

YOUR GUIDE TO COMING INTO HOSPITAL



YOU MIGHT BE WORRIED ABOUT CORONAVIRUS (ALSO KNOWN AS COVID-19) AND ABOUT COMING INTO HOSPITAL FOR YOUR OPERATION AND WE WANT TO HELP MAKE THINGS A LITTLE BETTER.



WE MIGHT LOOK A BIT FUNNY BUT IT'S JUST US UNDERNEATH.

WE MIGHT LOOK A BIT DIFFERENT

to what you would normally see. This is because we are wearing special protective equipment to look after us and look after you because of Coronavirus (we call it PPE – personal protective equipment).

We are wearing masks, gloves and aprons so we can stop the spread of germs in our hospitals. We might look weird, odd or a bit funny - but remember it's just us underneath it all. We're wearing this to keep you safe and to help protect you from the virus.

WHAT IS CORONAVIRUS?

Coronavirus is spread when people sneeze or cough. It is also spread when you touch something with germs on and then touch your face. Our special clothing protects us from picking up germs and passing them on. You'll see lots of people walking about like this. Don't worry, it is about keeping us and you safe.



KEEPING YOU SAFE

We have sent a letter to the person who is bringing you into hospital so that they can help you prepare too. The letter is about not going out and keeping yourself safe and well before you come into hospital.

We understand this might be boring and a bit lonely but it's really important so you can come into our hospital fit and well.



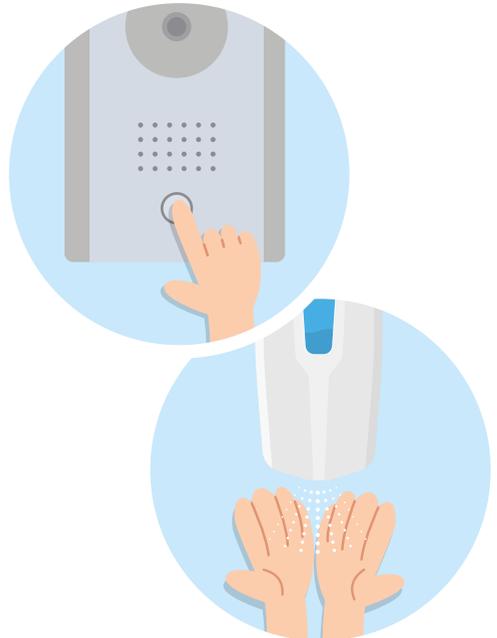
We also make sure that everyone coming in for operations has a special test to make sure they are not bringing Coronavirus in with them. We test the adult you bring with you too. This means that everyone in beds by you in our hospital has also been tested and they do not have the virus.

WHAT'S IT LIKE IN HOSPITAL?

When you arrive you can press the buzzer outside the door and one of our staff will let you in.

You will be asked to clean your hands with hand gel from a dispenser. We ask everyone to clean their hands with this, to keep our hospitals clean from germs that people might bring in with them.

You will then be shown to your bed – you can rest here, watch TV if you like or just sit and relax.





You can bring things in with you if you like. Some people bring a book or two to read, or a colouring book and pens. But don't worry if you forget your things because we have a room full of toys and plenty of colouring pens and paper for you to use. Our play team or the nurses will bring these to you.

We've also got **free WIFI** by the way.



WHAT HAPPENS NEXT?

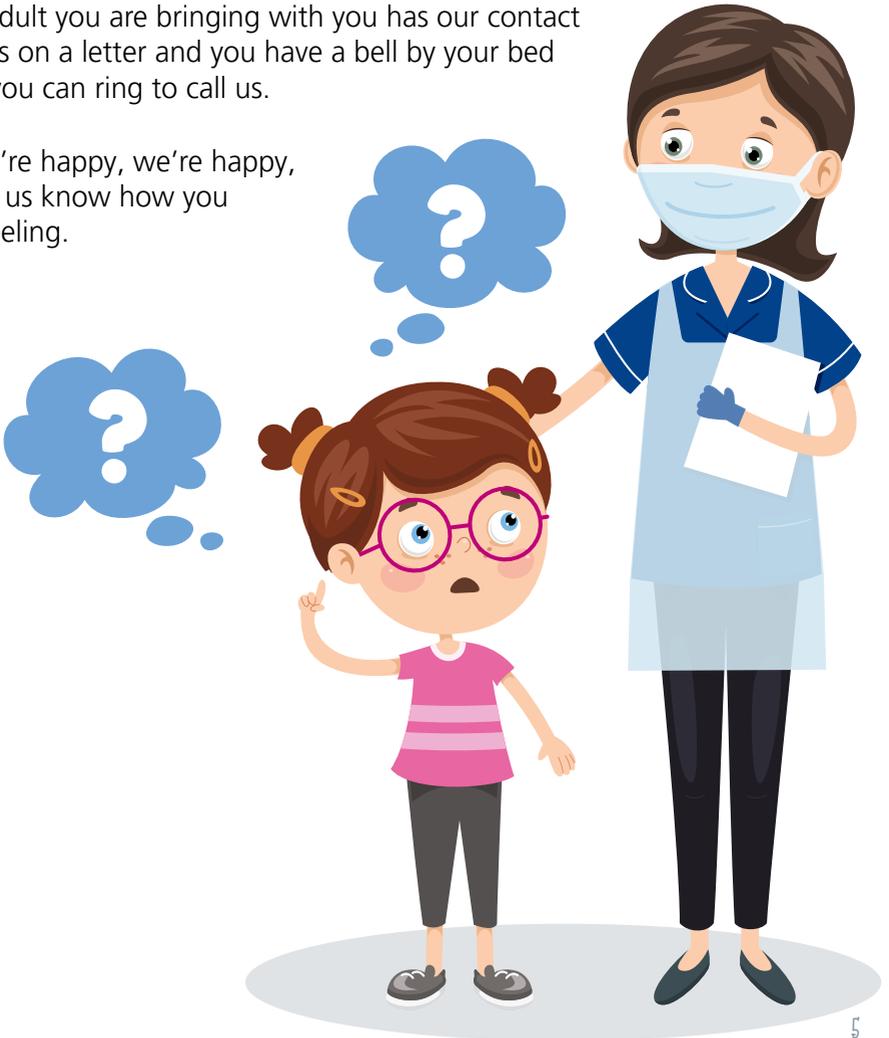
A nurse will come to meet you when you come in, to talk about your operation.

QUESTIONS?

You might have a question now or when you come in – that’s what we are here for. You can ask any of our staff if you have a question, a worry or maybe an idea.

The adult you are bringing with you has our contact details on a letter and you have a bell by your bed that you can ring to call us.

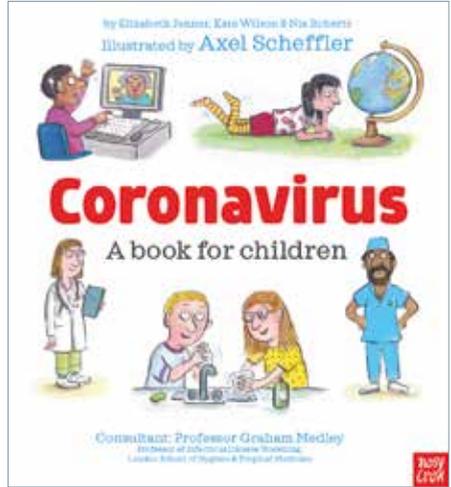
If you’re happy, we’re happy, so let us know how you are feeling.



MORE ABOUT CORONAVIRUS

If you want to find out more about Coronavirus, you can read a special online book.

<https://nosycrow.com/blog/released-today-free-information-book-explaining-coronavirus-children-illustrated-gruffalo-illustrator-axel-scheffler/#>



TELL US WHAT YOU THINK

We have something called **The Friends and Family Test**.

Please fill this out on one of our iPads when you come to visit us - and ask the adult you bring to do this too. It is one way we can find out how things are for you when you visit us at hospital.

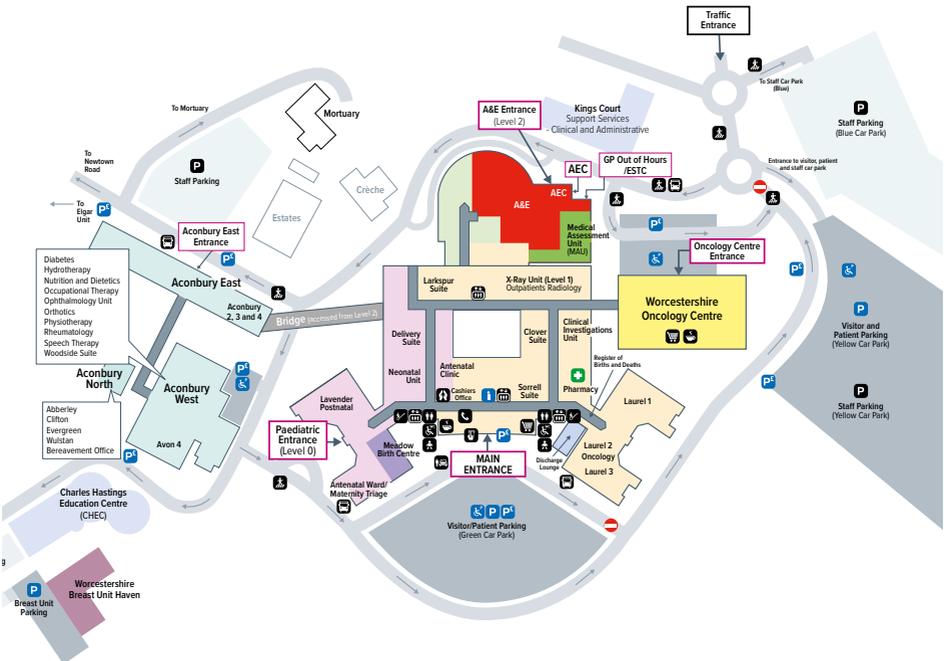
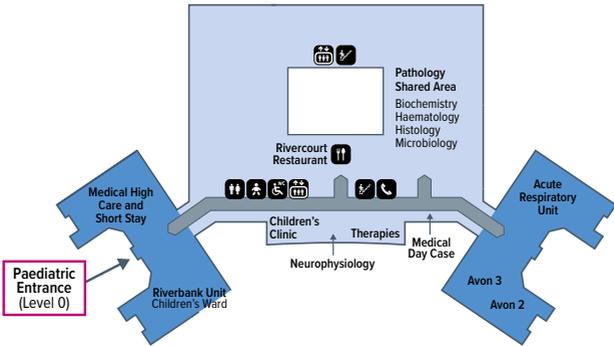
We really want to hear what is good and your ideas for change.



WHERE TO FIND US

Riverbank Ward (Children's Ward) is on Level 0 of Worcestershire Royal Hospital. We are the first ward on the right as you go through the Paediatric entrance (shown on the maps below).

For more information about how to find us please visit our website www.worcsacute.nhs.uk



WE LOOK FORWARD TO MEETING YOU

