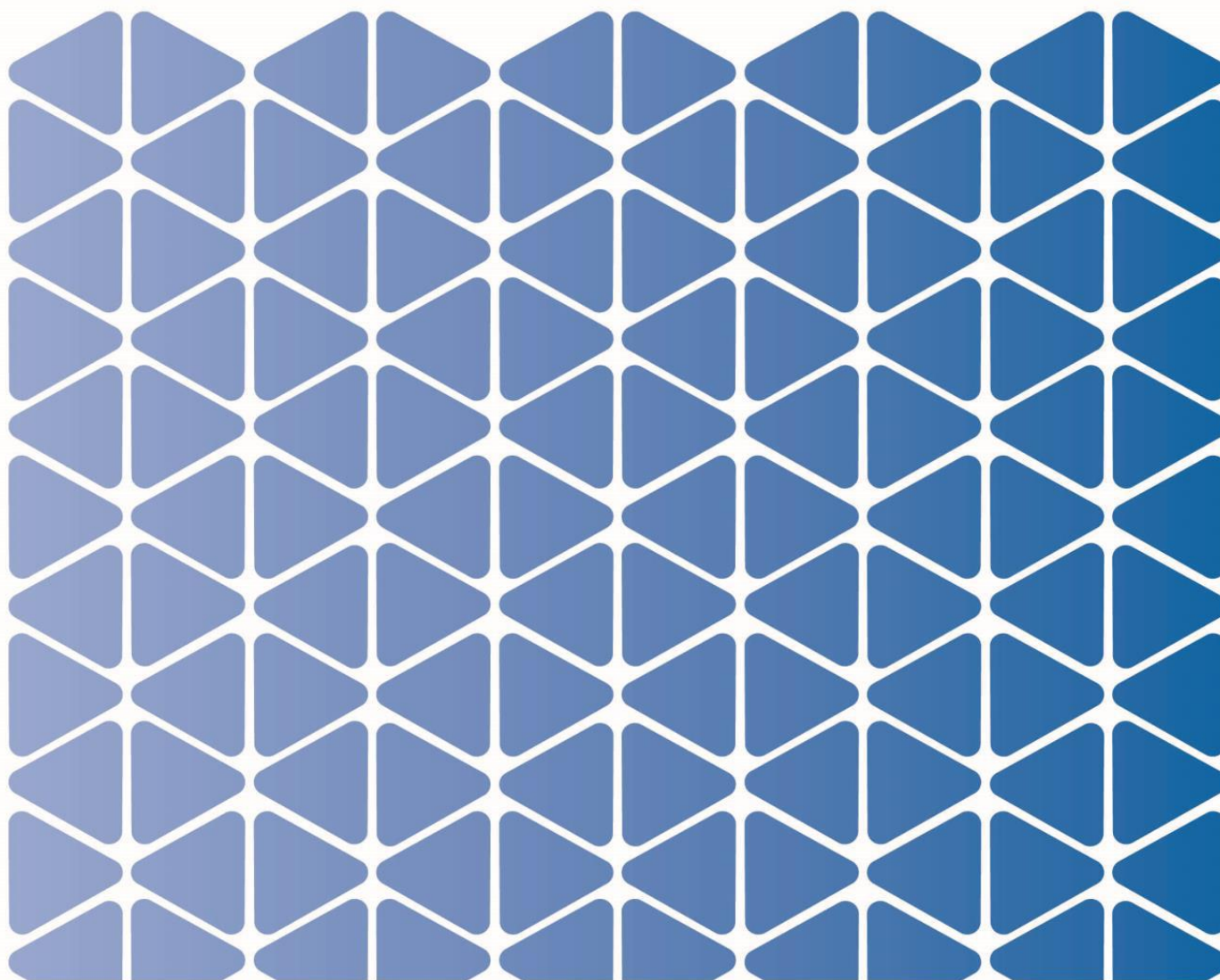




PATIENT INFORMATION

CARER'S DIARY

Information for Relatives and Carers



CARER'S DIARY

Information for Relatives and Carers

The doctors and nurses will have explained to you that your relative is very poorly and may be in the last days of their life.

At this time they will closely monitor symptoms and review all comfort measures at least every four hours.

If you have any concerns about your relative's symptoms or comfort, you should let the staff know immediately. However, if there are other concerns or comments you may wish to make that do not need urgent attention, you may like to write them down in this carer's diary.

Although people may be unable to respond, you may have special thoughts, moments or wishes that you would like us to remind your relative of, please feel free to use this diary to identify these thoughts as well.

During their regular reviews the staff will check this diary, responding appropriately and share any of your thoughts with your relative when they attend to care.

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 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.