Privacy, dignity and respect for patients, relatives and staff in Hospital

This leaflet has been designed to provide you with information about the standards of privacy, dignity and respect that you, your relatives or carers, visitors and friends can expect from our Trust.

For more information about our Trust and the services we provide please visit our website. www.nlg.nhs.uk
Coming to or into hospital can be a stressful and anxious time for the person requiring an outpatient appointment or admission and also their relatives and/or carers and friends.

It is very important to us that you feel you are treated with respect, privacy and dignity at all times.

We know that there are a variety of treatments and investigations which may be embarrassing for patients; we will try to ensure that any risk of embarrassment is minimised as much as possible.

**Respect**

You and your relatives and visitors can expect to be treated with respect and courtesy by all staff.

**Confidentiality and privacy**

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth. Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.

You will be asked before any of your information is shared with relatives, carers and friends.

We aim to provide privacy for discussions about your care. Should you feel this is not the case or wish for more privacy please let us know at the time.

**Outpatient Areas**

Within the outpatient areas there are consultation/examination rooms or areas with appropriate screening. There are also changing facilities in the majority of departments should you require it.

It is also important for us to ensure your privacy and dignity is maintained whilst being transferred to other areas within the hospital.

**Ward accommodation**

The majority of our wards are mixed sex wards. However, we meet the national standards in that all sleeping, washing and toilet facilities are for single sex use only.

You will therefore have a bed either in a single room or in a bay.

**If in a single room**

You may have an en-suite bathroom for your use only, or there will be toilets and a bathroom designated for single sex use nearby.

**If in a bay**

You will be provided with a bed in a bay with people of the same sex as yourself. In some of our wards there is a bathroom and toilet within the bay but if this is not provided, there is a bathroom and toilet adjacent to the bay which only people of the same sex as you will be using.
There are other toilet facilities within the ward which are designated for male or female use. The only exception to this is in a few highly specialised units such as Intensive Care, Coronary Care and Acute Medical Unit/Medical Assessment Unit, where you may be nursed with patients of the opposite sex, but we will ensure that we still maintain your privacy and dignity throughout your stay.

Protected Mealtimes
All our wards operate a protected mealt ime policy for midday (12.00 – 13.00) and evening meals (17.00 – 18.00). The aim of this is to ensure you may enjoy your meal without interruption. This means that visitors are not permitted during these times, unless they have a role with feeding, and that staff activity is focused on the service of food and support of patients. Only in exceptional circumstances will this policy be breached.

Cleanliness and hygiene
We take the cleanliness of our hospital very seriously and we know it is important to patients and the public. To ensure that the hospital is kept clean we have a team of dedicated staff whose responsibility it is to keep the hospital clean.

Please inform any member of staff if you have any concerns about cleanliness.

If you feel that your concerns are not being taken seriously enough, you can always speak to the Health Professional in Charge of the ward or department, a Matron, who undertakes regular ward rounds, or a Patient Advice and Liaison Service representative (Details to contact on the back).

Hospital acquired infections
We are very proud of our low rates of hospital acquired infection. To ensure these rates are maintained at the lowest possible level we encourage patients and visitors to both use the hand cleaning facilities available and to challenge staff if staff have not been seen to have cleaned their hands before patient contact.

Mobile Phones
The Trust believes (with Government support) that a blanket ban on mobile phones is not appropriate. As such, it has identified areas such as stairwells and corridors which it believes are safe to use mobile phones. These are clearly marked with a picture of a phone and accompanying text “Mobile phones can be used here”.

Many mobile phones have a camera and/or video function. Permitting the use of mobile phones with this function in certain areas of the hospital such as a private area (e.g. bathroom, toilets, and secluded areas) may not sufficiently ensure confidentiality therefore in order to fully protect confidentiality and the patient’s right to privacy and dignity the use of mobile phones as a camera and/or video is not permitted in these private areas.

Reference Section
NLaG, 2012, Mobile Phone Policy.
NLaG, 2013, Privacy and Dignity Policy.
Concerns and Queries
If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital
Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email: nlg-tr.PALS@nhs.net

Moving & Handling
The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust, you may speak to any member of the nursing staff, the designated keyworker within the department or the Trust Moving & Handling Coordinator.

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Zero Tolerance - Violent, Threatening and Abusive Behaviour
The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.
Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.