

## Coming into hospital: Your stay at North Devon District Hospital

Patient name: .....

Ward/department: ..... Level: .....

Appointment date: ..... Time: .....

Consultant: .....

### Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

### Before you arrive

**Please read this booklet or ask someone to read it for you before you come into hospital.**

Please tell us as soon as possible:

- If you cannot come on the date we have given you
- If you have any special needs, for example, if you:
  - are disabled/have mobility problems
  - eat a special diet
  - use special equipment, such as a hoist or a support chair
  - 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.

Please call the ward you are coming to. The number is in the letter we sent with this booklet.

If you receive a state pension or benefit, please tell the Department of Work and Pensions that you are coming into hospital.

## Getting to the hospital

It can sometimes be difficult to find a car parking space at our hospital. We suggest that, if possible, you and your visitors use public transport.

The Patient Transport Advice Service can provide comprehensive information on transport to and from local hospitals. It can also arrange ambulance transport if needed. Staff will ask you about your health and mobility, to check if you are eligible.

You may be eligible for patient transport assistance, if you:

- are currently too unwell to use a car or public or community transport
- need skilled help to leave your home
- will require extra support on the journey

Tel: **0345 155 1009** (local rate call charges apply and are included in mobile bundles).

### By bus

Stagecoach buses from Holsworthy, Bideford, Ilfracombe, South Molton and Torrington run to the hospital. Call Traveline on 0871 200 2233 or visit [www.traveline.org.uk](http://www.traveline.org.uk) for bus times.



### By train

Barnstaple Railway Station is about three miles from the hospital. Stagecoach buses run from the station to the hospital.



### By car

Follow signposts to the hospital from most of the main routes into Barnstaple. The entrance to the car park is clearly signposted. Drivers will need to take a ticket at the entrance barrier, then pay at one of the machines before returning to their car to leave. Please call our PALS office on 01271 314090 or look at our website [www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk) for details of charges. There are weekly passes which work out at under £1 per day.



Disabled drivers who hold a blue badge can park free of charge in the bays clearly marked at the NDDH main entrance. Additional disabled parking is available in the main visitors' car parking area, where parking charges apply. There are also a limited number of designated disabled badge-holder spaces at the entrance to most buildings on site.

If you are planning to drive yourself to the hospital, please check whether you will be fit to drive yourself home after your stay.

## By bicycle

If you would like to park your bicycle securely, please ask at the main entrance to the NDDH, as we have bike stands available.

## What to bring



- 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
- Paper tissues (more hygienic than handkerchiefs) and wet wipes
- A toothbrush, toothpaste, soap, anti-perspirant deodorant and any other toiletries such as shaving equipment
- Bath towel, a flannel or sponge if required
- Sanitary products such as tampons/pads if required
- Something to read
- Any aid that you would normally use – for example, spectacles, walking frame, stick, crutches, wheelchair, prosthesis
- Something to drink, preferably water-based
- Private insurance details if appropriate
- Items of religious or spiritual importance
- Small amounts of money for newspapers, BT payphone or our bedside TV and phone service called Hospedia
- Payment for car parking (pay machines accept coins, notes and card)

## Please do not bring

- Large amounts of money
- Jewellery, valuable items or anything with strong sentimental value
- Television or radio
- Alcohol, tobacco, illegal drugs or psychoactive substances

If you have to bring valuables, please ask a nurse to store them safely for you. Please ensure that you get a receipt for your valuables. **We are sorry but we cannot accept responsibility for loss or damage to items that you did not give to us for safe-keeping.**

## Cancellations

If you agree appointments for pre-operative assessment and admission, and later cancel these dates, we will offer you another date. However, if you should cancel agreed appointments a second time, then your clinician will review your case and decide whether or not you should remain under their care or should return to the care of your GP who can then re-refer you when you are able to attend.

North Devon District Hospital is a busy hospital which sees well over 50,000 emergency patients each year. On rare occasions, we have to cancel some of our planned patients because of emergencies.

We know how much stress this can cause, so we work very hard to ensure this is something we only do in exceptional circumstances. But if we do have to cancel your admission, please accept our apologies. We will rearrange your procedure date as soon as possible.

## Where were you?

Please keep your appointment to ensure you get the treatment you need. Missed appointments add to waiting times and cost the NHS millions of pounds each year. If you can't make it, please let us know so that we can give your appointment to someone else and arrange a new time for you.

If you do not attend your pre-operative assessment appointment or do not attend on the day of your planned admission for your procedure, we will assume that you no longer wish to have the operation. You may then be removed from the waiting list and referred back to your own GP/dentist who can re-refer you if clinically required

## What if I am unwell while waiting for my admission?

For a planned surgery to take place, we must have up to date information about your health and medication. If you are having a general anesthetic procedure, please consider the following points:

- Has something changed about your general health since you last saw the pre-operative nurse?
- Have you been admitted to hospital since you last saw the pre-operative nurse?
- Have you been given any new medication including a course of anti-biotics since you last saw the pre-operative nurse?

If you become unwell within 6 weeks of your surgery date, please inform us. It is critical that we know if you have had a chest infection.

If you have had any diarrhea and vomiting within 48 hours of your surgery date, do not attend the hospital and call the Pre Assessment team on the number below.

Please contact the Pre-Operative Assessment team on 01271 370213 to discuss the points above.

## Upon arrival

- 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.
- Ask for a denture pot, if you need one.

## The NHS's commitment to you

We will:

- Offer you a clear explanation of your condition, and arrange help if you do not speak English or have hearing problems
- Discuss your treatments and procedures with you
- Describe any potential benefits and risks of treatment, and discuss alternatives
- Ask you for your fully-informed consent to any operation, procedure or treatment
- Keep the information in your records confidential, in line with the Data Protection Act 1998
- Give you the opportunity to see your patient records if you wish, in line with the Data Protection Act 1998
- Work with other organisations involved in your care and share information about you only for your benefit and as necessary, removing identifying details where we can
- Always treat you with dignity and respect
- Keep your relatives or carers informed of your progress, if you wish
- We welcome comments about our services. There are a number of ways to give feedback – these include speaking to one of our patient experience volunteers, filling in a feedback form or going online to [careopinion.org.uk](http://careopinion.org.uk) to let us know what you think about the care you received.

## Cleanliness and preventing infection

Cleanliness and hygiene in hospitals are priorities for us. It is now very rare that patients catch MRSA or C. difficile in our hospitals. This success is down to the rigorous cleaning regime by our staff but also patients and visitors.



Please wash your hands before entering or leaving the ward. And tell us if you or any of your family have had diarrhoea or vomiting in the 48 hours before your admission.

Help yourself to alcohol hand gel where ever you see the handwash sign (right). It is also available at your bedside.

Please:

- **Always wash or cleanse your hands with a hand wipe after using the toilets and before eating** – please ask if you need help.
- Tell a member of the ward team if your ward, bathroom or piece of equipment is unclean.
- Do not sit on other patients' beds.
- It is ok to ask all our staff if they have washed their hands before touching you. They will not mind. We expect all our clinical staff cleanse their hands before and after contact with you and to be bare below the elbows to allow effective hand washing.
- 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.
- If you are coming into hospital for an operation, please bath or shower using soap on the morning of your operation. You do not need to shave the operation area. Please avoid nail varnish and moisturisers.

## Smoke-free at NDDH

Please do not smoke or 'vape' in the hospital buildings, grounds or car parks. The Trust operates a smoke and vape free policy.

We want to help people stop smoking. Why not call the Devon Stop Smoking Service on 0800 2982654 / local rate 01392 908139 or visit [www.onesmallstep.org.uk](http://www.onesmallstep.org.uk), or see your GP before coming into hospital? The benefits begin the minute you stop smoking. If you need advice on giving up while in hospital, please talk to one of the nurses.



## 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.

### The medical team

Each patient is under the care of a senior doctor, called a consultant. Working with the consultant are junior doctors (foundation year 1 and 2), core trainees (years 1, 2 and 3), specialist registrars and staff grade doctors.

### The nursing team

During your stay with us, you will be allocated a qualified nurse who is likely to be supported by a healthcare assistant. They will introduce themselves at the start of their shift.

### Other healthcare professionals

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

### Specialist palliative care

The specialist palliative care team support patients with a life-threatening illness and their carers, from the time of diagnosis onwards. They work closely with other hospital professionals, GPs and district nurses.

### 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 311745.

### 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, nurses and therapists might accompany your consultant on ward rounds or patient assessments or be involved in your care. 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

- Ward clerks
- Medical photographers
- Hotel services staff such as porters, cleaners and caterers
- Volunteers

## During your stay

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. Our staff need to concentrate whilst doing the drug round so we would ask that you do not interrupt them. If you need to speak to a member of staff, let them know, and they will come back to you after the drug round.



## Safety briefings

**The ward coordinator will meet with the multidisciplinary team in the morning and identify any patients that need more focus and attention as your safety is our priority.**

## Pain relief

You don't need to be in pain. Please tell us if you are in pain and we will provide pain relief.

## Sleep

Many patients find it difficult to sleep well in hospital. Our ward staff work hard to keep noise to a minimum at night. Please let us know if we can do anything to improve this for you. Sleeping tablets can be prescribed.



## Keeping mobile

Unless you are advised not to, we encourage all patients to move around and remain active throughout the day to encourage blood circulation and to prevent stiffening of the joints, pressure damage and clots. Pressure damage happens when you sit or lie in one position for too long. We will regularly check that you are not developing pressure damage but we also ask patients to try and change position often when sitting on a chair or lying on the bed.

You will also be assessed for the risk of developing clots and maybe prescribed a medication to thin your blood again early mobilisation is essential to reduce this risk.

## 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.

## Telephones, television and radio

Each hospital bed has a Hospedia unit providing telephone, television, radio and internet access. 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.

Hospedia provides subscribing patients with a telephone line and a telephone number, which can be given to relatives and families. Incoming calls are charged at a premium rate: please call 0845 414 1234 or log onto [www.hospedia.co.uk](http://www.hospedia.co.uk) for details of costs.

Some money-saving options exist –check out the on-screen special offers when you switch on the TV.

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.

Mobile phones are allowed on the wards and in most clinical areas, but must be switched to mute so not to disturb any other patients where possible. Mobile phones should be used in nominated areas such as stairwells and in the foyer. Please ask staff where you are permitted to use them.

## 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.



## Gifts and donations

Our staff are not able to accept personal gifts, but we are happy to accept donations to Over and Above, the hospital charity (Registered Charity No 1051463). For details, please ask the nursing staff to contact the fundraising team.

## Food

We serve three daily meals on our wards and have introduced protected mealtimes (see **Visitors, privacy & dignity** section).



You choose your meals from a daily menu. If you have any special requirements or can't see anything that suits you, 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.

Mealtimes on the ward are approximately:

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

## Spiritual care

The chaplaincy team aims to provide pastoral and spiritual care to you as a patient, your families or carers and all hospital staff. We seek to engage with people of all faiths or none, respecting your uniqueness, integrity and confidentiality.

We act in partnership with local faith communities, and recognise and support those who identify as spiritual but not religious.

There is a small chapel located on Level 1, which is open at all times. There is also a small prayer room for use by any religious group and a quiet room which opens directly into the main chapel. From the chapel you can access a courtyard garden which is open to all to use as a quiet space.

Volunteers visit each ward during the week and chaplains are available in the hospital usually from 8am to 4pm weekdays and on Sunday mornings. Please ask your ward staff if you would like to see a chaplain or chaplaincy visitor.

## 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.

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. You can also contact the centre by phone on 01271 314091 or by email [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net)

The internet resources can also be accessed via the Trust's website at [www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk)

## Visitors, privacy and dignity

Visiting times are from 11am to 8pm daily. If you require more flexibility outside the general visiting times, please contact the ward manager or shift coordinator directly.

The Trust supports Johns Campaign to enhance the care of our dementia patients. John's Campaign supports the right of carers and family to stay with patients with dementia in hospital, if they wish to. For more information about this, please speak to the nurse in charge on the ward.

During protected mealtimes, visitors are not permitted, unless they are helping you to eat. This allows patients time to eat their meal without distraction. Protected mealtimes may vary slightly. Please check with the individual ward about times. Visiting outside of these times is at the discretions of the ward manager.

If you wish to be cared for by a member of staff of the same sex as you, please talk to a member of the ward team.

## A to Z of facilities

### Baby-changing

Baby-changing facilities are available on:

#### Level 0

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

#### Level 2

- Disabled toilet (opposite Tarka Radio)
- Out-patient Dept
- General toilet (emergency department)
- Ladies' toilet (main foyer)

### Cash back

Cash back is available at the shop, restaurant and café with a small purchase.

## Catering

The Moment To Eat restaurant is located down on Level 0 at the hospital. It is open Monday to Friday from 8m to 2.30pm.

We also have a cafe in the main foyer, which is open Monday to Friday from 8am to 7pm and Saturdays and Sundays from 10 am to 7pm.

There is a snack and drink vending machine in the main foyer on level 2.

## Library

The library trolley comes around Tuesday and Friday afternoons. Books can also be borrowed from the Patients' Library on Level 1 from 9am until 5pm, Monday to Friday. There is also a daily newspaper trolley operated by the League of Friends.



Large-print titles and spoken-word cassettes are available for loan, and music cassettes can be obtained 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.

## Post

Patients can receive and send mail whilst they are in hospital. There is a post box in the main foyer. The address should include the name of the ward, then North Devon District Hospital, Raleigh Park, Barnstaple, Devon, EX31 4JB.

Stamps are available from the shop in the main foyer.

## Shop

There is a shop in the main foyer. It sells newspapers, magazines, snacks, flowers and some toiletries. The shop opens Monday to Friday from 8am to 5pm and Saturdays and Sundays from 12 noon to 4pm.

## Snack trolley

A snack trolley comes onto each ward every morning and afternoon with a selection of soft drinks, sandwiches, crisps, fruit and other snacks for purchase.

## Wifi

Free wifi is available 24 hours a day in the Moment To Eat restaurant on Level 0. The password required to access the system is: **SodexoWifi**

## Security

There is hospital security within the hospital 24hrs a day, but please talk in the first instance to a member of the ward team if you have any concerns about your personal security.

## Our staff

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.

## Going home

Planning for when you are discharged will begin as soon as you arrive in hospital. The ward nursing staff will coordinate this, working closely with you and your family/carer. We aim to discharge patients where possible by 11am.

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

Sometimes we move a patient to a local community hospital for further care and treatment. If your doctor advises this, we will discuss it with you and your family.

## Monitoring for equal opportunities

We have a responsibility to make sure that all the services we offer are accessible to all, fair and easy to use under the Equality Act 2010. We may ask you some questions about yourself, such as your ethnic origin, sexuality, religion and whether you have a disability.

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.

## Ward telephone numbers

Please phone the main North Devon District Hospital number and you will be transferred to the ward.

**Tel: 01271 322577**

### **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 call 01271 314090 or e-mail [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

Northern Devon Healthcare NHS Trust  
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Devon EX31 4JB  
Tel. 01271 322577  
[www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk)

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