

# A Guide for Patients Attending as an Inpatient

**This leaflet has been designed to give you important information about your condition / procedure, and to answer some common queries that you may have.**



# Information for patients and visitors

---

## Welcome

Welcome to the Northern Lincolnshire and Goole NHS Foundation Trust.

Staff will try to ensure your stay is as pleasant as possible and we hope you will find the information in this booklet helpful.

To enable us to contact you it is important we have up to date contact details. If you change your telephone, GP, address or name, please phone:

Grimsby patients - 01472 875289

Scunthorpe and Goole patients - 01724 387913

## Your admission date

If the agreed admission date is not convenient for you, it is important you telephone the number on your admission letter as soon as possible so we can rearrange your admission date.

Sometimes emergency admissions take priority, which could mean your planned admission may have to be cancelled at short notice.

## Help us to help you

We know some people will have special requirements. If you have any special requirements such as sight, hearing, mobility or dietary needs, please let us know as soon as possible. This can be done by using the telephone number on your admission letter, contacting the ward or unit you are attending or by contacting PALS.

You may require the services of an interpreter if English is not your first language; we are able to provide this via a telephone service and in some situations face to face. We can also arrange sign language interpreters.

## Facilities at the Hospital

### Radio and Television

Hospedia is a service which provides patients with their own telephone and TV at their bedside and is available on the majority of wards.

The 24 hour service offers a pay phone and pay option for satellite TV, which includes access to various channels, movies etc.

Cards can be purchased from pay stations in varying amounts. The system offers free access to radio, audio books and hospital information. Hospedia on Paediatric wards is free up until 7pm, after this time parents must purchase cards.

Further information will be available when you arrive on the ward.

### Library Services

Members of the hospital Voluntary Services visit the wards on varying days with a selection of books. There is no charge for this service and please ask the ward staff for more information about this service.

### Meals

Each day you will be given a menu to select your meals. If you need a special diet this will be arranged for you and you may be seen by the dietitian. Vegetarian and some cultural meals can also be provided. The times of meals will be advised to you on the ward.

During the day hot and cold drinks and fruit are provided and again the times of these will be advised to you on the ward.

### Refreshments

There are a variety of restaurants and cafés available within the hospitals.

# Information for patients and visitors

---

## How do I get to the hospital?

### By Bus

The bus times can be found on -  
[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

For further up to date information please contact Stage Coach

Grimsby - 01472 358646

Scunthorpe - 01724 841225

Goole - 01482 222222

### By Car

Hospital site maps are available from -  
[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

Or a hard copy can be requested from the Patient Advice & Liaison Service (PALS)

Diana, Princess of Wales Hospital - 01472 875403

Scunthorpe General Hospital - 01724 290132

### Car Parking

Patient / Visitor only car parking is available in the car parks outside the main hospital buildings and around the sites.

Please ensure your vehicle is locked and valuable items are not left in view.

At the Diana, Princess of Wales Hospital the pay stations are located in the Main Reception near to the Accident and Emergency Department and also by the Women's & Children's Building.

At Scunthorpe General Hospital the pay stations are located at the Cliff Garden and Church Lane entrances.

A park and ride service is available at Scunthorpe by parking your car in the Parishes multi-storey car park and using the

number 9 bus from the bus station next door. This journey takes approximately 10 minutes (please check [www.nlg.nhs.uk](http://www.nlg.nhs.uk) for the latest bus prices), running every 20 minutes between 7am and 7pm. This bus stops outside the Outpatients entrance on Cliff Gardens and the main entrance on Church Lane.

At Goole District Hospital the pay station is located outside the main entrance.

There is a tariff system in place which is subject to change.

There are car parking concessions available for some patients and visitors. These are available on production at the Site Security / Car Parking Office of a letter from the relevant Ward / Unit manager giving details of why the exemption should be made.

Free car parking may be given at the discretion of the Car Parking Supervisor based on the details given by the Ward / Unit Manager, and the following criteria:

- Cancer patients attending for a course of treatment, any patient attending Amethyst Ward, Macmillan Suite or Ward 18 for chemotherapy
- Patients with long term debilitating conditions including - heart failure, COPD, chronic rheumatology, multiple sclerosis, muscular dystrophy, diabetics attending for a prolonged course of treatment or those attending regularly, any patient who must attend 8 or more times in a 30 day period, parents or guardians staying overnight with their sick child, parents, guardians or next of kin staying for prolonged visits with a patient who is at the end of their life

Those qualifying for an exemption will be issued with a temporary pass for up to 7 days, but in exceptional circumstances the

## Information for patients and visitors

---

Car Park Supervisor may at their discretion grant a pass for a longer period.

### Help with travel costs

There is a NHS booklet entitled 'Help with health costs' HC11 which details how you may be able to reclaim travel expenses.

The booklet and advice is available by calling 0845 850 1166.

### Ambulance Transport

If you require ambulance transport please contact:

**Thames Group on 0300 30 33 176.**

If for any reason you wish to cancel transport please telephone the above number.

Thames Group staff will ask you a series of questions to ensure you are eligible for ambulance transport.

Transport can only be booked 4 weeks in advance of your impending attendance.

### Preparation for your admission

#### Before Admission

You will be contacted by a pre-admission nurse either by telephone or in writing with an appointment to meet them.

This appointment will be to prepare you for your admission and will include questions about your medical history, allergies and may include tests such as Blood Pressure, Weight, Blood Tests, ECG, X-ray etc. It is important you attend this appointment.

#### What to bring with you

There are a number of items which you should consider bringing with you to make your stay as comfortable as possible. The checklist below is a guide:

### It Is Important to Bring With You:

- Your admission letter
- All your medication including tablets, injections & inhalers and a copy of your GP repeat prescription request
- The name, address and contact numbers of your next of kin
- Your record card if you are taking steroids, anti-coagulation therapy or other medication such as Methotrexate
- Your record card if you have diabetes

### Personal Items:

- Underwear
- Hairbrush / Comb
- Toothbrush / Toothpaste
- Footwear / slippers **these need to be non-slip and well fitting**
- Soap, flannel and towels
- Liquid soap / shower gel
- Dressing gown and night clothes and clothes to wear during the day
- Shampoo
- Moist disposable hand wipes
- Paper tissues
- Change for newspapers

### If You Use the Following, Please Bring Them With You:

- Shaving equipment
- Hearing Aid
- Walking stick (labelled with your name)
- Special shoes-non slip and well fitting



## Information for patients and visitors

---

- Spectacles / contact lenses
- Sanitary towels
- Dentures, dentures holder and cleaner-  
Labelled
- Space is limited in the bedside lockers so  
please do not bring more than you need

### On Admission

You will be shown to your bed, around the ward or unit and introduced to the nursing staff. Various tests and questions will be asked including if you are allergic to anything.

You will have an identity band put on your wrist with accurate details about you written on it. This ensures staff can identify you correctly and give you the right care.

To help you identify hospital staff, all staff wear badges giving their name, title, occupation and a photograph. If you are in any doubt, please ask the staff member to show their badge.

### Infection Control

Do not be afraid to ask whether a member of staff who needs to examine you or perform a procedure has washed their hands or used a special alcohol rub or gel beforehand.

### Patients' Property and Monies

During your stay please keep the amount of cash and valuables you have in your possession to a minimum. If necessary, nursing staff can arrange for items to be kept in the safe in the Cashiers' Office.

Patients and visitors are reminded the Northern Lincolnshire and Goole NHS Foundation Trust cannot accept responsibility for loss or damage to patients' personal belongings.

### No Smoking

All hospitals and other premises operated by Northern Lincolnshire and Goole NHS Foundation Trust are smoke free.

**Smoking will not be allowed anywhere in the hospital grounds by patients, visitors or staff.**

### Help for Smokers

Is smoking affecting your health? Are you thinking of giving up but need help to do so?

North East Lincolnshire and North Lincolnshire NHS Stop Smoking Services provide free advice and stop smoking support to smokers who are motivated to quit.

For more information about how the service can help you or to book onto a stop smoking programme call **0845 603 21 66** (calls charged at local rate) or visit the services website: [www.freedomfromsmoke.org.uk](http://www.freedomfromsmoke.org.uk)

**It is advisable, if you are due to have an operation you stop smoking at least 2 weeks prior to admission. This will benefit you post-surgery and aid your recovery. For more information visit - [www.nhs.uk/livewell/smoking/Pages/stop-smokingnewhome.aspx](http://www.nhs.uk/livewell/smoking/Pages/stop-smokingnewhome.aspx)**

### Hospital Based Therapy

During your stay in hospital Physiotherapy, Occupational Therapy, Speech & Language Therapy and Nutrition & Dietetics may be involved in your recovery.

This involvement may occur separately or as part of an integrated package of therapy care. As part of the Acute Therapy Team, Physiotherapy and Occupational Therapy often work together with their assessments and interventions. They provide rehabilitation



# Information for patients and visitors

---

programmes following surgery aiming to support patient independence with functional activity and safe hospital discharge. Importantly, therapy programmes started in hospital will need to continue on discharge and where necessary onward referrals will be made for you. Also, information may be provided to you to support you and your therapy programme.

## Telephone and Mobile Phones

There are a number of public pay phones situated within the hospitals. Mobile phones may be used in main entrances stairwells, and patients may use on wards, but we ask you to be respectful to others around you. If you are unsure ask a member of staff.

## Healthcare Students

Healthcare students may be involved in your care and treatment. This is a vital part of their training.

If you do not wish healthcare students to be present, please tell the nursing staff before the ward round- this will not affect your care or treatment.

## Information for Relatives and Friends

It is only natural family and friends may be anxious and want to know how you are progressing.

As the switchboard and wards are very busy we ask that one member of your family, or a friend, is nominated to ring the ward and then pass on the information to others.

There is a direct dial telephone number for each ward, please ask a member of staff.

## Copying Letters to Patients

All patients can now receive copies of healthcare correspondence, where appropriate. Please ask a member of staff for further information.

## NHS Number

Everyone registered with the NHS in England and Wales has their own unique NHS Number and it is given to you when you register at a GP practice. Your NHS number helps healthcare staff to find your health records. Each NHS number is made up of 10 digits shown like this 943 476 5781 (this is an example number only). Your NHS number is recorded on all hospital correspondence to you and your GP. It is important you start to know your NHS number as you may be asked to provide it at a hospital attendance.

## Visiting Times

Visiting times vary from ward to ward. There is open visiting on the children's wards. Please contact the ward you are being admitted to, to establish the visiting times or check our website.

Please remember, however you and other patients need rest to help your recovery. You are asked to discourage visits during meal times and all children under the age of 16 must be accompanied by a responsible adult. Please be aware there are restrictions on visiting in some areas of the hospital.

## Spiritual Arrangements

The hospital Chaplain visits the wards on a regular basis and is available to speak with any patients, if they wish.

## Information for patients and visitors

---

Please ask the nursing staff if you wish to speak to a chaplain or a representative from another denomination or faith.

At Grimsby, Scunthorpe and Goole the hospital chapel is available to people of all faiths.

As well as a chapel at Scunthorpe there is a multi-faith prayer room for those who wish to use it. This can be accessed by visiting the switchboard room at the hospital.

### Social Worker

Illness or separation from your family often creates special problems. If you wish to see a social worker please ask a member of staff in charge of your care.

### Pension and Benefits

If you wish to have a friend or relative deal with your pension and / or cash orders on your behalf you will need to make arrangements with the Department of Works and Pensions (DWP).

Check your allowance book to see if you have to inform the DWP of your hospital admission, as some benefits and pensions may be reduced, depending upon individual circumstances.

### Going Home

When the time comes for you to be discharged, the staff on your ward will advise you of the procedure and make sure you have everything you need.

They will also advise you about medication and any follow up appointments / care.

There may be times when your discharge medication is unavailable. If this is the case you may be asked to return later to collect it.

It is important you do not leave the ward until you have spoken to a registered nurse or midwife and have received your discharge advice. Also, please be aware that you may have to wait whilst discharge arrangements are completed for you, plus you may be taken to the Hospital's Discharge Lounge as part of your departure.

### 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](mailto:nlg-tr.PALS@nhs.net)

### Confidentiality and How We Use Data

Personal information on NHS patients is collected and recorded within paper and electronic formats primarily to support high quality care that is safe and effective. To do this, information is also used to support quality improvement activities, investigate any concerns you may raise as well as to support and understand NHS performance. All NHS staff have a legal duty to keep information about you confidential.

## Information for patients and visitors

---

Information will only ever be shared with people who have a genuine need for it. Other circumstances where information may be shared include administrative teams to plan future care needed, commissioners of Trust services, other NHS or social care providers and in some cases voluntary sector providers.

### **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.

### **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, please speak to a member of staff in the ward or department you are visiting.

### **Northern Lincolnshire and Goole NHS Foundation Trust**

**Diana Princess of Wales Hospital**  
Scartho Road  
Grimsby  
DN33 2BA  
01472 874111

**Scunthorpe General Hospital**  
Cliff Gardens  
Scunthorpe  
DN15 7BH  
01724 282282

**Goole & District Hospital**  
Woodland Avenue  
Goole  
DN14 6RX  
01405 720720

[www.nlg.nhs.uk](http://www.nlg.nhs.uk)

**Date of issue: December, 2016**

**Review Period: December, 2019**

**Author: Community & Therapy Services Governance Group**

**IFP-817 v1.1**

**© NLGHT 2016**

