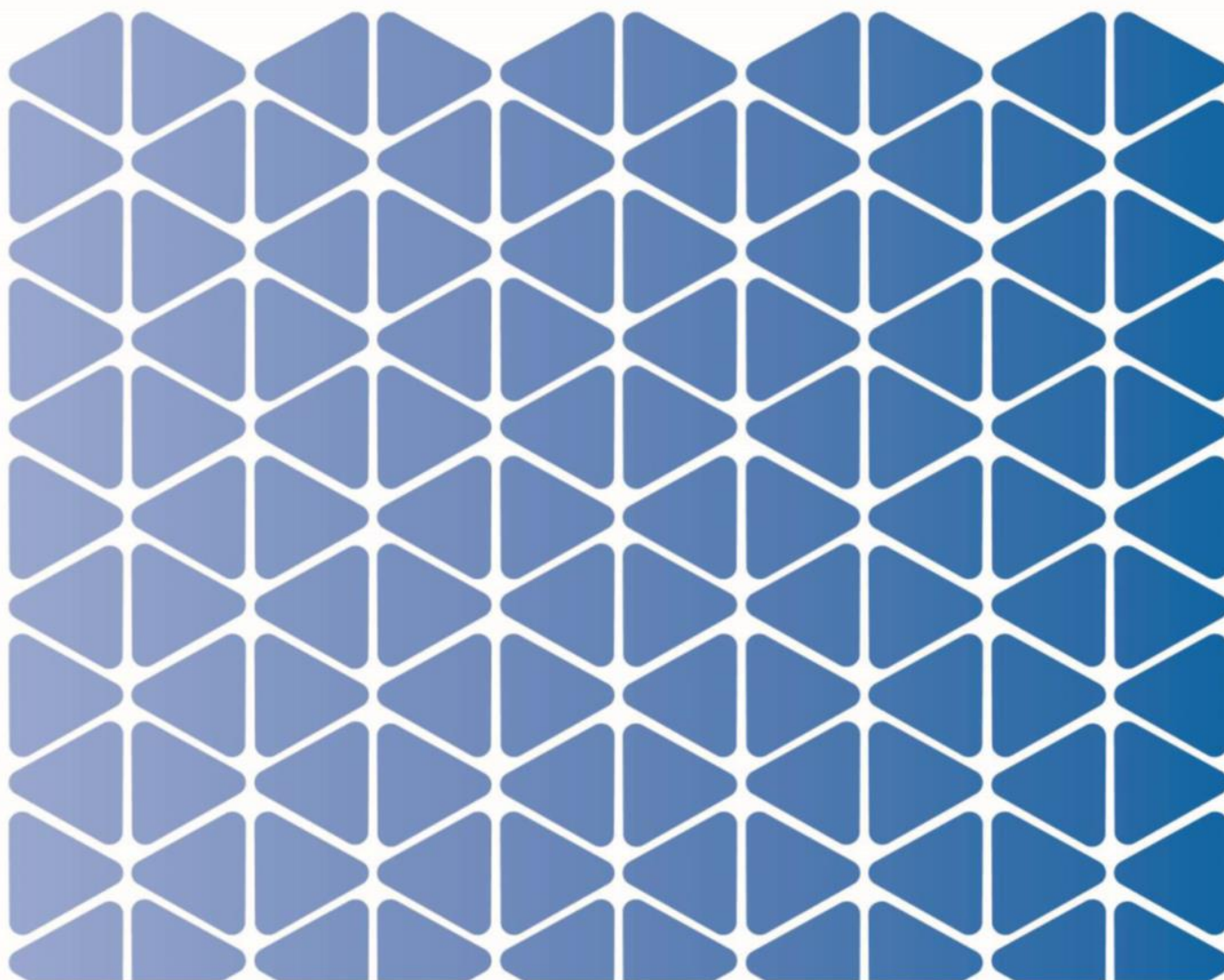




PATIENT INFORMATION

PROPERTY CLEANING ADVICE



Property cleaning advice

It is with regret that urgent changes have had to be made in response to the COVID 19 pandemic. This has regrettably had an impact on how we need to handle individuals' property. This information has been developed to advise you regarding safe handling of their property. We hope this brief advice will be helpful.

We realise that you may not have been able to visit your loved one while they were in hospital and acknowledge that this may add to the distress you may be experiencing, but hope you understand that this has been necessary to reduce the potential risk of infection. Therefore ward staff who cared for you loved one have sealed your loved ones property in a plastic bag on the ward.

We would advise you to leave the bag sealed for a minimum of 72 hours (3 days).

Any solid property (e.g. electronic devices, chargers, wallets, coins, & bank cards, jewellery, watches, spectacles and cases etc.) must be carefully wiped down with an anti-bacterial/detergent wipe and left to dry. Wash your hands thoroughly.

Clothing/fabric items should be removed from the carefully from the bag. Avoid shaking the clothing/material while placing the items directly into a washing machine and wash at a high temperature. Wash your hands thoroughly.

Please note this information is advice only.

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.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.