

Free wi-fi

Free wi-fi is now available 24 hours a day in the *Moment To Eat Restaurant* on Level 0.

The password required to access the system is:
SodexoWifi

Even when the restaurant is not serving food and the shutters are lowered, you can still access free wi-fi 24 hours a day by entering into the seating area.

For those of you who use email, we hope this means you can keep in touch with friends and family more easily while you are in hospital.

Please remember always to let the ward staff know that you are leaving the ward.



Money Saving Tips

*...for you and your visitors while
you're in hospital*

At Northern Devon Healthcare NHS Trust, we are continuously striving to improve the experience of our patients. Listening to what our patients think about the service they have received forms a vital part of this process.

It is in response to feedback received from patients during their stay with us that we would like to make you aware of some choices which are available to help minimise the cost of being in hospital.

As you will appreciate, some costs are outside our control but there are ways in which you can use the facilities detailed here more cost-effectively.

So, here are a few money saving tips for you and your visitors...

TV / Telephone / Radio

- from just £1.50 per day

There are a number of options (or bundles) available to you when using the TV / telephone / radio system.

The prices of the different bundles vary considerably - so please choose carefully.

TV / telephone can cost as little as **£1.50 per day** if you select the 'MiniBundle'.

It is cheaper to pay for a longer period and claim back any unused days rather than paying day-to-day.

*Here is an example: the 'MiniBundle' package includes TV channels 1 - 5 and unlimited outgoing phone calls. If you purchase 30 days for £45, the cost is **£1.50 per day** rather than £2.50 per 2 hours. Then, if you leave within the 30 day period, or simply wish to discontinue using the service, you can claim a refund of the unused balance.*

Please note that **refunds**:

- are possible only if you have paid by debit or credit card
- can be secured directly from your TV terminal

If you've paid in cash you will not be able to obtain a refund. However, you do have the option to suspend your account and re-activate it at any time in the future.

Special offers

Details of any special offers and promotions currently available can be found simply by switching on the TV and they will automatically appear on-screen.

Free radio

You can access the radio through your bedside TV. The radio is always free.

Tarka Radio, our own dedicated hospital radio, is available on Channel 1.

Car Parking

- £5 for 5 days (or £6 for 7 days)

Regular visitors to the hospital can exchange the car parking ticket obtained when entering the visitor car park for either a 5 or 7 day car parking pass. This reduces the cost to £1 or less per day.

A member of staff at our Information Desk in the main foyer on Level 2 will be happy to exchange the car parking ticket for a 5 or 7 day car parking pass.

A 5 or 7 day car parking pass provides unlimited use of the visitor car park for the period selected.

The cost of a car parking pass is as follows:

- 5 days - £5
- 7 days - £6

