



States of Guernsey Hospital Services

ADMISSION TO THE PRINCESS ELIZABETH HOSPITAL

HSC No. 354

INFORMATION GUIDE

If you do not understand this booklet
and require an interpreter,
or have visual problems and require a large print format,
please contact:

The Admissions Department

Princess Elizabeth Hospital

Rue Mignot

St Martins

Guernsey

GY6 4RR

Tel: (01481) 725241

for assistance.

CONTENTS OF THIS BOOKLET

Page

- 4. Welcome
- 5. Your GP – The Gateway to Specialist Care
- 5. The Medical Specialist Group (MSG)
- 5. Don't be afraid to ask questions
- 6. Advice on costs & methods of payment for contact and non-contract patients
- 6. Specialist Health Insurance Scheme
- 7. Operation Postponements

THE PRINCESS ELIZABETH HOSPITAL

- 8. Victoria Wing
- 9. What to bring with you
- 10. Medicines
- 10. Mobile Phones
- 11. What NOT to bring into hospital
- 11. Valuables
- 11. How to get into hospital
- 12. Car parking
- 11. Notes for disabled drivers
- 12. Notes for those with hearing difficulties
- 12. Arriving at the hospital
- 13. On the ward
- 13. Delivery of care

13. Mealtimes and beverages
14. Information about you
15. Access to and release of medical records
15. If you are having an operation
16. Overarching Services:
 - Radiology
 - Pathology
 - Physiotherapy
 - Occupational Therapy
 - Hospital and Community
 - Social Workers

18. Who's who on the hospital staff
20. Planning for your discharge
20. Before you leave the hospital
21. Helping the hospital
22. Chapel/Religious Services
22. Gifts to staff
22. The League of Friends
- 22. GENERAL INFORMATION**
- 24. INFECTION CONTROL**

WELCOME

Going into hospital can be a worrying experience, especially for those being admitted for the first time, either as a day patient or for a longer inpatient stay. We hope to do all we can to welcome you and make your time with us as pleasant and comfortable as possible.

This booklet has been produced to help patients understand the procedures involved and to minimise worries. It briefly describes the life of the hospital and how your medical care is provided. It also explains the arrangements you will need to make for going home.

This booklet may not have all the answers to your questions and some wards and departments will provide you with additional information leaflets. The nurse in charge of your ward or the doctor will be pleased to help with any other information regarding your treatment that you may need.

If there are ways we could improve our services, or if you have any comments or suggestions, please talk with the nurse in charge or contact the Customer Care Team:

Email: CustomerCareHSC@gov.gg

Website: <https://gov.gg/CustomerCarehsc>

Post: Customer Care Team, Princess Elizabeth Hospital, Rue Mignot, St Martin GY4 6UU

YOUR GP – THE GATEWAY TO SPECIALIST CARE

The first indication that you may need hospital treatment will come from your GP, who will refer you to a Consultant at the Medical Specialist Group (MSG), which has departments of medicine, surgery (including ophthalmology), anaesthetics, paediatrics, obstetrics and gynaecology.

Between them, the consultants provide the majority of medical services, including surgery, undertaken at the Princess Elizabeth Hospital (PEH).

Patients are referred to UK hospitals only for treatment not available locally. Consultants working in the MSG are appointed on the same criteria, as are UK consultants.

THE MEDICAL SPECIALIST GROUP (MSG)

Your Consultant will decide whether or not hospital treatment is necessary and, if so what form it should take. He/she will also explain what alternative treatments, if any, are available and what these may entail.

DON'T BE AFRAID TO ASK QUESTIONS

At the MSG, patients are encouraged to ask as many questions as they wish about their proposed treatment before they enter hospital – a separate leaflet is provided to assist with this process and a practice nurse is available to give information about a wide range of procedures.

The Consultants at the MSG consider that it is every patient's right to know why their visit to hospital is considered necessary and what it is likely to involve, not only in terms of medical care, but also in terms of how long they are likely to be in hospital and how long it is likely to be before they make a full recovery.

ADVICE ON COSTS AND METHODS OF PAYMENT FOR PRIVATE AND NON-CONTRACT PATIENTS.

A free and confidential financial counselling service is provided by MSG for patients concerned about the costs of private or non-contract treatment. Tel 235543.

SPECIALIST HEALTH INSURANCE SCHEME

The Specialist Health Insurance Scheme is a statutory scheme through which residents of Guernsey, Alderney, Herm and Jethou may receive specialist care and treatment free of charge. Everyone who normally lives in Guernsey, Alderney, Herm and Jethou **and** has been registered for the payment of contributions at the Social Security Department is covered. Children, including babies, are covered if at least one parent or other adult with whom the child lives is registered for payment of contributions.

The scheme has two main parts relating to the admission to the PEH:

1. A contract between the States and the MSG covering the costs of specialist consultations, treatments. Operations and procedures at the MSG premises and the PEH.
2. A contract between the States and the Guernsey Therapy Group (GTG), covering inpatient physiotherapy treatment in the PEH, if it is indicated as part of the specialist procedures.

Note: Sark residents are **not** covered by the scheme.

This scheme does **not** cover cosmetic surgery, assisted reproduction (IVF) or sterilisation (unless there is a valid clinical need), dentistry or GP consultations, or treatment at the Emergency Department or Primary Care Centre. **Patients with private medical cover** for specialist treatment may choose to consult the MSG, either privately or under the States scheme. It must be established before treatment starts, exactly how the treatment is funded. **Inpatients who choose to see their Specialist privately or as a non-contract patient** will be responsible for meeting both the specialists' medical fees and full private charges made by

HSC, in respect of Victoria Wing. They will also be charged separately for physiotherapy treatment, radiology and pathology services. Following your operation or treatment, you will be visited daily by your consultant and/or other members of the team, to ensure your recovery is progressing well. This will entail a single daily clinical care fee which covers these visits and provides a specialist to be available should you require alterations to your treatment. **Those patients being treated under the contract will not be charged for these visits.**

- For information on consultants charges, please contact the MSG accounts department tel 238565.
- For information relating to hospital charges please contact the HSC finance department tel: 725241.

OPERATION POSTPONMENTS

HSC always aims to deliver your planned operation/admission on the date you were given. It is, unfortunately, occasionally necessary to re-arrange the date due to HSC experiencing a shortage of staffed beds, an outbreak of infectious disease, or very high levels of emergency cases. HSC always tries to give as much notice as is possible in these cases but sometimes it will be at short notice.

HSC apologises if this should occur and will try and re-book your admission as soon as we can at a mutually agreed time.

THE PRINCESS ELIZABETH HOSPITAL

Victoria Wing

Victoria Wing is a private ward within the PEH, comprising of 19 rooms.

As a private patient, the following facilities and services will be available to you:

- A private room with telephone, radio, TV and en-suite bathroom.
- Daily English newspaper and a Guernsey Press delivered to your room.
- A ward chef who will visit you before each mealtime to take your order from the “a la carte” menu. However, should you require any refreshments throughout the day a full service is available. Should the menu not be to your liking, the chef will be happy to prepare you an alternative meal. Visitors may also be served with meals or snacks; these will be charged to your account.
- Visitors are welcome any time from 11.00hrs - 21.00hrs.
- Victoria Wing charges are detailed on the accompanying payment agreement form.
- For further information regarding admission to Victoria Wing, please contact the ward manager on 725241 or the Private Patient Liaison Officer via 725241.

What to bring with you

HSC supports “Get Well-Dressed”

“Get well – Dressed” is a HSC campaign to help you to get out of your pyjamas and into your clothes leading to a speedier recovery.



Staying in bed

Loss of muscle strength
Longer stay in hospital
Higher risk of infection



Up, dressed & moving

Quicker recovery
Maintain normal routine
Get home sooner

So please bring comfortable day clothes (those having hip or knee surgery should bring in loose/comfortable clothing to wear in the post-operative period, and also:

- Night clothes and dressing gown
- Slippers
- Toothbrush and toothpaste
- Soap
- Shaving kit
- Shaver with adaptor if appropriate
- Brush/comb
- Any other personal toiletries
- Medication
- Spectacles
- Hearing aid
- You may wish to bring other useful items such as money for newspapers, non-alcoholic drinks, reading materials etc.
- Crutches if applicable

Patients in hospital for lengthy stays are advised to have personal items of clothing labelled – ward staff are able to arrange this with the hospital sewing room.

Medicines

We will need to know exactly what medication you have been taking at home. Please bring all medication with you and hand it to the nursing staff. These will be returned to you on discharge, unless they are no longer required.

Mobile Phones

Personal mobile phone usage, for safety, privacy and dignity, and annoyance reasons, is not permitted in the following areas, unless with prior agreement of the ward or department manager.

- Wards
- Day Patient Unit
- Intensive Care and High Dependency Units
- Operating Theatres
- Clinics
- Special Care Baby Unit
- Diagnostic / treatment areas
- Day Service areas

The following areas within HSC have been identified as areas where mobile phones may be used. However, in certain of these areas the operator of the mobile phone may be requested to switch the phone off if it is causing a nuisance:

- Public corridors
- Waiting areas
- Restaurants
- Rest Rooms
- Reception areas (front only)
- Grounds and gardens

Mobile phones, tablets, laptop or palmtop devices must be charged outside of the clinical environment and devices must not be left unattended while charging or left charging overnight.

What NOT to bring into hospital

- Alcohol
- Electrical appliances – unless you discuss this with the nurse in charge. If electrical appliances are brought into the hospital, our estates department must check the appliance before it can be used.

Valuables

Please avoid bringing large sums of money or items of value into hospital with you. If it is necessary to bring these, please inform the nurse in charge who will arrange for immediate safe storage and provide you with a receipt. The HSC cannot accept liability for any loss or damage to property you bring in unless it has been handed in for safekeeping and you have a receipt.

Please appreciate that valuables can only be retrieved from the Cashier's Office at the Princess Elizabeth Hospital between **9.00am and 12.30pm**, Monday to Friday.

How to get into hospital

Bus stops are situated at the main hospital entrance.

If you plan to arrive by car, please arrange for someone to drive you directly to the main hospital entrance and to collect you when you leave.

If you require special transport to bring you to hospital, ambulance transport may be arranged by MSG. This transport may be free to those with valid St John Ambulance & Rescue membership, otherwise standard charges will apply.

Car parking

There are designated disabled spaces near the main hospital entrances; designated spaces for visitors are nearby. Please do not park in spaces likely to obstruct emergency vehicles access.

Notes for disabled drivers

The hospital provides access and facilities for disabled visitors and wheelchair users at the three main hospital entrances. Visitors who require assistance are asked to report to the Porters Lodge inside the main entrance, where a porter is available to help. Toilet facilities for disabled/ wheelchair users are situated on:

- Level 1 main foyer near porters lodge
- Level 1 next to the children's dental service
- Level 1 Le Vauquiedor entrance, near the shop
- Level 2 corridor towards De Sausmarez ward
- Level 2 Accident & Emergency/Outpatients Department

Notes for those with hearing difficulties

Volunteer sign interpreters are available to assist those with hearing difficulties. Please speak to the nurse in charge if you need this service.

Arriving at the hospital

With this booklet you will have received a letter asking you to report to the ward at a given time.

When you reach the ward, a member of the ward team will show you to your bed and help you settle in. You will be provided with a plastic identity band with your name on and it is essential that you wear this at all times whilst in hospital.

If you need assistance or are unsure where your designated ward is, please go to the Porters Lodge.

On the ward

You will be admitted to the most appropriate ward for your condition, for example:

- Patients requiring surgery are generally admitted to Giffard Ward, De Sausmarez Ward or Victoria Wing.
- Victoria Wing provides private facilities for medical and surgical patients, and for some general patients – see page 8 for further details.
- Maternity patients go to Loveridge Ward.
- Children go to Frossard Ward.
- Medical patients go to Brock and Carey Wards.

Men and women are treated on the same wards but in different areas to protect privacy. On occasions, it may be necessary to move you from one section of the ward to another. We regret this disruption, but it does ensure that we can care for patients in the most appropriate places within the ward.

Delivery of care

Whilst in hospital you will be cared for by a team of nurses with one qualified nurse being responsible for planning your care. All care planned will be discussed with you, and you are encouraged to ask any questions relating to this care.

Mealtimes and beverages

All meals and beverages are provided by the catering department at the PEH. Special dietary needs are catered for.

- 07:00hrs hot/cold drink.
- Breakfast is served from 07:30hrs to 08:00hrs, healthy choice or continental breakfast and beverage.

- 10:00hrs hot/cold drink.
- Lunch is served from 11:45hrs to 12:15hrs with a choice of main courses, vegetarian options, dessert and beverage.
- 15:00hrs hot/cold drink.
- Supper is served from 17:30hrs to 18:00hrs with a choice of main courses, vegetarian options, dessert and beverage.
- 20:00hrs hot/ cold drink.

For refreshments and meals family members and visitors may use the restaurant facilities located in the Gloucester Room on Level 2 of the hospital and there are also numerous vending machines for further refreshments throughout the hospital.

Information about you

During your stay we will ask you for information about yourself to ensure you receive the care you need. This information will be kept together with details of your care because it may be needed for future care. You may be receiving care from other people as well as HSC, such as the MSG. So that we can all work together for your benefit we may need to share information about you. We only ever use or share information about you if people have a genuine need for it.

Your relatives, carers and friends will only be kept up to date with the progress of your treatment if you request that this is done.

If at any time you would like to know more about how we use your information, you can speak to the nurse responsible for your care or to the Corporate Administration Manager Tel 725241 ext 4327; or by reading leaflet No. HSSD 76 “Safeguarding your Health and Social Care Records”, which is available on request.

Everyone who works for HSC is required to keep information about you confidential

Access to and release of health records

Viewing your hospital health records

If you would like to see your health records you should write to the health records manager at the PEH indicating which period of care you are interested in. The health records manager will then write to the medical staff concerned with your treatment and ask him/her to sit with you and explain the notes. Subject to the Doctor consenting, the health records manager will arrange this for you.

Requesting a copy of your notes

If you would like a copy of your notes, either for yourself or for someone acting on your behalf, you can make a subject access request (SAR) which should be submitted to the Medical Records Manager. You will be asked to complete a form with the details of your request and once the completed form has been received, along with documentation verifying your identity, your records will be released to you within one month. The records will not be released if the content is considered to be detrimental to the health of the subject.

Leaflet No. 76 “Safeguarding Health and Social Care Records” is available for further information on request.

If you are having an operation

If you are to have an operation or examination under anaesthetic, you will be required to sign a consent form. **Please read this carefully.** Your specialist will explain what is to be done and why – but please do not hesitate to ask questions.

Do not wear make-up or nail varnish on your fingers or toes, until advised by your specialist. This allows staff to observe your natural colour.

Some preparations are required prior to your operation and you may not be allowed to eat or drink on the day of your operation. Staff will advise you on this, if unsure please ask.

Blood or urine samples may be required prior to surgery.

Pre-menopausal female patients attending for a gynaecology appointment are required to undergo a pre-operative pregnancy test, unless they have had a hysterectomy.

About an hour before the operation, you may be given an injection and/or tablets. This is known as the “pre-medication” and will make you feel relaxed and sleepy.

Following the operation you will wake up in the recovery room where you will be cared for before returning to your ward.

Overarching Services

Radiology

Both inpatients and outpatients may attend the radiology department for x-rays and other procedures.

Pathology

Your specialist may decide that you require certain tests, for example, on blood or urine samples. The pathology department carry out a wide range of tests, and most samples and specimens can be obtained from you on the ward.

Physiotherapy

Many conditions require expert aftercare to promote a fast and lasting recovery. As such, physiotherapists carry out treatment and rehabilitation exercises as are necessary. Inpatient and outpatient physiotherapy will be provided under the specialist health insurance scheme, if it is a requirement of specialist medical treatment.

Occupational Therapy

Occupational Therapy is a service which helps people recovering from physical or mental illness to regain skills and overcome barriers, which enable them to live as independently as possible. Occupational Therapists look at activities

(occupations) that matter to individuals and support them to set and achieve goals, promoting wellbeing and a sense of self-worth.

Hospital and Community

Physical Health Occupational Therapists and assistants work within the hospital on the wards, and within the community. We aim to:

- Prevent emergency hospital admissions and readmissions
- Support you to live at home
- Prevent avoidable harm, such as falls
- Encourage and facilitate independence in daily living activities
- To assist in prevention of admission or re-admission to hospital, admission to long term care and to enable early discharge from hospital

To assist in prevention of admission or re-admission to hospital, admission to long term care and to enable early discharge from hospital.

Social Workers

Social workers support people with their recovery process from physical and/or mental health conditions with the aim of them functioning to their optimal level. This is achieved through carrying out with you and your carer, with your consent, a person centred assessment of your individual needs including those of your carers. Social workers encourage people to draw on their personal strengths to aid recovery and help to set goals that focus on positive outcomes that matter to them. Social workers support individuals and their families through some challenging times and ensure that vulnerable people are safeguarded from harm.

Hospital and Community social workers work with people within the hospital on the wards and within people's own homes including extra care housing and private residential and nursing home environments.

The aims of the social work service:-

- To help facilitate a smooth transition from hospital to home enabling a planned timely discharge and support you to live at home

- Support your independence, resilience and ability to make choices in promoting your wellbeing
- Provide information and guidance including support services and signpost to appropriate services
- Support your family members/friends/neighbours in their care and support of you
- To assist in early prevention of hospital admission or readmissions and admission to long term care

Who's who on the hospital staff?

Medical staff

During your stay in hospital, you will be under the care of a specialist who is responsible for your treatment. If you or your relatives have any questions about your medical treatment, please ask your specialist who will be able to explain the details.

Nursing staff

Your ward will be managed by a ward manager, supported by registered nurses, health care assistants and occasionally student nurses. Together they will form the team providing your nursing care. Members of this team will change at certain times during the day but there will always be a nurse who is familiar with your care. The lead nurse may visit you while you are in hospital; they are responsible for a group of wards or departments. Your specialist nurse may also visit you on the ward.

- Lead nurses wear navy blue uniforms
- Ward managers wear navy blue scrubs
- Registered nurses wear light blue scrubs
- Specialist nurses wear navy blue uniforms with white trim
- Healthcare assistants wear maroon scrubs
- Nursing auxiliaries wear grey scrubs

- Ward clerks - Some wards have a ward clerk who fulfils a vital role in supporting nursing staff by taking on administrative tasks

Other important members of the ward team include

- **Housekeeping staff** – the housekeeping services department is responsible for keeping the hospital clean and you will see the housekeeping assistants working around you during the day. They wear a striped grey tunic or dress with maroon piping and maroon trousers.
- **Catering staff** – catering assistants on the ward will assist you with the menu and answer any queries relating to the catering service. They wear green and white striped uniforms.

Other staff working within the hospital

- **Physiotherapists** – physiotherapists wear white dresses/tunics with navy trousers. Physiotherapy assistants wear white dresses/tunics with a maroon trim.
- **Cardiac Physiologists** – wear blue scrubs with white trim.
- **Radiographers** – wear navy scrubs
- **Porters** – wear black trousers and a white shirt. They are also special constables and have a responsibility for the security of the hospital and its staff. Some departments (radiology/pathology/theatre) have their own porters who may wear different uniforms.

There are many staff working within the hospital. All staff wear identity badges stating their name and job title. All staff are there to help you and will be happy to explain fully the nature of any activity they are undertaking in respect of your care and treatment.

Planning for your discharge

Discharge Planning Nurses

It is essential that the planning for your discharge is started from the earliest possible date to ensure that both you and your family are prepared for your return home. To assist us in ensuring that all your needs are met when you go home, we will provide information on support services, which are available to you. Please ask the nursing staff on the ward to arrange a visit from the discharge planning nurse and/or Hospital Social Worker should services or support be required.

Before you leave the hospital – please remember the following

- Make sure you collect any money/valuables deposited for safekeeping; retrieval can be arranged between 9.30am – 12.30pm, Monday to Friday. If you cannot collect your valuables at these times please inform the ward manager who will make alternative arrangements.
- Ask for a medical certificate, a prescription and if you attend the DPU a 24hr supply of medication if needed. A letter detailing your care whilst in hospital will be sent to your GP after your discharge.
- Take with you any medication brought in with you that needs to be continued at home.
- When the time comes for you to go home please arrange for a friend or relative to bring in outside clothing, and to take you home. We would ask for you to leave in the morning to free up your bed for a patient later that day. Unless advised otherwise, you must not drive for 24 hours after having an operation or an anaesthetic.
- If you are concerned for your health after discharge, please contact your GP or attend the Emergency Department (this is free up to 48 hours after discharge).
- Ambulance transport will take you home **only** if your specialist says this is necessary. Charges will be made for this service if you do not have membership of St John Ambulance & Rescue service. Please note that the ambulance service will only transport the patient, medication, 1 bag and

1 walking device due to space restrictions; remaining property must go home with relatives.

- Should you require validation of your stay for insurance purposes please contact the Finance Department on ext 4328.

Helping the hospital

Suggestions and comments

If you have any suggestions or comments about any aspects of the service please let us know. You can discuss these with the ward manager. If you prefer you may complete a “We are listening – Tell us how we’re doing” leaflet or write to/email the Customer Care Team:

Email: CustomerCareHSC@gov.gg

Website: <https://gov.gg/CustomerCarehsc>

Post: Customer Care Team, Princess Elizabeth Hospital, Rue Mignot, St Martin GY4 6UU

Complaints

We acknowledge that some patients or their relatives feel uncomfortable about making complaints. It is important, however, for us to consider both good and bad views so that we can improve our services for you. If you do have cause for complaint, please bring it to our attention as soon as possible so that we can resolve it as quickly as possible. A “We are listening – Tell us how we’re doing” leaflet is available throughout the hospital and explains how to raise any concerns you may have.

Chapel/Religious Services

Hospital chaplains visit regularly, and your own vicar or priest is welcome at any time. Holy Communion is celebrated in the hospital chapel each Friday morning at 9.30am and is broadcast over hospital radio.

Gifts to staff

It is not necessary to make gifts to the hospital for the care you have received, and individual members of staff are not permitted to accept gifts of money. However a word of thanks or letter/card is always appreciated.

Should you wish to make a monetary gift to the hospital or ward, please ask a member of nursing staff to provide you with an information leaflet, which will outline the procedure you need to follow. This donation will then be paid into the Guernsey Health Services Charitable Trust Fund and your wishes for its use respected.

The League of Friends

The League of Friends of the PEH is a fund raising organisation of volunteers who provide amenities and facilities for patients. Their work enhances the quality of care and patient comfort the hospital is able to provide. They staff the hospital shop and provide a daily trolley shop for the wards. Used books for purchase can be found in the main foyers and in the Emergency Department. Should you like to become a volunteer, please leave your name with friends at the shop and you will be sent full details.

GENERAL INFORMATION

- 1. Meal times** - see page 13.
- 2. Visiting times** – Ask the ward on admission for visiting times.
- 3. Smoking** – There is a no smoking policy in place throughout the hospital building and grounds.
You are advised to give up smoking for 24 hours before admission to aid recovery.

Should you decide to give up smoking prior to your admission please contact the Quitline Smoking Cessation Service on 233170 (answer phone) for advice and support pre and post-operatively, or speak to the nurse responsible for your care.

- 4. Hospital TV/radio** – radio headphones are provided for each patient and TV's are located on each ward. In addition to the usual radio services, programmes are provided by Jubilee hospital radio volunteers; they broadcast at 20.00hrs each evening. Requests can be made and cards are available on the wards.
- 5. Hospital Shop** – Located in the foyer of the medical block, opening times are displayed on a notice outside the shop.
- 6. Letters and cards** – These can be delivered to you on the wards, and there is a post-box on site for your outgoing mail. Stamps are sold at the hospital shop.
- 7. Social worker; Discharge planning nurses** – If you have any concerns relating to personal difficulties, which may arise as a result of your stay in hospital, please ask the nurse to arrange a visit from the discharge planning nurse or the social worker.
- 8. Payment of bills** – If you have concerns about paying medical bills, the social worker or the social security department will be happy to advise you. Please ask the nurse caring for you to contact them, or to provide the telephone number.
- 9. Religious services** – Hospital chaplains visit regularly, and your own vicar or priest is welcome at any time. Holy Communion is celebrated in the hospital chapel each Friday morning at 09.30, and is broadcast over hospital radio. Communion can be brought to the wards for those who request it.
- 10. Laundry** – all patients should make arrangements with visitors to launder items of personal clothing.
- 11. Fire Alarm** – If an alarm sounds, follow the safety instructions given to you by the ward staff who are all trained in fire safety.
- 12. Facilities for relatives** – Relatives are welcome to use the restaurant facilities in the Gloucester Room. There are limited overnight facilities available should a relative need to stay if a patient is seriously ill. This can be arranged by the nurse in charge on request.

INFECTION PREVENTION AND CONTROL

Infection prevention: It's ok to ask

How you can help to stop the spread of infection during your hospital stay.

What can you expect?

- The hospital environment will be kept clean and tidy. If you think something needs cleaning speak to a member of staff, they should ensure it is attended to as soon as possible.
- All staff should wash their hands prior to any direct care and on completion of care. Soap or alcohol gel may be used.
- It is okay to ask staff if they have washed their hands.

What you can do to stop the spread of infection.

When you are admitted to hospital, you are exchanging the familiar surroundings of your home to share a ward with other people. You may be more vulnerable because of your illness, medication or surgery. By its very nature a hospital will expose you to other people's germs.

You can help yourself and other patients by:

- Asking for soap and water or disposable wipes to wash your hands after using the commode and before you eat if you are confined to bed.
- If you have a wound or device (drip or catheter) do not touch or fiddle with it.
- Keep the space around you tidy and uncluttered; this will enable housekeeping staff to clean all surfaces easily.
- Do not worry about reminding staff to wash their hands they won't be offended. Soap and water or alcohol gel is acceptable.
- Ask your visitors to wash and dry their hands thoroughly before entering and on leaving the ward, also ask them not to sit on your bed. Alcohol gel is available at all entrances to wards and departments for this purpose.

- Do not share possessions or equipment with other patients unless it has been cleaned.
- Ask your friends or relatives not to visit in large groups.
- If your friends or relatives are feeling unwell, ask them not to visit. This will protect you and other patients from contact with infections.

Tips for gifts

Flowers make lovely gifts when at home, but are not always practical in hospital. Numerous vases of flowers make it difficult for housekeeping staff to clean effectively and there is a risk that water may be spilt onto medical equipment, such as monitors and pumps. We would therefore request that patients keep flowers to a minimum. No flowers are allowed on the medical wards.

Who can you ask for information or advice?

If you have any comments or other infection control concerns, or concerns relating to hospital cleanliness please speak to your nurse or ward manager, alternatively ask to speak to a member of the infection prevention and control team.

Revised May 2019