



# Welcome to the Great Western Hospital

**This is general information about your Hospital stay**

**Please visit our webpage for the latest advice and ward information <https://www.qwh.nhs.uk>**

During your stay we aim to provide a clean, safe and caring environment that upholds dignity, individual care needs and confidentiality. Please be aware that due to COVID-19, you may be asked to wear a face mask during your stay with us. From the beginning of your stay with us, we will be working with you and your family/carers to appropriately discuss and plan your discharge from our care.

Once you have been assessed by our emergency teams, we try to ensure that you are admitted to the right ward for the treatment that you need. Sometimes we are unable to do this immediately but will always ensure that we deliver your care safely and effectively. Unfortunately, there are times when we may have to move you to another ward during your stay, this might be due to a sicker patient needing to be on the ward or for infection control reasons. Your consultant will know you have moved and where to. We sincerely apologise in advance if this does happen to you and we are sorry for any inconvenience this may cause.

During your stay if you or your family/carer have any concerns or would like more information, please discuss this with a member of staff looking after you or ask to speak to the Ward Manager or Matron. Alternatively, you can also contact our Patient Advice and Liaison Service (PALS) who can support you navigate our services.

Personal Items: During your stay **with us** you will need for **essential items such as** clothes, nightwear, **a razor, toothbrush / toothpaste, shower gel / soap, deodorant / moisturizer, shampoo / conditioner, comb / hairbrush.** Importantly **you will also need** well-fitting **shoes or slippers, and any mobility aids, glasses, or hearing aids you normally use, alongside any other small items** you may **need** to make your stay more comfortable. Please be aware we are unable to accommodate flowers/plants in the ward areas due space and associated safety risks.

During the day you will be encouraged to **be up and dressed in your clothes and shoes by midday as this improves your journey to recovery.**

**Do you help look after someone or does someone look after you?** This could be a family member, friend, or neighbour, this may include someone under the age of 18. If so, we can provide information and signposting to local carers centres, these centres offer a range of services to support you in your caring role. If you have a carer and you are an inpatient, they may be entitled to a carers passport please ask the ward staff about this so that we can further support you.

**Valuables:** The GWH does not accept any liability or responsibility for the loss or theft of a patients or visitors personal effect or belongings whilst in hospital. Please ask a relative or friend to take any non-essential valuables, unnecessary clothes or belongings home. We can arrange safe keeping of smaller valuables within our central hospital safe; we will complete an inventory with you if this is something you would like to happen. Please be aware ward staff to not have immediate access to this safe storage, and it will take a minimum of 1-2 hours notice to receive these items back from security.

**On the day of discharge:** you may be transferred to one of our two **Discharge Lounges**, these are safe, staffed environments where you can wait to be collected by a family member, friend, or hospital transport (if you meet the criteria).

**Medication:** During your stay in hospital you may be started on new medications as well as your existing medications. If you have any questions about your medication please ask the ward pharmacist, nurses or doctor looking after you. Please **do not** take any personal medication whilst in hospital. We will ensure you are fully aware of any changes to your medication prior to your discharge, if this has not happened, please ask us before you leave our care.

**Services available:**

- Interpreting and translation services.
- Sign Live and hearing loops to support patients with hearing difficulties.
- TV/Telephone hire cards.
- Hospital shop, restaurant, Café Blue and Costa Coffee.
- Boots pharmacy shop, located in the West Car Park close to the main building.
- Multi faith chaplaincy service, a Chaplaincy office and prayer room (first floor main building).
- Patient Advice and Liaison Service (PALS).
- **Located in the atrium of the main building**
- Cash point machine
- Public payphone
- Post box

**Mobile phones** can be used in most ward areas; we ask that you keep your phone on silent and respect the privacy and dignity of other patients. Photographs **must not** be taken of other patients. The staff will arrange electrical testing of your charger if you are in hospital for more than 24 hours.

**Free unlimited access to Wi-Fi** is available by connecting to NHS Wi-Fi via: [GWHFT-GUEST](#)

**Bedside TV and phone** service is available in some wards. Some of these services are free and include subtitles, please see the instructions on the units.

### **Friends and Family Questionnaire**

To provide and improve our services we welcome yours and your family and friend's feedback. Please complete the feedback request text message that you will receive on discharge. You can also ask for a feedback card during your stay or visit our webpage to provide feedback online.

**Smoking** is not permitted on any NHS site in England. Smoking will not be permitted within any of our buildings or anywhere outside on our sites. Smoking facilities will not be provided. Nicotine Replacement Therapy is available whilst you are admitted. Please be considerate of others when vaping in hospital grounds – this must not be inside any of the Hospital buildings. We can also provide advice and support to assist you in stopping smoking.

**Visiting:** If you are planning to visit a patient in hospital please telephone the ward or department for updated information on visiting restrictions and face mask requirements due to COVID-19. **We ask visitors not visit the site if they have tested positive or live with someone who has COVID-19 within the last 10 days.**

**This information sheet is available to order in other languages and formats. If you would like a copy, please contact us on 01793 604031 or email [gwh.pals@nhs.net](mailto:gwh.pals@nhs.net)**

#### **Document Control**

Division: Corporate  
Department: Corporate nursing  
Approved Date: 11 November 2021  
Next Review Date: December 2024  
Document Number: Corp - PIL0052