Patient Information Service

Your stay in Southend University Hospital

Southend University Hospital NHS Foundation Trust
Welcome to Southend University Hospital

This leaflet is intended to provide you with some information and useful advice to make your stay at Southend University Hospital as comfortable as possible.

Firstly may we take this opportunity to welcome you to the hospital and encourage you to discuss with the ward manager any concerns that may arise during your stay.

Special requirements

If you have any special needs such as a special diet or you have a disability or an impairment, please let us know during your visit or at your pre-assessment clinic appointment so that we can ensure your stay is as comfortable as possible.

Some useful contact numbers

For any concerns you have or additional information you may require about your stay you are welcome to telephone the Patient Advice and Liaison Service (PALS) Monday to Friday 9:00am to 5:00pm on: 01702 385333.

Alternatively you can visit the hospital website on: www.southend.nhs.uk
On the day of your admission

Please remember to bring with you:

• Your letter of admission

• Any medicines/tablets or inhalers which you are using or need occasionally. Please give these for safekeeping to your named nurse (who has special responsibility for your care). Your medicines may need to be used to continue your treatment during your hospital stay

• If you are allergic to certain medicines or treatments but you cannot remember which, please check with your GP before coming into hospital

• Nightwear, dressing gown and slippers, ie non slip

• Personal wash kit and towels. It would be helpful if all personal items are marked with your name.

Wherever possible patients are encouraged to wear their own comfortable day clothes. Limited storage space is available in the bed side lockers. It is not possible to provide a laundry service for personal clothing.

It is advisable to bring only a small amount of money with you, sufficient for telephone calls, newspapers etc.
And for your leisure time:

- Bringing some reading material may be beneficial, however, newspapers and magazines are on sale from the volunteers who provide a trolley service.
- Each bed has its own set of earphones offering a choice of radio stations including Thameside Hospital Radio.
- The majority of beds on the wards now have their own television and communication point. A pay card can be purchased during your stay to access this.

What not to bring with you:

- Alcohol.
- Mobile telephones, as they can interfere with sensitive medical equipment.
- Valuable articles, such as jewellery and large amounts of money.

Please note: Southend University Hospital cannot accept responsibility for any loss of, or damage to, personal property not handed in for safekeeping.

Postponed admissions

Regrettably, due to unforeseen circumstances it is occasionally necessary to postpone your date of admission, sometimes unavoidably at late notice.

Staff very much regret this and appreciate the complex arrangements that patients often have to make to enable their admission to take place.
The decision to postpone an admission is only taken to accommodate emergency situations and when it does happen we will make every effort to give you an alternative date as soon as possible.

**Interpretation/translation service**

All wards and departments have access to patient information in various languages and an interpretation/translation service. Please let us know whether you require any of these services either prior to your admission or as soon as you are admitted to the hospital ward.

**Mixed sex wards**

In line with current guidelines we will do our utmost to respect your personal privacy and dignity throughout your stay in hospital.

Most wards accommodate men and women in separate nursing bays and single sex washroom facilities are available on all wards. However, on some occasions there may be circumstances where we are unable to guarantee single sex accommodation.

**Amenity beds**

Single rooms are sometimes available at a daily charge. For details please telephone **01702 385336**.

**Patients or visitors with special requirements**

All wards have facilities for disabled people. There are also designated members of staff who are able to provide assistance or advice when necessary.
Mobility aids

If you normally use a mobility aid, please bring it with you, but please ensure it is clearly labelled with your name.

Smoking policy

The dangers to health caused by smoking and to those subjected to passive smoking are widely recognised. The hospital therefore operates a non-smoking policy.

Infection control

In order to protect the patients and yourselves please follow these simple guidelines when visiting:

- Limit the number of visitors around the bed to two people
- Do not sit on the patient’s bed – please use the chairs provided
- Do not let children crawl or play on the floor or over the bed
- Dispose of any rubbish such as sweet wrappers, newspapers, etc in the household bins provided on the ward (black sacks)
- Follow ward staff advice when visiting a patient being nursed in an isolation room
- Report any unclean areas to a member of staff so immediate action can be taken
- Avoid bringing food into the hospital for your relatives other than biscuits, fruit, sweets (all of which should be covered)
• Avoid visiting if you are unwell with an infection. This applies if you or a member of your household have or recently had a tummy upset, as this may result in bringing the bug into the hospital.

And most importantly…

Please use the hand sanitizer before and after you visit the ward. The dispensers are situated at the entrance to all the wards and also at the patients’ bedside.

Our commitment to care

Southend University Hospital NHS Foundation Trust is committed to providing the very highest standards of care.

If you would like to make any comment about the services we provide or if you have concerns with any aspect of your treatment or care, please speak to the nurse in charge of the ward in the first instance.

Alternatively you can complete a comment card which is available on all wards or put your concerns in writing to:

Chief Nurse
Southend University Hospital NHS Foundation Trust
Prittlewell Chase
Westcliff-on-Sea
Essex
SS0 0RY
You can also ask a member of the ward staff to put you in touch with the area’s matron or the PALS staff who will be very happy to visit you on the ward to resolve any concerns you may have whilst you are still in hospital.

**Consideration towards our staff**

We would also respectfully ask you to treat our staff with courtesy and consideration.

**Respecting patient confidentiality**

All NHS staff have a professional and or legal responsibility to maintain confidentiality when dealing with personal information about patients.

You have the right to request that the information held about you is used only in connection with your own immediate diagnosis, treatment and follow-up care.

**How to get to the hospital**

**By car**

Head towards Southend on the A127. After passing Kent Elms, get into the right hand lane and take the next filter turning on your right (signposted to the hospital). Follow this road until you reach a set of traffic lights. Drive straight on and at the next junction turn left. The entrance to the hospital is just past the side road on your left.

If possible, please arrange for a friend or relative to bring you in. There are free, dropping-off points (20 minutes) outside the main entrances.
Parking for registered disabled drivers is allocated outside the main entrances to the hospital (tower block, old main entrance and Cardigan wing) but these are not free.

Please note: visitors’ (pay and display) car parking facilities at the hospital are very limited. We regret there is no provision for overnight parking.

By bus
Arriva and First Thamesway operate frequent services to and near the hospital. There are 30 bus services an hour that serve the hospital on an average weekday. For information on both services, please telephone Travel Line on 0870 608 2608 or the hospital information desk on 01702 435555 ext 5520 (Monday to Friday 8.30am to 4.30pm).
If this leaflet does not answer all of your questions, or if you have any other concerns please contact the hospital information desk on: **01702 435555 ext 5520** (Monday to Friday 8.30am to 4.30pm).

**www.southend.nhs.uk**

For a translated, large print or audio tape version of this document please contact:

Patient Advice & Liaison Service (PALS)

**Southend University Hospital NHS Foundation Trust**

Prittlewell Chase
Westcliff-on-Sea
Essex, SS0 0RY

**Telephone:** 01702 385333
**Fax:** 01702 508530
**Email:** pals@southend.nhs.uk