

Further information is available on request. If you would like to speak to a member of the Infection Prevention and Control Team at your local hospital, please contact:

Worcestershire Royal Hospital  
**Tel: 01905 733092**

Alexandra Hospital  
**Tel: 01527 512185**

## PATIENT SERVICES DEPARTMENT

It is important that you speak to the department you have been referred to (see the contacts section) if you have any questions (for example, about medication) before your investigation or procedure.

If you are unhappy about the service you have received and would like to talk about it or make a formal complaint, please contact Patient Advice and Liaison Service on 01527 505722.

If you have a complaint and you want it to be investigated, you should write direct to the Chief Executive at Worcestershire Acute Hospitals NHS Trust, Charles Hastings Way, Worcester WR5 1DD or contact the Patient Services Department for advice.

Please contact the Patient Services on 01527 505722 if you would like this leaflet in another language or format (such as Braille or easy read).

## Bengali

“আপনি যদি এই লিফলেটটি বিকল্প কোনো ভাষায় বা ফরমেটে (যেমন ব্রেইল বা সহজ পাঠ) চান, তাহলে এই নম্বরে 0300 123 1733 প্যাশেন্ট সার্ভিসের সাথে যোগাযোগ করুন।”

## Urdu

میں چاہیے (جیسے کہ بریل / ایزی ریڈ) تو پیشینت سروسز  
\*اگر آپ کو یہ دستی اشتہار کسی مُتبادل زبان یا ساخت  
سے 0300 123 1733 پر رابطہ کریں۔\*

## Portuguese

“Por favor, contacte os Serviços de Apoio ao Paciente através do número 0300 123 1733 caso precise deste folheto numa língua alternativa ou formato (como Braille / fácil de ler).”

## Polish

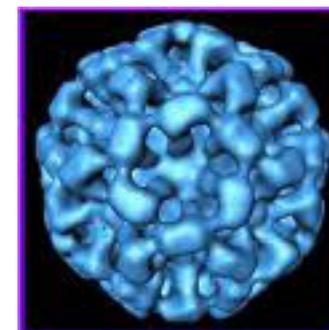
“Jeżeli pragniecie Państwo otrzymać tę broszurę w innym języku lub formacie (Braille / duży druk) proszę skontaktować się z Obsługą Pacjentów pod numerem 0300 123 1733

## Chinese

“如果您需要此份傳單的其他語言選擇或其他版本 (如盲人點字版/易讀版容易的閱讀),請致電 0300 123 1733 與病患服務處聯繫。”

# NOROVIRUS

Information for  
Patients and  
Relatives



## WHAT ARE NOROVIRUSES?

Noroviruses are a group of viruses that are the most common cause of gastroenteritis (stomach bugs) in England and Wales. In the past, noroviruses have also been called 'winter vomiting viruses', 'small round structured viruses' or 'Norwalk-like viruses'.

## WHAT ARE THE SYMPTOMS?

Most common symptoms are nausea, vomiting and diarrhoea but not all people affected will experience all of the symptoms. Some people may also have a headache, fever or aching limbs.

Symptoms usually begin 12 to 48 hours after becoming infected and most people will make a full recovery within 1-2 days. Some people (especially the very young, elderly or those with an existing medical condition) may become dehydrated and require hospital treatment.

## HOW DOES NOROVIRUS SPREAD?

The virus is easily transmitted from one person to another. It can be transmitted by contact with an infected person, by consuming contaminated food or water or by contact with contaminated surfaces or objects.

Hospital outbreaks can be difficult to control and long lasting because norovirus is easily transmitted and able to survive in the environment for many days.

The most effective way to respond to an outbreak of norovirus is to disinfect the contaminated area, to institute good hygiene measures and to provide advice on food handling. Ward visiting will also be restricted to essential visitors only in affected areas. We ask that visitors to all other areas are responsible and do not visit if you or family members are unwell.

Patient who have been infected should be isolated for a minimum of 48 hours after the symptoms have ceased.

Affected members of staff should be excluded from work until they have been free from symptoms for 48 hours.

## HOW IS NOROVIRUS TREATED?

There are no specific treatment for norovirus apart from letting the illness run its course. It is important to drink plenty of fluids to prevent dehydration.

## ADVICE FOR PATIENTS AND VISITORS

Good hand hygiene measures are particularly important. It is important to thoroughly wash your hands using soap and water followed by use of hand gel on:-

- Entering and leaving the area
- After using the toilet
- Before meal times

**DO NOT** visit unless you really have to. You may bring the infection with you, or touch contaminated items in the ward and spread the virus.

**DO NOT** visit if you have had diarrhoea or vomiting within the last 48 hours. People can remain infectious for 2 days after the sickness has cleared up.

**DO NOT** use the toilets on the ward, use the public visitor's toilets.

**DO NOT** bring children to visit as it is hard for them to comply with these measures

**PATIENTS CLOTHING** that is taken home to wash should be washed separately on a hot wash cycle.

**DO NOT** prepare food for other people whilst you are ill.