

## Guidance for visitors

For most people who are in hospital, having family and friends to visit is the highlight of their day. Whilst we welcome all visitors to our hospitals, we do ask that you remember that we are here to provide care to our patients. To do this we need your help and co-operation. Our visitor charter supports our flexible visiting arrangements and provides useful information for patients and visitors.

## How should family and friends visit?

Visiting can be exhausting for the patient, whose main reason for being in hospital is for care, treatment and rest. It can also be exhausting for the visitors who attend.

Do not feel the need to cover the whole visiting session every day, access can be at any time in these hours unless the patient is having necessary investigations, treatment or care.

There may be times when your relative or friend will not be able to receive visitors, as care and treatment continues throughout the day.

## Exceptions to these times

Whilst it is important that visitors comply with these visiting times, we recognise that this is not always possible. Also, it may be in particular patients' best interests to enable visitors to be present to support their on-going care and treatment, outside of the usual visiting times. In these circumstances, alternative or additional visiting arrangements will be discussed and agreed on an individual basis, by the nurse in charge.

## Restaurant and coffee shops

### Plaza Restaurant

Located on the second floor of Queen Elizabeth Hospital Birmingham and serves:

- Hot and cold breakfast (07:30–11:00)
- Hot food/lunch (12:00–14:00)
- Hot food/supper (17:00–20:00)

### Cellar Restaurant

Located in the basement of Nuffield House and is open Monday to Friday from 07:00–15:00 and serves:

- Hot and cold breakfast (07:30–11:00)
- Hot food/lunch (12:00–14:00)

### The Clock Tower Cafe

Located along the main corridor on the Ground Floor of the Heritage Building. Open Monday to Friday 11:00–14:00.

- Hot food/lunch (11:00–14:00)

All facilities also provide:

- Hot and cold drinks
- Sandwiches
- Cakes and biscuits

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**Queen Elizabeth Hospital Birmingham**

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**UHB is a no smoking Trust**

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patient information leaflets please visit  
[www.uhb.nhs.uk/patient-information-leaflets.htm](http://www.uhb.nhs.uk/patient-information-leaflets.htm)

# Visitor Charter

## Flexible visiting 11am–8pm

Our priority is to provide the best in care to our patients, and we recognise the invaluable role that carers and family members play. That's why we welcome visitors and support flexible visiting times to suit patients' and families' individual needs.



### Staff pledge

We will be **polite and courteous** at all times.

**As a patient** you can expect to be given the opportunity to say who you would like to visit and be involved in your care, and how long they visit for (within visiting times).

**As a visitor** you can expect to be welcomed to the ward and treated with respect.

**As a carer** (and with the patient's permission) you can expect to be welcomed as part of the care team if you wish to, helping to provide continuity of care, reassurance and important information. But we also respect your needs and encourage you to take a break too. See carer information at [www.uhb.nhs.uk/carers](http://www.uhb.nhs.uk/carers).



### Visitors, what we ask of you:

Please be **polite and courteous to staff, other patients and visitors**.

**Please do not disturb nursing staff** when they are administering medications (drug rounds); other staff will be available if you need anything. If a nurse is not available to answer your queries immediately, they will come back to you.

Please be respectful to other patients and **keep noise levels to a minimum**; put your mobile phone on silent too.

Remember that **rest is important – for you and the person you are visiting**. Please allow them and other patients the opportunity to rest.

You are welcome to **assist the person you are visiting at mealtimes, with their agreement**. Please speak to the nurse in charge before assisting.

Please **nominate one person to liaise with staff and pass on information** to family/friends, and remember that **information cannot be given unless the patient has given their permission**.

Please **wait off the ward if the person you are visiting is absent** from the ward for treatment.

Please understand that **you may be asked to wait outside/ in the ward waiting area** if required to protect the privacy and dignity of the person you are visiting or others in their bay.



### Infection control

Please ensure you **wash your hands thoroughly** before entering and leaving the ward.

Please do not visit if you have had **diarrhoea or vomiting in the last two days**.



### Please note

Maximum of **three visitors per bed**.

Children are welcome to visit when **accompanied and supervised** at all times by a responsible adult.

Please **do not sit on beds**.

**Do not smoke or use e-cigarettes** within the hospital or grounds. Smoking is only permitted in the smoking shelters.

Anyone displaying **violence or aggression** will be required to leave.

Please **respect our hospital and site** and help us to keep it clean and tidy.

Please **respect the confidentiality and privacy** of others by not filming or photographing other patients, visitors or staff.



### Visitor facilities

Staff will be happy to direct you to the **nearest restaurant facility**.

**Visitor toilets** are located on each floor in the Queen Elizabeth Hospital Birmingham (QEHb); please do not use the toilets on the ward. In the Heritage Building each ward has a designated visitor toilet.

Limited pay-on-exit car parking is available. **We encourage car sharing and the use of public transport**.

**Live public transport information** is available in the QEHb atrium.

**All visiting outside of normal visiting hours is at the discretion of the nurse in charge of the ward.**



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