

A Guide for Patients Attending as an Inpatient or as a Day Case Procedure



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**
Scartho 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

Information for patients

Welcome

Welcome to the Northern Lincolnshire and Goole NHS Foundation Trust.

All our 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:

Trust wide Contact Centre 03033 303362

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.

Although your admission and/or procedures are planned and agreed beforehand, emergency admissions are unavoidable and will take priority, which could mean your 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 or contacting the ward or unit you are attending.

You may require the services of an interpreter if English is not your first language; we are able to provide this via video, telephone and in some situations face to face. We also will support with 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.

Information for patients

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.

Laptops, iPads, readers and smartphones are permitted on most wards. Please remember to use headphones as to respect other patients and staff on the wards. The Trust does provide access to a secure WIFI which requires you to have a google mail or Facebook account to access it.

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. Please ask the ward staff for more information about this service if you require it.

Meals

The Trust provides a 3 week menu offering a wide selection of meals, and caters for all dietary needs. Please inform staff if you require a special diet. Each day you will be given a menu to select your meals. 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 is a restaurant and café available within both the Diana, Princess of Wales Hospital and Scunthorpe Hospital, serving hot and cold food, and a coffee shop at Goole Hospital which serves a selection of sandwiches and snacks.

How do I get to the hospital?

By Bus

For further up to date information please link to the Stage Coach website below and enter your location.

<https://www.stagecoachbus.com/>

By Car

Hospital site maps are available from - <https://www.nlg.nhs.uk/>

Information for patients

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

Trust-wide Tel No: 03033 306518

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 valuables are not left on show.

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 (check 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.

Car park tariffs are subject to change.

There are car parking concessions available for some patients and visitors. These are available on production of an exemption letter from the relevant Ward / Unit manager and shown to the Site Security / Car Parking Office.

Please ask about these concessions prior to your/ your relative's admission or outpatient appointment as to whether you are entitled to a reduction or free parking.

Those qualifying will be issued with a temporary pass for up to 7 days, but in exceptional circumstances the Car Park Supervisor may at their discretion grant a pass for a longer period.

Information for patients

Help with travel costs

If you need help with health costs such as travel, go on the internet and type:

<https://www.nhsbsa.nhs.uk/nhs-help-health-costs>

This details how you may be able to reclaim travel expenses.

Or telephone 0300 3301 343 for further details of what help is available to you.

Ambulance Transport

If you require ambulance transport please contact:

Thames Group (TASL) 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 within 4 weeks of your impending attendance.

Pre-assessment appointment in preparation for your admission

You will be contacted by a pre-assessment nurse either by telephone or in writing to arrange a pre-admission appointment.

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, and X-ray etc. It is important that you attend this appointment.

What to bring with you for your admission

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

We ask you not to bring in items that are of high monetary or sentimental value where possible.

Wedding rings and valuables can be kept in the Ward Safe or in the cashiers office and will be returned to you on request or when leaving the ward/department.

Information for patients

Essential to bring with you:

- Your admission letter
- The name, address and contact numbers of your next of kin
- All your medication including tablets, injections & inhalers and a copy of your GP repeat prescription request (if you have one)
- Any prescription booklet or record that a healthcare professional has asked you to keep a log of
- You will need to bring Sleepwear (including dressing gown) / Daywear (comfortable) / Underwear, footwear/well fitting non slip slippers, toiletries you would normally use, tissues

If you use any of the following, please ensure these are brought with you:

- Hearing Aid
- Walking stick (labelled with your name)
- Special shoes-non slip and well fitting
- Spectacles / contact lenses
- Sanitary wear
- Dentures, dentures holder and cleaner-Labelled
- Money for newspaper/ confectionary/ soft drinks – please keep to a minimum

Please be aware that space is limited in the bedside lockers so do not bring more than you need. Patients and visitors are reminded the Northern Lincolnshire and Goole NHS Foundation Trust cannot accept responsibility for loss or damage to patients' personal belongings if the indemnity form is not completed, so please make staff aware of any valuables on your admission so these can be recorded.

On Admission

You will be shown to your bed space, around the ward or unit and introduced to the nursing staff. The staff will complete an assessment and give you opportunity to ask questions.

You will have an identity band put on your wrist containing your demographics and NHS numbers, this enables us to identify you correctly.

Information for patients

To help you identify hospital staff, all staff wear badges giving their name, title, occupation and a photograph. If you are in any doubt, ask the staff member to show you 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 hand sanitiser beforehand and is wearing gloves. Staff will respond to any issues or concerns you have around infection control or ward cleanliness, so please raise these with the ward manager.

No Smoking

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

Help for Smokers

If smoking is affecting your health and you are thinking of giving up but need help to do so, then you can contact:

North East Lincolnshire (LiveWell) and North Lincolnshire (Healthy Lifestyles) which are local Stop Smoking Services who provide free advice and stop smoking support to smokers who are motivated to quit.

For more information contact

NE Lincs LiveWell 01472 325500

N Lincs Healthy Lifestyles 01724 298212

It is advisable, if you are due to have a procedure under anaesthetic that you stop smoking at least 2 weeks prior to admission. This will improve your recovery and healing time. For more information visit – <https://www.nhs.uk/live-well/quit-smoking/take-steps-now-to-stop-smoking/>

Mobile phones / Hand Held Tablets

Personal mobile phones and tablets can be used in most of the hospital buildings and grounds, but we ask you to be respectful to others around you. The Trust does not permit any photography of other patients whilst in our hospitals.

Information for patients

Healthcare and Medical Students

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

If you do not wish students to be present, please tell the nursing staff and 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 (as per you're your sharing agreement with them).

There is a direct dial telephone number for each ward, please ask a member of staff or these can be located on the Trust website.

During pandemic circumstances the Trust will endeavor to provide additional support telephone lines, these will be listed on the Trust website.

Visiting Times

Visiting times vary from ward to ward. The majority of our adult inpatient areas have visiting from 1pm - 8pm. 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, unless you are assisting with feeding. 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.

We ask that for all Day Case Admissions that you do not have any visitors due to the reduced amount of space on the ward and the amount of time you will be in the ward (unless the procedure is for Children or for those requiring additional support).

Please note during a pandemic visiting may be restricted, this will be communicated to you at the time and further details will be found on the Trust website.

Information for patients

The Patient Experience Team and the Ward Staff will enable patients to speak with their loved ones via digital communications using hospital electronics tablets. Please be advised we use the Jitsi app which can be linked to families devices for video calls, this will need to be downloaded on to their mobile or tablet device to enable this.

Spiritual Arrangements

The hospital Chaplaincy team will make regular visits to the wards. They are available for any patients who wish to discuss their faith, spirituality or just to have a chat.

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.

There is a multi-faith prayer room at Scunthorpe and Grimsby available. Please speak with the ward manager regarding access.

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. Your therapy may need to continue after discharge and where this is necessary; an onward referral will be made for you.

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.

Going Home

The nursing staff on your ward will advise you of your expected discharge and make sure you have everything you need.

This will include medication and any follow up appointments / further 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.

Information for patients

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. Please be aware that you may have to wait whilst discharge arrangements are completed for you.

There are free taxi phones in the main entrance at each site

Transport will only be provided for patients meeting the criteria and this will be discussed with you at the time should you require it.

Copying Letters to Patients

All patients are entitled to receive a copy of their hospital correspondence sent to their GP or referrer. This can be via post or digitally (patient choice). Ask a member of staff for further information.

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 Browsealoud na naszej stronie internetowej www.nlg.nhs.uk/patients/patient-leaflets/

Visus mūsu lankstinukus galite peržiūrēti jvairiomis kalbomis, naudodamiesi „Browsealoud“ mūsu 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/

Date of Issue: March, 2021

Review Period: March, 2024

Author: Patient Experience

IFP-0817 v1.2



Kindness · Courage · Respect