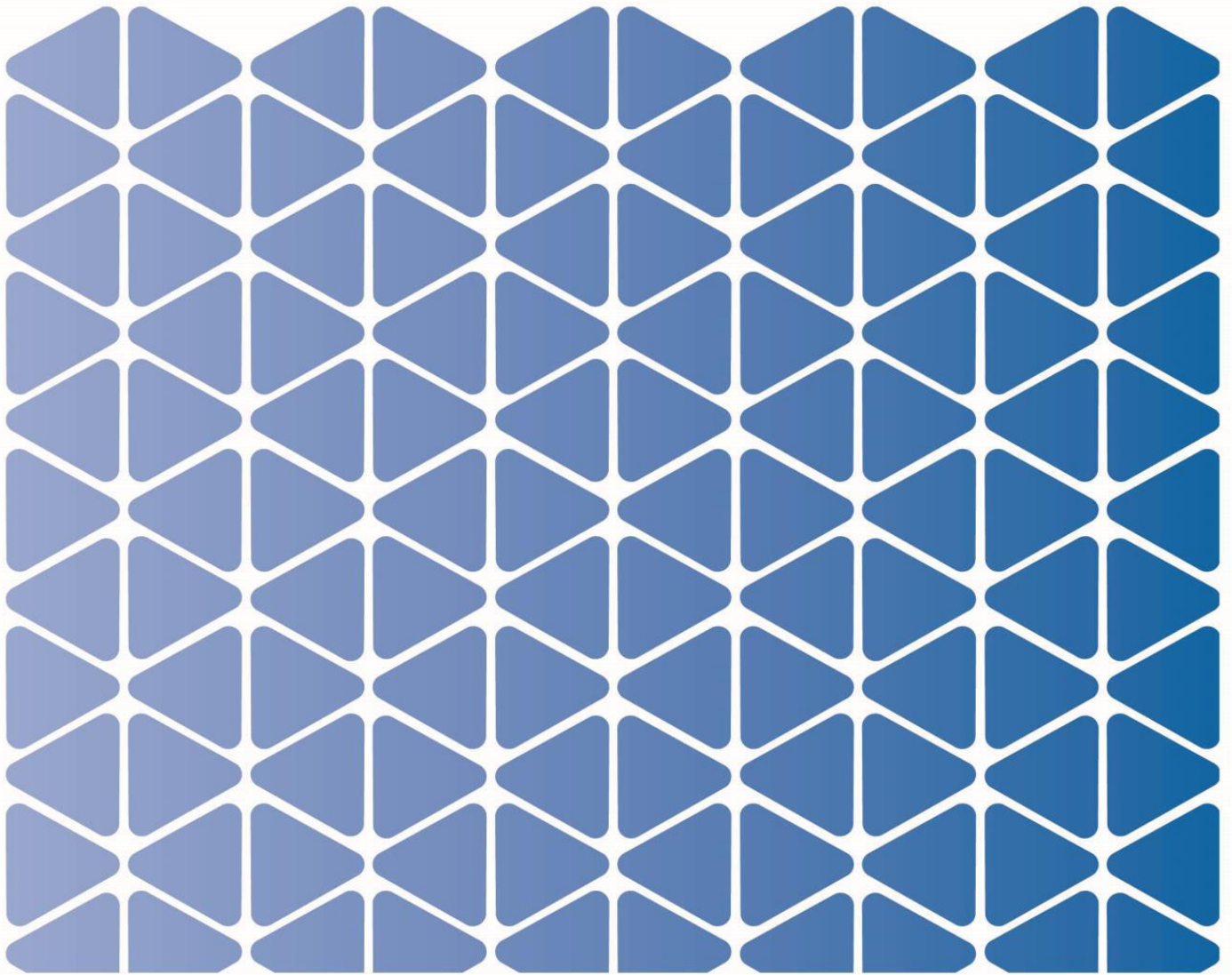




PATIENT INFORMATION

# WELCOME TO THE ANTENATAL WARD FOR PARTNERS



## **Patient information- For Partners**

This is a very exciting time for you and your partner; we would like to welcome you to the antenatal ward. If you require any advice or assistance while you are supporting your partner please do not hesitate to ask.

As arrangements have been made for you to stay a chair and blanket provided for you.

Please be mindful of the other women on the ward. We ask you to remain fully clothed and to use the headphones provided if using the TV after 10:00pm

Space is limited around the bedside and staff will require access to care for your partner. Please unpack your partner's belongings into the locker and return any bags or cases to your car leaving the floor space clear to prevent accidents.

Unfortunately we are unable to provide you with food during your stay. However there is food available from the canteen, or vending machines on the ground floor. You are also welcome to use the hot drinks machine on the ward.

The nearest toilet facilities are outside the entrance of Antenatal Ward and we would kindly ask you not to use the toilet in the bay as it is for patient use only.

All property and belongings are left at your own risk. Please ensure you bring your own toiletries as we are unable to provide them for you or your partner.

Unfortunately we cannot provide free parking so you will still be liable for the car park payment charges for the duration of your stay.

We ask you to adhere to these simple requests to ensure everyone's stay on the antenatal ward is as comfortable as possible.

Our priority is the safety and comfort of our mums. Any antisocial behaviour will not be accepted and will result in you being asked to leave the ward.

## **Other information**

The following internet websites contain information that you may find useful.

- [www.worcsacute.nhs.uk](http://www.worcsacute.nhs.uk)  
Worcestershire Acute Hospitals NHS Trust
- [www.patient.co.uk](http://www.patient.co.uk)  
Information fact sheets on health and disease
- [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
On-line health encyclopaedia

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

## **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 Midwife 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.PET@nhs.net](mailto:wah-tr.PET@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.