



# ***Why you might have to move wards during your hospital stay*** (page 1 of 2)

## **Introduction**

We try to avoid moving people but sometimes we need to do this. This leaflet explains why you may be moved to another ward during your stay with us.

You might come into hospital:

- for a procedure/operation which was planned
- having been seen at an outpatient clinic
- as an emergency
- transferring from another hospital.

We try to make sure you are in the right ward for the treatment you need and will allocate a ward bed to you when you are admitted. Sometimes we can't do this but you will still be allocated a ward bed that will deliver your care safely and effectively.

Unfortunately, there are times when you may have to move to another ward.

## **Why do I need to move?**

The level and type of care you will need will change during your stay with us. As you get better and your treatment plan is established, you will need less specialised nursing. As your treatment progresses, other patients will be admitted who now require that high level of care. This is why you might be moved.

Infection control is a high priority for us. This means we might move you out of a side room if another patient needs to be nursed there. If you are found to have an infection you might be moved to a side room. These things help stop infections spreading.

We have a strict 'Single Sex Accommodation rule'. This means the staff may need to re-organise the ward layout or even move patients to other wards to ensure we keep wards and bays separate for men and women.

In the unlikely event of a major emergency we have a Major Incident Policy. This means we would have to move people in order to free up beds in specific areas.

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](mailto: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](http://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](mailto:patient.information@salisbury.nhs.uk) if you would like a reference list.

Name: Phyllis Law  
Role: Clinical Site Co-ordinator  
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## **Where will I go?**

At times, the demand for hospital beds is far greater than those we have available. Our aim is not to move patients to other wards but sometimes this is necessary. This means you will be moved, for example, from a medical ward to a surgical ward or to an 'escalation' ward. Escalation beds are extra beds we open during times of high demand.

These beds are all staffed by experienced hospital staff, sometimes supported by bank or agency staff. Wherever you are you will be well looked after.

## **Will my doctor know where I am?**

We will tell your doctor where you have gone to and he or she will come and see you. If you need to see them or have questions for them, the ward staff can arrange for them to come and talk to you.

## **Will my family be told where I am?**

The staff on the ward you are moving from will tell your next of kin. This information will be passed to family and friends as they call the ward, unless you tell us not to.

## **Visiting**

Visiting times on your new ward might be different from your old ward so please check with the nurse when you get to your new ward.

Please ask a member of staff if there is anything in this leaflet which is not clear for you.