

Welcome to Addenbrooke's:

Part three: Services for you and your visitors

This booklet contains information which will give you an idea of what services you can access as an inpatient or as a visitor. If there is anything further you need to know, please ask a member of your nursing team.

The Chaplaincy

Staying in hospital can be an anxious time for you, your relatives and friends.

Whatever your circumstances or beliefs you may find it helpful to be able to talk with someone in confidence about your feelings and thoughts.

You do not have to be religious to talk to a chaplain; the chaplaincy service is committed to caring for each individual and to respect all people regardless of race, religion, creed, gender and culture.

Whether your concerns feel small or large to you, the chaplains are happy to meet you and to listen and talk things through, or just have an informal chat, whatever is appropriate.

The chaplaincy team is based in the hospital and represents or is in contact with all the major faiths and church denominations. The team can help you to contact a member of your faith community if you wish.

The chapel is located off the main concourse and is always open. Please come into the chapel at any time. Chaplaincy staff can help you get to the chapel if necessary. Please ask a member of your ward staff to arrange this.

Chapel services

Sundays:

Please ask if you would like Holy Communion at your bedside.

1100 hours Morning Worship and Holy Communion (approx 45 minutes)

This service is also broadcast on Channel 2, Radio Addenbrooke's and Channel 1, Patientline.

Mondays:

1200 hours Catholic Mass

Everyone, regardless of faith, is welcome to attend this Mass.

Wednesdays:

1215 hours Midweek services (approx 30 minutes).

This service takes different forms and everyone is welcome to attend.

Fridays:

1300-1400 hours Muslim Prayer

Muslim Daily Prayer:

The Hospital's Muslim community meets daily for prayer in the chapel. All followers are welcome to attend.

Foodcourt and Concourse

The concourse and food court provide a variety of services for patients, relatives, and for the staff who work in the hospital.

Services include:**Addenbrooke's Convenience Store:**

Mon – Fri: 0730–2030;

Sat - Sun: 0900–1800

Barclays Bank:

Mon – Fri: 0830 – 1630

The Body Shop:

Mon – Fri: 0830–1730; Sat: 1130-1700;

Sun: 1100-1700

Broadway Dry Cleaners:

Mon – Fri: 0830–1730

Burger King:

Mon – Fri: 1000–2100; Sat–Sun: 1000–2000

Tolly's Flowers:

Mon – Fri: 0830–1830; Sat: 1200-1700

Forbuoys:

Mon – Fri: 0730–1930; Sat: 0900–1800;

Sun: 0900–1730

Gifts in Stock:

Mon – Fri: 0900–1900; Sat – Sun: 1200–

1730

Hairdressers:

Mon–Thurs: 0900–1800; Fri: 0900–1900;

Sat: 0900–16.30.

Jacket Junction:

Mon – Fri: 1100–1445.

Trattoria (Pizza):

Mon–Fri: 1100–1445; 1700–1830

Travel Agents:

Mon – Fri: 0900–1730.

Café Ritazza:

Mon–Fri: 0700–2100; Sat-Sun: 0800-2100

Clothes Shop:

Mon–Fri: 0900–1900; Sat – Sun: 1200–1730.

Upper Crust:

Mon–Fri: 0730–1800; Sat: 0930–1600

There are also vending machines in the seating area of the concourse and other floors of the hospital near the wards.

Jubilee Garden

The garden was created to celebrate the year of the Queen's Golden Jubilee and Addenbrooke's Art and Addenbrooke's Charities joined forces with a small team of volunteers to create a relaxing retreat in the heart of the hospital for everyone to enjoy. The garden is a place for patients, carers, visitors, and staff to relax, meet with friends and family or take a break from the busy hospital environment and provides a venue for other activities and events, including sculpture exhibitions and music recitals. In addition, it has created a pleasant view from many of the inpatient wards. The garden is located by the F&G physiotherapy gym, and it is also sign-posted from the Concourse.

Newspapers

Volunteers visit the wards from 0830 hours each day to take orders for newspapers and then purchase and deliver the newspaper to you back on your ward.

Library

The library provides a regular service to most wards on Monday and Thursday afternoons every week. A variety of up to date books are available and will be brought to your bedside by voluntary librarians.

Books may be returned at any time to the ward's library box, a member of the ward staff can tell you where it's located. Please remember to return books before you are discharged.

Wards that are not covered by this service have a supply of books in their day room for patient's use. 'Talking books' are also available on request from librarians or Voluntary Services on hospital extension 3356.

Mail services for you and your visitors

There are regular postal collections from the hospital concourse (large red postbox by 'Tolly's Flowers') and three deliveries to wards each day. You can buy stamps from the newsagent, the supermarket on the concourse or in outpatients.

For relatives and friends sending mail to you, please ask them to put your full name and the ward you are staying on as shown in the example below.

The address should be written in capital letters:

PATIENT'S NAME

WARD NAME

BOX NUMBER

ADDENBROOKE'S HOSPITAL

HILLS ROAD

CAMBRIDGE

CB2 0QQ.

Patientline at Addenbrooke's

Patientline provides a bedside TV, radio and telephone systems for patients. The system carries a variety of digital TV channels, plus a personal telephone for making and receiving direct dialled calls at the bedside, using pre-paid TV and telephone cards available from vending machines around the hospital.

All you need to do to use your Patientline system is to call the operator (which is free) by pressing the green 'operator' button on the bedside telephone.

It costs nothing to register and you will get half an hour of free television viewing and also be able to leave free telephone messages for friends and relatives to call you back, just dial 123 from the Patientline number, plus their telephone number.

Friends and relatives can call you by dialling 07041 17 followed by your four digit extension number that is on your patientline screen.

A member of the ward staff will be able to tell you the current costs.

New services include bedside games and pay per view films.

If you do use Patientline, we ask that you are considerate of the other patients around you who may be very unwell. Sometimes Patientline can be quite loud and may prevent other patients from resting or cause them considerable stress.

Radio Addenbrooke's

Radio Addenbrooke's is the hospital's radio station. Programmes are broadcast every evening during the week and at various times over the weekend.

We also like to involve patients as much as possible through quizzes, interviews, etc. All shows are put together with the patient's tastes in mind. Many shows are request shows where the patients choose the music that we play. There's a wide range of music, anything from Mozart, ABBA, Frank Sinatra, Barbara Streisand, Elvis Presley, to Daniel O'Donnell and Robbie Williams.

Shows are broadcast on the bedside Patientline system which most patients have by their beds. The radio service is free and you will find Radio Addenbrooke's on Channel 1.

Voluntary Services

Addenbrooke's has over 700 volunteers who give up their time to help in the hospital; running Radio Addenbrooke's, delivering newspapers to the wards, running the flower and library service, just some of the tasks among many. All volunteers wear name badges and some wear yellow tabards, so you can easily spot them.

If you need help during your stay in hospital or if you think you might like to volunteer in the future, please contact the Voluntary Services Manager or Tel: 01223 217356 or ext 3356.

Red Cross Therapeutic Care

Trained volunteers can provide manicures and hand massages on the wards. Ask your nurse to contact the Voluntary Services Department on ext 3356.

Trolley Shop

Members of the Women's Royal Voluntary Services (WRVS) visit the wards on Tuesday and Thursday afternoons with a trolley shop selling stationery, stamps, confectionary and toiletries.

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 for visitors

Accommodation

Pemberton House is available for relatives who wish to stay close at hand. Please contact the Frank Lee Centre on Tel: 01223 249931 for booking details, availability and costs.

Visiting patients in the hospital

It is our policy to be as flexible as possible about visiting times, but arrangements do vary from ward to ward, usually only two visitors are allowed at a time. Please check with the ward staff about visiting times on the ward in question.

When visiting patients, please be considerate of other patients on the ward. Some may be feeling very unwell and a lot of noise or commotion may prevent them from resting.

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/patientinformation/index.html>

Alternatively, you can contact PALS who can provide you with a copy of the leaflet.

Please take note of the following important points:

- **If you are planning to visit a patient but are feeling unwell, please do not visit the hospital until you are fully recovered.**
- **It is essential to use the alcohol hand rub when entering or leaving a ward and between patients if you are visiting more than one patient.**
- **Do not sit or lie on the patients' bed, use the chairs provided.**
- **Do not touch patients' wounds, drips or tubes. If you do so accidentally, please wash your hands.**
- **Do not use patients' toilets.**

Parking

Car parking space is available for visitors in car park J. However, the hospital site is extremely busy, there are over 18,000 traffic movements a day. If possible please consider alternative 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 tel: 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 visiting someone who is likely to be hospitalised for two weeks or more, you can get a discounted parking ticket from the main reception. This allows you to exit from the car parks for 14 consecutive days from the day you 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.

Keeping in touch with patients and their progress

Telephone enquiries about how a patient is can only be accepted from the person the patient has named as their next of kin.

Please ask your next of kin to pass messages on to other relatives and friends.

Answering lots of telephone calls keeps nurses away from caring for their patients. It is also helpful if detailed enquiries are only made during visiting hours.

The switchboard telephone number is 01223 245151. However, every ward has a direct dial number which we would encourage you to use.

Each patient also now has a telephone by their bedside as part of the Patientline system, so you can keep in touch with friends and relatives.

Sending flowers to patients

When flowers are sent, the full name of the patient and their ward should be written in capital letters. **However, please check first whether the ward will accept flowers.**

PATIENT'S NAME
WARD NAME
BOX NUMBER
ADDENBROOKE'S HOSPITAL
HILLS ROAD
CAMBRIDGE
CB2 0QQ.

THE ROSIE HOSPITAL, ROBINSON WAY, CAMBRIDGE, CB22 2SW (on the main Addenbrooke's Hospital site)

Support and Advice

Addenbrooke's has an Information Centre located in the main reception area of the hospital which is a source of information and advice about health, care and benefit issues.

The centre is staffed by Addenbrooke's Patient Advice and Liaison Service (PALS) and also staff from local advice agencies including the Citizens Advice Bureau, Cambridge City Council Housing Advice Service and Directions Plus.

The Citizens Advice Bureau at Addenbrooke's

Mon, Wed and Thurs: 1000 – 1600

Free and confidential practical advice is available on issues including a wide range of welfare benefits, housing, employment rights, family matters and debts. There may be benefits you are entitled to during your stay in hospital and after discharge. The benefits system can seem very complicated and it may help you to talk things over so you know what you are entitled to.

This is a drop in service, no appointment is necessary and we can visit you on the ward.

Cambridge City Council Housing Advice Service

Tues 1000 – 1200 hours

Advice on access to Council and Housing Association Housing, homelessness and help for existing tenants with any problems they might have.

Directions Plus (disability advisory service)

Specialist information and advice service for disabled people and carers, particularly good on disability benefits and other services for disabled people.

At Addenbrooke's Information Centre (for drop in sessions):

Tues and Fri: 1300 – 1600 hours

(or at other times by appointment)

PALS – Patient Advice and Liaison Service

Getting it right: comments, complains and suggestions.

We welcome your thoughts and comments on the treatment and care you receive during your stay with us. If you are dissatisfied with any aspect of your care at Addenbrooke's, please raise your concerns with your ward sister, doctor or anyone else in charge of your treatment or care. If you are still unhappy, please contact a member of staff in the Patient Advice and Liaison Service (tel: 01223 216756), who will do their best to resolve any problems.

When is the centre open?

0830 – 1900 Monday to Thursday

0830 – 1800 Friday

1300 – 1600 Saturday and Sunday

It should be noted that opening hours may vary depending upon staff availability.

During this time, it is staffed by the Patient Advice and Liaison Service (PALS) staff. Some of the time, (weekdays) there are people from some local advice agencies.

Supporting the hospital

Addenbrooke's Charitable Trust



Every hospital has wishes beyond the capacity of the NHS budget. There will always be the need for new equipment, training and research projects to which charitable funding can help deliver a kick start. Addenbrooke's is very grateful to the many people who through their charitable donations show their support and appreciation of the work carried out in the hospital.

Addenbrooke's Charitable Trust (Act) is an independent registered charity and the official fundraising office for Addenbrooke's Hospital. Addenbrooke's is grateful for any help and support so if you would like to help fundraise or donate time or money then please contact

Act on 01223 217 757, email: act@addenbrookes.nhs.uk. For more information about Act go online at www.act4addenbrookes.org.uk.

NHS Foundation Trust Membership

As you may be aware, Addenbrooke's is now an NHS Foundation Trust. NHS Foundation Trusts are free from government control and are able to develop services to suit the needs of the local community. We are accountable to local people, patients and staff through a membership and a Board of Governors. Because you are a patient of the Trust, you are eligible to become a member of this organisation.

Being a member of the NHS Foundation Trust will give you the opportunity to be involved in shaping the way we plan and deliver healthcare for you and the community as a whole, **you can decide how the future will look**. Membership is free and there are free events for members throughout the year, as well as a regular newsletter. Members can also vote (and / or stand) in the annual elections to the Board of Governors. It is important that we, who deliver healthcare, listen to and involve our patients and the public in decisions about how we provide these services.

If you would like more information or to join the membership, please telephone 01223 256256 or look on our website at www.addenbrookes.org.uk/foundation



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 asagıdaki 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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