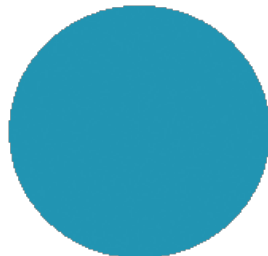




Excellence in *Health* putting *People* first

Your Stay in Hospital

Useful information for you
and your visitors



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Chief Executive's Welcome



Welcome to City Hospitals Sunderland NHS Foundation Trust. It is our aim to ensure you get the best treatment in surroundings that make your stay with us as comfortable as possible.

This folder has been compiled to give you information about coming into our hospital. There is also information about services provided for you and your family/friends whilst you are here. If you have any questions regarding any aspect of your admission to hospital, the doctors and nurses involved in your care will be happy to help you.

We aim to provide the highest standards of care and hope that your stay will be as pleasant and comfortable as possible.

Yours sincerely

Ken Bremner
Chief Executive





City Hospitals Sunderland Vision

- Our care is high quality, safe and personal;
- Our staff will use their skills to treat patients in clean, comfortable surroundings to the highest quality, offering choice as widely as possible;
- We want patients to come here for their care because we aim for excellence in everything we do – our first priority is our patients; and
- In addition, we set high standards of behaviour and professionalism for all our staff.

What you can expect from us:

When you stay in City Hospitals you will;

- Feel safe, cared for, respected, involved and have confidence in your care;
- Be nursed in an environment that is comfortable, clean, tidy and safe;
- Be cared for with compassion, respect, privacy and dignity;
- Have time with your named nurse to ensure continuity of care and effective communication;
- Be encouraged to offer feedback and be involved in all aspects of your care and have any concerns resolved on the spot; and
- Have your care co-ordinated and organised effectively.



What we expect from you:

As a Trust we recognise that you have rights as a patient, but as a patient you also have the following responsibilities to us:

- To treat staff and your fellow patients with respect and consideration at all times;
- To keep the team caring for you informed if you have any special needs so that they can ensure that appropriate arrangements can be made for you;
- To make sure we hold the correct details about you, for example, your current address or name of GP;
- To inform your doctor or a member of your nursing team if there is any change in your condition or if problems arise during your treatment;
- To provide our staff with all relevant information regarding past illnesses, allergies, medication or any other treatments you are undertaking;
- To observe our “Smoke Free” policy;
- To observe our Hand Hygiene policies.

Health and safety in hospital

Identifying hospital staff

All staff employed by the Trust should carry a photo identification badge. If you are unsure who anyone is, please ask to see their badge.

Personal safety

We aim to provide a safe and welcoming environment. We do not tolerate anti-social behaviour, violence or discrimination of any kind. If necessary we will take appropriate action.

Preventing infection

We take the prevention of infection very seriously at City Hospitals. Over the past few years the Trust has adopted a range of proactive measures to prevent health care associated infections.



Excellence in *Health* putting *People* first

You, your family and friends, can help by following appropriate hand hygiene procedures. Staff are fully aware of these procedures and can assist you. Hand hygiene (decontamination) remains the most effective way in helping to prevent the spread of infection and it is everyone's responsibility.

All staff should be cleaning their hands before and after providing you with any care. If you do not see staff doing this please do not be afraid to remind them.

If as a patient you are connected to any medical equipment, please do not leave the ward at any time as this presents a significant infection risk to you. Can we remind relatives and all visitors to wash their hands as they enter and leave the ward.



There are many things you can do to help prevent infection. These include:

- Keep your hands and body clean. Bring in your own personal toiletries and try not to use or borrow other patient's toiletries.
- Always wash your hands after using the toilet / commode / bedpan. If you are unable to reach a sink, please ask one of the nursing staff to provide you with hand wipes.
- Use soap and water to wash your hands and ensure you wash and dry them thoroughly.
- Wash or clean your hands before and after eating.
- Your bed and ward area should be cleaned regularly. If you are not happy with the standard of cleanliness or you see that something has been missed, please report this to the nurse in charge or ask to speak to the Matron.
- Try to keep the top of your locker free from clutter so that the area can be cleaned properly.
- Please encourage your visitors to use the hand gel available at the entrance to the ward. They should use it on entering and leaving the ward.

If you have any concerns at all regarding infection prevention, please speak to a senior member of the ward staff.

Privacy and single sex accommodation

Our wards care for both men and women. Wards are made up of separate bays each containing a number of beds. Each bay is designated to **either** male or female accommodation only. Separate male and female toilet facilities are provided on all wards, however individual bathroom and shower facilities may be used by both male and female patients.

Some departments such as Theatres, Endoscopy and Emergency Assessment areas may nurse both male and female patients together. Curtains or screens will be used to provide privacy and dignity.

We will endeavour not to place patients into mixed sex accommodation unless the situation is clinically justifiable or completely unavoidable.



Transfers to other wards

There is a great demand for acute beds within the hospital. All wards admit patients transferred from other hospitals, other wards or departments, directly from GP surgeries and urgent admissions directly from home or through the Accident and Emergency department.

As your condition improves, you may be transferred to another ward. All patients in other wards will remain under the care of the appropriate medical team. Patients can also be moved around the ward to accommodate their individual needs and those of other patients. However we will try and minimise the number of moves where possible.

Interpreting services

If your first language is not English and you have difficulty understanding or speaking English, we can arrange appropriate interpreting services. We can also help if you are deaf and require sign language or a lip reader. Please let the nursing staff know if you require any of the services.

Equality and diversity

The Trust strives to remove barriers for those who access our services and is actively seeking to involve patients and the public from diverse backgrounds as we continue to develop our services at City Hospitals. The Trust also expects that patients and staff are treated, and treat each other, with dignity and respect, accepting any differences and valuing each other as individuals.

Do you have any special requirements?

If you have mobility, communication, hearing or visual difficulties it would be helpful if you could let the Ward Manager know as soon as possible.

We respect the religious and cultural beliefs of our patients and acknowledge that some patients may have special requirements for washing or praying. These will be respected wherever possible. Again it would be helpful if you could tell staff of these as soon as possible.



Car parking

A charge is made for car parking, which contributes, to the upkeep and security of the car parks. Please try and ensure you have sufficient change for the ticket machine and allow time to locate a car parking space. Cars are parked at owner's risk and the Trust does not accept liability for loss or damage to vehicles.

Car parking areas for disabled persons are located outside of the main Outpatient Department and the main entrance areas.

Assistance with car parking can be provided by contacting the Security Office, via the main hospital switchboard. Help points are also available in all car parks.

Parking at all our hospital sites is very limited. There are parking places for disabled people although there are some occasions when the car park is full and you may have to wait.

We operate a park and ride scheme, which is available from Homebase at Silksworth and the Stadium of Light. This service is free, and available to all staff, patients and visitors. You can stop these buses anywhere along the route.

The NHS Constitution

The NHS Constitution is a sort of 'Bill of Rights' which sets out the principles and values that guide how the NHS should act and make decisions. It also explains the rights and responsibilities of staff, patients and the public, and the NHS' pledges to them.

The Constitution sets out your rights as a NHS patient. These rights cover how patients access health services, the quality of care you'll receive, the treatments and programmes available to you, confidentiality, information and your right to complain if things go wrong. The NHS also makes certain pledges to you, which it is committed to achieving. These go above and beyond your legal rights and are a commitment to provide high quality services.



What does it do?

The NHS Constitution:

- brings together in one place what staff, patients and taxpayers can expect from the NHS
- forms the basis of a new relationship between staff and patients - based on partnership
- describes everyone's responsibilities and makes it clear how we can make best use of NHS resources
- confirms that the NHS belongs to all of us
- details all existing rights for staff, patients and the public and explains what to do if you feel your rights have not been upheld. It also explains where the NHS pledges to improve services and working environments
- sets out for the first time new rights for patients, e.g.:
 - right to make choices about your care
 - right to receive vaccinations that the national body recommends
 - sets out principles and values to guide how all parts of the NHS should act and make decisions

What are the rights and NHS pledges to patients?

The rights and pledges are detailed under the following headings:

- access to health services
- quality of care and the environment
- nationally approved treatments and programmes
- respect, consent and confidentiality
- informed choice
- involvement in healthcare and the NHS
- complaint and redress



What the NHS needs from you in return

The NHS is a vital resource and we can all help it work effectively and ensure resources are used responsibly. The NHS Constitution explains the ways in which you can do this, including:

- recognising that you can make a significant contribution to your own, and your family's good health and wellbeing, and taking some personal responsibility for it
- registering with a GP practice
- following courses of treatment you have agreed to
- always treating NHS staff and other patients with respect
- keeping GP and hospital appointments - or if you have to cancel, doing so in good time
- giving feedback - both positive and negative - about treatment you've received

The constitution will be renewed every 10 years, with the involvement of the public, patients and staff.



DURING YOUR STAY IN HOSPITAL

What you need whilst in hospital

To make your stay more comfortable you should have the following personal items with you:

- Toiletries such as :
Hairbrush, comb and shampoo
Toothpaste, toothbrush, denture pot, denture cleaner
Soap, face wash, shower gel, moisturiser etc.
Towels, face cloth, sponge
Deodorant
Hand wipes tissues etc.
Shaving equipment
Sanitary care
- Change of nightwear and underwear, slippers and dressing gown.
- Walking aid, frame or stick – if you need them
- Hearing aid if you have one
- Proof of entitlement to free travel costs if appropriate

You may wish to have some casual loose clothing to wear during the day.

Items we advise you not to have whilst in hospital

Please do not keep the following items with you whilst in hospital:

- Any valuables or large amounts of money. You will need some money or a credit / debit card to use the bedside entertainment system. Please keep this to a minimum.
- Jewellery – please limit the amount of items you bring with you. If you arrive with any valuables it may be advisable to put them into the hospital safe. Please discuss this with a member of staff when on the ward.



- Too many items of clothing. There is limited space on the wards and you will have difficulty storing large amounts of clothing. Please ask a friend or relative to take home any suitcases or big bags after you arrive.
- Alcohol, illegal drugs, cigarettes or tobacco. The hospital has a no smoking policy which must be adhered to at all times.
- Perishable food items other than fruit, as they may present an infection risk.



City Hospitals Sunderland NHS Foundation Trust will not accept liability for loss or damage to any article kept in your possession.

And please don't forget to.....

- Make arrangements for someone to look after your house – including any deliveries, such as newspapers or milk
- Cancel any home help you have
- Arrange for any pets to be cared for
- Put your mobile phone on silent, and try where possible to use it outside of patient areas, if you are able to leave your bed.



When you arrive

A member of the ward staff will welcome you and show you to your bed or room. A named nurse will be allocated to you and a doctor will take your medical history and examine you. A team of people will be involved in your care, for example, doctors, nurses, therapists and radiographers. In most cases, your consultant (a senior doctor) has overall responsibility for your medical care whilst you are in hospital.

If you have any questions about your condition or treatment, then please ask one of the team of doctors responsible for your care, or one of the nurses or therapists caring for you.

Identity bracelets

A nurse will give you a hospital identity bracelet with your name and some details on it. Please wear this all of the time you are in hospital. It is an important part of our safety procedures such as checking you are given the right medications.

Nursing teams

A named nurse will be allocated to you on admission. S(he) is a registered nurse responsible for your care while in hospital. S(he) will oversee all aspects of your treatment, including the effective co-ordination of your discharge. Your named nurse will be identified to you and your family on admission and it is this person whom you should direct your questions or concerns. If your named nurse is not on duty, an associate nurse will be responsible for continuing your plan of care.

Other health care staff will also help with your care.

Walk round handovers will take place at the change of each shift of nursing staff. This is to ensure patients are involved in planning the care they receive by encouraging patient participation in the handover communication.



On the ward you will see many different members of staff. If you're not sure who they are, please ask them to tell you who they are. All aspect of the treatment being proposed, please ask to speak to the Ward Manager or Consultant.

Some procedures do not require your formal written consent. However staff will explain all the risks, benefits and alternatives before asking for your verbal consent.

Staff Uniforms

Ward Manager/Junior Charge Nurse (male) – a navy tunic

Trained nurse (female) – wears a light blue dress or tunic with navy trousers

Trained nurse (male) – wears a white tunic and light blue epaulettes

Health Care Assistant (female) – wears a fawn dress or tunic and trousers

Health Care Assistant (male) - wears a white tunic and fawn epaulettes

Matron – wears a grey dress or tunic with a red trim

You will also see others members of the ward team, such as therapists, pharmacists, ward cleaners, clerks etc.

Medicines

Whilst you are in hospital, you can continue to have the medicines that you have taken at home, provided they are still prescribed for you.

Please let the doctors and nurses know if you are taking any tablets or medication either prescribed by your G.P or brought from the chemist.

It is very important that we know exactly what medicines you have been taking. This includes any inhalers, creams or eye drops that you may use. Keep your medicines in their original containers, or we will not be able to use them again.



They may be used if the container is labelled with:

- Patient name
- Drug name and strength
- Directions for use
- Date dispensed

Unlabelled items can be used if:

- The item is in its original manufacturing packaging
- The patient understands how to use the item AND
- The item meets CHS expiry criteria

Your medicines will be kept in a locked box next to your bed. This is for medication only and cannot be used to store patient property and valuables.

The medicines you bring in belong to you and will not be taken away without your permission.

When it is time to leave, we will give your medicines back to you as long as they are still prescribed for you. Any medicines you no longer need will be disposed of, with your permission.

Nursing staff do not prescribe medication and cannot administer medication unless a doctor has prescribed it, except for certain medications, such as simple pain relief.

Where can I put my belongings?

We provide a bedside cupboard for your personal possessions. Most are not lockable and we do not recommend using it for valuable items.

Your valuables

Please do not bring valuables, such as jewellery or large sums of money, into hospital. Although we do our best to ensure wards are secure hospital buildings are open to members of the public and we cannot accept liability for lost or stolen property or money.



If you must bring valuables with you, then they should be handed to a nurse when you arrive so that we can arrange for their safekeeping. You will be asked to sign a receipt and your valuables will be returned to you when you are ready to leave hospital. However, money over £100 may be returned by cheque, rather than in cash. If you leave the hospital after normal working hours you may need to collect your valuables the next day.



Mealtimes

Meals are served three times a day:

Breakfast:	8.00am	-	8.30am
Lunch:	12:00pm	-	12.30pm
Dinner:	5.00pm	-	5.30pm

Breakfast and dinner include a choice of hot meals. Patients may also have the option of choosing from a 'lite bite'. Lunch is a choice of soup and sandwiches (although some wards have opted to reverse this arrangement) Drinks are served throughout the day with meals and at other times. If you have special dietary requirements, please inform one of the nurses caring for you.

We aim to promote "protected mealtimes" which means that we try not to send patients for investigations or assessments during mealtimes, unless it is very important.

Patients wishing to use the facilities in the Hospital Dining Room can do so but must be dressed in suitable clothing.



Bedside entertainment

All inpatients at the Sunderland Royal Hospital have access to TV/ radio/ telephone at the bedside (Patient line bedside entertainment system). Charge cards can be purchased for all TV services, with the exception of the free 1-hour breakfast TV and the free service provided for children. There are some concessions for the elderly and patients who have been in hospital for a longer stay. Televisions will still be available in ward day rooms and all radio channels will be provided free of charge. Patientline (Hispania) staff are available to explain to patients how to use the system.

The Sunderland Eye Infirmary does not have Patient line services but patients do have access to televisions, radios and telephones.

Patientline (Hospedia) is an independent service contracted by City Hospitals. Members of staff are NOT responsible for the maintenance of this service; therefore any problems or queries should be raised directly with Patient line on the numbers provided.

Visitors

We encourage visiting and the involvement of carers during your stay in hospital. Please remember that other patients may wish to rest or sleep during visiting hours so it is important that your visitors are considerate towards their needs.

Visiting times are restricted to allow patients to have enough rest, recovery time and privacy, to allow doctors and nurses to provide care and treatment to all patients at all times, to enable patients to eat meals without interruptions and to enable cleaning activities to take place in the wards.

This means you should not have more than TWO visitors at any time.

Relatives must note that they may be asked to leave for a short period of time during their visit whilst medical/nursing staff delivers care or while patient handover of care is taking place.



Children are welcome to the ward but we try to discourage children to come in under the age of 5, as we try to limit the infection risk both to children and patient alike.

Children must be refrained from wandering around the ward and climbing on furniture.

Visiting Hours

Adult wards

Daily 2.00pm until 4.00pm and 6.00pm until 8.00pm

Visiting out of these hours can be arranged at the discretion of the ward manager / named nurse

Children's wards

A parent is invited to stay with the child. Other visitors with the parents' permission can visit between 8.00am and 8.00pm

Maternity

Partners are welcome to visit between 10.00am and 8.00pm

All other visitors' 2.00pm until 5.00pm and 6.00pm and 8.00pm

Critical Care Unit / Coronary Care unit

Visiting arrangements will be discussed on an individual basis with family and friends

Can relatives and friends telephone or write to me?

If you need to make a telephone call whilst you are in hospital, there are a number of coin and card operated payphones around the hospital. Most wards also have portable coin operated pay phones that a member of staff can bring to your bedside on request.

In addition to this, Patientline (Hospedia) offers a telephone unit at your bedside to enable you to keep in touch with friends and family via a direct line (Sunderland Royal Hospital only). However, there is a charge for this facility for both incoming and outgoing calls,



details of which are available from Patientline (Hospedia) staff on admission (details are available on the ward).

Mobile Phones. There is no blanket ban on the use of mobile phones in hospitals; however there are risks associated with electro-magnetic interference with medical equipment, concerns regarding Control of Infection, as well as breaches of privacy and dignity, particularly regarding camera phones and ring tones. It is for these reasons that the following mobile phone restrictions apply:

- Not able to be used under any circumstances in critical care areas such as ICCU, CCU, Theatres and Neonatal Unit.
- Not able to be used within 2 metres of medical equipment in wards and departments.
- Camera functions not to be used in any healthcare setting, unless with the full approval of the subject person.
- Phones kept for personal use and not to be passed from patient to patient.
- Phones not to be charged up in the ward/department and under no circumstances must any equipment be unplugged to facilitate charging.

If you would like to send a letter yourself, there is a postal box available in the foyer at main Reception (a member of the nursing staff at the SEI will post it in the box in the general office).

Can relatives and friends stay?

There may be special circumstances when arrangements can be made for relatives to stay either in hospital accommodation, or in accommodation arranged by the hospital. However, the provision of such accommodation is limited and enquiries should be made directly to the nurse in charge of the ward.

Smoking

In our continuing efforts to enhance the hospital environment and improve safety conditions for all who use our facilities City



Hospitals Sunderland NHS Foundation Trust is Smoke Free. Smoking is not allowed in any property owned or operated by City Hospitals Sunderland.

The No Smoking Policy includes a total ban on smoking in any areas of the hospital unless in a designated smoking shelter, and extends to an area within 15 feet of the hospital entrance and exits at the perimeter walls and fences.

The No Smoking Policy applies to all patients, visitors, carers and volunteers as well, of course, to all staff and contractors. Expert advice will be available to all who feel they require support. Please ask a member of the nursing staff or phone the Sunderland Stop Smoking Service (0800 587 4865).

Alcohol

No alcohol is allowed on the wards or on hospital premises. Alcohol may interfere with your medical treatment. Please discuss this with your medical team if you have any concerns.

Public toilets

The hospital has toilets in all public areas. Toilets designed for the disabled are clearly signed. They can also be used by the able bodied and are unisex. Please note that all public toilets are “no smoking”.



Fire procedures

In the event of an alarm sounding while you are in hospital please follow the instructions staff give to you. You and your visitors should familiarise yourselves with the fire procedures which are clearly displayed throughout the Trust. If you see a fire or smell smoke, alert a member of staff immediately.

YOUR TREATMENT

Consent to treatment

Whilst you are in hospital, staff will explain any proposed treatment, to help you decide whether or not you would like to proceed with it.

Obtaining written consent prior to any operation and many other procedures is considered good practice across the NHS. Staff will explain the risks, the benefits and any alternatives. You will then be asked to read and sign a consent form. If you are unsure about any aspect of the treatment being proposed, please ask to speak to the Ward Manager or Consultant.

Some procedures do not require your formal written consent. However staff will explain all the risks, benefits and alternatives before asking for your verbal consent.

Consent regarding research samples

In the past if we needed to take any additional tissue samples or blood samples for research purposes we have not required your consent. Through recent changes to the law (Human Tissue Act) we will now ask for your consent for research purposes to retain any surplus tissue or blood that remains after a diagnostic procedure. We also use surplus blood and tissue samples for teaching and audit purposes. These are always anonymous.

Medical information

Whenever you come into hospital, we will need to ask you for information that is relevant to your care.

Reasons for asking for this information are:

- To comply with our legal duty to keep certain information;
- To plan care for the public in general and to help manage the NHS;



- To monitor the standard of care you receive and to help staff review their work. City Hospitals is a teaching hospital and records of patient care are used in teaching. (You can choose whether or not you wish to be involved in the hospital's teaching activities); and
- To help with research, where this has been approved by our Research Ethics Committee.

Reducing the risk of Deep Vein Thrombosis (DVT)

What is a thrombosis?

A thrombosis is a clot which can cause a blockage of a blood vessel. In the veins it is called a venous thrombosis. Blood clots form more commonly in the legs, where there are superficial veins just beneath the skin and deeper veins between the muscles.

Thrombosis in the deeper veins (Deep Vein Thrombosis) is more serious, it can occur without symptoms. It may cause aching or cramp-like pain, especially on walking. There is often swelling of one foot or ankle because fluid is forced out of the blood vessels.

Prevention

The Nurse / Doctor will carry out a risk assessment to determine your risk of developing a DVT. This will be based on all the known risk factors i.e. age, weight, known illness or diseases, past history of thrombosis and how mobile you are, or will be following treatment or surgery.

It is very important that you follow the advice of your Doctor and Nurse and correctly use the preventative measures prescribed for you.

Further information

If you would like further information please ask for a copy of the patient information leaflet 'Reducing the Risk of Deep Vein Thrombosis (DVT) whilst in hospital'



Confidentiality

Under the Data Protection Act 1998, we have a legal duty to protect any information we collect from you. We will only use your information for the purposes of providing your healthcare and for training and monitoring purposes. In the course of your care we may need to share your information in the NHS and with other partner organisations e.g. Social Services.

Apart from these occasions, no information about you will be used in a way that can identify you unless we have sought your permission.

All patients have the right to access their own medical records and can write to the Medical Records Manager at the Records Department, Sunderland Royal Hospital - to request their details. There are charges to obtain copies of your health records including an administration fee and any photocopying and postage costs up to a maximum of £50.

Students

The Trust trains a wide range of staff including medical and nursing students and other healthcare professionals from local universities. It is important that they are involved in your care as part of their training. We depend on the good will of patients to make this possible. However, if you do not wish students to be involved in your care, please tell a member of staff.

Chaperones

All patients are entitled to have a chaperone present during any examination (particularly 'sensitive' examinations), procedures, or treatment where it is felt one is required. Please speak with a member of staff if you feel a chaperone is needed.

Copies of letters

We can arrange for you to have a copy of any letters written about you during your stay in hospital.



Discharge arrangements

The staff looking after you will help you plan for going home; this is known as your discharge plan. The staff may need to ask you about the facilities you have at home and your home circumstances. For example, how many stairs you have to climb and whether or not you have relatives or friends who will be able to support you during your recovery. They will also ask you about any help or support which you currently receive from Social Services or community health professionals, such as District Nurses.



On the day of your discharge, we may ask you to wait in the discharge lounge. This is a special area for patients who need to wait for a little while before they can go home. The Discharge Lounge is staffed by a team of nurses who will care for you while you wait. Staff from Age UK work alongside our nursing staff in the Discharge Lounge to provide an enhanced discharge service.

City Hospitals expects all patients to arrange their own transport for discharge. However transport can be arranged for those patients who are unable to get into a car, or for medical reasons, need to travel by ambulance.

The aim is to make sure that all the services you need are in place before you leave hospital, including any extra help you may require as a result of your hospital stay. If your discharge is found to be more complex, this will be co-ordinated by one of our Discharge Teams to ensure that the appropriate arrangements are in place for a safe discharge. The length of time people need to stay in hospital varies.





SERVICES FOR PATIENTS AND VISITORS

Hairdressing/Barber service

A private hairdressing salon is located on the main concourse for patients and visitors. You will be charged for using this service.

Banking facilities

There is an ATM machine available in the main concourse.

Shop

The WRVS runs a shop in the main concourse that sells cards, gifts, flowers, newspapers, magazines and books as well as providing a trolley service, which visits most ward areas on a daily basis.

Catering facilities

The WRVS has a café, which is situated in the main concourse to the hospital and provides hot and cold snacks either to take away or eat in within a pleasant conservatory setting.

WRVS Supa Snacks is located in Chester Wing Outpatients and provides take away food and beverages.

Niall Quinn Tea Bar is located in the Niall Quinn Children's Outpatient Centre and provides hot and cold beverages and confectionery.

The Friends of City Hospitals tea bar is located in Accident & Emergency and provides hot and cold beverages and confectionery.



The Dining Room

Can be found on “A” level in the main Sunderland Royal Hospital building. Patients, relatives and carers are free to use these facilities.

The canteen is open and serving food from 7:30am to 6pm, Monday to Friday. On weekends and Bank holidays the canteen is closed and patients/ visitors are advised to use the vending services opposite the WRVS on the main concourse.

Chaplaincy

The Chaplaincy team works throughout this Trust to offer patients, visitors and staff encouragement, comfort and support in dealing with whatever their life presents to them. No matter what the issue someone is available 24 hours a day.

The Chapel offers the space to think, pray, or just to have a few moments of quiet. The Chaplaincy staff can meet with you face to face to give support on a pastoral or spiritual level. They have experience in helping to meet the religious and spiritual needs of people whatever their faith or denomination.

If you require a visit from the Chaplain

- Messages can be left in the Chaplaincy (opposite Reception in the main concourse Sunderland Royal).
- Dial (internal phone) 49180 or 5699180 (external) and leave your name and ward number.
- Ask the staff to bleep the Chaplain.
- Full details of services/activities are to be found in the Chapel





Volunteers

Sunderland Royal Hospital has a number of Volunteer Groups who provide a valuable role in supporting the hospital. They include the WRVS, Friends of City Hospitals, A&E Tea Bar, Niall Quinn Tea Bar, Red Cross, Meet & Greeters, Befrienders, Assisted Feeding, Chaplaincy Volunteers, Community Panel and Hospital Radio volunteers.

If you feel additional support may be helpful whilst in or visiting hospital or if you would like to know more about the Voluntary Service we offer, please contact the Co-ordinator of Volunteers on 0191 5699858 or 0800 5876513 .

Hospital travel costs scheme

If you are on a low income or benefits, you may be entitled to reclaim your travel costs to and from the hospital. In order to make a claim, please attend Reception (main concourse, Sunderland Royal) on discharge in person. This facility is available Mon – Thurs 8.30am-5.00pm and 8.30am-4.30pm on a Friday. Out of hours service is provided at Accident & Emergency.

You will need to provide evidence that you are receiving one of the following benefits or an HC2 or HC3 certificate of low income:

- Income Support
- Working tax credit and / or child tax credit
- Income based Job Seekers Allowance
- Pension Guarantee Credit

Travel / parking tickets and proof of admission will also need to be presented.



Patients Advice and Liaison Service (PALs)

PALs are a service offering information and support to patients, families and visitors.

The service can:

- Advise and support you and your carers.
- Listen to your suggestions and concerns.
- Help sort out problems on your behalf.
- Provide information about NHS services.
- Arrange interpreters and signers.

Help with benefits advice, application forms and claiming allowances. The PALs team may also be able to refer you to other appropriate agencies

You can find the PALs team at Sunderland Royal Hospital (near the main entrance, to the right of the lifts, at the end of the main concourse).

How to contact PALs

- Either in person by visiting the PALs office between 9am and 5pm Monday to Friday.
- By asking ward staff to request a member of the PALs staff to visit you on the ward.
- Contact the department by telephone on 0800 5876513.
- Via Patientline (Hospedia) telephone (at no charge).

When the PALs office is closed you can raise your concern with the Duty Matron. Alternatively please call at Main Reception.





Real Time Patient Feedback

The Trust has introduced a new system for collecting 'real-time' patient feedback. During your stay you may be asked to give your views on the care you have received in hospital. A team of trained volunteers will help you complete the short questionnaire if you want help.

There are no right or wrong answers: we simply want to hear about your experiences. All comments will be kept anonymous. We aim to improve those areas where we are told we need to do better.

Comments, compliments and suggestions

The Trust operates a 'Listening to Patients' Scheme where patients, relatives and carers are able to make constructive comments and compliments. 'Listening to Patients' Scheme boxes are placed in strategic places around the hospitals and are regularly emptied. Please, feel free to tell us what you think.

Complaints

If you have concerns about your care or treatment please raise this with the Ward Manager in the first instance. There is also a Matron for each ward and department you can speak with, and a Duty Matron outside of normal working hours and weekends. Should you wish to make a formal complaint, please put your concerns in writing to:-

Mr Ken Bremner, Chief Executive, Trust Headquarters, Sunderland Royal Hospital, Kayll Road, Sunderland SR4 7TP.

Your complaint will be investigated and we aim to forward you a written response within 25 working days. Please be assured that your complaint will be dealt with in the strictest confidence.



JOINING THE MEMBERSHIP COMMUNITY OF CITY HOSPITALS SUNDERLAND

City Hospitals Sunderland became an NHS Foundation Trust in July 2004. We believe that being a Foundation Trust is really good news for the people of Sunderland and the other local communities we serve. While we remain fully within the NHS we have new freedoms and opportunities, one of which is to involve local people in our activities.

We now have a Foundation Community – a group made up from members of the public, our patients and staff. This means for the first time local residents, our patients and our staff can become much more closely involved in the running of their hospital services.

Who can be a Foundation Community member?

Anyone can be a member if they are over 16 and:

- Live in Sunderland or North Easington (be they a patient or member of the public).
- Are a patient of City Hospitals Sunderland.
- Are a member of City Hospitals Sunderland staff.

Members in each of these groups (patients, public or staff) can vote to elect representatives (governors) from within their group to sit on our Board of Governors. The Governors will help us to shape our plans for the future and play a part in how the Trust is run.

Why should I become a member?

The Government set up NHS Foundation Trusts to enable hospitals with good track records to have more freedom from central control and to develop their plans for local services with local people. As a member, you will be able to have a say in how local NHS services are developed for the benefit of you and your family.



What will being a member mean?

Membership is free and after joining it is entirely up to you how involved you become. We will regularly send you a newsletter outlining developments of our services and facilities. This may be as little involvement as you want, or you may wish to play a more active role by coming to our Board of Governors meetings in public, by voting in elections for our Governors, or even standing for election yourself – but all of this is up to you!

What next?

We want as many members as possible in our Foundation Community in order to make it truly representative of the people we serve. If you are interested in becoming a member, please contact:

Carol Harries
City Hospitals Sunderland NHS Foundation Trust
FREEPOST NAT21669
Sunderland
SR4 7BR

The postage is free so there is no need to buy a stamp.

You may also apply using the membership form on the City Hospitals Sunderland website.





This information was correct at the time of printing. While the Trust makes every reasonable effort to keep its information up to date, very recent changes may not yet be included in the current document.

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