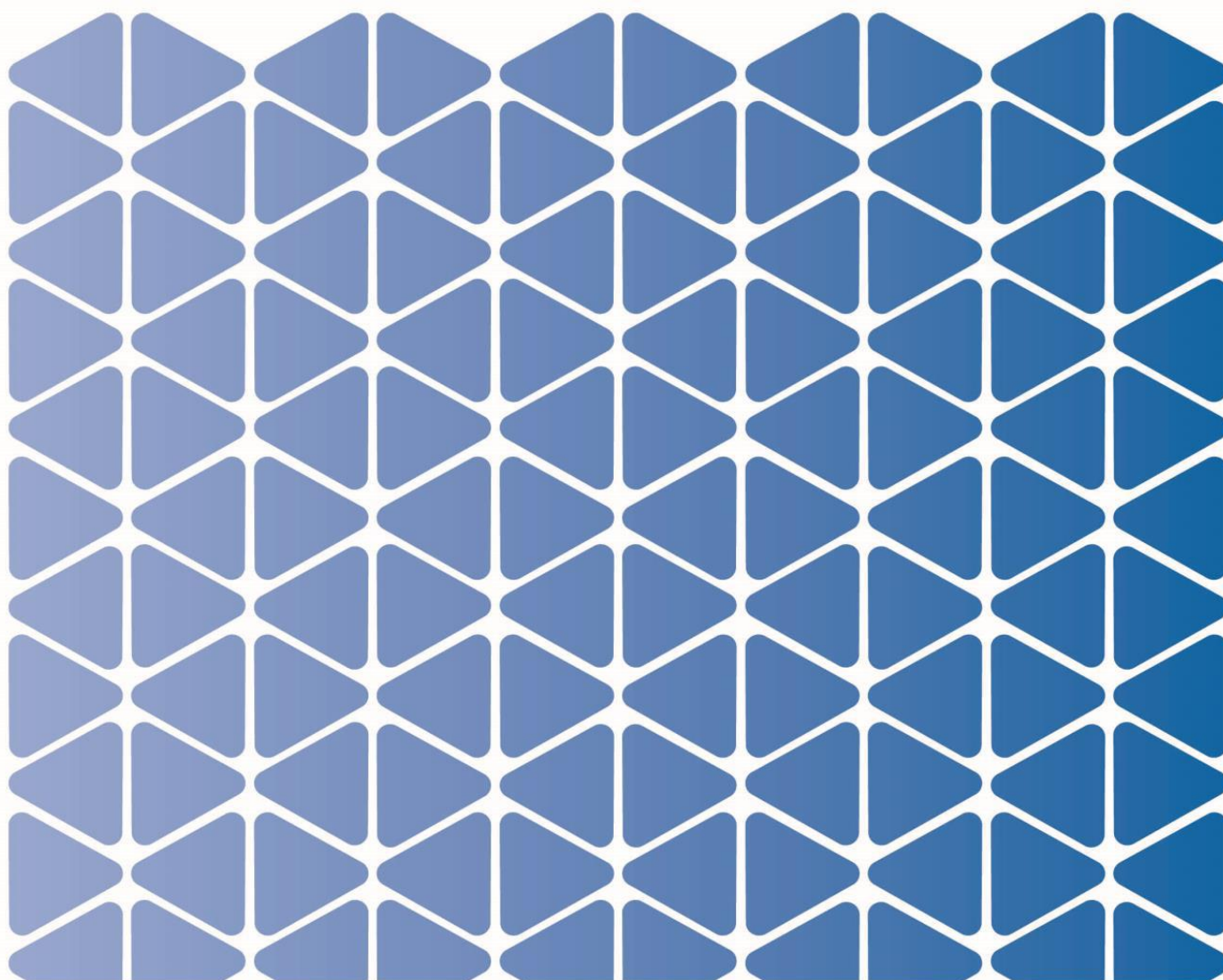




PATIENT INFORMATION

ALEXANDRA HOSPITAL

PEONY ROOM



Who are the rooms for?

The Peony rooms are for carers, relatives and friends visiting patients receiving end of life care at the Alexandra Hospital. These quiet spaces are designed to be a place to get away from the bedside to refresh, reflect and take a break. This is part of the Trusts' SUPPORT project – ensuring the people that are important to those receiving end of life care in our hospitals are recognised and offered simple, practical things with kindness and compassion.

Exclusive use:

There are two rooms, and each will be assigned to one family group for a period of time. The room will be cleaned every day, but after the allocated period (few days) the room will have a deep clean. Whilst using the room, we ask that you adhere to current Government guidelines related to the Pandemic.

Please ask your ward nurse about availability of the room.

When can you use the room?

Hours of use: 8.30am - 4.30pm.

Due to the isolated position of the rooms, for your safety, they are only to be used during the daytime. Please inform your ward nurse when you are using the room.

What facilities are available?

In each room there are facilities to make hot drinks, there is comfortable seating to rest and some simple toiletries as well as a telephone for incoming and outgoing internal calls where you can keep in touch with the ward. Directly outside the room, there is access to toilet and shower facilities for those using the Peony Rooms only.

Telephone number Room A is extension 47982

Room B is extension 44270

Damages or concerns:

The room is managed by the Hospital Palliative Care Team. Please report any damage or concerns on extension 42085 between the hours of 8.30am-4.30pm Monday – Friday or your ward nurse over the weekend.

Terms of use

Please read and sign the 'Terms of Use' in the folder in the room when you first arrive.

Thank you, we hope you find the space of some comfort.

The future

The room and facilities were furnished through charitable funds and donations. In the future, the room and facilities will be maintained through our End of Life Care Fund. The aim of this is to fund projects that further support all aspects of end of life care within our hospitals. For more information, please visit:

<https://wahcharity.org/the-end-of-life-care-fund>

If you would like to donate to the upkeep of The Peony Room, or any of our other projects aiming to enhance end of life care at Worcestershire Acute Hospitals Trust, please visit:

<https://www.justgiving.com/campaign/endoflifecare>

Or use below QR code to donate:



With thanks,
The Hospital Palliative Care Team



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 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.