

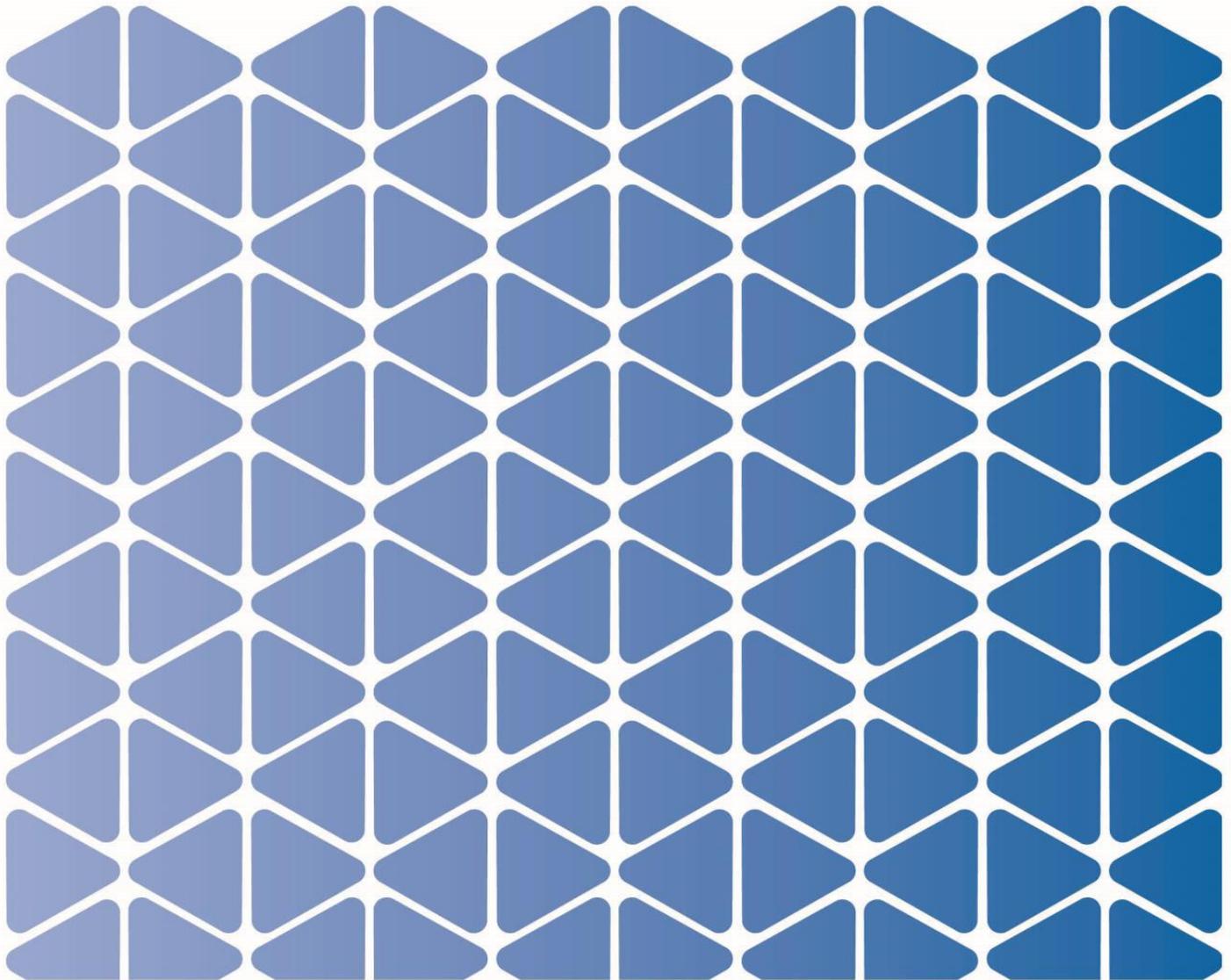


PATIENT INFORMATION



Worcestershire
Acute Hospitals
NHS Trust

HOW TO USE YOUR METAL KITCHEN TROLLEY



HOW TO USE YOUR METAL KITCHEN TROLLEY

1. The trolley is to be used to transfer food from one room to another, as taught by your Occupational Therapist.
2. This equipment is height adjustable. It will either have been set at the correct height, or a clinician will visit and set it up for you.
3. Great care must be taken when crossing over thresholds around the house. Do not attempt to lift over high thresholds.
4. Only to be used indoors. It is advised to remove any rugs in access areas.
5. All parts may be cleaned using warm soapy water.



LOAN

This item is on loan to you from:

Worcestershire Community Equipment Service
Crown Lane
Wychbold
Worcestershire
WR9 0BX

COLLECTION

For collection of this piece of equipment telephone the Worcestershire Community Equipment Service on:

01905 520832

Please do not attempt to return to issuing Hospital/Department

CONTACTS

Worcestershire Royal Hospital

Medicine, Palliative – Level 0

Tel: 01905 760667

T&O, Surgery and Vascular - Level 2

Tel: 01905 760170

Aconbury West (Outpatients)

Tel: 01905 760683

Rheumatology -Highfield Unit –

Tel: 01905 760462

Alexandra Hospital

Tel: 01527 512146

Kidderminster Hospital & Treatment Centre

Tel: 01562 823424 (Ext 53556)

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732

or via email at: wah-tr.PALS@NHS.net

Opening times:

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

If you are unable to understand this leaflet, please communicate with a member of staff.