Welcome to North Devon District Hospital

Bedside information for patients and visitors

Keeping services local to support independence
Welcome to North Devon District Hospital, which lies at the centre of a network of health services - including community hospitals - that serve the people of northern Devon.

The hospital has consistently shown up well in national reports, which highlight good standards of care and waiting times that are among the best in the South West.

We've been busy improving the hospital as well, with refurbished foyer and out-patient areas, new wards and an upgraded Accident & Emergency Department.

We have also launched an appeal to raise funds for a new chemotherapy centre, replacing the current cramped and unsuitable unit. If you would like to know more about our fundraising campaigns, please call 01271 311772.

This booklet

Our aim is to make you as comfortable and as safe as possible during your stay, however long or short it might be.

Please read this booklet or ask someone to read it for you. It provides a mass of helpful information to make your stay as good as it can be. There is information for you as a patient and for your visitors – please show this to your family and friends.

If you have any questions during your stay, please ask a member of staff, who will be happy to help. In particular, please do ask if you don't understand about your treatment and care, about your medication or about your discharge arrangements. It's important to us that you always know what's happening.
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Other formats
Large-type versions of this folder are available on each ward. If you need it in another format such as audio tape or computer disc, Braille, high contrast, British Sign Language or translated into another language, please telephone the Patient Advice and Liaison Service (PALS) on 01271 314090.
Welcome to Bassett Ward

What we do

Bassett is an 18-bed ward within the Maternity Unit. We are situated on level 1 of the Ladywell Unit at North Devon District Hospital. We provide antenatal and postnatal care for women, their babies and their families.

Who’s who?

The Ward Manager is the most senior midwife on the ward and wears navy scrubs. Please ask to see them if you have any problems during your stay. The Ward Manager here is Helen Daly.

The obstetric consultants who work within the maternity unit are:

- Miss San San Aye
- Mr Stephen Bennett
- Mr Seumas Eckford
- Mr Osama Eskander
- Mr Saif El-Badawy

As well as the staff identified in the uniform guide on p28, we have a ‘bun run’ lady who brings snacks and a ‘bounty’ lady who distributes free ‘goody bags’.

During your stay...

Enquiries

Please arrange for the congratulations of wellwishers to be passed on to your partner or family, if possible. Staff will be happy to relay a message to you, but this can be difficult if the ward is very busy.

Bassett Ward telephone number: 01271 322612.

Visiting

Visiting times are:

- For partners or one named visitor, plus the baby’s older brothers and sisters: 9am-9pm
- For all other visitors: 2pm-8pm

We regret that other children aged under 16 are not allowed to visit.
On the day of Caesarean section, visiting is limited to partners, grandparents and the baby's older brothers and sisters.

**How long will you stay in hospital?**
The length of stay after you have had your baby will vary, depending on how you and your baby are feeling. If you have had...

- a normal vaginal delivery with no complications, you may wish to go home from labour ward.
- an epidural, you will need to stay longer.
- an instrumental delivery (forceps or ventouse), you will be advised to stay overnight.
- a Caesarean section, you may stay up to three days.

**Going home**
Before leaving the hospital, your midwife will want to ensure that you and your baby are physically well and that you are prepared for life at home.

The midwife will:

- Check you and your baby
- Offer tips on everyday techniques for looking after your baby, such as bathing, changing nappies and skincare
- Discuss other things that you need to think about, including registration of the birth, choice of feeding, and contraception
- Check your discharge address and telephone number - please inform us at this time if you are not going straight home

A paediatrician (doctor specialising in the care of children) may also check your baby, or this may be completed by a community midwife.

**Follow-up care**
On discharge, your details will be handed on to your community midwifery team.

They will visit you the day after you are discharged and will then talk to you about the planned visits for up to 10 days after your baby is born. They will then hand your care on to the health visitor.
When you arrive

If you are well enough, we will show you around the ward and the facilities available, such as the toilets and showers. Please ask if you need further information or do not understand anything.

You will be given a wristband stating your name and patient ID number. This is an important safeguard to ensure you receive the right treatment.

Any special needs?

We aim to make your stay in hospital as good as possible and want to provide you with care suited to your needs.

Please tell us as soon as possible if you have any special needs. For example, if you:

• are disabled/have mobility problems, or have difficulty with your hearing or sight
• eat a special diet, such as gluten-free or vegetarian
• use special equipment, such as a hoist or a support chair
• need a denture pot
• prefer to have written information in large print
• want us to translate information into a language other than English
• want us to arrange British Sign Language interpretation

If you receive a state pension or benefit, please tell the Department of Work and Pensions that you are in hospital. More information on pensions and benefits is available from the Information Centre on Level 2 of North Devon District Hospital.

What you may need while you’re here

• Any medicines, tablets or inhalers that you take, plus prescriptions, over-the-counter medicines or alternative medicines such as herbal remedies. It is vital that we know about all of your medication
• Nightwear, dressing gown and slippers
• Comfortable daywear and underwear
• Tissues (more hygienic than handkerchiefs) and wet wipes
• Bath towel, a flannel or sponge if required
• A toothbrush, toothpaste, soap, deodorant and any other toiletries such as shaving equipment
• Sanitary products such as tampons if required
• Something to read
• Any aid that you would normally use - for example, spectacles, walking frame, stick, crutches, wheelchair, prosthesis
• Items of religious or spiritual importance
• Change for newspapers, BT payphone or our bedside TV and phone service called Hospedia
• Change for the car parking machines

Please bring items in a small overnight bag, as we do not have room to store large suitcases.

What you will not need and is safest at home

• Large amounts of money
• Jewellery, valuable items or anything with strong sentimental value
• Television or radio
• Alcohol or tobacco

If you have any valuables with you, it is best to ask a relative or friend to take them home for you. If you wish to hand in property, valuables or belongings (including cash) for safe-keeping, you may do so. An official Trust receipt will be issued.

We would remind you that you are responsible for your own property and belongings whilst on Trust premises. The Trust does not accept responsibility or liability.

Please report any losses to a member of staff.
Keeping you safe and comfortable

Preventing blood clots

Lying in bed for long periods makes people more likely to develop blood clots, which can be very dangerous.

Once you have settled into the ward we will assess your level of risk with you. Your medical history will play an important part.

You will also be given a copy of our leaflet, ‘Deep vein thrombosis and pulmonary embolism: Risks, prevention and treatment’. If you are not offered this, please ask, as it contains important information.

If you are at risk, we will prescribe preventive measures. Typically this will mean special stockings that compress the legs, or blood-thinning drugs.

Making sure you don’t develop pressure ulcers

Pressure ulcers, sometimes called pressure sores or bed sores, are areas of damage to the skin. This might range from sore red areas to deep, open wounds.

The ulcers are caused by the pressure of bodyweight stopping blood-flow to the skin, and can affect anyone who does not move often enough when sitting in chairs or lying in bed. During your stay you may move less than normal because of your condition and this puts you at risk of developing pressure ulcers.

How will we keep you safe from ulcers?

We aim to prevent pressure ulcers by assessing your risk, which means checking your skin within six hours of your admission to the ward, repeating it every day and taking preventative action. All of our mattresses have good pressure-reducing qualities, but if you cannot move yourself and are in bed for most of the day and night we might provide you with a powered air mattress that constantly changes the pressure under your body.
We will also encourage you or help you to change position every one to three hours, depending on our assessments. Many of our chairs have pressure-reducing seats already in them. We may also give you a special cushion.

You can help protect yourself by shifting your weight around a little when sitting or lying – go on, fidget a little bit! Standing up and walking is good too, if you are safe to do this without assistance.

**Need more information?**

Ask your nurses, as they are there to help, advise and keep you safe. We have more-detailed leaflets if you would like them. Or, if you are signed up with Hospedia for bedside TV and internet, try going on-line to the Your Turn Campaign.

See: www.your-turn.org.uk

**Preventing falls**

Falls can be very serious for anyone, but hospital patients are particularly vulnerable because of their condition and/or their medication.

We will therefore check your risk when you arrive on the ward and take any necessary action to keep you safe. If you are at high risk of a fall, the nurses will also check how you are every hour as part of a ‘comfort round’.

**Making sure you’re on the right ward**

Sometimes we have to transfer patients to a different ward for clinical reasons, so they are seen by the right staff for their condition.

However, sometimes we also have to move people temporarily because we are very busy and need to make the most of the space we have. Such moves are not ideal, either for patients or for staff.

We therefore aim to make sure nobody is moved more than once between wards, and that nobody is moved between 10pm and 6am unless absolutely essential.
Getting the right nutrition
Nutrition is essential for health and is particularly important when you are in hospital, as a poor diet can delay recovery. When you arrive, your nutritional needs will be checked to make sure we tailor your dietary intake. We will also monitor your nutrition during your stay to make sure any changes are addressed.

You may be referred to the dietitian if you need extra support. The dietitian will assess your nutritional needs and, if required, you may be offered a fortified menu or prescribed supplement drinks as part of your treatment.

If required, we will also ensure that you are offered extra help at meal times or with choosing suitable foods from the hospital menus.

If you would like further information on nutrition during your stay in hospital, please discuss this with your nurse.

Same-sex accommodation
Where possible, wards are arranged so that male bays and female bays are in separate areas. Sharing with members of the opposite sex will only happen in exceptional circumstances and for clinical reasons.

If you are unhappy about your bed arrangements, please speak to the nurse looking after your care. Safeguarding your privacy and dignity is a high priority for all our staff.

Consent for treatment
We will always ask for your informed consent before carrying out any operation or other procedure, such as an endoscopy or drug therapy.

This means making sure that you understand what is proposed, what the alternatives, side-effects and risks might be. If any of these areas are not covered by our staff at the time, please tell them and make sure you are entirely clear about all aspects of the treatment.
There will usually be a leaflet to explain each procedure, as we appreciate that it can be difficult to take everything in during a discussion. This will give you time to think about things. Again, if you have not been given a leaflet, please ask.

You should only give your consent, verbally or in writing, once you are sure that you wish to go ahead.

**Cleanliness and preventing infection**

Regular handwashing and cleanliness are vital in the fight against the spread of infections. Alcohol gel hand-sanitiser is available on each bedside locker, at ward entrances and throughout the hospital. This gel is particularly effective at killing germs on hands and can be a convenient alternative to soap and water.

The Trust handwash logo shows where handwash basins and hand gel are. Please:

- Always wash your hands after using the toilets and before eating - please ask if you need help
- Tell us if you or any of your family have had diarrhoea or vomiting in the 48 hours before your admission
- Tell a member of the ward team if your ward, bathroom or piece of equipment is unclean
- Do not sit on other patients’ beds
- Remind staff to wash their hands before touching you
- If you have a wound or a drain or drip, try to avoid touching it.
- If a dressing is loose or soiled, tell one of the nursing staff
- Remind visitors to clean their hands before and after visiting you, and to use the visitors’ toilets, if needed.

Our cleaning staff play a crucial role in keeping the hospital clean and safe. Their work includes using steam to clean a bed space before it is reused.

During your stay you may see the cleaning team using dampened microfibre cloths,
which trap dirt and bacteria into their special fabric. Each cloth is folded into eight, providing lots of clean surfaces to use before the cloth is itself sent to the laundry to be properly decontaminated before being used again.

To improve hygiene further we use disinfection agents in some of our cleaning tasks, but these have very low odour, so you are unlikely to notice any unpleasant smells.

If you have any concerns about the cleanliness of your ward or any other area, please tell your nurse.

**Laundry**

Patients are asked to arrange for their laundry to be taken home.

**Smoke-free at NDDH**

Please do not smoke in the hospital building, grounds or car parks, as they are all smoke-free.

We want to help people stop smoking. Why not call the North Devon Stop Smoking Service on 01884 836 024 or see your GP? The benefits begin the minute you stop smoking. If you need advice on giving up while in hospital, please talk to your nurse.

In exceptional circumstances, patients might be permitted to smoke in a designated outside area. Please ask the ward manager for information.

**Courtesy and respect**

We expect our staff to treat everyone with respect and dignity, and all visitors and patients to treat staff in the same way. Please note that the Trust does not tolerate physical or verbal violence or aggression towards members of staff, and will take legal action if necessary.

Please do not look at other people’s notes without their permission. This also applies to your visitors looking at your personal notes without your permission.

If you wish to take photos, please agree this with a member of staff and ensure that other patients are not in the photos, so that we can protect their privacy.
Security
There is a hospital policeman, but please talk in the first instance to a member of the ward team if you have any concerns about your personal security.

Fire
If you discover a fire
• Call for assistance and operate the nearest fire alarm.
• Move away from the danger area and wait for further instructions from the ward staff.

On hearing the fire alarm
• If it is safe to do so, stay in your ward area and wait for instructions from the ward staff.
• If you need to move away from danger, follow the fire exit signs, but stay on the ward until you are instructed to move.

Fire alarm tests are held on Tuesdays, when you will hear the bells sounding for a brief period, though sometimes more than once.

Getting ready to leave hospital
Planning for when you are discharged will begin as soon as you arrive in hospital. The ward nursing staff will co-ordinate this, working closely with you and your family/carer. If you have not been given one already, please ask for a copy of our explanatory leaflet, Leaving Hospital.

You will normally be expected to make your own arrangements for transport home. If this is not possible, please speak to a nurse or the ward clerk.

Sometimes a patient will go to a local community hospital for further care and treatment. If your doctor advises this, we will discuss it with you and your family.
When you leave hospital, a letter about your treatment and condition will go to your GP from our staff – usually the consultant in charge of your treatment. You will automatically receive a copy of their letter unless you tell us not to send it. Please advise a staff member if you wish to opt out.

Gifts and donations

Our staff are not able to accept personal gifts or gratuities, but we are happy to accept donations to Trust Amenity Funds via our registered charity. For details, please ask the nursing staff.

The Trust also raises funds for specific projects, such as the creation of a new chemotherapy and day treatment unit. If you would like to help in any way, please call our fundraising office on 01271 311772 or go to www.northdevonhealth.nhs.uk/fundraising.
Who’s who

You will see many different members of staff on the ward. If you are not sure who they are, please ask them. All staff wear identity badges saying who they are and what they do.

There are pictures at the end of this booklet of the various uniforms, to help you identify staff.

The medical team

Each patient is under the care of a senior doctor, called a consultant. Working with the consultant are a house officer (junior doctor), senior house officer, registrars and staff grade doctors.

The nursing team

You will be allocated a qualified nurse during your stay with us. They will introduce themselves at the start of their shift.

Sometimes you may also see specialist nurses, who have expertise in areas such as diabetes, multiple sclerosis, respiratory disorders, bladder and bowel conditions, pain relief and heart conditions.

The therapy team

Physiotherapists, occupational therapists, dietitians and speech and language therapists also visit the ward to see patients and talk with carers or relatives.

Social worker

If any practical or domestic difficulties arise due to you being in hospital or if you are worried about how you will manage when you get home, the Pathfinder team may be able to help. For more information, please ask one of the nurses or contact the Pathfinder team on 01271 322495.
Housekeeping
Housekeeping staff make sure your ward is clean and that you get your meals, drinks and refreshments. If you have any worries about these things, please ask any member of the housekeeping staff.

Students
Student doctors might accompany your consultant on ward rounds or patient assessments. Other students also sometimes accompany staff.

We might ask if you are happy to be seen by a student to help improve their clinical skills. Please be reassured that you can say no and that this will not affect the care you receive.

If you have any concerns or questions, please speak with your doctor or nurse.

Other staff you might see
• Care assistants
• Pharmacists
• Ward clerks
• Chaplain/chaplaincy ward visitor
• Patient experience volunteers
Day-to-day life on the wards

To call the nurse, press the large orange button on the bedside handset. When pressed, a red light appears in the main corridor to alert the nurse. At the same time, a bell will ring intermittently until the nurse turns it off.

Ward rounds

When doctors and nurses do their ward rounds, usually in the mornings, they will plan your treatment. We will invite you to share your opinions, discuss your treatment and ask questions during these rounds.

Drug rounds

Staff give out medication at regular intervals, usually before meal times and last thing at night. Please ask if you feel you need other medication between drug rounds.

Keeping an eye on your condition

We regularly check your condition by recording a number of observations, including your breathing rate, pulse rate, blood pressure and temperature. Please feel free to ask a doctor or nurse when your observations were last recorded and when they will be done next.

Pain relief

Pain-relieving treatments are readily available. Some are given at mealtimes, others only when asked for. Please say if you are not getting enough treatment for pain, so that the prescription can be improved.

Sleep

Many patients find it difficult to sleep well in hospital. The ward staff are able to advise, and if needed, sleeping tablets can be prescribed.
Keeping mobile

Unless you are medically advised not to, you are encouraged to move at regular intervals to encourage blood circulation and to prevent stiffening of the joints and pressure sores. These are areas of damaged skin that are usually caused by sitting or lying in one position for too long. Try and change position often when sitting on a chair or lying on the bed.

Leaving the ward

The nurses caring for you are responsible for your safety and wellbeing during your stay. If you wish to leave the ward, please tell a nurse where you are going.

Visiting

Visiting times for this ward are set out at the beginning of the booklet (see ‘Welcome to your ward’).

We recommend that no more than two people visit at any one time. If too many people arrive at once, the ward staff may ask them to wait elsewhere and take it in turns to visit. This also helps ensure that other patients are not disturbed.

During protected mealtimes, visitors are not permitted, unless they are helping you to eat. This allows patients time to have their meal in peace. Protected mealtimes may vary slightly. Please check with the individual ward about times. Visiting outside of these times is at the discretion of the ward manager.

Keeping in touch with relatives and friends

By phone...

Please ask your friends and relatives to keep calls to the general ward telephone to a minimum, as often nurses have to leave their work, caring for patients, to answer the phone.

Please nominate one person to keep in contact with the ward and relay any messages and progress reports to and from other friends and relatives. There is a list of ward telephone numbers page 24.
No information will be given to friends and relatives without the permission of the patient, because of our duty of confidentiality. Even with that permission, detailed information about treatment or progress is best discussed directly with the nurse or doctor rather than over the phone. Ward staff can arrange an appointment for you.

You may also use the bedside phone if you sign up with Hospedia for TV services, for which there is a charge. See page 20 for details, under ‘Television, Telephone and Radio’.

Mobile phones should not be used on the wards and in clinical areas, but may be used in nominated areas such as stairwells and in the foyer. Please switch off all mobile phones and ask staff where you are permitted to use them.

**Via the internet...**

Justvisiting.com is a free, not-for-profit website that allows you to establish a ‘caring network’ during your stay in hospital.

The site allows you, or more usually a family member or close friend, to create a secure online meeting place where friends and family can keep each other updated during your stay in hospital.

The service is supported by the NHS, the Royal College of Nursing and Patient UK. The Trust has no involvement in its operation.

**Flowers and plants**

Flowers and plants cannot be taken into the Intensive Care Unit (ICU) or the Special Care Baby Unit (SCBU). This is because of the additional risk of infection and the sensitive medical equipment particular to these areas.

In other areas, large bouquets make cleaning round the bed more difficult and increase the risk of accidents, so visitors are asked to limit the number of flowers taken in for patients.

**Post**

Patients can receive and send mail while in hospital. There is a post box in the main foyer, with stamps available from the shop next door.
Baby-changing

Baby-changing facilities are available for visitors on:

Level 0

- Maternity Unit
- Ladies’ toilet (outside the Restaurant)
- Gents’ toilet (by lifts)

Level 2

- Disabled toilet (opposite Aspretto Cafe)
- Out-patient Department
- General toilet (A&E)
- Ladies’ toilet (main foyer)
Food, drink and entertainment

Meals and snacks

We serve three daily meals on our wards and have introduced ‘protected mealtimes’ so you can eat without distraction.

Mealtimes on the ward are approximately:

- Breakfast 7.30am – 8.30am
- Lunch 11.45am – 12.30pm
- Supper 5.30pm – 6.30pm

You choose your meals from a daily menu. If you have any special requirements, please tell a nurse or housekeeper.

Sometimes, because of an operation or as part of your treatment, you will not be allowed to eat or drink.

A snack trolley comes onto each ward every weekday morning and afternoon with a selection of soft drinks, sandwiches, crisps, fruit, other snacks and newspapers for purchase. At weekends, it carries confectionery but not other food items.

The Moment to Eat restaurant is located down on Level 0 of the hospital. It is open Monday to Friday from 8am to 2.30pm, but closed on Saturdays and Sundays. The restaurant serves hot and cold meals, as well as snacks and drinks.

We have the cafe in the main foyer, which is open Monday to Friday from 8am until 7pm, and Saturday and Sunday from 10am until 7pm. Cooked evening meals are available every day.

There are food and drink vending machines located in the main foyer on level 2, Bassett Ward in the Ladywell Unit and other locations.

Visitors should not bring perishable food into hospital because there are no storage facilities to keep it fresh.

Food that can be safely brought in for patients includes:

- Shop-bought cakes and biscuits in sealed packets
- Fruit
- Fruit squash, canned drinks, cartons and bottled water
- Sweets, chocolate and savoury snacks in sealed packets
Television and radio

Each hospital bed has a Hospedia unit providing television, radio and internet access, as well as telephone. NDDH also has its own 24/7 radio station, Tarka Radio, available via Channel 28 on the Hospedia system. Song requests can be made online at www.tarkabroadcasting.co.uk

Some services are free, others are purchased. Cards can be bought via vending machines on wards or paid for by credit card, using the Hospedia handset.

Patients who subscribe to Hospedia may use the bedside telephone line. Each has its own number, which can be given to relatives and friends. Outgoing calls made by the patient to 01,02 & 03 BT landlines are free, but incoming calls are charged to the caller. You can obtain current costings in a leaflet from the Hospedia vending machine, via the ‘Other services’ button on the handset, or by calling 0845 414 1234.

Foyer shop

There is a shop in the main foyer. It sells newspapers, magazines, snacks and some toiletries. The shop opens Monday to Friday, 8am to 6pm, and Saturdays and Sundays from 12 noon to 4pm. The daily trolley brings newspapers to the wards (see Meals and Snacks, above).

Library

The library trolley comes around on Tuesday and Friday afternoons. Books can also be borrowed from the Patients’ Library on Level 1 from 9am to 5pm, Monday to Friday.

The library also holds large-print titles and spoken-word cassettes, and can obtain music cassettes on request. If you borrow books, please remember to leave them with ward staff at the end of your stay. If you do take them home, please return them via any Devon Library Services branch.
Finding out more and having your say

Information Centre

An Information Centre for patients, the public and staff is based in the main foyer on Level 2 of the hospital. It stocks written material on a wide variety of health issues, including medical and surgical conditions, healthy lifestyles, benefits and social care.

Two computers are available for public use, with links to NHS and other health-related websites, including those of national support groups. Staff can help you find the information you want, and print out material if required.

If the Centre does not have what you need, staff will help you find the information from another source. Information can be made available in other formats, such as large type, or in languages other than English.

The Information Centre is open from 9.30am to 4.30pm, Monday to Friday.

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern, please visit them in the Information Centre on Level 2 at North Devon District Hospital or contact them on 01271 314090.

Tell us what you think – and help us improve

Northern Devon Healthcare NHS Trust aims to provide high-quality services. To help us do this, please tell us when we’re doing well or if something could be improved.

There are a number of ways in which you can let us know what you think:

• Speak with a member of the ward staff – this is the simplest and quickest way of raising any issues at the time
• Use one of the kiosks at the main entrances to NDDH, so you, your family and visitors can record feedback
• Talk with one of our volunteers, who visit every ward regularly to find out about patients’ experiences. These surveys are anonymous, but results are fed back to the ward managers within two hours so instant improvements can be made.

• At the end of your stay, tell us whether you would recommend the service to your friends and family. Once you have been discharged, please fill in the form and pop it into the letterbox on the wall by ward exit. Whatever your views, the more responses we receive, the better will be our understanding of your overall experience.

• Join the growing number of people who describe their experiences on Patient Opinion, a national website that helps others find out more about local services and make up their minds about where to go for treatment. See: www.patientopinion.org.uk

If you would like to make a formal complaint, please contact the Customer Relations Manager on 01271 322334 or put your concerns in writing to the Chief Executive, Northern Devon Healthcare NHS Trust, Raleigh Park, Barnstaple, EX31 4JB.

Monitoring for equal opportunities

The Trust asks patients their ethnic origin as a legal duty under the Race Relations (Amendment) Act 2000. The Trust is also preparing for legislative changes, which are likely to include questions about religion, sexuality and disability. This is to make sure all our services are accessible to all, fair and easy to use.

By answering these questions you can help us see where there might be gaps in our service, and make sure the service you get is right for you. It is your choice whether or not to answer.

By collecting this information we will be able to see which communities live in North Devon and Torridge and make sure our staff have the necessary skills to care for all the patients we serve. For example, we can ensure that we have the correct interpreters available when needed.

This data is kept confidential and is only seen by staff who are approved to use it, so they can make changes to services.
Spiritual care

The Chaplaincy Department provides spiritual and pastoral care and support for patients, visitors and staff particularly at times of personal stress or trauma. Although Christian in its staffing and services, the Chaplaincy provides spiritual support for people of all faiths or none. We have contacts with various local and national faith communities and will try to ensure that everyone’s spiritual needs are met.

The Chapel and Faith Centre is on Level 1, where you will find a prayer room, a quiet room and a small chapel leading to a courtyard garden. This centre is open at all times for you and your visitors. At present there is no regular Sunday service, but the Anglican and Roman Catholic chaplains visit each ward on a Sunday to bring Holy Communion to those who have requested it.

Copies of the New Testament, the Quran and other sacred scriptures are available on the ward or from the hospital library. Please ask your chaplaincy ward visitor if there is anything else that you need.

To contact the chaplaincy, please ring 01271 322362 and leave a message. In an emergency, please ring the chaplaincy via the hospital switchboard on 01271 322577 or ask your ward staff to make contact. As all the chaplains are part-time, an immediate response is not always possible.

Remembrance garden

There is a small remembrance garden opposite the main entrance of the hospital. It is for anyone who would like a sanctuary for quiet reflection.
Organ and tissue donation

Organ donation is the gift of an organ to help someone else who needs a transplant.

Hundreds of people’s lives are saved each year by the generosity of organ donors.

Organs that can be donated include the heart, lungs, kidneys, liver, pancreas and small bowel. Tissue such as skin, bone, heart valves and corneas can also be used to help others.

One donor can give life to several people and restore the sight of two more.

NHS Organ Donor Register

More than 16 million people in the UK have signed up to save lives by joining the NHS Organ Donor Register (ODR).

It is easy to add your name to the register and only takes a few minutes of your time. But it could save someone else’s life.

Even if you already carry a donor card, please join the ODR to ensure your wishes are recorded.

It is also vital to discuss your decision with those closest to you so they know your wishes.

How to join the register

You can join the register by calling the NHS Donor Line on 0300 123 2323 or by texting the word SAVE to 62323.

More information is available by visiting www.organdonation.nhs.uk.

Any questions?

The Trust has its own specialist nurse in organ donation on site at NDDH.

If you have any questions, please call the team on 0300 123 1108 (organ donation) or 0117 342 4163 (tissue donation) during office hours.
### Hospital telephone numbers

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hospital switchboard</td>
<td>01271 322577</td>
</tr>
<tr>
<td>Acute Stroke Unit</td>
<td>01271 322360</td>
</tr>
<tr>
<td>Admissions lounge</td>
<td>01271 349570</td>
</tr>
<tr>
<td>Bassett Ward</td>
<td>01271 322612</td>
</tr>
<tr>
<td>Capener Ward</td>
<td>01271 322706</td>
</tr>
<tr>
<td>Caroline Thorpe Ward</td>
<td>01271 322704</td>
</tr>
<tr>
<td>Coronary Care Unit (CCU)</td>
<td>01271 349120</td>
</tr>
<tr>
<td>Day Surgery Unit</td>
<td>01271 322455</td>
</tr>
<tr>
<td>Day Treatment Unit</td>
<td>01271 311778</td>
</tr>
<tr>
<td>Lundy Ward</td>
<td>01271 322724</td>
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<tr>
<td>Gemini Endoscopy Suite</td>
<td>01271 349180</td>
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<tr>
<td>Glossop Ward</td>
<td>01271 322731</td>
</tr>
<tr>
<td>Information desk</td>
<td>01271 311687</td>
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<td>Intensive Care Unit (ICU)</td>
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<td>King George V Ward</td>
<td>01271 322720</td>
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<tr>
<td>Maternity reception</td>
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<td>Medical Assessment Unit (MAU)</td>
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<td>Petter Day Treatment Unit</td>
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<td>Special Care Baby Unit (SCBU)</td>
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<tr>
<td>Staples Ward</td>
<td>01271 322729</td>
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<tr>
<td>Tarka Ward</td>
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<tr>
<td>Victoria Ward</td>
<td>01271 349120</td>
</tr>
</tbody>
</table>

**Was this booklet helpful?**

If you have any suggestions to improve this leaflet, please contact the Communications Department on 01271 311575 or email ndht.contactus@nhs.net.
Getting involved

Northern Devon Healthcare NHS Trust

Would you like to get involved with the Trust, giving your views on current services and future plans? There are lots of ways of helping, depending entirely on your circumstances. For example, you might want to:

• sit on a project group to help make sure we get it right
• be sent draft patient leaflets, to make sure they tell people what they want to know
• help us raise money for specific projects, such as the chemotherapy centre

For more information, please feel free to call us on 01271 311688.

Healthwatch Devon

Healthwatch Devon was set up in April 2013 as an independent champion to gather and represent the views of the public. It is there to ensure that anyone can express their view or share their feedback and experiences, and hold to account those who provide health and social care services. Healthwatch Devon can listen, advise, point you in the right direction and take up any of your concerns or issues.

Volunteers will play a crucial role in helping to ensure that Healthwatch Devon can raise the profile of issues that matter. It will not be able to achieve the reach and impact that it aspires to achieve without the help of volunteers.

To find out about the various roles for volunteers, or just to learn more about Healthwatch Devon, please:

Call: 0800 520 0640
Go to: www.healthwatchdevon.co.uk
Over and Above is the registered working name of the Northern Devon Healthcare NHS Trust Charitable Fund and is the independent registered charity which supports the work of Northern Devon Healthcare NHS Trust.

The Fundraising Office
Northern Devon Healthcare NHS Trust
Raleigh Park
Barnstaple
Devon
EX31 4JB
Tel: 01271 311772
ndht.charity@nhs.net

www.overandabove.org.uk
Finding your way around

The map below shows the main entrance level of the hospital, known as Level 2. The shop and the cafe, for example, can be found here.

Most of the wards are on the upper levels, while the restaurant is down on Level 0. Snack vending machines are on most levels.
Staff uniforms

These are the main uniforms you will see worn by staff while you are an inpatient in the hospital. Most consultants (senior doctors) do not wear uniforms.