



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

Please complete The Friends & Family Test to tell us about your experience at: www.salisbury.nhs.uk/FriendsFamily or download our App from the Apple App store or Google Play Store.

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.

Name: Fiona Hyett
Role: Deputy Nurse Director
Date written: Feb 2009
Last updated: Oct 2018
Review date: Oct 2021
Version: 2.1
Code: PI0200

Treating you as an individual

Privacy and dignity

Privacy and dignity - what do we mean?

Privacy and dignity is about how people with a range of differing needs and values are respected as individuals. It is a basic human right as cited in the NHS Constitution.

Our commitment to you

- We would like all our patients and their visitors to feel that the care given at Salisbury District Hospital is delivered with compassion and equality.
- You have the right to be involved in all aspects of your care and you are encouraged to question anything which you do not understand or agree with.

Our request to you

- If we aren't getting things right, please tell us. We understand that it can be difficult to raise concerns, but this gives us an opportunity to improve. You can ask to speak to the ward leader or contact a member of the Customer Care Team (details overleaf)
- All our staff are individuals and therefore unique. We ask that you respect their dignity regardless of their job, culture or appearance.

What is single-sex accommodation?

For a hospital to say that it has single-sex accommodation, it must provide sleeping areas and toilet and washing facilities that are separated for men and women. You could be:

- in a single-sex ward
- in a single room, or
- in a mixed ward, where men and women are in separate bays or rooms.

Why is single-sex accommodation important?

Patients have told us that being in single-sex accommodation makes a big difference to how comfortable and relaxed they feel while in hospital. Having to share accommodation with members of the opposite sex can have a negative impact on people's privacy and dignity at a time when they may already be feeling vulnerable.

Some patients also have cultural or religious reasons for not wanting to share accommodation with members of the opposite sex.

Wards and bays - what is the difference?

A ward is where a team with appropriate specialist skills treats a group of patients.

A bay is a sleeping area with up to 6 beds that is fully enclosed by solid walls on 3 sides. The fourth side may be glazed or partially enclosed so that staff can observe patients.

Within a ward, single-sex accommodation is provided by single rooms or single-sex bays with separate toilet facilities.

Will there be times when single-sex accommodation isn't possible?

If you need urgent or highly specialised treatment which can only be given on a certain ward, or in a certain bay, you may need to share accommodation with members of the opposite sex. Sometimes, the need for fast, effective treatments is greater than the need to provide single-sex accommodation. In this situation, staff will keep you informed and you will be moved into single-sex accommodation as soon as possible.

Whilst you are in hospital

- you will be given gowns and/or night wear which maintains your privacy and dignity when in hospital. However, you are welcome to bring your own clothing with you, including dressing gowns.
- hospitals are busy during day and night. All members of staff will keep the noise levels to a minimum, especially at night, so not to disturb patients' sleep. You are welcome to bring an eye mask and ear plugs with you.

Communication and confidentiality

- we will ensure accurate information is given in a confidential manner. Please let us know your next of kin's contact details and whether or not we have your permission to share your information with them.
- it is sometimes difficult within the bay areas not to over-hear conversations about other people; please ask staff if you would like to have a conversation in a private area.

Professional behaviour

- staff should act in a professional manner at all times.
- staff should introduce themselves politely and behave in a pleasant and courteous manner.
- whilst staff are required to be professional at all times we would expect the same for patients and visitors within the hospital. Any disruptive or aggressive behaviour towards staff will be dealt with very seriously.

We always welcome feedback on any aspect of the care and treatment we offer.

If you feel that your privacy and dignity has not been properly safe-guarded please immediately speak to the ward leader. You will be kept informed about actions that are being taken to solve any problem.

Customer Care Team, Level 2

Freephone 0800 374208

email: customercare@salisbury.nhs.uk