Coming into Salisbury District Hospital

For more information see our website at www.salisbury.nhs.uk

Salisbury NHS Foundation Trust
Odstock Road
Salisbury, Wilts SP2 8BJ
01722 336262
Preparing for your stay - you may need to:

✓ ask your GP if any of your medication should be stopped before coming into hospital
✓ tell the ward staff in advance of any special needs you may have
✓ tell the Department of Work and Pensions if you receive income benefit.
✓ mark personal property with your name so that it can easily be identified. Only bring items that you really need. A bedside locker is available but please note that space on the wards is very limited.
✓ ask someone from your family, a friend or neighbour to collect post and, if necessary, keep an eye on your home.

Before you come into hospital

What to bring in with you:

• your admission letter
• if eligible, proof of entitlement to reimbursed travel costs
• all your current medication in their original containers (including any herbal medicines)
• clothes: comfortable day clothes and shoes, nightwear (and a change), dressing gown and slippers
• toiletries: towels and disposable flannels/cloths are provided
• glasses or contact lenses, hearing aid (if used)
• a small amount of cash for newspapers etc
• mobility aids (if used)
• books, magazines, writing paper, pens, stamps
• music player
• mobile phone and charger.
Transport
If you have concerns about your transport arrangements please call the patient transport office on 01722 336262 ext 2152.

Valuables and money
Please do not bring any valuables or jewellery with you (apart from a wedding ring). If you do, items must be placed in the hospital safe, otherwise we cannot guarantee their security.
Do not leave valuables in your car. The Trust cannot accept responsibility for theft or damage to your vehicle or its contents.

When you arrive at the hospital
Your admission letter will tell you where to go when you arrive at the hospital. If you are in any doubt please go to the Reception Desk at the Main Entrance and ask for directions. Volunteer guides may be available to escort you.

Same sex accommodation
Privacy and dignity are high priorities for us and we have made changes to facilities and ward areas here to improve privacy and dignity for all our patients. Unless there are exceptional circumstances, no patient should share a sleeping area, washroom or toilet facility with a member of the opposite sex.

Menus
Our menus have been carefully designed to give you a varied and interesting choice of nutritious, well balanced and appetising food, suitable for your diet. Food is freshly prepared using seasonal foods from local suppliers/growers.
You can see all our menus on our website. We can cater for your cultural food needs. Please speak to the ward staff.
If you want to discuss any aspect of the Catering Service please ask a member of the ward team to contact the Catering Manager and he, or a member of his team will visit you on the ward.

**Visiting**

Please ask a member of staff for the times that visiting is allowed on your ward. Some wards have ‘Protected Mealtimes’. During these times patients are able to eat without being interrupted and staff can offer assistance.

A ‘Keep In Touch’ card is available on most wards for you to give to friends and family. This details visiting hours and telephone numbers.

Season tickets for parking are available for patients and visitors who satisfy certain criteria. Patients and visitors should apply by filling out a request form available from the administrator of the ward or department that you are visiting.

**League of Friends and WRVS**

The League of Friends and the Women’s Royal Voluntary Service (WRVS) provide invaluable support to the hospital and our patients. Volunteers run the sweet shop in the main entrance and provide the trolley service which visits wards and departments from Monday to Friday. All profits are returned to the hospital and are used to help improve facilities for patients.

There is an on-site newsagent open every day.

**Flowers**

Flowers are a traditional gift for people in hospital, but vases and flower arrangements can make it difficult for our cleaners to clean the wards. If your friends and relatives bring you flowers please change the flower water every two days and throw away any dying flowers. Please note that some wards may not allow flowers and plants – please ask the ward staff.
Infection control advice
For infection control advice please see the separate leaflet. If one has not been enclosed, it can be found on every ward.

Equality & diversity
We treat all patients as individuals and would like to support your needs whilst with us. If you do not speak English and/or if you have a hearing impairment we can arrange a language interpreter, please contact our Customer Care Department.

The Chaplaincy Team offers cultural or spiritual support for all and can liaise with many other faith communities, locally or nationally. If you wish to see a chaplain, please ask the ward staff. Services are held in the chapel.

Mobile phones
Mobile phones can be used in communal areas such as hospital corridors and restaurant areas. Due to nuisance factors, privacy and confidentiality issues, they should not be used in patient areas.

Hospedia Bedside TV
Most patients have access to the Hospedia bedside entertainment system, which includes a telephone, TV, internet services and free radio.

To set up this service before coming into hospital call 0845 4141234. Alternatively cards can be bought from dispensers around the hospital. If you decide to pre-register with Hospedia, please call the operator when you arrive at the bedside. Outgoing UK calls from the bedside are free when a TV package is purchased. All incoming telephone calls carry an initial message, clearly informing the caller of the charges.

Consent
Before a doctor or other health care professional examines or treats you, they need your consent. Sometimes you can
simply tell them whether you agree with their suggestions. However, sometimes a written record of your decision is helpful – you will then be asked to sign a consent form. Before signing, the doctor will explain what is going to happen. Please ask questions if you are not sure or do not understand something. If you change your mind, you are entitled to withdraw consent, even after signing the form.

Planning to go home

It is important that you prepare now for when you go home. Do you know the answer to the following questions:

• how long am I expected to remain in hospital?
• what changes or restrictions to my normal lifestyle will there be after my treatment?

If you are in any doubt about the answer to these questions please ask your GP or speak to your consultant’s secretary.

You will need to leave the ward by 10am on the day that you leave hospital. If you are unable to travel this early in the day you will be transferred to the Discharge Centre on Level 2. This offers comfortable seating, hot and cold drinks and meals if needed until you are collected. Parking for this area is free via a short stay ‘pick up point’.

When you leave hospital you will be given a copy of the information sheet that is sent or faxed to your GP.

Please remember that you can ask for a copy of any letter we write about you. Please ask the doctor looking after you.

Confidentiality of information

Health professionals keep records of your health and the treatment you receive. These records play an important part in ensuring that you receive the best possible care from us.

Everyone working in the NHS has a legal duty to maintain the highest level of patient confidentiality and unless there are exceptional circumstances, we will not share your information without your permission. We work with a number of NHS
organisations, charities and non NHS organisations to provide your care. In order to do this your information may be shared securely (with your consent). For more information contact the Information Governance Manager on ☏ 01722 425119.

**Access to your healthcare records**

Under the Data Protection Act you have the right to copies of information held in your healthcare records. If you would like a copy of your healthcare record, please write to the Health Records Manager, Salisbury NHS Foundation Trust, Odstock Road, Salisbury SP2 8BJ. There is a charge for this service.

**Clinical audit**

We are always trying to improve our services so we carry out audits of healthcare records from time to time. Please tell us if you do not want us to include your records in our audits.

**Customer Care - Patient Experience Team**

The Patient Experience Team offer on-the-spot advice for patients, their relatives and carers. The team aims to sort out individual comments and concerns speedily. This allows us to learn from what people tell us so that we can improve our services. You can come and talk to a member of the Patient Experience Team on Level Two, Nunton Unit, Monday to Friday 10am - 4.30pm. Freephone ☏ 0800 374208 or e-mail patient.experience@salisbury.nhs.uk

If you would like to make a formal complaint you can either write to the Chief Executive or contact the Patient Experience Team. Please be assured that raising your concerns will not affect your care and treatment in any way.

A volunteer may ask you about the quality of care whilst you are in hospital. All responses are anonymous and results are quickly fed back to the team so that any necessary action can be taken straight away.
Smoking damages health

We actively discourage smoking and promote health by supporting patients, visitors and staff who want to give up smoking. Our policy on non-smoking applies to everyone.

**It is against the law to smoke in hospital premises.**

Smoking on the Salisbury District Hospital site is only permitted in a very limited number of clearly signposted designated outside areas/shelters.

**NHS Smokefree National Helpline: 0300 123 1044**

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**Please Support Our Charity**

The Stars Appeal is Salisbury District Hospital’s charity. We raise money to create the best possible experience for patients and their families by funding extra care and equipment over and above that provided by the NHS. We help local people across all wards and departments, with particular focus on cancer, cardiac care and children.

www.starsappeal.org

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If you need this information in another language or medium (audio, large print, etc) please contact the Patient Experience Team on 0800 374208 email: patient.experience@salisbury.nhs.uk.

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

The evidence used in the preparation of this leaflet is available on request. Please email patient.information@salisbury.nhs.uk if you would like a reference list.

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Salisbury District Hospital, Salisbury, Wiltshire SP2 8BJ

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