

Patient and Visitors information book



Welcome to Bradford Teaching Hospitals NHS Foundation Trust

We have provided this information to prepare you for your hospital visit and provide you with information to help you during your admission. Keeping safe and well while in hospital is a priority for the staff looking after you. We want your stay to be as comfortable as possible. We will work with you to make sure the care and treatment you receive is right for you.

Please make staff aware if you need extra help to communicate, or need support from a friend, carer or family member. Also let staff know if you need any assistance, have any needs, or have any questions or concerns. Remember, the staff caring for you in hospital are there to help and keep you safe and well.

We want you to be a partner in your care, so just ask if you have any questions, worries or concerns.

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Section 1

Your Stay in Hospital

Below is a list of items you may need during your stay:

- Medicines you usually take, prescribed by your GP or which you buy from a chemist or other shop (please give these to your nurse).
- Toiletries including toothbrush/toothpaste/denture pots etc.
- Shaving equipment.
- Sanitary towels or tampons.
- Nightwear, dressing gown, slippers.
- Small amount of comfortable clothes to wear during the day that are easy to put on and take off which do not restrict movement.
- Enclosed shoes or trainers.
- A small amount of money (cash machines are available at the Bradford Royal Infirmary and St Luke's Hospital).

Mobile phones, laptops, tablets and other entertainment devices are permitted in **most areas**. If you want to bring these, it is at your own risk.

If you choose to keep anything on the ward, please make sure you fill out a patient disclaimer form.

Day case patients should only bring what is required for the time you are with us.

Please **do not** bring the following:

- Large amounts of money.
- Alcohol or illegal drugs.
- Jewellery apart from a wedding ring.

Bradford Teaching Hospitals NHS Foundation Trust cannot be liable for damage, loss or theft of your personal items.

Hospital Security

Bradford Royal Infirmary entrances are locked from 9.00pm until 6.00am. The only way to enter the hospital after 9.00pm is through the main entrance on Duckworth Lane.

St Luke's Hospital entrances are locked from 8.00pm until 6.00am. The Horton Wing entrance is always locked from 8.00pm at night and monitored from the reception desk.

Flowers

Please ask your visitors not to bring you flowers. There is not enough space around the beds or on the wards for these and are against infection control recommendations.

Knowing Who's Who

 my name is...

You can identify most staff by their uniforms. All staff should carry a photo identification badge and will tell you who they are and what their role is. If you are not sure who someone is, please ask them to tell you their name and job title, and ask to see their badge.

Posters showing what each uniform represents can be found displayed in clinical areas.

Estimated Date of Discharge

An estimated date for your discharge will be organised within 24 hours of your hospital admission. This will allow all the necessary arrangements for any support and medication you may need for your discharge to be planned. This date can be brought forward or delayed if required.

You will need to organise your own transport home. Speak to a member of the ward team looking after you if you have any questions about this.

Being Discharged from Hospital

You may be discharged directly from the ward or transferred to the Discharge Lounge. The Discharge Lounge is a special area, with qualified staff, where patients can wait for transport, prescriptions and collection by relatives.

You will be given any medication that you need and a discharge summary letter (a copy of this will be sent to your GP).

You will also receive a 14 day supply of the medications you need. Over the counter medicines such as paracetamol and ibuprofen will not be supplied.

Moving Wards

You may be moved during your stay. We will explain why this is happening. Please let us know if you have any concerns.

Medical Certificates

If you need a medical certificate (fit note) to cover the time you are in hospital please let a member of the ward team know.

John's Campaign

John's Campaign supports people with dementia to have their usual family and carers around them whilst they are in hospital, to assist with normal activities of daily living, such as eating and drinking. A small passport will be provided for family and carers which allows visits outside of normal visiting hours. Please ask a member of the ward team for more details.



Whilst John's Campaign focuses on people with dementia, people who have other conditions/needs can access the same resources. Please discuss this with a member of the ward team.



Visitors

Our priority is to provide the best care we can for our patients. Families, carers and friends are important in helping to improve patients' wellbeing. The Visitor's Charter (appendix 1) explains this in more detail and is displayed on each ward. If you have any questions then please raise these with a member of the ward team.

Please check the visiting times with the ward staff or on our website:

<https://www.bradfordhospitals.nhs.uk>

If you wish to visit outside these times or you wish to be involved in providing care then please let the ward sister know.

Telephones

Calls from the bedside units to UK landlines are free, but incoming calls are charged to the person making the call. To use the unit you need to register on it, if you need help with this please ask a member of the ward team.

Please check with a member of the ward team before using your mobile phone as they can interfere with vital monitoring equipment.

Your charger will also need to be safety tested before you can use it in the hospital so please let us know if you have one so we can arrange this for you.

Receiving Post

Post is delivered each morning. Your post will be redirected if you move wards or to a different hospital. It will also be redirected if you are discharged home.

Food and Drink Facilities

Meals are served at approximately 8.00am, 12.00noon and 5.00pm.

Cafes can be found on the main concourse at Bradford Royal Infirmary and next to the entrance of the Horton Wing at St Luke's Hospital. Vending machines can be found at various locations on each hospital site.

Foods suitable to bring into hospital

These foods are unlikely to contain germs that cause food poisoning:

- Preserves: jams, marmalade and spreads which do not require refrigeration.
- Savoury snacks: crisps, nuts, pretzels, Bombay mix.
- Biscuits.
- Confectionery: chocolates, boiled sweets.
- Cakes and buns without cream or custard.
- Plain or fruit cakes.

Please note that we are not allowed to heat up any food brought into the hospital.

Please do not share food with other patients.

Drinks suitable to bring into hospital

Fruit juice, cordials, squash and glucose drinks, fruit/herbal teas.

Travel Information

Cycles

Cycle parking is located close to the main hospital entrances.

Buses

You can check hospital bus travel information on the Metro website at:

www.wymetro.com or contact MetroLine on 0113 245 7676.

Pay and Display

Pay and display parking is provided at each hospital site.

Free parking is available in some circumstances. Check with a member of the ward team or reception staff.

If you have any parking concerns, please speak to a member of the ward team.

Disabled Badge Holders

Blue badge holders can park free of charge in the disabled or the pay and display areas if you display the badge. Our facilities for patients include drop off points and disabled car parking spaces with wheelchair accessible entrances.

Section 2

Keeping You Safe and Well During Your Stay

Allergies

Tell staff if you have any allergies, such as to certain medicines, foods or materials like latex or plasters.

Wristbands

Everyone, including babies and children, admitted to the hospital must wear a wristband all the time. If you don't have a wristband, please ask the ward staff to supply you with one.

This is important as your wristband will be checked by staff to confirm you are the right patient before they give you medication or carry out tests.

Tell someone right away if any of the information on your hospital wristband is wrong. If you have an allergy you will need to wear a red wristband.

Medicines

Please give all the medicines you usually take to the nursing staff when you come into hospital. This includes anything you have bought from the chemist or a health shop. If you have any concerns about this please ask a member of the ward team responsible for your care.

Tell a member of staff before taking any medicines you brought into hospital with you, including any pain relief, vitamins or supplements. This is important as they can sometimes react with new medicines or treatments you might be given in hospital.

Also tell staff if you have any medical alert cards or use any devices, for example, an insulin pump.

If we use your medications while you are in hospital we will make sure you have enough to go home with.

Your medicine might be changed during your hospital stay but we will tell you about this and make sure your GP is informed of all changes.

Ask if you don't understand your medicines.

Ask a member of staff if you don't understand what any new medicines are for and why you need to take them. Make sure you ask a member of staff if you have any questions about possible side effects.

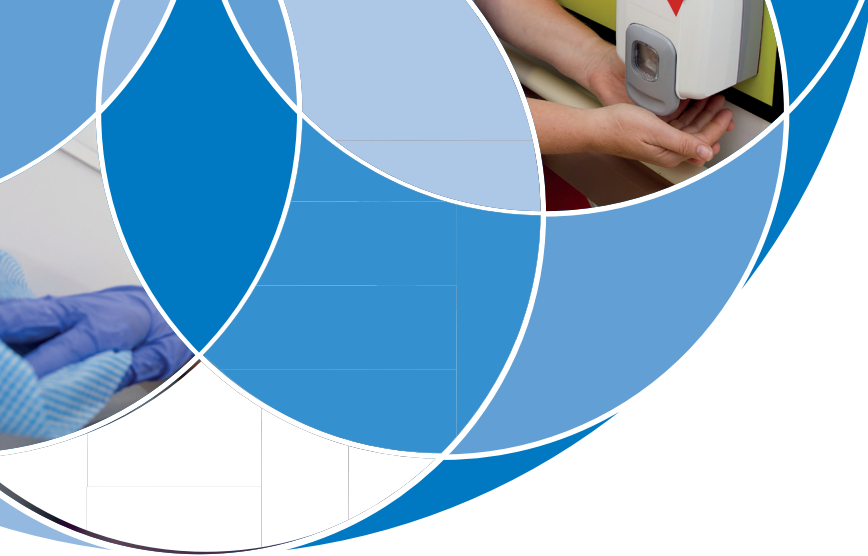
Safeguarding

Safeguarding is everyone's business. All members of the community, including professionals and the public can help.

There are many different types of abuse: physical, domestic violence, sexual, psychological/emotional, financial/material.

Abuse also includes neglect and self-neglect, modern slavery, discriminatory abuse, hate crime and organisational abuse (for example neglect and poor practice in an institution or care setting).

If you think you or someone you know is experiencing abuse please report it. You can report it to the nurse in charge who can contact the right person to help on your behalf.



Adults

Adult abuse can happen to anyone aged over 18. Informal carers such as partners, relatives or friends can also get help if they are being abused.

Children

If you are worried that a child may be at risk of, or experiencing abuse or neglect on Trust premises, or under our care, please report it to a member of the ward team.

If you have concerns about a child in any other environment, you can find information on the Children's Social Care website: <https://www.bradfordcft.org.uk/talk-to-us-about-a-child/>

Slips, Trips and Falls

You can help to prevent yourself having a fall by doing these things:

- Don't try to walk on your own if you feel dizzy, weak or tired.
- If you have a bed rail please don't try to get out of bed until this has been lowered by a member of the ward team.

- Use the nurse call bell if you are not sure you can manage on your own.
- If you have been given walking aids please use them.
- Wear the right kind of footwear, such as snug fitting slippers or shoes with rubber soles, such as trainers. Or ask a member of the ward team for some slipper socks.
- Wear your glasses and hearing aids if you have them.
- If you have a catheter bag make sure it is fitted properly to your leg. Staff will check this for you.
- Make sure pyjama bottoms are not too long and are tied properly.
- If you need to use a commode, don't try to get on and off it on your own.
- Ask a member of staff to help if you need any support.

Preventing Infection

We take this very seriously, and we hope you will too.

Here's how you and your visitors can help:

- Wash your hands regularly, after going to the bathroom or before eating. If you can't reach a sink, ask one of the nurses to bring you hand wipes.
- Make sure you see hospital staff washing or gelling their hands before they examine you or carry out a procedure – Don't be afraid to ask.
- Let staff know if any tubes or needles attached to you become uncomfortable.
- Remind your visitors to use the hand gel at the ward entrance when they enter and leave the ward.
- Try to keep the top of your locker as clear as possible so it can be cleaned properly.

- If any of your visitors don't feel well please ask them not to visit until they have been free of symptoms for 48 hours.
- Children and babies often have infections that can be easily passed on to others. For these reasons it is better if they don't visit.

Please notify staff prior to or on admission if you have recently been in another hospital either abroad or in the UK so that the correct screening swabs can be taken during their admission process.

Please also inform staff if you have had any diarrhoea or vomiting in the past few days.

Take Steps To Prevent Blood Clots

- Take short walks, if you are able to.
- Do simple leg and ankle exercises.
- Drink plenty of water, or other fluids, unless staff have told you not to.
- You might also need to have injections to thin your blood.

Preventing Pressure Ulcers

- Regularly change position in bed.
- Ask staff to help you move if you find it difficult.
- Staff can also get you a special mattress or cushion if you need them.

Section 3

Making Decisions About Your Treatment

Consent

We will ask you to agree to any form of examination, treatment or care.

This is called giving consent.

It is important that you feel you have been given enough information before you agree to any part of your treatment or care.

If there is anything you do not understand or have a question about please tell the person who has asked you for consent so they can help you. You can ask for more information, change your mind or refuse consent at any time.

You can ask us for copies of your consent form if you would like one.

Patient Confidentiality

While you are in hospital, your rights to patient confidentiality will be respected.

Unless you give us permission to share information, we will be unable to pass on **any** information to your friends and relatives, particularly by phone. **Please tell us who we can speak to about your care.**

If we need to refer you to Community Services, such as district nursing, we will talk to you about this first, and ask your permission to share information. We only share essential information about your care.

Decisions about Cardio-Pulmonary Resuscitation (CPR)

When you are in hospital, we will talk to you about CPR. CPR can be needed if someone's heart and breathing stop.

Your wishes are very important and we will consider them if we need to make that decision. We will also consider what your family, friends or advocates think, if you want them to be involved in the discussions about this. This is an important issue and you may need time to think about it or discuss it with others.

If you have any questions or worries about this, please tell your consultant or the nurse responsible for your care.

Overseas Visitors

If you are not ordinarily resident in the UK then charges may apply for NHS services provided.

If you are not ordinarily resident in the UK then you will be visited by the Overseas Visitors Officer, who will assess your eligibility for treatment and where necessary quote you for the cost of your hospital stay and treatment.

If you have any queries you can contact the Overseas Visitor Team on: 01274 3822185

Smoke-free NHS

We are a smoke-free organisation this means you or your visitors are not permitted to smoke or use e-cigarettes in any of the hospital buildings or grounds. Speak to a member of the ward team if you would like advice on stopping smoking.

Equality - Your Rights and Responsibilities:

- You have the right to be treated fairly and be routinely involved in decisions about your treatment and care.
- You can expect to be treated with dignity and respect.
- You will not be discriminated against on any grounds.
- You have a responsibility to treat other patients and our staff with dignity and respect.

Disabled Patients and People with Additional Needs

If you want to speak to a member of staff about any additional needs or support please do not hesitate to ask a member of the ward team.

The Trust has a dedicated Learning Disability Nurse who is available for advice and support. Please ask a member of the ward team if you would like a referral to the Learning Disability Nurse for advice.

Interpreting Service

This service is available to all patients who require help with interpretation whose first language is not English or you require a British Sign Language (BSL) interpreter. Please let a member of the ward team know if you require an interpreter so they can arrange this for you.

Privacy and Dignity

We will respect your privacy, dignity, religious and cultural beliefs. Wherever possible, men and women will not have to share the same sleeping accommodation, toilets or bathing facilities.

There are some areas such as Intensive Care, High Dependency or Cardiac Care units where separate accommodation is not possible because of the specialist clinical care needed.

Chaperones

A chaperone is someone who accompanies another person so they can witness what happens and support a patient during an appointment or consultation. If you would like a chaperone please speak to a member of the ward team.

... And When It Is Time To Go Home

Make sure you:

- Understand when you will receive your hospital discharge letter and any follow-up appointments.
- Have been given any medicines to take at home and you know what they are for and how to take them.
- Know who to contact if you have any questions about your care or follow-up arrangements.

Section 4

Services and Facilities for Patients and Visitors

Advice, Support and Complaints

If you are unhappy or have any questions or concerns while you are in hospital please speak to a member of staff about it straight away. Your care will not be affected in any way.

If you feel that the matter has not been sorted out please ask to speak to the matron on duty. They will visit you and help solve any problems you are experiencing.

A booklet called **Tell Us What You Think** is available on every ward. There are also **Tell Us What You Think** quick comment cards available.

If you cannot see these, please ask a member of the ward team to get one for you.



Patient Experience Team

Whether you are a patient, relative or carer, the **Patient Experience Team** is here to help you to raise your concerns or to get advice or information.

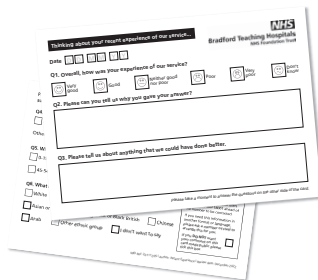
They can:

- Listen to any concerns, comments and compliments.
- Liaise with Trust staff on your behalf or refer you promptly to the most appropriate person.

Opening hours are Monday to Friday 9.00am to 4.00pm. If you would like to meet with a Patient Experience Officer please call to make an appointment.

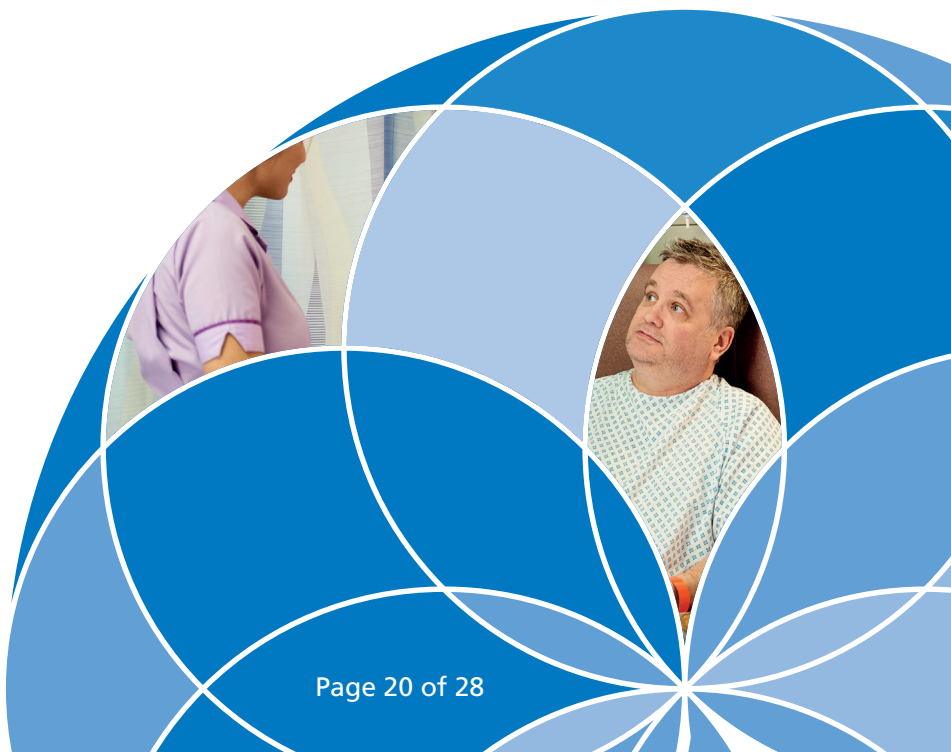
The phone number for the Patient Experience Team is: 01274 364810 or you can contact them via email: patient.experience@bthft.nhs.uk

The **Friends and Family Test** is a chance for you to tell us straight away what we are doing right and what we could do better. You can take part in this by filling it in on an iPad or on a postcard. If you need any help you can ask a friend, a member of your family, a nurse or volunteer to help.



You can also see the scores on our website: www.bradfordhospitals.nhs.uk

You can find out more about the Friends and Family Test on this website: www.nhs.uk/friendsandfamily



Patient & Public Involvement

There are many ways your experience can help us to improve care and plan services for the future.

If you would like to get involved, please contact us for more information via email: patient.experience@bthft.nhs.uk

Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.



They aim to give people and communities a stronger voice to influence and challenge how health and social care services are provided in Bradford and district.

You can read more about them at: www.healthwatch.co.uk

They can be contacted on 0300 5610 987 between the hours of 10.00am and 4.00pm – Monday to Friday or via email on info@healthwatchbradford.co.uk

Spiritual, Pastoral and Religious Care (SPaRC) Team

The SPaRC team offers confidential support to all patients regardless of faith or non-faith beliefs. You may just want to talk to someone about personal or emotional matters.

There are team representatives from the Christian, Muslim, Hindu and Sikh faiths and a team of multi-faith visitors who try to visit all wards.

A representative from your own faith community can visit by contacting the chaplaincy team - please ask a member of the ward team first.

There is a multi-faith Place of Worship in the Horton Wing at St Luke's Hospital, and there is a Chapel and a Prayer Room on level 1 at Bradford Royal Infirmary. Details of services and Jumma prayers will be found on notice boards or may be obtained through the ward team.

Help with Costs

You might be able to get help with travel to hospital and other health costs. To apply for travel costs please ask at the Cashiers office.

There is more information about help with healthcare costs online at:

www.nhs.uk/nhs-services/help-with-health-costs/

Your Health Records - Why We Collect Information About You

When you see any health professional we ask you to give us information about yourself. This helps us decide with you what treatment is best for you. We keep a record of any relevant information, which may be written down or saved on an electronic system. This is then known as your health or medical record.

Your records are used to:

- Provide the healthcare professionals involved in your care with information to assess your health and care needs.
- We will share only relevant information with other NHS providers.
- Make sure any concerns you may have can be properly investigated.

How we keep your records confidential and secure:

We will only use or pass on information about you if others involved in your care have a genuine need for it. We will make sure it is kept confidential and secure.

How to access your records:

You have the right to see or receive a copy of your medical records.

You also have the right to have any part of it explained to you. Please speak to a member of the ward team if you would like to discuss this.

If you want a copy of your records you will need to make a formal application.**You can get this form from:**

- the Main Reception desks at BRI or St Luke's.
- the Access to Health Records Office via email.

For more information about accessing your records please contact:

Access to Health Records Service

Extension Block, St Luke's Hospital, Little Horton Lane,
Bradford, BD5 0NA

Tel: 01274 365885 or **Email:** ATHR.office@bthft.nhs.uk.

If you would like to know more about how we use your Information please contact:

Information Governance Team

Email: information.governance@bthft.nhs.uk



We are the official NHS charity partner of Bradford Teaching Hospitals NHS Foundation Trust. As an NHS charity we work closely within the Trust to fund equipment, training, research and projects which enhance the experience of patients and their families. We also support our staff to ensure they provide the very best treatment and care.

There are more than 140 NHS charities across the UK. Together we give more than £1million every single day to the NHS.

We believe there's always more we can do. Whether that is providing equipment which is not routinely funded by the NHS to speed up diagnosis or to upgrade a piece of kit to make patients more comfortable. We also fund training which improves staff knowledge, or buying toys and distraction equipment for our young patients to help them cope in hospital. We help our Trust save lives and make sure patients have the best possible experience.

For further information please contact us at:

Bradford Hospitals' Charity, Charity Cottage, Duckworth Lane, Bradford, BD9 6RJ or telephone 01274 274809 or via email: charity@bthft.nhs.uk

You can make a donation:

- Via our website www.bradfordhospitalscharity.org
- By writing a cheque made payable to: 'Bradford Hospitals' Charity' and sending it to the address on page 24.
- In person at any of the cashier's offices.

(The cashier offices are open from 8.30am – 4.00pm and are situated at Bradford Royal Infirmary near the main entrance or St Luke's Hospital in the Extension Block).

Please leave your contact details when making a donation. We like to thank donors personally and keep you informed of our news and events.

How the donation is used is your choice

- We will always support the wishes of our donors to make sure their donations are spent according to their choice, whether this is to go to a specific appeal, department or ward. However, we also encourage donations to be made to the overall hospital fund so we can support the areas which need it the most.

Gift Aid it?

- If you are a tax payer, we can claim an additional 25% for each £ you donate. Please contact the charity team who can support you to do this or ask for a Gift Aid form/envelope to complete at the Cashier's office or on the Ward / Department.

Appendix 1

Visitors Charter

Our priority is caring for our patients, and we understand how important visits from family members, carers, and friends can be in their recovery. We have developed this Charter to help us work together to make sure the patient gets the best possible care and experience at all times

	Our promise to you	Your promise to us
Nutrition	<p>We will protect mealtimes by restricting non urgent activities until meal time has finished.</p> <p>We will encourage our patients to eat and drink well and offer our support where needed.</p>	<p>Please let us know if your relative/friend has any special dietary requirements allergies or preferences we may not be aware of.</p>
Concerns and compliments	<p>We will listen to any concerns you have and act accordingly.</p>	<p>If you have any questions, worries, concerns or compliments please talk to the nurse in charge. We welcome your feedback.</p>
Infection control	<p>We will do all that we can to protect patients from infection; on occasions this may result in restricting visiting or moving patients to an allocated side room.</p> <p>For advice and updates regarding visiting restrictions please see either the Government and/or our Trust website before visiting.</p>	<p>If you are unwell, especially if you have diarrhoea, vomiting or possible influenza - do not visit until you have been clear of symptoms for 48 hours. If you are unsure please call the ward before you visit.</p> <p>Like staff, we ask that you clean your hands on entering and leaving the ward. Gel dispensers are available near entry and exit points.</p>

	Our promise to you	Your promise to us
Communication	We will be polite and courteous to our patients and their visitors at all times.	We ask that you are polite and respectful towards our staff, visitors and patients. Anyone displaying aggressive, abusive or racist behaviour will be asked to leave the ward.
Environment	<p>We will do our best to create a calm and peaceful environment to enable patients to get ample rest.</p> <p>We will respect the time between patients and visitors and will only interrupt if necessary.</p>	<p>Please adhere to the visitor numbers and visiting times allowed in each ward. This may vary from one area to another based on local risk assessment.</p> <p>Please check the BTHFT website for latest visiting restrictions. Please keep phones on silent and keep noise to a reasonable level.</p> <p>Please understand that from time-to-time you may be asked to briefly leave the ward or area for us to perform essential jobs.</p>
Carers	<p>We will support patient's carers or relatives to be involved in care and decision making with consent of the patient.</p> <p>John's campaign supports carers of patients with dementia and can be adopted for patients at the end of life or with any disabilities - please ask the nursing staff if you would like more information.</p>	Please let nursing staff know if you wish to be involved in supporting us to care for your relative/friend, we welcome your input.



Accessible Information

If you need this information in another format or language, please ask a member of staff.

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