

*What happens  
when you go  
into hospital*

*Easy English*



# Contents Page



- 2 Your care as a patient
- 3 Stopping infection /  
Information about you
- 4 Keeping safe
- 5 Arriving at hospital
- 6 Hospital services
- 7 Staff / Special Needs / Patientline
- 8 Allergies / Medicine / Pain
- 9 Eating and Drinking
- 10 Visitors
- 11 Carers / Students / Closing Wards
- 12 Going home from hospital
- 13 Work
- 14 My care / If something goes wrong
- 15 Other support

# Your care as a patient

## What you need to bring

- . 2 sets of nightwear
- . slippers
- . glasses (if you wear them)
- . toothbrush, toothpaste, soap
- . tissues
- . sanitary towels (for women)
- . shaving things (for men)
- . hand wipes
- . books or magazines to read
- . anything else you might need like hearing aids or a wheelchair.
- . you can bring a mobile phone but you will only be able to use it at certain times.



## Please do not bring



- . lots of money
- . things you do not want to lose
- . alcohol
- . TV or radio
- . big suitcases



# Stopping Infection

Hand washing is very important to stop infection (getting ill).



Many areas have hand gel at the entrance - please use this.

If you have diarrhoea or sickness please check with the hospital if it is safe for you to come.



# Information about you

When you come into hospital, we will need to ask some questions about you.



If you have any special needs, please tell us.

## Keeping safe

It is very important that you feel safe when you are in hospital. All staff will have a badge with their picture, name and job title.



If you feel worried about anything, or you think you have been treated unfairly please speak to a member of staff.



## Fire

If you hear the fire alarm, please do what the staff tell you.

If you find a fire, tell a member of staff. Do not try and put out the fire yourself.



## Smoking

Smoking is not allowed inside or outside the hospital.



## Packages

If you see a package you are worried about, tell a member of staff.



# Arriving at hospital

## Reception desks

The main hospital reception desk is at the main entrance. At all out-patient areas you will find a reception desk where a member of staff will help.



## Wheelchairs

Wheelchairs can be found in the main In-patient and Out-patient entrances.



If one is not available, please ask a member of staff. You might need a £1 coin which you will get back when you return the chair.



## Meet and Greet volunteers

Some hospitals have Meet and Greet volunteers.

They are there to help you find the department you need.



# Hospital Services

## Accessible toilets / baby changing

The hospital has toilets in all the public areas. There are accessible toilets for disabled people.



## Payphones / postboxes / cash machine

There are payphones in the hospital. You can make a free phone call to a taxi.



There are also postboxes and a cash machine on the hospital site.



## Translation into other languages

We can offer a translation service.

If you need help to understand, please let us know.



## Staff

All staff will have a badge with their picture, name and job title.



While you are in hospital, you will wear a bracelet that says who you are. Check you are always wearing it. This will make sure you get the right treatment.



**Any staff who examine you should wash their hands first or use the hand gel.**



## Special Needs

If you do have any special needs, staff may make a care plan for you.



This will let other staff know your needs.

## Patientline

Most beds may have Patientline. This has TV, radio, a loop system and internet.



You will have to pay for some of these.



## Allergies

If you have any allergies, please let us know.

If you do have any allergies you will be asked to wear a red band so staff know about them.



## Medicine

Please bring with you any medicine, tablets or inhalers that you are taking.



Please show them to the staff when you arrive on the ward.

## Pain

We can give you treatment so you are not in too much pain. If you are in pain, please tell a member of staff.



While you are in hospital, you might be connected to a machine. Please do not touch this.

If an alarm sounds, please call a member of staff.



# Eating and Drinking

Visiting is not allowed at meal times. Please ask if you need help with your food or drink.



Before any operation, you may only be able to eat and drink certain things.

You will get 3 meals a day and 7 drinks. If you miss a meal, you can have a snack box.



If you have a special diet, please let a member of staff know.



# Visiting

- . Do not touch the patient's wounds or equipment.
- . Do not bring flowers.
- . Do not use mobile phones in the ward.
- . Do not take photographs in hospital.
- . Visitors should not sit on the bed.
- . Children are not usually allowed to visit.
- . People should not visit if they have sickness or diarrhoea.
- . Visitors should not use the patient toilets.
- . Only 2 visitors are allowed at a time.
- . All visitors should use the hand gel when they arrive and leave.
- . Sometimes a family member can stay overnight.
- . Guide dogs are allowed if there is nobody else to look after the dog.



## Carers

If you have a carer at home and you want them to care for you in hospital, please speak to a member of staff.

Family members may be shown how to provide care.



## Students

There may be students at the hospital who might want to talk to you. Sometimes they will be there to watch while you have your appointment.



If you do not want a student to be in the room, tell a member of staff.

## Closing Wards

If there is an infection, some wards might have to be closed. This is to protect patients, staff and visitors.



# Going home from hospital (discharge)

Most patients get better quicker when they are at home.



- . You and your carers / relatives will be told about going home.

- . If you feel worried about this, please speak to a member of staff.



- . There are people at the hospital who can help you with your home arrangements.



- . You will be given any medicines to take home with you.



- . If you will be coming back to the hospital as an Outpatient, you will be given an Outpatient Leaflet.

- . If you cannot use public transport, we may be able to get you free transport home.



# Going home from hospital (discharge)

## Work

If you have a job and you are away from work for less than 7 days, you do not need a sick note.

If you are away for more than 7 days, ask your hospital doctor for a sick note.



## What care should I expect?

Patients must be in control of their care plans.

You should see a doctor once every twenty four hours.

You must agree with any treatment.

You must be told about the results and meaning of any tests.



## If something goes wrong

Sometimes mistakes are made in hospital. If something goes wrong and you are hurt:



- We will do all we can to treat any mistake.
- We will tell you what has happened and what is being done.
- We will report the incident.
- We will investigate to find out what went wrong.
- We will tell you about the investigation and how we will make things better.
- We will share the lessons learnt with the rest of the NHS to make patient safety better.



# Patient Advice and Liaison Service (PALS)

PALS is a confidential service.  
This means they must not tell anyone else what you tell them.



You can speak to PALS if the staff cannot help with your questions or if you feel happier speaking to somebody else.

## Complaints or Comments

If you do have any comments or complaints we want to know about them.



You can find out more on  
[www.pals.nhs.uk](http://www.pals.nhs.uk)



This leaflet is available in other formats and languages

Produced by Bath and North East Somerset People First  
Pictures by Photosymbols

