Privacy, Dignity and Respect for Patients, Relatives and Staff in Hospital

This section is for the patient to make notes if they so wish:

Name: _________________________________

Who to contact and how: _________________________________

Notes: _________________________________

_______________________________

_______________________________

Diana, Princess of Wales Hospital
Scartha Road
Grimsby
DN33 2BA
03033 306999
www.nlg.nhs.uk

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
DN15 7BH
03033 306999
www.nlg.nhs.uk

Goole & District Hospital
Woodland Avenue
Goole
DN14 6RX
03033 306999
www.nlg.nhs.uk

For more information about our Trust and the services we provide please visit our website: www.nlg.nhs.uk
Introduction
Coming to hospital can be a stressful and anxious time for the person attending an outpatient appointment or admission and also for their relatives, 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 of the same sex as yourself and will never have to walk through an area of the opposite sex to access bathrooms or toilets.

**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, High Dependency Unit and High Observational Bay 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 mealtime 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, please speak to the Health Professional in Charge of the ward or department in the 1st instance, a Matron, who undertakes regular ward rounds, or a Patient Advice and Liaison Service (PALS) 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, 2020, Privacy and Dignity Policy.
Any Comments, Compliments, Concerns or Complaints

If you have any other concerns please talk to your nurse, therapist or doctor. Our Patient Advice and Liaison Service (PALS) is available on 03033 306518 (Grimsby, Scunthorpe and Goole). You can also contact nlg-tr.PALS@nhs.net

As a Trust we value equality of access to our information and services, therefore alternative formats are available on request at nlg-tr.interpreters@nhs.net

Alternative Languages

All of our leaflets are available to view in different languages via Browsealoud on our website at www.nlg.nhs.uk/patients/patient-leaflets/

Toate pliantele noastre sunt disponibile pentru a fi vizualizate în diferite limbi prin intermediul Browaloud pe site-ul nostru, la www.nlg.nhs.uk/patients/patient-leaflets/

Wszystkie nasze ulotki są dostępne do przeglądania w różnych językach za pośrednictwem Browaloud na naszej stronie internetowej www.nlg.nhs.uk/patients/patient-leaflets/

Visus mūsų lankstinukus galite peržiūrėti įvairiomis kalbomis, naudodamiesi „Browsealoud“ mūsų svetainėje, adresu www.nlg.nhs.uk/patients/patient-leaflets/

Vse naše zloženke so na voljo za ogled v različnih jezikih prek Browaloud na našem spletnem mestu www.nlg.nhs.uk/patients/patient-leaflets/

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