

## Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

**Freephone:** 0800 183 0204

**From a mobile or abroad:** 0115 924 9924 ext. 65412 or 62301

**E-mail:** [pals@nuh.nhs.uk](mailto:pals@nuh.nhs.uk)

**Text message (for deaf or hard of hearing):** 07812 270 003

**Letter:** NUH NHS Trust, c/o PALS, Freepost NEA 14614, Nottingham NG7 1BR

[www.nuh.nhs.uk](http://www.nuh.nhs.uk)



If you require a full list of references for this leaflet please email [patientinformation@nuh.nhs.uk](mailto:patientinformation@nuh.nhs.uk) or phone 0115 924 9924 ext. 67184

The Trust endeavours to ensure that the information given here is accurate and impartial.

# Patient safety

## Keeping you safe during your stay in hospital

Information for patients

This document can be provided in different languages and formats. For more information please contact:

Patient Safety Team  
Nottingham City Hospital  
Tel: 0115 969 1169 ext. 76014

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### Your safety is our highest priority

**Our commitment to each patient is that you will feel cared for, safe and confident in our care. Your safety is our highest priority.**

**This leaflet describes how we can work together to keep you safe during your stay with us.**

## Medicines: going home from hospital

### Please ensure that:

- You receive a supply of any new medication and have sufficient supplies of medicines you usually take at home.
- You tell us if you have your medications delivered, for example by your local pharmacy, or if someone collects it for you.
- You let us know the contact details for anyone who helps you manage your medication at home.
- You and your carers understand what your medication is for, how to get supplies and when to see your GP for any follow-up or blood tests.
- You know what side-effects to look out for and what to do if you get new symptoms.
- You have been given a letter explaining any changes to your medication - it is important that your carer or keyworker sees this letter to ensure you continue to receive the correct medicines after your stay in hospital.

## Medicines: when you are back at home

### Please ensure that:

- Your medication is checked against the medication list you have received from the hospital. You may prefer to ask your local pharmacist to do this.
- If some of your medication has been changed, your GP has amended your repeat prescription so that you do not receive medicines that you no longer need.
- If some of your medication has been stopped, any unused supplies are taken back to your local pharmacist.
- If you think there has been a mistake with your medicines while you have been in hospital, please speak to a member of staff, your GP or your local pharmacist.

## Medicines

### We will work with you to ensure you are safe:

- Staff should always check your wristband and ask your name and date of birth before giving you any medicines. If you (or your friend or relative) notice any member of staff not doing this please let the member of staff and/ or nurse in charge know.
- If you think you are about to receive or have received the wrong medicine please tell a member of staff as soon as possible.
- If you have an allergy, but are not wearing a red wrist band, then please let your nurse or doctor know.

## Medicines: before you leave hospital

### Please ensure that:

- You understand what your medicines are for and how to get more supplies when needed.
- You have let us know if you need more help managing your medications at home.
- You know what side effects to look out for and what to do if you get any new symptoms.
- You know if and when you have been asked to see your GP for any follow-up or blood tests.

## Our safety checklist

We want you, your family and carers to know the things our staff should do for you in the first 24 hours of your stay.

### If any of these things are not done, please let us know:

- ✓ Have we asked you about your medications and any allergies you have? Have you told us about all the medications you usually take at home?
- ✓ Have we given you an identity (wrist) band, and are the details on it correct? If you have an allergy, do you have a red wristband on?
- ✓ Have we talked to you about help with eating and drinking if you need it?
- ✓ Have we talked to you about your risk of developing blood clots?
- ✓ Have we given you a leaflet about preventing blood clots?
- ✓ Have we talked to you about any falls you have had? Have you told us about falls or unsteadiness?
- ✓ Have we spoken to you about how to prevent pressure ulcers?
- ✓ Have we asked you whether you usually use a stick or frame? Have you told us?

## While you are in hospital

Illnesses can change quickly. We check your vital signs to pick up changes in your condition. We will calculate an 'Early Warning Score' to detect any deterioration so that we can take prompt action.

Your vital signs (observations) will typically be measured at least every 12 hours. Our nurses and doctors may decide you need observations more frequently.

Your vital signs will include some (or all) of the following:

- Your pulse rate
- Your blood pressure
- Your temperature
- How alert you are
- How fast you are breathing
- The amount of oxygen in your blood
- When you last passed urine

If your vital signs are not being taken regularly please ask staff why.

At NUH we are leading the way with the use of handheld devices to record your observations. You will see staff using these around our hospitals.

**If you or your family/carers have concerns or questions about changes in your condition or your progress, please talk to the nurse in charge or your doctor.**

## Pressure ulcers



Pressure ulcers are also called bed sores or pressure sores. A pressure ulcer is damage to the skin and underlying tissue by pressure from the weight of the body pushing down on the skin.

One of the best ways to prevent a pressure ulcer is to reduce or relieve pressure on areas that are easily damaged, such as the buttocks, lower back, heels, hips and elbows. If possible, change your position every two hours, alternating between your back and sides. Our nurses will help to re-position you regularly if you require assistance.

For more information about pressure ulcers and how to prevent them, please ask your nurse for a leaflet.

## Get up and get dressed



Being immobile in hospital can lead to loss of muscle strength, affect your appetite, lead to skin damage and affect your overall feeling of wellbeing.

We have launched a campaign, called #endPparalysis to minimise these problems occurring, that encourages you to get up, get dressed in your own clothes and keep active while you are in hospital. The benefits are:

- Quicker recovery
- Able to maintain normal routine
- Return home to your loved ones sooner

Please ask family or friends to bring some clothes and well fitting shoes for you to wear.

If you would like more information please discuss with the nurse caring for you.

## Falls continued

We work hard to reduce the risk that you may fall over. Sometimes the risk of falling is so great that we need to keep a close eye on you. On occasion this may mean that a member of the ward team stays with you all of the time ('one to one') or we will care for you in a 'Cohort' bay.

A cohort bay ensures that all patients thought to be in greatest need of supervision and assistance can be constantly observed by members of the ward team.

To do this reliably, there will always be at least one ward team member in the cohort area to make sure that patients move safely and we reduce the risk of falls.

This does sometimes mean that there will be a need for other members of the ward team to be called in to help patients with washing, dressing or toileting.

This way we make sure that at least one member of the ward team in the cohort area is always free to respond quickly.

For more information about falls ask your nurse for a falls leaflet.

## Improving nutrition and hydration

Our 'mealtimes matter' campaign reduces unnecessary interruptions at mealtimes to ensure patients get the food and drink they need.

Mealtimes on wards are: 8-9am, 12-1pm, 5-6pm.



Please ask relatives and friends not to visit during these times, unless they normally help you to eat or are asked by staff.

If you have any questions about mealtimes, special dietary requirements or need help, please speak to your nurse.

## Blood clots

All patients are at risk of developing blood clots in the deep veins of the legs (Deep Vein Thrombosis, DVT). These blood clots can break off and move to the lungs (Pulmonary Embolus, PE).

Your doctor will assess your individual risk of developing a blood clot from your medical history. Your doctor will discuss this with you and let you know if you need any treatment to reduce the risk.

If appropriate, treatment involves wearing anti blood-clot stockings and/ or receiving a daily injection of a blood thinning drug.

You can reduce your risks of developing a blood clot by:

- Drinking plenty of fluids to keep well hydrated (unless otherwise advised by our staff).
- Getting out of bed (if you are able and allowed) and walking as soon as your condition allows. If you are unable to get out of bed the nurses will show you leg exercises to keep the blood flowing freely in your veins.
- Asking our staff about your risks of developing blood clots and any treatment you might need.
- If you are wearing anti-blood clot stockings, making sure your stockings are put back on whenever they have been removed.
- If you are receiving blood thinning injections, speak to a member of staff if you do not receive your injection each day.

## Caring for you around the clock

Caring for you around the clock is how we deliver caring, safe and thoughtful care to our patients at all times. It is based on our values and behaviours.

The underpinning principles are:

- Confidence and trust in our care
- Anticipating a patient's needs
- Talking to patients, relatives and carers daily and having meaningful conversations
- Communicating feedback to staff

## Infection control

We do everything we can to prevent avoidable infections in our hospitals. We need your help and that of your visitors.

- Wash your hands before eating and after going to the toilet
- Clean your hands with the gel provided on entering the ward
- Visitors should not eat or drink on the wards
- Only two visitors at a time please
- Visitors should not visit if they have or have had diarrhoea and/or vomiting in the previous two days
- Tell a member of staff if you have symptoms of diarrhoea or vomiting
- Ask staff if they have washed their hands



## Surgical safety checklist

To ensure safe operations we undertake a series of checks before and during surgery. Doctors and nurses may repeat these checks, some of which are questions to you:



- Your name and date of birth
- What surgery you are having
- Which part of your body is being operated on
- Whether you have any allergies

If you, your child, or someone you care for is having an operation, please check all details on the consent form before you sign.

After your operation please do tell your nurses if you are in pain. They will be able to help.

## Falls



Falls can cause physical injuries such as broken bones but also lost confidence and longer hospital stays. You can help prevent falls by:

- Letting the ward team know if you have fallen before at any time
- Asking your nurses to show you the call bell and leave it within easy reach
- Telling the ward team if you use a stick or frame to help you stand or walk (don't walk unaided if you use such equipment)
- Wearing your glasses and using your hearing aid in hospital
- Ensuring your footwear fits well and has non-slip soles
- Drinking plenty of fluids (unless advised otherwise by the ward team)