpreter) to help you to communicate while you are in hospital.

Please ask someone, a carer, friend or relative, to contact the Patient Advice and Liaison Service on 0800 328 7624 to arrange an interpreter.
What help is available for people with disabilities?
The hospital aims to provide good access facilities for people with disabilities. To find out what is available and to make necessary arrangements, contact the Patient Advice and Liaison Service on 0800 328 7624.

What should I do about other appointments or visits?
Please let us know if you have any outpatient appointments booked during your stay in hospital – phone 0800 136 710. Please tell your community nurse, social care worker or your GP about your hospital stay and your expected discharge date.

What should I bring with me?
Storage space on the wards is very limited so please only bring essential items. This helps us keep the ward clean and tidy.

Use this checklist to help decide what you need to bring.

• Your admission letter.

• Tablets and medicine: Bring all your tablets, creams, drops, medicines etc that you are currently taking, including any herbal remedies and medicines you have bought. This allows us to know exactly what you are taking. We will put your medicines in a 'drugs locker' next to your bed and may use them to treat you.

We normally give you back your medicines when you leave hospital – this will be explained to you by staff involved in your discharge.
• Clothing: Bring in suitable day and night wear to enable you to get dressed while you are staying on the ward. This helps your rehabilitation and comfort. This is especially important when preparing for discharge and we request that clothing is provided specifically for this purpose.

• Slippers/Well fitting and suitable footwear for discharge.

• Toiletries.

• Face flannel, towels (hand and bath), wet wipes.

• Shaving equipment (non-electric).

• Sanitary protection.

• Walking aids.

• Hearing aid: Please bring a box, labelled with your name, for your hearing aid(s) when you are not using them. This will prevent loss or damage to these valuable items.

• Coins for the telephone/bedside system (see page 16).

• Spectacles.

• Items of religious importance.

What about money and valuables?
You may need some change for the phone, newspapers etc but as a general guide do not bring money and valuables with you.

The Ipswich Hospital NHS Trust cannot accept responsibility for any loss or damage to personal belongings. If you give us money for safekeeping, we will put it in the bank. If you bring a large amount of money, we will return it as a cheque.
Electrical equipment
Do not bring in electrical equipment – you will not be able to use it.

How do I get to the hospital?
Patients must arrange their own transport to and from the hospital. We can arrange hospital transport only if there is a medical need. If you think you may be eligible, please contact your GP.

TravelLine – public transport advice is available on 0871 200 22 33.

HospitalLink is available for patients with mobility problems travelling alone. There are some restrictions and you will have to pay. More information is available from Suffolk ACRE on 01473 242531.

If you are on a low income or receive certain types of benefit or pension, you may be able to receive help with the cost of travel to and from the hospital.

The Department of Health booklets HC12 ‘A Quick Guide to Help with Health Costs?’ or HC1 ‘Claim for Help with Health Costs’, which explain more, are available from:

- Outpatients Reception;
- South Reception;
- the Patient Advice and Liaison Service; and
- your local benefit office.
AT THE HOSPITAL

Where can I park?
We encourage visitors to use public transport wherever possible since we have limited car parking and sometimes there is no room. Some buses come onto the hospital site – see www.suffolkonboard.com for details.

There are car parking spaces for disabled people in all the visitors’ car parks.

A pay and display scheme is in operation. Tickets must be displayed clearly on the windscreen – unauthorised parking will result in a penalty notice being issued.

You can use 10p, 20p, 50p, £1 and £2 coins in the ticket machines but they do not give change. There is a change machine situated next to the South Finance Office near South Reception and another in Maternity Reception.

Visitors to long-stay patient can purchase lower-cost, weekly tickets. Please ask at South Reception or ask a member of staff for a form.

Take the completed form to the South Finance Office (SFO) so they can give you a pass. SFO is open: Monday to Thursday, 9 am – 12.30 pm and 1.30 pm – 4.30 pm, Friday, 9 am – 12.30 pm and 1.30 pm – 4 pm.

The pass will be valid for seven days from the date of purchase. Ensure it is clearly displayed in your car.

Some wards have special parking arrangements – ask a member of staff for details.
The Ipswich Hospital NHS Trust cannot accept responsibility for any vehicle parked on its site, or its contents. Vehicles are left entirely at the owner’s risk.

**Where should I go?**
Follow the information and instructions in your admission letter.

You will be cared for in a single-sex **bay** except on some of the assessment or specialised wards. We aim to respect your privacy, dignity, religious and cultural beliefs at all times. Please tell us about any special requirements you may have during your stay.

A team of people may be involved with your care – all staff wear identification badges, which include their name, job title and photograph. If you can't see a badge, please ask to see it so you know who they are.

In most cases a senior doctor (consultant) will have overall responsibility for your medical care while you are in hospital. If you have any questions or worries, please ask a member of staff.

A parent or guardian must accompany patients who are under 16 years of age when they are admitted.

**How do I order meals?**
The hospital aims to provide you with a choice of meals from a healthy and well-balanced menu.

**Special diets** – we can cater for halal, kosher, vegan and multi-intolerance diets, as well as any health-related requirements.
If you need a special diet, please tell us before you come into hospital or tell a member of staff as soon as possible after you arrive.

**Protected meal times** – We have protected meal times where we aim to keep disruptions to a minimum. If you want a relative to help you with your meals this can be arranged via the ward matron or charge nurse as part of ‘shared care’ arrangements.

**The main hospital restaurant** – ‘The Courtyard’ is open to staff, patients and visitors from 7 am–4.30 pm.

There are also cafes in Outpatients Reception and near South Reception.

Patients who miss a meal due to surgery etc will be able to have a snack on the ward – ask staff for details.

**Consenting to treatment**

You must agree to any procedure, operation or treatment before we can treat you. We will explain your condition and the options available so you can give your consent. No treatment will be carried out without your consent.

The staff caring for you will explain:

- your condition and the possible treatments and/or investigations required;
- the risks, benefits and alternatives to the treatment, procedure, operation including the risks and benefits of doing nothing;
- whether additional procedures may be necessary, such as blood transfusion or the removal of particular tissue;
any alternative treatments, which might be available, and any significant side effects; and

that you have the right to change your mind and withdraw consent at any time.

If you do not understand what we have told you, please ask the member of staff straightaway so we can explain it again. We are happy to explain things more than once.

If you have any worries or concerns talk to the staff caring for you.

Clinical teaching and research

Ipswich Hospital is proud of its training and research facilities. Patients often help in the teaching and research work of the hospital. In order to maintain and improve the quality of the care we offer, we routinely ask patients for feedback.

We may ask you to take part in a research project, patient survey or teaching session. You don't have to take part and this will not affect your care.

If you do not wish to be seen by students, please tell a member of staff as soon as possible.

Visiting arrangements

Visiting times are 3pm – 8pm. We do not allow more than two visitors at the bedside at a time. If you wish to bring in small children, please make arrangements with the ward matron beforehand. Visitors are not allowed to sit on the bed – please use the chairs provided.

People should not visit if they have a
contagious illness such as a cold, flu or an upset stomach.

There's more information about visiting in our Visitors’ Charter – available on wards or from the Patient Advice and Liaison Service – for more information about visiting.

**Ward rounds**

Consultants, doctors and their care teams visit wards to discuss your care and treatment. If you don't understand what they tell you, please ask one of the nursing staff to explain.

Visitors may be asked to leave at this time.

**Will I be moved to another ward?**

Sometimes we need to move patients from one ward to another during their stay. We try to move patients as little as possible.

**Will there be a facility to wash my clothes?**

Unfortunately, we do not have laundry facilities so you will need to arrange for your personal washing to be taken home.

**How can family and friends contact me?**

Ward telephone numbers are at the back of this booklet.

We ask for one family member or nominated person to become the ‘key contact’ during your stay on the ward who will pass on that information to others.

To ensure patient confidentiality, we will only discuss your medical details and progress with your agreed 'key contact' over
the telephone, if you agree. We will not share information with other visitors unless you ask us.

**Please note** – Confirmation of your stay will be provided to enquirers unless you specifically request otherwise.

For more information about support for family carers, please see page 18.

**GOING HOME**

Your discharge from hospital will be discussed with you and your family if you wish, as appropriate. Every effort will be made to keep you, your relatives and your family/professional carers involved and up to date with any planning that is taking place.

The hospital staff will discuss your discharge destination with you. They will consider:

- your wishes;
- your relatives’ and your family carers’ wishes and/or their ability to continue caring for you;
- what your health will allow you to do;
- your social circumstances; and
- how your needs are to be met when you leave hospital.

**Moving out of Ipswich Hospital**

Ipswich Hospital primarily cares for people who are acutely ill. When your need for acute care is complete, staying in an acute hospital bed is not the best or right place for you.

Our aim is to help you to return to live
in your own home. If you are assessed as needing support services, we will work together with you, your relatives, family/professional carers and other professionals to provide this.

Unfortunately, there could be a delay in getting all of the services in place and it may be necessary for us to find you suitable temporary accommodation (transitional care).

When you no longer need the services of the acute hospital, but are not fit to return home, the following options may be discussed depending on your needs:

- **intermediate care bed** – for active rehabilitation in preparation for returning home; or
- **transitional care** – whilst awaiting services at home, adaptations or long-term care.

We will try to transfer you to the destination of your choice, but this may not always be possible and we apologise for any inconvenience this may cause to visiting relatives, carers and friends.

**Discharge Lounge**

On the day of your discharge, when ward-based care is no longer required, you may (if appropriate) be transferred to the Discharge Lounge to be collected by a relative, family carer, friend or hospital transport.

Please check with staff how long you may have to wait until the discharge process is completed before you arrange transport.

Hot and cold beverages will be provided for
you in the Discharge Lounge. These will be free of charge.

**Transport**
If there is a medical need for you to have hospital transport to take you home then this will be arranged.

Once you are well enough to leave the hospital we ask that you make your own arrangements for getting home. Our staff will talk to you about what time you should be ready to leave by, but it is normally 11am.

**Medicines**
We will ensure that you have two weeks’ supply of medication available when you are discharged. This may include any supplies you have in your bedside locker. You will need to contact your GP for further supplies.

Please be aware that once your hospital doctor has said you can go home you may have to wait while the medication you need to take home is ordered and prepared. The medication should be explained to you to ensure you understand how to take it and any side effects. Please ask if you are unsure about your medication.

**Community services**
Your GP will be informed when you leave hospital, and other health staff such as a community nurse, physiotherapist or occupational therapist will be told if necessary. If you need continuing nursing care at home this will be arranged for you before you leave. You will receive a copy of the discharge summary for your information and one will be sent to your GP.
Dressings
If you need dressings, the hospital will give you what you need for 14 days following your discharge. Further supplies can be obtained on prescription from your GP.

Sick certificate
If you require one, please ask the ward staff prior to your discharge.

After discharge
If you have any medical concerns following your discharge please contact your GP.

ADDITIONAL INFORMATION

Can I use a mobile phone?
Mobile phones can be used in main entrance areas, corridors and restaurants. Please do not use them on wards or other clinical areas within the hospital.

There are coin and card-operated payphones throughout the hospital. A bedside telephone and entertainment system, provided by an external company, is also available – which patients can pay to use.

WiFi
Free WiFi is available across the hospital.

Trolley service and WRVS
A trolley service visits the wards with a selection of newspapers, soft drinks and confectionery. There is also a WRVS stall in Woolverstone Wing providing drinks and snacks.
Fire precautions
In the event of a fire please stay calm and follow the instructions of the staff.
Fire alarms are tested at regular intervals.

Smoking
It is illegal to smoke in the hospital and smoking is NOT allowed anywhere on the hospital site except the smoking shelter outside the Garrett Anderson Centre.

If you want help to stop smoking please speak to ward staff.

Alcohol/Illegal substances
These must NOT be brought onto the premises or site.

Security
CCTV cameras operate across the site both inside and outside the hospital. If you see anything suspicious please report it immediately to a member of staff.
Caring for Carers at Ipswich Hospital

What is a carer?
A family carer is someone of any age whose life is restricted because they are looking after another person who cannot manage without help because of illness, age-related frailty, mental health needs or disability. Family carers are not paid and do not always live with the person they care for. They may be caring for a friend or neighbour of any age.

Support for family carers
The Carers Cabin is a stripy cabin outside the Garrett Anderson Centre near the bus stops. Drop into our Carers Cabin for:

- rest and respite, refreshments and relaxation;
- emotional support and a listening ear;
- information leaflets etc; and
- signposting and referral.

Opening times vary so please look out for the leaflets on the wards or ask a member of staff.

The Carers Cabin is run by volunteers and is a partnership between Ipswich Hospital and Suffolk Family Carers.

Carers Contract and Passport
Main family carers identified at the patient's admission will be invited to continue to care for their relative or friend and the Carers Contract with the ward makes it clear how this 'shared care' will work. The Carers Passport gives more details and information.
To find out more, please ask ward staff. Carers' badges are available for those regularly caring/visiting on the wards.

**Learning Disabilities Liaison Nurse**
The Learning Disabilities Liaison Nurse provides advice and support for patients with learning disabilities and their families and carers, and can be contacted on 01473 702536.

**Hospital chaplaincy – spiritual and pastoral support**
The Chaplaincy supports people of all faiths, as well as people who do not have a religious belief. They provide a 24-hour on-call service, seven days a week and can be contacted via switchboard on 01473 712233.

The chaplains are from Christian backgrounds but they can call upon other faith representatives should they be required.

The hospital chapel is situated in the North Zone and is open to anyone day and night for quiet contemplation. Ask a member of staff for details of service times.

**Where can I get advice or raise a concern?**

**Patient Advice and Liaison Service (PALS)**
The Patient Advice and Liaison Service is a free service for patients of Ipswich Hospital, their relatives, carers and friends.

We can give you information and advice as
well as helping you deal with any difficulties which may arise.

The PALS office is open Monday–Friday (excluding bank holidays) 9 am–4 pm.

Please call in to our office in the South Finance Suite (opposite Bergholt Ward) or telephone 0800 328 7624 or 01473 704781.

There is an answer phone if we are not in the office and we will return messages as soon as possible.

You can also write to:
Patient Advice and Liaison Service (S617), Ipswich Hospital, Heath Road, Ipswich Suffolk IP4 5PD

We apologise but at this time we cannot accept enquiries via email due to Data Protection guidelines. The Trust is working on a way to receive correspondence electronically in a secure way.

People are sometimes concerned that raising a query, concern or complaint will adversely affect the care they receive. This is not the case. By welcoming feedback we are able to identify areas for improvement and make positive changes for patients as well as recognising what we do well.

Interpreter services are available if needed.

**How to raise concerns or make complaints**

The hospital aims to listen and respond to any of your complaints, ensuring we learn from them to improve the patient and carer experience.

The Trust is committed to ensuring that a person’s care or treatment will not be
adversely affected as a result of raising a complaint. Details of the issues raised will only be discussed with staff on a ‘need to know’ basis and kept confidential.

In the first instance you can raise your complaint with a member of staff close to the cause of it, such as the ward matron, or you can contact the Hospital Complaints Service.

If you are unable to raise a complaint yourself then someone else can do so on your behalf with your agreement.

Telephone the Hospital Complaints Service on 01473 703797.

You can also write to:
Hospital Complaints Service (S617),
Ipswich Hospital, Heath Road, Ipswich Suffolk IP4 5PD

We apologise but at this time we cannot accept enquiries via email due to Data Protection guidelines. The Trust is working on a way to receive correspondence electronically in a secure way.

**Can I take my complaint any further?**
We sincerely hope you will give us the opportunity to resolve your complaint locally. If, however, we are unable to reach a mutually acceptable conclusion, you can contact the Parliamentary and Health Service Ombudsman.

To do this you can contact them at:
The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London SW1P 4QP
Telephone: 0345 015 4033
Fax: 0300 061 4000
How do I get independent advice and support in making a complaint?

You can contact the Independent Complaints Advocacy Service (ICAS). ICAS is an independent body that can help you to make a complaint.

POhWER ICAS, PO Box 14043, Birmingham B6 9BL
Telephone: 0300 456 2370 (low cost call)

Social care worker
Social care workers are based at the hospital and can offer advice and access to services provided by Suffolk Social Care Services. Please ask the nursing staff or ward clerks for details.

Data Protection Act 1998
The Data Protection Act 1998 is a set of guidelines that all organisations must follow to ensure they keep personal information safe and secure.

The Ipswich Hospital NHS Trust is registered with the Office of the Information Commissioners to hold personal details about its patients.

If you want to know why we keep your personal details, and who this information is (or might be) passed on to, contact the Information Governance Team on 01473 704422 or the Hospital Advice and Complaints Service on 0800 328 7624.
Viewing your own medical notes
You have the right to see your own medical records. If you are not sure what this means, please read our explanatory guide. The guide contains an application form for you to fill in if you want to see your records. There is a £50 charge for seeing your records.

For further information and advice contact PALS on 0800 328 7624 or the Information Governance Team on 01473 704422.

Shops and restaurants

Outpatients Reception:
• Café
• Newsagent

Main corridor:
• Courtyard Restaurant

South Reception:
• Clothes shop
• Newsagent (with ATM)
• Café
TELEPHONE NUMBERS

AMU (Brantham Ward)...............................702270
AMU (Capel Ward).................................702260
Bergholt Ward........................................702195/4
Bramford Ward .....................................702250/1
Brook Ward ...........................................703021
Claydon Ward........................................702301
Clinical Investigations Unit (CIU)...........702711
Deben Ward .........................................703040
Debenham Ward / CMU............................702310
Discharge Lounge..................................702711
Emergency Surgical Unit (ESU)...............702690
Framlingham Neonatal Unit ....................704604/5
Grundisburgh Ward ................................702671
Haughley Ward .......................................702681
High Dependency Unit............................702129
Intensive Care Unit.................................702321
Kirton Ward / ARCU ...............................702721
Lavenham Ward .....................................702621 / 702616
Martlesham Ward .....................................702291
Medical Assessment Unit (MAU) .............702284
Needham Ward .......................................702231
Orwell Ward ..........................................703030
Raedwald Day Surgery Unit .....................702705
Saxmundham Ward .................................702281
Shotley Ward – Stroke Unit ........................702220
Somersham Ward .....................................704901
Sproughton Ward .....................................702330
Stour Centre ...........................................704788
Stowupland Ward (SAU) ..........................702701
Stradbroke Ward (ESU) ............................702690
Surgical Assessment Unit (SAU) ..............702701

For enquiries about patients when the ward is not known, please telephone 01473 702063 or 702630.

Produced by:
The Ipswich Hospital NHS Trust
Heath Road, Ipswich, Suffolk IP4 5PD
Hospital switchboard: 01473 712233
www.ipswichhospital.nhs.uk