

Getting here

Parking at our hospitals is extremely limited, especially at QMC. We advise travel by public transport, where possible, including our free Medilink bus service which runs from Queens Drive and Wilkinson Street park and ride sites.

Disabled parking is available at both of our hospitals.

For more information on parking, locations for disabled parking, timetables for the Medilink or for directions to our hospitals please visit: www.nuh.nhs.uk/getting-here.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of a patients' care or treatment, or your own treatment as a carer 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

Letter: NUH NHS Trust, c/o PALS, Freepost NEA 14614,
Nottingham NG7 1BR
www.nuh.nhs.uk

Welcome to our hospitals:

A guide to visiting someone in our care

Visitors' Code

This document is available in the following languages:
Arabic, Polish, Punjabi.

It can also be provided in different languages and formats. For more information please contact:

Communications Department
QMC
E Floor, South Block
Tel: 0115 924 9924 ext 67184

This leaflet provides essential guidance to follow when visiting a loved one, relative or friend in our care:

Please do...

- Allocate one person to contact us for updates on your friend/relative. This helps us to dedicate more time to caring for patients
- Turn your phone to 'silent' to help reduce noise on our wards
- Use alcohol hand rub (or wash your hands with soap and water) when entering and leaving the ward to reduce the risk of infection
- Remember it's ok to ask staff if they have cleaned their hands. Staff giving direct patient care should be bare below the elbows
- Visit between 2.30pm - 8.30pm*. We aim to minimise interruptions during these official visiting times
- Speak to any member of staff, who will direct you to the nurse/midwife-in-charge, if you have any concerns or questions
- Bring a supply of any regular medication your loved one, relative or friend takes when you first come to visit. This includes insulin, injections, patches, eye drops, inhalers, creams etc.
- Bring clothes and toiletries into hospital for your loved one to help them get back to their normal routine as quickly as possible
- Respect our values and behaviors and treat our staff with respect (we have zero tolerance of violence and aggression)

*Our Health Care of Older People (HCOP) wards have extended visiting hours, 11am to 8pm. Visiting hours are different too on our children's wards, maternity and neonatal units, and critical care units. Please check with the ward for details.

In addition to our HCOP wards other wards, which see a high number of older adult patients, offer relaxed visiting hours. Especially at meal times where the presence of familiar faces can benefit patient care and help minimise distress. e.g on our Trauma & Orthopaedic wards C4, C5 and C6.

We appreciate that there will be occasions when people want to visit friends or relatives outside the normal visiting hours. If you wish to do so, please speak to the nurse in charge of the ward.

We welcome all visitors, including children. Please speak to the nurse in charge if you have any questions about visiting.

Please don't...

- Come to hospital if you are suffering from a heavy cold, flu, diarrhoea and/or vomiting (or for 72 hours after)
- Visit with more than two people per bed (for patient comfort and privacy). Please take turns to go onto a ward if you are part of a large group
- Bring flowers onto the ward (help our nurses and ward teams focus on caring for patients and keeping wards clean)
- Sit or lie on the beds (this spreads germs). Please use the chairs provided
- Touch wounds, drips, catheters or medical equipment. This can cause infection
- Smoke on site. We are a no smoking hospital and will ask you to put out your cigarette if you are found smoking on our site. E-cigarettes may be used, but not inside buildings. If you need advice or support to give up smoking we will be happy to help
- Use your phone to take photographs or videos of patients
- Use patient toilets. Our ward staff will direct you to the nearest public toilets
- Eat or drink on our wards (help prevent the spread of infection)
- Drop litter. Help us keep our hospital clean and tidy

Carers

We support the use of carers passports to identify patients' carers. Please talk to a member of our staff to find out more or visit <http://www.nuh.nhs.uk/patients-and-visitors/visitors-and-carers/carers/>

As a carer, you can get help and support from:

Carers Direct: 0808 8020 202 www.nhs.uk/carersdirect

Carers Federation 0115 9629311 www.carersfederation.co.uk

Carers UK 0808 8087 777 www.carersuk.org

Alzheimer's Society 020 7423 3500 www.alzheimers.org.uk