

Guy's and St Thomas'



NHS Foundation Trust

Welcome

Information about your stay

showing
we **care**

Language and communication support

If you need an interpreter, or need information about the care you are receiving in the language or format of your choice, please call 020 7188 8815, fax 020 7188 5953 or email languagesupport@gstt.nhs.uk

Si vous avez besoin d'un interprète ou souhaitez obtenir des informations sur vos soins dans la langue ou le format de votre choix, veuillez appeler le 020 7188 8815, envoyer une télécopie au 020 7188 5953 ou envoyer un e-mail à l'adresse suivante languagesupport@gstt.nhs.uk

Se precisar de um intérprete ou de obter informação sobre os cuidados que está a receber, no idioma ou formato da sua preferência, contacte-nos através do telefone 020 7188 8815, fax 020 7188 5953 ou através do email languagesupport@gstt.nhs.uk

Si necesita un intérprete o información sobre el tratamiento que está recibiendo, en el idioma o en la forma que elija, llame al n° 020 7188 8815, envíe un fax al n° 020 7188 5953 o envíe un correo electrónico a languagesupport@gstt.nhs.uk

Bir tercüman gerekiyorsa ya da size sağlanmakta olan sağlık bakımı hakkında istediğiniz dilde veya biçimde bilgi almak istiyorsanız: Lütfen 020 7188 8815'i arayınız, 020 7188 5953'e faks gönderiniz ya da languagesupport@gstt.nhs.uk adresine eposta gönderiniz.

Nếu quý vị cần một thông dịch viên, hoặc cần thông tin về việc chăm sóc mà quý vị đang nhận được bằng ngôn ngữ hay định dạng mà quý vị lựa chọn, vui lòng gọi 020 7188 8815, gửi fax đến số 020 7188 5953 hoặc gửi email đến languagesupport@gstt.nhs.uk

若你需要口譯員或以自己所選的語言或格式獲取有關所獲治療的資訊，請致電 020 7188 8815，或發傳真至 020 7188 5953 或發電郵至 languagesupport@gstt.nhs.uk

Haddii aad u baahan tahay turjubaan, ama aad u baahan tahay macluumaad ku saabsan daryeelka oo aad ku heshid luqad ama qaabka aad jeceshahay, Fadlan soo wac 0207188 8815, fax 020 7188 5953 ama limayl languagesupport@gstt.nhs.uk

Nëse keni nevojë për një informacion të përkthyesit, apo nevojë në lidhje me kujdesin që ju merrni në gjuhën ose format e zgjedhjes suaj, ju lutemi telefononi ne numrin 020 7188 8815, ose faks 020 7188 5953 ose me email, languagesupport@gstt.nhs.uk

إذا كنت تحتاج إلى مترجم فوري، أو عند الحاجة إلى معلومات عن الرعاية التي تلقتها باللغة أو بالتنسيق الذي تختاره، يرجى الاتصال على رقم 020 7188 8815، فاكس 020 7188 5953، أو مراسلتنا بالبريد الإلكتروني على languagesupport@gstt.nhs.uk



BSL

Information is also available in British Sign Language (BSL), audio, Braille and Easy Read.

A photograph of a modern hospital waiting area. In the foreground, there are several colorful armchairs in shades of purple, pink, and blue, arranged around small white circular tables. A man in a white jacket is sitting on a pink chair, reading a newspaper. In the background, other people are walking or sitting, and there are large windows and a curved white ceiling structure.

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Welcome to our hospitals



We aim to ensure that you feel safe and are cared for with kindness and respect at all times. We will make every effort to involve you in your care as much as you wish. This is also extended to your family and carers.

I have recently been a patient here, so I understand what it is like, and what is important to you.

This booklet gives you information that will help you during your stay.

While you are here you will meet several members of the team, who will introduce themselves. All our staff will be wearing yellow name badges. Every day you will be allocated a named nurse who will coordinate your care. They will write their name on the 'named nurse board'. We also encourage you to write helpful information on the board.

It is very important to us that your personal care and hygiene needs are met, for example that there is no delay if you need help to go to the toilet, and that we manage any pain you may experience effectively.

We will always ensure that we have enough staff on duty. We monitor this constantly. If you have any concerns about this, or any other aspect of your care, please talk to the ward sister or the matron. If they are not available or you wish to talk to somebody from outside the ward, you can call a senior nurse 24 hours a day on 020 7188 7955.

If there is anything else we can do for you and your family while you are with us, please do not hesitate to ask.

A handwritten signature in black ink, appearing to read 'Eileen Sills'.

Dame Eileen Sills DBE, Chief Nurse

Meeting your ward team

You can recognise our staff by the colour of their uniform, although some healthcare professionals, such as ward pharmacists or dietitians, do not wear uniforms.

You will be cared for by a skilled **medical team**, led by a consultant. You may meet different doctors who carry out a range of duties and procedures in support of the medical team.

Your **ward sister, charge nurse or deputy** is responsible for your safety and well-being while you are on the ward.

Staff nurses are responsible for assessing, planning, carrying out and evaluating your nursing care.



Many of our staff work in shifts. At the end of each shift, staff will hand over information about your progress to the team in the next shift. This is to ensure staff coming on shift have the most up-to-date information about your care.

If you have any questions or concerns about your care, please ask, or make a note to ask a member of your nursing team or the doctor during ward rounds. Look out for the nurse wearing a red armband. This is the nurse in charge for that shift; they are the best person to go to if you have any immediate concerns, or if you're unsure who to ask about something.

A **matron** will support your ward team and is responsible for the overall quality of nursing care.

Depending on your needs, a **physiotherapist** or an **occupational therapist** may be part of the team caring for you.

Nursing assistants are not registered nurses, but help other health professionals with your day-to-day care.



**We want to involve you in all decisions about your care.
Please tell us if you:**

- need us to explain something more clearly
- need extra help or are in pain
- feel staff could involve you more in discussions about your care
- have any fears or worries about your care or treatment
- wish to get a second opinion about your care or treatment.

We have a team of **housekeepers** to ensure our hospitals are kept clean.

As teaching hospitals, we may have **medical, nursing or other students** working on the ward under the close supervision of senior staff. If you do not want to be seen by students, please tell us. It will not affect your care in any way.

At times you may see a **member of our security team** or a police officer on our wards, supporting our staff. The security team work hard to keep everyone safe. We do not tolerate violence or aggression in our hospitals.



Your family and friends

Visiting

We welcome and encourage your family and close friends to visit you during your hospital stay. The visiting times are between 2pm and 8pm. If your family and friends find it difficult to visit you during these hours, or you want them to be more involved in your care, please tell your nurse, or the ward sister or charge nurse. Children and babies can visit most wards, but please ask a member of staff first.



- **Each patient is allowed only two visitors at a time.**
This helps to ensure that you get the rest you need and that noise and disruption to other patients is kept to a minimum. If staff are busy caring for you, your visitors may be asked to wait before they can see you.

Keeping your visitors informed

We appreciate that family, friends and carers will want to call the ward and find out how you are. If possible, please ask one person in your family to call us and then keep everyone else informed. Please give this person the contact card you have been given, so they have the ward's contact details. To keep your health information private, we can only give limited information over the telephone.

Your relatives and friends can also write to you. They should address the letter or card to your ward, details of which are on the contact card. The hospital addresses are on the back of this booklet.

Settling into the ward



Our staff are here to look after you and help answer any questions you may have. If you are well enough, we will do our best to show you around the ward. A member of staff will explain how to use the call bells by your bedside, and in the bathrooms and toilets, if you need assistance.

Your identity bracelet

We will give you a hospital identity bracelet with your name on it, which allows all staff to quickly identify you. If you have an allergy, we will also give you a red band to wear. These are for your safety, so please wear them at all times.

Storing your personal belongings

There is a cupboard beside your bed where you can store your personal belongings. We do not recommend using it for valuables as there is no lock. We ask patients to leave valuables at home wherever possible. If you have brought valuables with you, please ask a relative to take them home for you if possible. Please tell your nurse if you have any concerns.

Settling into the ward

We are unable to take responsibility for your valuables unless you put them in the Trust's secure facilities. Speak to your nurse if you need help, but do remember that looking after valuables reduces the time our staff have to care for patients.

Your medicines

Please give all the medicines that you have brought in with you to the nurse, who will tell you where and how they will be stored. Your medicines will be moved with you if you need to change wards. If you would like to continue to administer your own medicines when you are in hospital, please discuss this with your nurse.

It is important that you tell the doctor and ward pharmacist about any medicines that you are taking, including prescription and over-the-counter medicines, as well as any alternative medicines such as herbal remedies.

Please let us know if you are allergic to any medicines.

- Our leaflet **Questions about your medicines?** provides some examples of the types of questions you may want to ask about your medicines during your stay in hospital. You can find a copy of the leaflet in your **Welcome pack**.

WiFi

Free access to the internet is available for all patients, visitors and carers. To connect to our wireless network:

- 1) Go to your WiFi settings and select WiFiSPARK HotSpot.
- 2) Connect.
- 3) Enter your name and email address.
- 4) Read and accept the terms and conditions.
- 5) You will then be connected.

Please note that some internet content may be blocked, and WiFi should not be used for viewing TV programmes or making phonecalls or video calls (including FaceTime and Skype).



Your accommodation

You will usually be staying on a ward that specialises in the care of the condition or illness you have. These wards are made up of separate bays, with four to six people in them. We will ensure that everyone in your bay is the same sex as you.

There may be both male and female patients on the ward where you are staying. However, the toilets and bathrooms close to your bay are for people of your sex only, and you will not need to walk past patients of the opposite sex to reach your bathroom and toilet facilities.

We have a limited number of side rooms that accommodate one person only. These rooms may be used for a number of reasons, for example to prevent infection spreading.

If you need a test or treatment in another part of the hospital, we will make sure that you are appropriately dressed, and your privacy and dignity are maintained at all times.

Settling into the ward

Entertainment units

There are entertainment units for your personal use, which have a telephone, TV and radio. Phonecalls and TV channels one to five are free until midday. For information about charges, you can speak to Hospedia (the company that manages the units) by using the customer care button on your phone.

Noise

Please be considerate to other patients and wear headphones when watching TV or using other electronic devices, as the noise may disturb them.

Day room

Your ward may also have a day room where you can watch TV or sit with your visitors. Please ask your nurse for details.

Mobile phones

These can still affect some hospital equipment. The nurses on the ward will tell you if, and where, you can use your mobile phone.

Sleep

We want you to be able to rest and sleep as well as possible during your stay. Prepare for rest and sleep as you would normally do, and make sure you have anything you might need during the night close at hand.

After 10pm, please keep noise to a minimum wherever possible. Put any mobile devices on silent and use the headphones provided to listen to the TV or radio. Please also dim the screens of any electronic devices.

After 11pm, the main ward lights will be dimmed. If you need any help to go to the bathroom, please speak to a nurse.

Please ask your nursing team if there is anything you need to help you sleep, such as pain relief, or extra blankets or pillows.

Your care

Asking for your consent

We want to involve you in all decisions about your treatment and care. Remember that you can choose whether to accept or decline any treatment we suggest, and we will support and respect your decision. Before you decide, you should receive a leaflet that clearly explains the benefits and risks of the treatment, and lists other treatment options that may be available. If you decide to go ahead, we will ask you to sign a consent form. This confirms that you agree to have the proposed treatment and that you understand what it involves.

Information about you

We have a legal duty to keep your information confidential and secure. To make sure we give you the most effective treatment and care, we hold a record about you and your care, including your name, address, telephone number and medical history. Only people who need this information to care for you can access it. If you would like more information, please ask for a copy of our leaflet **Your NHS health records**.

Your health records

We are moving towards keeping patients' health records electronically. This makes it easier for your records to be transferred with you to another location in the hospital, if needed. Please speak to a member of staff if you would like to see, or have copies of, your health records.

Research

Our hospitals are involved in developing new treatments and better care. You may be asked to take part in a research study. The researcher will explain the study to you in detail, including its aims, why you would be suitable to take part and what it will involve. They will also explain who will have access to your medical records. If you decide that you would like to take part, you will be asked to sign a consent form. If you do not want to take part, it will not affect your treatment in any way.

Your meals



Eating well helps you recover, so we want you to benefit as much as possible from the food you eat while in hospital. We make appetising, nourishing meals using fresh ingredients in our hospital kitchens.

Mealtimes vary slightly from ward to ward, but the approximate times are:

- **Breakfast – 8am to 8.30am**
- **Lunch – 12 noon to 1pm**
- **Dinner at St Thomas' – 6pm to 7pm**
- **Dinner at Guy's – 5.30pm to 6pm**

At each mealtime you will be able to choose from a variety of hot and cold food. If you have special dietary or religious needs, or cannot see anything on the menu that suits you, please let the food service assistant or your nurse know. They can tell you about the range of items available from the ward pantry, and the variety of drinks and snacks available throughout the day.

Please note that we cannot reheat food that has been brought in for you by friends or relatives because of the risk of infection.

Protected mealtimes

All wards have a 'protected mealtime' policy at lunch and dinner. This means that during these times visitors are asked to leave the ward, unless they are helping you eat, so that you can enjoy your meal without being disturbed. Staff will also avoid carrying out treatments or procedures during mealtimes.

Tell us if you:

- need help at mealtimes – (the food service assistant or nurse can help you)
- have a dietary requirement that doesn't appear on the menu
- may need support with shopping or cooking when you leave hospital.

Help us to protect you

To reduce the risk of infection, we may give you a bottle of special skin wash to use in the bath or a shower during your hospital stay. If you have any questions about how to use it, please ask staff caring for you.



Thoroughly cleaning hands is one of the most effective ways to prevent the spread of infection. You can help by taking these steps:

- Clean your hands before meals. If you are not near a hand wash basin, please use the hand rub at your bedside.
- Clean your hands with soap and water after going to the toilet.
- Encourage your visitors to clean their hands when they enter and leave the ward, and ask them not to visit you if they are ill.

All staff should clean their hands before any contact with you.

If you are worried that a staff member has not cleaned their hands, you have a right to ask that they do so. If you find this difficult, please talk to the ward sister.

For more information, please ask for our leaflet about hand hygiene.

Smoking

Guy's and St Thomas' is now smoke-free. You are not allowed to smoke or use e-cigarettes on Trust property, including outside areas.

We will ask you whether you smoke, and offer or find you support to stop smoking, such as nicotine replacement therapy. Giving up smoking can improve your health and help with wound healing. It can also help reduce the time that you need to stay in hospital.

If you would like to stop smoking while you are in hospital, please talk to a member of staff, or contact our stop smoking service on **020 7188 0995**. We can also organise support and treatment from your local NHS stop smoking service after you leave hospital.

Your comments matter

We are very keen to hear your comments about your hospital stay so that we can improve our services and care.

Before you leave hospital, we will ask you to complete a patient feedback questionnaire. This questionnaire is anonymous. If it is an electronic questionnaire, a member of staff can help you fill it in if you wish. You can also complete an online questionnaire after you have left hospital. This is available on our website at www.gstt.nhs.uk/patientsurveys

External organisations, such as the Care Quality Commission, ask us to carry out surveys to monitor the quality of care. If you do not want to take part in these surveys, please let us know by emailing patientexperience@gstt.nhs.uk or calling **020 7188 9802/9080**.

You can also contact our Patient Advice and Liaison Service (PALS), to make comments or complaints, or to raise concerns. Ask a member of staff to direct you to PALS or call **020 7188 8801**.



Hospital services and facilities



Cashpoint

St Thomas' Hospital: main reception

Book and magazine trolley

Please call voluntary services on **020 7188 1658** for more information.

Cashier's offices

If you are entitled to claim your travel expenses, you can reclaim the money by taking your form to the cashier's offices:

St Thomas' Hospital: Ground floor, North Wing corridor,
020 7188 2328/29

Guy's Hospital: Ground floor, Tower Wing, **020 7188 2342/43**

The offices at both hospitals are open:

Monday to Thursday **9.30am – 2pm** and **2.30pm – 4.30pm**

Friday **9.30am – 2pm** and **2.30pm – 4.15pm**

Eating and drinking

There are cafés near the main reception areas of both hospitals and also in Atrium 3 of Bermondsey Wing at Guy's. Toms at Shepherd Hall restaurant at St Thomas' serves an extensive range of hot and cold food between 7.30am and 3.30pm, Monday to Friday.

Knowledge & Information Centre (KIC) at St Thomas'

The KIC is on the ground floor of the North Wing in St Thomas' Hospital. It is open to patients, visitors and staff, 8am – 6pm Monday – Friday. The KIC has 11 PCs with internet access and a printer (up to five copies per person). We have a comfortable seating area with newspapers and TVs showing the news. There are drop-in sessions that take place on a range of topics. You can also charge your smartphone and collect a disabled parking ticket (you need your blue badge, appointment letter and white car park entry ticket).

If you are at Guy's, you can email the KIC team at kic@gstt.nhs.uk

MediCinema at Guy's and St Thomas'

The MediCinema is a state-of-the-art facility bringing the latest films directly to patients, their relatives and carers free of charge. Ask the ward staff or contact the cinema managers on **020 7188 3696** for more information.

Hairdresser at St Thomas'

Please call **020 7188 2814** for appointments.

Language support services

If you require the support of an interpreter when you are in hospital, you can contact the language support service on **020 7188 8815**. Alternatively, ask the nursing staff to help you.

Hospital services and facilities

Shops

There are a number of shops near the main reception areas of the hospitals, selling food, newspapers and toiletries.

In each of the hospitals, there are also shops run by the Friends of the Hospital volunteers. The proceeds from these shops are used to buy equipment and improve services.

Spiritual healthcare team

Our spiritual healthcare team supports people of all faiths, as well as those who do not have a particular religious belief. We have chapels and quiet rooms on both sites for prayer and meditation. The spiritual healthcare team would be glad to come and see you – please ask your nurse, phone **020 7188 5588** or email **chaplains@gstt.nhs.uk** for more information.

St Thomas' Hospital

Chapel is located on the 1st floor, South Wing and is open daily from 6am to 10pm.

Prayer rooms are located on the ground floor, South Wing and are open daily from 8am to 6pm.

Guy's Hospital

Chapel is located in the Chapel Wing, off St Thomas' Street. It is open Monday to Friday, 9am to 5pm.

Prayer rooms are located on the ground floor, Tower Wing and are open daily from 8am to 6pm.

If you need a room for religious or family needs (such as a Shabbat room), please speak to the spiritual healthcare team or security.

Getting involved

Would you like to

- have a say in how we develop and deliver our services?
- say thank you for the care you have received?
- volunteer at our hospitals?

If the answer is yes, then here's how you can help:

Show you care

We need people like you to become members of Guy's and St Thomas'. Involving as many people as possible will make sure our services reflect the diverse needs of our patients and local communities. As a member you will receive a regular copy of our magazine and be invited to attend our popular health seminars. Membership is absolutely free. To join, please call **0800 731 0319** or email members@gstt.nhs.uk

Support us

At Guy's and St Thomas', donations and legacies are enabling us to buy the very latest medical equipment, undertake pioneering research and improve the care we give to patients. If you would like to make a donation or get involved in fundraising for our hospitals or community services, please call us on **020 7848 4701** or email support@togetherwecan.org.uk

Volunteer or become a Friend

If you would like to become a volunteer, please call **020 7188 1658**.

To join the Friends of either Guy's or St Thomas', charitable organisations that support our hospitals, call **020 7188 2465** for Guy's or **020 7188 2468** for St Thomas'.

For more information about our hospitals and services:

- visit our website www.guysandstthomas.nhs.uk
- find us on Facebook www.facebook.com/GSTTnhs
- follow us on Twitter www.twitter.com/gsttnhs

Guy's and St Thomas' NHS Foundation Trust

St Thomas' Hospital

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Guy's Hospital

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