

Revd David Ryan

Alexandra Hospital, Redditch

Ext. 45723 or bleep via switchboard

Revd Helen GlitheroKidderminster Hospital and
Treatment Centre (and Worcester)

Ext. 30226 or page via switchboard

Revd David Southall**Revd Helen Glithero****Mark Herauville TSSF**

Worcestershire Royal Hospital

Ext. 30226 or bleep via switchboard

A **Roman Catholic Chaplain** is available and can be contacted via switchboard or by contacting one of the chaplains above.

Comments

We value your comments. If there is anything you would like to tell us about the Chaplaincy service in the hospital then please contact a hospital Chaplain or write to:

The Chaplaincy Services Leader

Spiritual and Pastoral Care Office

Worcestershire Royal Hospital

Charles Hastings Way

Worcester

WR5 1DD

Patient Experience

Being admitted to hospital can be a worrying and unsettling time. If you have any concerns or questions you should speak to a member of staff in the ward or department who will do their best to reassure you. If you are not happy with their response, you can ask to speak to someone in charge.

Patient Advice and Liaison Service (PALS)

Our PALS staff will provide advice and can liaise with staff on your behalf if you feel you are unable to do so. They will also advise you what to do if your concerns have not been addressed. If you wish to discuss making a formal complaint PALS can provide information on how to do this. Telephone: 0300 123 1732. Monday to Thursday 8.30am to 4.30pm. Friday 8.30am to 4pm. An answerphone operates outside office hours. Or email us at: wah-tr.PET@nhs.net

Feedback

Feedback helps us highlight good practice and where we need to improve. There are lots of ways you can give feedback including completing a Friends and Family Test card or undertaking a survey. For further information please speak to a member of staff, see our Patient Experience leaflet or visit www.worcsacute.nhs.uk/contact-us

If you would like this leaflet in an alternative language or format, such as audio or braille, please ask a member of staff.

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszej ulotki w innej wersji językowej lub formacie, prosimy zwrócić się w tej sprawie do członka naszego personelu.

Bengali

আপনি যদি এই লিফলেটটি অন্য ভাষায় বা ফর্ম্যাটে পেতে চান যেমন, অডিও বা ব্রেইল তাহলে অনুগ্রহ করে সদস্য বা কর্মীদেরকে তা জানান।

Urdu

اگر اس کتابچہ کو آپ کسی متبادل زبان یا بینت جیسے آڈیو یا بریل میں چاہتے ہیں، تو برائے کرم اسٹاف رکن سے مانگیں۔

Romanian

Pentru a obține această broșură în altă limbă sau în alt format fie audio sau limbajul Braille, vă rugăm să apelați la un membru al personalului.

Portuguese

Caso deseje este folheto numa língua ou formato alternativos, tal como ficheiro áudio ou em Braille, por favor dirija-se a um dos nossos funcionários.

Chinese(Mandarin)

如果您想要本手册的替代语言或格式的版本，如音频或盲文，请向工作人员咨询



Spiritual Care and Chaplaincy Services

Emotional and Spiritual support for people of all faiths and none


www.worcsacute.nhs.uk
[@WorcsAcuteNHS](https://www.facebook.com/WorcsAcuteNHS)
[@WorcsAcuteNHS](https://twitter.com/WorcsAcuteNHS)

Who we are

We are a team of NHS staff who provide **emotional and spiritual care** for patients, their carers and relatives and for staff.

You do not have to be religious to use this service and we provide help and emotional support whatever the circumstances.

The team consists of paid chaplains, volunteers and representatives of other major world faiths.

We are all experienced in health chaplaincy and are employed by the Trust. As with all staff we can be identified by our official badges and follow strict confidentiality rules.

We can offer different kinds of help including:

Spiritual care

We recognise that illness not only affects people's bodies – it affects our whole lives. Spiritual care explores hope and fears, sources of meaning and strength and the relationships and concerns that matter most in your life.

You may find it helpful to talk to someone who has time to listen and is experienced in supporting people in hospital.

We offer:

- A listening ear
- Confidentiality
- Acceptance
- Support

Religious support

Chaplains can help meet your religious needs while you are in hospital.

There are multi faith prayer rooms in each hospital which open for personal use – both for private prayer and as a quiet space.

Muslim Friday prayers are said each week at the prayer room at both the Alexandra Hospital and at Worcestershire Royal Hospital.

There is a Christian service at the Alexandra hospital every Tuesday morning.

As the chaplaincy team we offer:

- Prayer
- Religious scriptures
- Space
- Access to support within your own faith tradition

Contact us

The team is supported by trained volunteers who routinely visit the wards. If you would like to see a chaplain please ask a member of staff to contact us.

24 hour service

Chaplaincy provides a 24 hour on call service for urgent situations. The on-call chaplain can be contacted through switchboard

Alexandra Hospital Tel 01527 505030

Worcestershire Royal Hospital Tel 01905 763333

Kidderminster Hospital Tel 01562 823424

Location of prayer rooms

Alexandra Hospital

The Prayer room is located just inside the main entrance, to the right. It is always open.

Kidderminster Hospital

The Prayer room is next to C block entrance and is open from 7.30am to 6pm Monday to Friday

Worcestershire Royal Hospital

The Prayer room is near the main entrance behind Costa. It is always open.