

Welcome to Addenbrooke's:

Part one: Preparing for your stay in hospital

Welcome to Addenbrooke's from all the Management and Staff who will be involved in your treatment and care.

This booklet contains information which will help you prepare for your stay in hospital and gives you an idea of what to expect. If there is anything further you need to know before you are admitted, please contact us using the telephone number on your admission letter.

We want to make your stay in hospital as comfortable as possible and our aim is to provide you with care which answers your individual needs and preferences.

Let us know your comments, concerns and compliments on **01223 216756**.

Addenbrooke's has a very detailed website; please visit it on www.addenbrookes.org.uk to find out more about the hospital. You can use the feedback options on the site to let us know what you think about the hospital and its services.

Preparing to come into hospital

Please check your admission date

Your admission letter tells you the date of your admission, the name of your ward and the consultant who will be taking care of you.

If you are unable to attend for your admission or have changed your mind about having treatment, please let us know as soon as possible. We can then offer your admission date to another patient. You will find the contact telephone number on your admission letter. A new date will be sent to you as soon as it is possible to re-arrange your admission. Alternatively, if you have changed your mind, an outpatient appointment can be arranged for you to see a health professional.

Are there special instructions for admissions?

Please check your admission letter to see if there are any special instructions you need to follow before your admission. For example, you may be asked not to eat or drink or take your medicines before you come to hospital. If you do not understand the instructions or you have questions then please call the ward. You will find the name or number of the ward you are being admitted to on your admission letter.

What happens on the morning of my admission?

On the morning of your admission please call the ward where you will be staying by 0900 hours to check that a bed is available for you. The contact number is on your admission letter. It is usually late to mid afternoon before you will be admitted. Like any other hospital in the country, it is impossible for Addenbrooke's to predict how many emergency admissions will come into hospital and this may sometimes mean that a bed is not available for you. We are sorry if this happens, a new date will be arranged for you as soon as possible.

What happens if I am feeling ill?

If you are unwell on the morning of your admission, please contact the telephone number on your admission letter. A new date for your admission will be arranged with you as soon as possible.

How to get to Addenbrooke's

Whether you have already been to the hospital or not, please take time to look at the following information.

The hospital is situated on the south side of the city on the outskirts of Cambridge.

The campus is very busy with over 18,000 traffic movements each day and parking is very limited. We try to ensure that there are spaces available for people who really need them and have no option other than to use their car, so please consider if you can use other forms of transport.

Information on alternative travel options (park and ride, bus, train, cycle) as well as car parking charges and parking for disabled drivers can be found on our website: www.addenbrookes.org.uk or by calling our Travel Helpline on: **01223 586655**.

Parking on site is more expensive than using public transport; if you or your visitors need to come by car, please remember to bring money for the car park. Information about charges can also be found on the website at: www.addenbrookes.org.uk

If you are likely to be hospitalised for two weeks or more, your visitors can get a discounted parking ticket from the main reception. This allows them to exit from the car parks for 14 consecutive days from the day they validate the ticket.

Disabled parking facilities

If you are a holder of a registered disabled badge, display your valid badge in your windscreen and you may park free of charge in the designated on-road disabled bays.

There are a number of parking spaces close to the hospital entrances that are designated for those who are registered disabled.

When the on-road bays are full, holders of a registered disabled badge are advised to use the main patient and visitor car parks. Parking for registered disabled badge holders is not free in these car parks, standard visitor /outpatient charges apply.

How do I find my way round the hospital?

The letter enclosed with this leaflet will tell you the name or number of the ward you will be staying on and the name of the consultant taking care of you.

When you arrive at the hospital go to the main entrance and then follow the signs for your ward. If you need help finding your ward please ask at main reception, they will be happy to help.

The hospital campus can seem daunting as it is so big. If you need help or directions staff (who can be identified by their name badges) are always happy to help.

Will the hospital provide transport?

Hospital transport can only be provided if a doctor feels you need special transport, in which case arrangements will be made before your admission. If there are any changes to your admission date or if you are unable to attend for your admission and transport has been booked for you, please contact the transport co-ordinator immediately on 01223 216210.

Transport is only able to take one bag or small suitcase of patient luggage.

Before you come into hospital, please try to arrange who will collect you after your treatment and give the ward staff their name and telephone number when you are admitted.

Can I have travel expenses?

If you are on Family Credit, Income Support or certain other benefits you may be able to claim travelling expenses. Please bring proof of your benefit, for example a DSS letter and keep your bus/train tickets. When you are discharged from hospital, take the tickets to the Outpatient Department receptionist, who will reimburse you for both journeys to and from the hospital (please note this does not include reimbursement for taxi journeys).

What to take into hospital with you

What should I bring into hospital?

You will have a locker next to your bed where you can keep your personal belongings, but space is limited.

Please bring with you:

- Nightdress/pyjamas
- Day clothes. Not all patients have to stay in their nightdress/pyjamas, please ask the nurse in charge of your care
- Dressing gown and slippers
- Small hand towel
- Toiletries: soap, toothpaste, toothbrush, shampoo and conditioner
- A razor and shaving materials
- A comb or hairbrush
- Things to do, such as books, puzzles, magazines
- Some disposable wet wipes in case you are unable to get out of bed at any time
- A small amount of money to cover things like newspapers, phone calls and items you buy from hospital shops or the ward trolley
- All the tablets or medicines you are taking including nicotine replacement therapy

Can I bring in electrical appliances like hairdryers and shavers?

If you are bringing electrical appliances into the hospital such as hairdryers please inform the nurse in charge. In the interest of everyone's safety, the hospital reserves the right to refuse to let patients use any equipment which is thought to be unsafe.

What about valuable personal property?

The hospital cannot accept responsibility for loss or theft. The Trust places a high priority on the safety and security of its patients, visitors and staff. The following advice helps us to maintain a safe environment and reduce the opportunity for crime at the hospital.

- Please don't bring valuable items, credit cards, jewellery or large sums of money.
- Don't leave any valuables unattended in your bed-side locker or bed area.
- Report anything suspicious to the ward staff.
- Report any loss or theft promptly to the ward staff.
- If necessary, sentimental items or money can be kept in a hospital safe and a receipt will be given to you.
- Make sure you collect and check all your belongings before being discharged.

Do I need to bring my tablets and medicine?

Please bring all your medicines or tablets, including nicotine replacement therapy, with you and make sure that the hospital knows about all the tablets or medicines you are taking. This is because any medicines the doctors do not know about may affect your treatment. Some people find it helpful to make a list of all their tablets or medicines beforehand. This can then be brought with you when you are admitted.

A locked medicine cabinet has been provided for each patient to keep their medicines in. This ensures that your own medicines are available at the bedside. We like you to bring in the medicines you are taking and continue to use them if the doctor prescribes them here. We will ask your permission first. We believe this will reduce possible confusion by you having medicines at home, as well as any medicines we give you when you go home. Waiting for medicines when you go home is something we try to avoid and we hope this will reduce that too. Your GP is aware of this and thinks it is a sensible approach.

If you want to take your own medicines, just like you do at home, then ask us. We will make a judgement and discuss this with you. If you are well enough and wish to 'self-administer' then we will ask you how you are getting on and check you remain fit and well enough each day, to keep on with this plan. The doctor or pharmacist may need to change some of your medicines, and if this happens it will be explained to you.

If you hold a special card giving details of your current treatment, such as a steroid or warfarin card, please bring this with you too.

Staying in hospital

The daily routine varies from ward to ward. When you arrive, you will be given more information about your ward. Do take this opportunity to ask any questions that you or your family might have about your stay.

With a few exceptions (beds in intensive care and high dependency) you will be nursed in a single sex bay and there are separate bathroom facilities for men and women.

Your name will be displayed on the ward's white board at the nurse's station. This is so we can see at a glance which bed you are in and which consultant is treating you. Using this board helps the ward staff assess how many beds are occupied and where patients are without having to interrupt other staff. If you do not want your name displayed please notify the nurse in charge of your care.

When you are admitted you will be given a wrist band. The wrist band will include all essential information about you that staff need. It is essential that you wear this throughout your stay; all patients, including babies and older people, must wear a wrist band. The wrist band ensures that staff can identify you correctly and give you the right care.

If your wrist band becomes uncomfortable or falls off, please tell a member of staff who will get you a new one. If you are not given a wrist band when you are admitted, please ask a member of staff for one.

If you have any special requirements

If you have any special requirements such as a disability, sight or hearing impairment, speech impairment or cultural requirements, please tell the nurse looking after you. Your nurse will make sure your nursing team is aware of your specific requirements and will record this in your notes.

The hospital has access to a translation service, British Sign Language, Deaf/Blind Manual, Visual Frame Signing and also has a Visual Impairment Assistance Service.

How will I be cared for?

During your time on the ward you will be looked after by a range of healthcare professionals, including staff nurses, healthcare assistants, clinical nurse specialists, physiotherapists, occupational therapists, speech therapists and dieticians depending on what treatment you require.

The ward manager (who wears the dark blue uniform) has 24 hour responsibility for the ward and manages the team of nurses who will be responsible for your daily care. Modern Matrons (who wear black and red uniforms) have the responsibility for making sure the ward and hospital environment are acceptable and the aim of your care meet your needs. Both the ward manager and the modern matron are happy to talk to you about any aspect of your care that you want to discuss.

Your treatment will be undertaken by a team of doctors under the direction of your consultant.

Addenbrooke's is a teaching hospital which means that nurses, doctors and other health workers carry out part of their training here and medical students may well be part of the

team of doctors who are looking after you. During your stay you may be asked if you would be willing to take part in a teaching session attended by medical students. As a patient you play a very important part in the teaching work of the hospital, but if you feel that you do not want to take part in this, we will of course respect your wishes. Please let the doctor or the nurse in charge of your care know as soon as possible.

Will my treatment be explained to me?

Before you undergo any treatment one of the team caring for you will explain what is involved, the risks, benefits and alternatives and ask you to give your consent.

Sometimes you can just give verbal agreement. If the treatment or procedure is complex, has significant side-effects or complications or involves sedation or anaesthesia you will be asked to read and sign a consent form.

This is your opportunity to ask any questions you have about your treatment and discuss anything that may be worrying you.

Infection control

Addenbrooke's has a number of advice leaflets for patients and their visitors about infection control. They can be accessed from the Addenbrooke's website:

<http://www.addenbrookes.org.uk/patientinformationleaflets>

Alternatively, you can contact PALS (Patient Advice and Liaison Service) who can provide you with a copy of the leaflet.

Please take note of the following important points:

- **It is essential to use the alcohol hand rub when entering or leaving a ward and please ask your visitors to do so too.**
- **Always wash and dry your hands after visiting the toilet and before you eat.**
- **Remind staff about hand washing if they forget (they may use alcohol hand rub nearby as this efficiently cleans hands as an alternative) - don't worry they won't be offended.**
- **Do not touch or fiddle with your wound or any device that is in your arm/leg/bladder or other body cavity, for example a drip or catheter.**

What happens if I am concerned about my care?

If you or your relatives are unhappy with any aspect of your care or the service you receive while you are staying in the hospital please speak to a member of the ward staff as soon as possible. If you feel they cannot help you or you are not comfortable talking to them, please contact PALS. Very often problems can be sorted out straight away, so you can be reassured about any aspect of your care. Please ask ward staff for the PALS leaflet which will give you more detailed information.

We will also give you information about further complaints procedures. We hope that you will not have cause to complain about your treatment or care but if you do we want to know about it so that we can improve our services.

PALS can be contacted:

If you are calling within the hospital, you can use Patientline – ring *801

Tel: 01223 216756 / 257257 / 274432

You or a friend or relative (who has your permission to talk about your circumstances) can drop into the PALS office which is situated close to the main reception area.

Discharge

When you are admitted you will be given part two of this booklet: '**Planning your discharge from hospital**'. This booklet will give you more information about preparing for your discharge. It can also be accessed from the Addenbrooke's website:

<http://www.addenbrookes.org.uk/patientinformationleaflets>

Services for you and your visitors

Part three of this booklet: '**Services for you and your visitors**' describes the services available to you and your visitors. It can be accessed from the Addenbrooke's website:

<http://www.addenbrookes.org.uk/patientinformationleaflets>

If you cannot access the internet, PALS will be able to provide you with a copy.

General Information

No smoking policy

In December 2005 it was agreed that Addenbrooke's would become a no smoking site. This means that there will be no smoking in and around any Addenbrooke's building. This policy was implemented on 8 March 2006 and we ask that you respect it and remind your visitors to respect it too. This applies to patients, visitors and staff. Because smoking damages the health of smokers and non smokers, tobacco is not sold in the hospital. For

information on stopping smoking, please contact your GP or phone the NHS smoking quitline **free** on 0800 169 0 169.

Information about you

Addenbrooke's places great emphasis on the need for strictest confidentiality in respect of personal health data. This applies to manual and computer records and conversations about your treatments. Everyone working for the National Health Service (NHS) is under a legal duty to keep patients' information, held in whatever form, confidential.

The Trust holds clinical information about you to make sure that those involved in your care (doctors/nurses/therapists) have a complete and continuous record about your past, current and future treatment. This information is for the purpose of your health and well being.

To identify you as the 'patient' we need your name, address and date of birth.

To avoid delay in searching for your patient records, you are given a unique patient number 'your hospital number' which identifies you. Your medical records are located by your hospital number. Your NHS number is used where possible in communications about you.

On admission to the hospital you will be given a booklet 'What happens to information held about you'.

What are the Trust's legal responsibilities to me as a patient?

The Data Protection Act 1998 gives you various rights which are listed below. All staff working in the NHS has a duty to keep information about you confidential. The Trust implements and regularly audits our security measures to ensure any information held about you as a patient is kept safe.

What are my rights as a patient under the Data Protection Act 1998?

You have a right to:

- See information held about you.
- Prevent the use of your information if it is likely to cause serious distress.
- Seek compensation if you suffer damage due to the way information is used about you.
- Ask for a record to be corrected if you believe the factual information is wrong.

Your rights as a patient (or Data Subject) are shown in the Data Protection Act 1998.

How can I access my patient records?

If you want to look at your notes you will need to ask your consultant. They, or one of their team, will go through the information held about you in your records.

If you want access to your information after you have left the hospital you need to fill in an Application for Access to Health Records Form, which can be obtained from the Information Centre/Patient Advice and Liaison Service (PALS). This is sent to the Access to Health Records Office, Box 82, Addenbrooke's Hospital, Hills Road, Cambridge CB2 0QQ.

Mobile Phones

Mobile phones should not be used in the hospital except in the following non clinical public areas:

- Outpatient reception hall
- Concourse and foodcourt
- Main reception
- Rosie reception

You will however have access to a telephone via the bedside Patientline system and payphone services.

Flowers

Flowers brighten up the hospital environment and boost the morale of many patients. They are allowed in most areas of the hospital except for those areas where patients have suppressed immune systems. Please check with the nurse in charge of your care if flowers are allowed on the ward.

Benefits you may be entitled to:

If you are employed you may be entitled to statutory sick pay while you are ill. Please ask the ward clerk for form MED 3 or 10 as appropriate and send it to your employer straightaway.

If you are on a pension or receiving Social Security benefits you may have to tell the Department of Social Security that you have gone into hospital.

Your social security benefits or pensions may be affected if you stay in hospital for a long time.

If you need help or advice then please contact the hospital's PALS Information Centre: 01223 216756 (hospital ext: 2756).

And finally help us to help you:

The Trust has a 'Zero Tolerance' policy towards people who are violent and aggressive to staff. Hospital staff are here to care for you so please help them to do this by treating them with dignity and respect.

Our job is to make sure you get excellent care, but we need your co-operation. Help us by:

- Understanding that we need to prioritise our work to meet the needs of the sickest patients.
- Appreciating that along with nursing duties we need to carry out important administrative work.
- Nominating one family spokesperson to liaise with staff.
- Keeping us informed of any change of circumstance.



Addenbrooke's is smoke-free. You cannot smoke on site. For advice on quitting, contact your GP or the NHS smoking helpline free, 0800 169 0 169

Please ask if you require this information in other languages, large print or audio format: 01223 216032 or patient.information@addenbrookes.nhs.uk

Informacje te można otrzymać w innych językach, w wersji dużym drukiem lub audio. Zamówienia prosimy składać pod numerem: 01223 216032 lub wysyłając e-mail: patient.information@addenbrookes.nhs.uk

Polish

Se precisar desta informação num outro idioma, em impressão de letras grandes ou formato áudio por favor telefone para o 01223 216032 ou envie uma mensagem para: patient.information@addenbrookes.nhs.uk

Portuguese

Если вам требуется эта информация на другом языке, крупным шрифтом или в аудиоформате, пожалуйста, обращайтесь по телефону 01223 216032 или на вебсайт patient.information@addenbrookes.nhs.uk

Russian

若你需要此信息的其他語言版本、大字體版或音頻格式，請致電 01223 216032 或發郵件到：patient.information@addenbrookes.nhs.uk

Cantonese

Bu bilgiyi diger dillerde veya büyük baskılı ya da sesli formatta isterseniz lütfen su numaradan kontak kurun: 01223 216032 veya asagidaki adrese e-posta gönderin: patient.information@addenbrookes.nhs.uk

Turkish

এই তথ্য বাংলায়, বড় অক্ষরে বা অডিও টেপে পেতে চাইলে দয়া করে 01223 216032 নম্বরে ফোন করুন বা patient.information@addenbrookes.nhs.uk ঠিকানায় ই-মেইল করুন।

Bengali

Document History

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|----------------|---|
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