



IN-PATIENT INFORMATION

WELCOME

Soo Dhawow

مرحباً

Hoş geldiniz

স্বাগতম

خوش آمدید

Patients and staff working together to improve care

Comments and questions from you and your friends or relatives help us improve, and we welcome them. When you see your doctor, nurse or therapist, please tell them what you think of our services.

Excellence in care: providing excellent care is our top priority – what do we need to do to be excellent?

Safety first: the prevention of accidents is essential – are we doing enough?

First impressions count: we want to get our first contact right, from answering your questions to the way staff talk to patients and their relatives – what's your experience?

Reducing the wait: patients need to spend less time waiting, for example to see clinicians and for answers to their questions – how long did you wait?

Providing good and nutritious food: patients want food that is fresh and served with care and attention, and to be offered a drink regularly – did that happen to you?

Discharging patients safely and with care: patients want the discharge process to be planned well to prevent delays – was it like that for you?

Preventing infections: are staff's arms bare below the elbows and do they always use the hand rubs before an examination? Please remind them – they won't mind.

While you are here staff may ask for your views on how we are doing in general and on the areas above – we would like your honest opinions. Even if you are critical, it won't affect your care.



For free translation phone

Për një përkthim falas telefononi

للترجمة المجانية الرجاء الاتصال هاتفياً.

বিনামূল্যে অনুবাদের জন্য টেলিফোন করুন

Za besplatne prevode pozovite

欲索取免費譯本，請致電。

Pour une traduction gratuite, téléphonez

Για δωρεάν μετάφραση, τηλεφωνήστε.

મફત ભાષાંતર માટે ફોન કરો.

निःशुल्क अनुवाद के लिए कृपया फोन कीजिए

بو ته رجومه كردنى به خوراىي ته له فون بكه بو

Del nemokamo vertimo skambinkinte

സൗജന്യമായ തർജ്ജിമയ്ക്കായി ബന്ധപ്പെടുക

Po bezplatne tlumaczenie prosimy dzwonić:

Para uma tradução grátis, telefone.

ਮੁਫਤ ਅਨੁਵਾਦ ਲਈ ਫੋਨ ਕਰੋ

Перевод – бесплатно. Звоните.

Para obtener una traducción gratuita llame al:

Turjubaan lacag la'aan ah ka soo wac telefoonka

இலவச மொழிபெயர்ப்புக்கு தொலைபேசி செய்யவும்.

Ücretsiz çeviri için telefon edin.

Điện thoại để được thông dịch miễn phí.

مفت ترجمے کے لئے ٹیلیفون کیجئے۔

For large print or Braille phone

0800 952 0119

© Newham Language Shop

We make provision for all religions and cultures – please ask us about dietary issues, prayer facilities, privacy and seeing male or female staff.

The interpreting service is able to arrange the following services for patients:

- Face-to-face interpreting
- Telephone interpreting
- British sign language interpreting (10 working days notice required)
- Lip speaker and British touch sign interpreting

If you need an interpreter or communication support services during your hospital stay, tell ward staff and they will arrange this for you. Please give as much notice as possible. Interpreters are available outside office hours, but they have to be booked in advance during office hours.

If you would like an audio version of this information, please ask the PALS department (see page 8).

Confirming your admission

As soon as you receive your letter with your appointment please phone 020 7830 2849 to confirm the date and time or to choose another date. The office is open Monday to Friday from 8.30am to 5pm.

Assessment before your operation

If you are having a general anaesthetic, you must attend a pre-operative assessment and you will be sent a separate appointment letter for this. If you do not attend, your admission may be cancelled.

What should you bring?

Before you leave home check that you have:

- Your admission letter
- The name and address of your GP
- Your full postcode
- All the medicines that you take, including complementary and over-the-counter medicines
- Details of any community services you use (eg district nurses, social workers). This helps us organise your discharge.

Have you remembered to pack these?

- Night clothes
- Slippers
- Brush and comb
- Shaving kit
- Toothbrush and paste
- Soap and shampoo
- Flannel and towel

Some people also like to bring tissues, writing paper, books, pens, personal stereos and small change for newspapers, etc.

Security

We have very little storage space, so please do not bring more personal possessions than you have to. Do not bring jewellery or other valuables. You can give essential valuables to the nurse when you leave the ward for procedures or tests.

Call us before you leave

We sometimes have to cancel an admission at short notice. So before you leave home ring us to check that a bed is still available. The number is given in your admission letter.

Can you be dropped off?

Yes, cars can drop and collect you and your carer/escort from the hospital entrance in Pond Street but they cannot double park or wait there for more than 20 minutes.

The hospital has very limited parking. Charges are £3 an hour (no part-hours) and the machine takes 10p, 20p, 50p, £1 and £2 coins. There are no change machines. Pay-and-display parking areas are available in local streets but these are frequently full. There is a map on the back cover showing public transport.

Hospital transport

If hospital transport has been organised for you, we will call you the day before to confirm that you still require it. During this call we will give you an approximate pick-up time and you will need to be ready 30 minutes before this. If you have any problems, call the hospital's transport office on 020 7472 6572.

Can you claim expenses?

If you receive income support, tax credit exemption or income-based job seeker's allowance, you can claim back your public

transport fares to and from the hospital. This does not include taxi services. Ask the ward staff to give you a fares claim form (which they should fill in for you).

Take the form to the cashier's office on the ground floor within three months of your discharge. Please bring current evidence that you are receiving the benefit and your travel tickets.

Access for disabled people

The hospital is fully accessible, although the approaches to it are steep. All wards have accessible toilets.

Parking for the disabled

If you have a blue badge you can park free of charge in the hospital's parking areas. Spaces have also been reserved for blue badge users outside accident & emergency and the main entrance.

Sensory needs

The lifts have automatic voice announcements at each floor and information in braille. Guide dogs can accompany visitors. We can arrange for sign language interpreters to be booked for deaf or hard of hearing people, but please give us as much notice as possible.

Contact us by
textphone: 07624 803635
e-mail: pals@royalfree.nhs.uk
fax: 020 7472 6463

Volunteers may be available to escort patients to their clinics. Please ask the staff at the Pond Street reception desk if you need help.

Why do we need to know about your ethnicity?

We need to ensure our services match the needs of our local population. One way of doing this is by asking all patients for their ethnic category. This is kept confidential.

Information about patients

If you want to know what information we keep about you and how it is kept confidential, please refer to the bedside guide in your ward.

A smoke-free hospital

Smoking is not permitted anywhere in the hospital buildings or grounds. If you would like help to stop smoking, please contact our smoking cessation adviser on 020 7794 0500 extension 33916.

Infection control

Our MRSA rates are amongst the lowest in the country. Please help us fight infection by using the hand gel provided whenever you or your friends or relatives enter or leave a ward.

Will you be in a mixed-sex room?

Patients will not have to share overnight sleeping, toilet or washing facilities with members of the opposite sex. In exceptional circumstances, where a patient's need for

specialist or urgent care overrides the priority of same-sex accommodation, staff will take steps to ensure that the privacy and dignity of patients is maintained.

Can you make telephone calls?

Most beds are equipped with the Patientline service which provides a personal radio, TV, telephone and answer machine. The radio is free, as are the answering service and one hour of breakfast TV. Otherwise, patients have to pay to use the Patientline TV and telephone. (We regret that, for reasons of electrical safety, you cannot bring in your own TV, video/DVD players.)

There are payphones at various points around the hospital.

Some telephones are fitted with induction loop systems to help hearing aid users.

Mobile phones can be used in public corridors and in waiting areas but they must be switched off in clinical areas as they can interfere with medical equipment.

Can people ring you?

Your family and friends are welcome to call the ward to find out how you are (though limited information can be given over the phone due to confidentiality). Each ward has a direct line - please ask a member of staff for this number.

Please consider asking a member of your family or a friend to co-ordinate enquiries

to keep down the number of calls to the ward. It is best to call after 12 noon, if possible. Messages for patients can be left with ward staff – patients cannot talk to relatives on these phones except in exceptional circumstances.

What are the visiting hours?

These vary from ward to ward, so check with the nursing staff on arrival.

What is the PALS service?

The patient advice and liaison service (PALS) provides on-the-spot advice about the trust's services to patients, their families and friends. It can help you with questions, for example, about travel or your care.

Opening times:

9am – 4.30 pm Monday to Friday - except
Wednesdays 10am – 4.30pm

Telephone: 020 7472 6445 - 24-hour
voicemail

Telephone: 020 7472 6446/7 020 7830 2577
- internal extensions 31417/31416/34339

Fax: 020 7472 6463

Textphone: 07624 803635

E-mail: pals@royalfree.nhs.uk

Going home

Your ward sister is responsible for discharge arrangements. This will include discussing the plan with your family or carer and talking to other people who help and support you. More details can be found in your bedside guide.

World class care and expertise

About the hospital

- One of five world-renowned organisations in Europe's biggest health science partnership, UCL partners, delivering benefits for patients through world-class medical research, innovation and teaching
- We received an excellent rating for the quality of our services, for the third year running, from the Care Quality Commission in 2009
- Over the past three years with our focus on patient safety, we have had the lowest mortality rates in north central London*
- Our MRSA rates are amongst the lowest in the country**

* Patient data supplied by Dr Foster, 3 years from financial years 05/06, 06/07, 07/08

** Annual report 2008/09 Health Protection Agency – www.hpa.org.uk - table 2 financial year counts/rates quarterly results from mandatory surveillance of MRSA. Further data on request, please contact communications@royalfree.nhs.uk

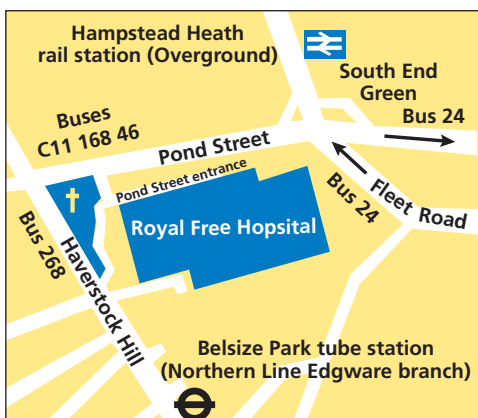
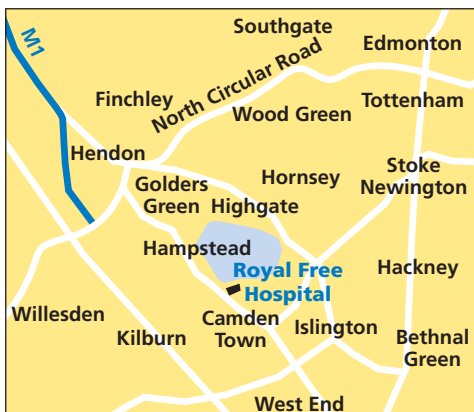
Where can I find further patient information?

Please check our website www.royalfree.nhs.uk for patient information leaflets that you can read and download – we have over 200. You can also sign up for an e-newsletter that will keep you up to date on the latest news on Royal Free treatments and services.

How to find us

We recommend that you come by public transport if possible, as parking in the area is very limited.

You can download local walking maps from our website, as well as transport maps.



Check our website for updates on all information.

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www.royalfree.nhs.uk

There will be a bedside guide close at hand in your ward which gives a lot more information about being in hospital.



The Royal Free Hospital



The Royal National
Throat, Nose and
Ear Hospital