



If you need this information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customercare@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.

If you are unhappy with the advice you have been given by your GP, consultant, or another healthcare professional, you may ask for a second (or further) opinion.

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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Aged 16 or 17 and being admitted to hospital? (page 1 of 2)

At Salisbury District Hospital we do not have a special adolescent ward, so if you are 16 or 17 years old, deciding whether you would like to be cared for on an adult or children's ward is a choice you need to make. The doctors and nurses will help you make the choice.

Are all adolescents offered a choice?

No. Sometimes even if you have been offered a choice before, we cannot offer a choice. This may be because some conditions are better suited to being treated in either the children's or adult wards, or it may be that there is a shortage of beds in one of the wards.

Why am I being offered a choice?

We are offering you the choice today because there are beds available on the children's and adult wards.

However, if the hospital gets very busy you may have to be transferred to make space for another sick patient to be admitted (this may happen at any time of day or night).

What is the difference between an adult ward and the children's ward?

- If you are on an adult ward you are likely to be looked after by the adult team - but paediatricians (doctors who are specially trained to look after children) will be involved in your care if needed.
- On an adult's ward the other patients will be adults and some may be very old and very sick.
- On a children's ward the other patients will be children and some may be very sick babies.
- Parents can stay overnight with you on the children's ward but not on an adult ward.

Helping us help you and other adolescents

We would welcome your feedback on your stay with us. The nurses will give you a feedback form which is completely anonymous and the results are used to improve our services.

Making a complaint or a compliment about your care

Compliments

Most of the time, if you want to say thank you or well done you can do this face-to-face. Sometimes you might want other people to know that someone has done a good job. You can contact us in any of the ways shown below, and we will pass on your good wishes.

Complaints

More than anything, we want what we do to be the very best that can be done. If you are unhappy about any aspect of treatment or service you have received from us, we want to know. If you have any concerns or worries then you or your parents can speak to the nurse in charge of the ward. If you feel that the ward staff cannot help you, or you are not comfortable talking to them, you can contact the Customer Care Department.

Customer Care, Level 2, Salisbury District Hospital
Telephone 0800 374208 (freephone).

Your complaint will be treated in confidence and will not affect your treatment. You or your relatives will not be discriminated against in any way.

If you are not satisfied with the outcome you can make a complaint in writing to:

The Chief Executive
Salisbury NHS Foundation Trust,
Trust Offices
Salisbury District Hospital
Salisbury SP2 8BJ
01722 336262 ext 4249

Alternatively, you can telephone the Customer Care Department on 01722 336262 ext 2743 or 2764, or via e-mail to: customercare@salisbury.nhs.uk