

### **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](mailto:wah-tr.PALS@nhs.net)**

**Opening times:** The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

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

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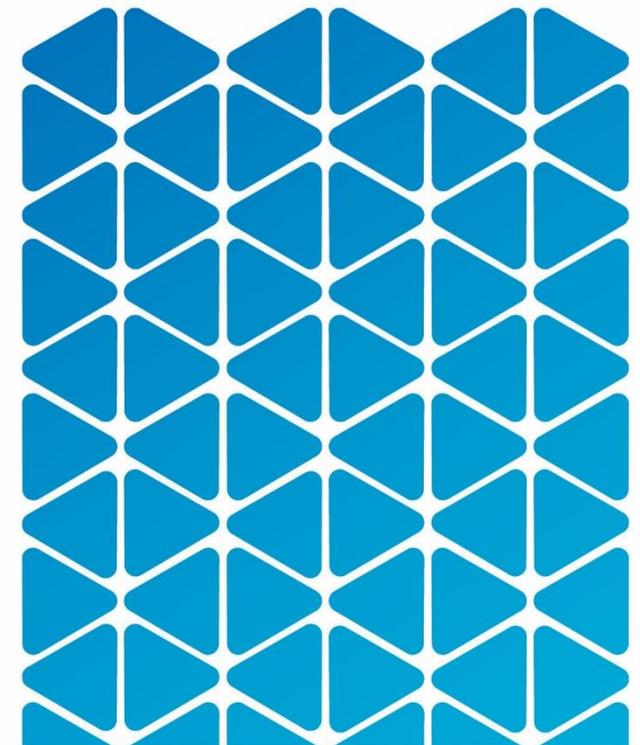
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## **PREVENTING INFECTION**

## **ADVICE FOR PATIENTS & VISITORS**



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**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

Version 2

**Please be aware that whilst you are in hospital you may be admitted to an area where there is an ongoing outbreak:**

### **Patients and visitors**

- Following the guidance in this leaflet will help you and your visitors to prevent the spread of infection and reduce the risk to yourselves.
- Patients affected by the outbreak will be isolated from other patients wherever possible, therefore, you may be asked not to visit other patients in the ward or other wards to help control the spread of infection.
- If you are concerned about being in an outbreak area, please speak to the nurse in charge.
- We know that hand washing/cleansing is the single most important measure we can all take to prevent the spread of infection in hospitals.
- Help the fight against infection by hand washing with soap and water and/or applying alcohol hand gel when entering or leaving the ward and department areas.
- Always wash their hands with soap and water and dry them thoroughly if they use the toilets.
- **Visitors:** Separate toilets are available for visitors usually located on the main corridors or near hospital entrances.
- Masks are an effective way to reduce transmission of respiratory illnesses such as covid & flu – where appropriate you will be offered a mask if you are able to tolerate them to protect yourself and others.
- If you have any concerns about cleanliness or tidiness, please tell us by speaking to the nurse in charge.

### **Guidance for Patients**

- Ask a nurse if you need any help to wash your hands after using the toilet/commode or before meals. (Hand wipes can be provided if you are unable to get to a handwash basin)
- You have the right to ask any member of hospital staff if they have cleaned their hands or any relevant items of equipment before they attend to you. Please speak to the nurse in charge or the Patient Advice and Liaison Service (PALS) if you feel uncomfortable asking about this.
- Antibiotics can cause diarrhoea - If you experience diarrhoea and/or vomiting always report it to a nurse. Hand washing is essential following any diarrhoea and/or vomiting.
- Cough etiquette is important in preventing the spread of infections – always use a tissue or cover your mouth when coughing or sneezing.
- Only bring essential items into hospital, to avoid the bed space becoming cluttered and difficult to clean.
- Do not share your toiletries with other patients or leave them in communal areas.
- Do not sit on other patient beds.
- Please do not touch your wound, drip, or catheter as this presents an infection risk. If you are diagnosed with an infection your nurse will provide you with appropriate information.
- Wear well-fitting shoes or slippers when you get out of bed and please remove footwear when you get back on or into your bed.

### **Guidance for Visitors**

- Visiting is restricted to two people at a time.
- Please sit on a chair and not the hospital beds.
- If you are unwell or have a temperature, flu like symptoms, diarrhoea and/or vomiting or have been in contact with someone with these symptoms within the last 48 hours please do not visit.
- Do not use the patient toilets.
- If you are taking your relatives / friends washing home, please do so on a regular basis so there is no build-up of used laundry in their locker.
- Only commercially prepared, wrapped items of food or fruit that can be peeled should be taken in for patients. Food brought in for patients cannot be stored or reheated by the staff.

**Thank you for your co-operation.**



Hand washing is the most important measure to prevent the spread of infection.