



University Hospitals Birmingham  
NHS Foundation Trust

# Information about your stay in hospital

Please bring this with you on  
your admission to hospital



**Building healthier lives**

**UHB is a no smoking Trust**

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Name: .....

Ward/Department: .....

Date of admission: .....

Expected date of discharge: .....

## Dear Patient,

We know that being admitted to hospital can be a difficult and worrying time for you and your loved ones. This booklet aims to give information that will help you prepare for your stay.

We hope that you will find the following information helpful. However, should you have any questions that this does not answer, please ring the number on your admission letter and one of our staff will be happy to help. If you were given this booklet after being admitted to a ward and have any questions, then please ask one of our staff.

If you have access to the Internet, we recommend that you visit our website before coming to hospital, as this will give you more information about the hospital and services available: **[www.uhb.nhs.uk](http://www.uhb.nhs.uk)**.

If you would like to receive this information in a different language, or in larger print, please call **0121 627 2000**.

If you are visually impaired and use screen reading software, a compatible version of this information is available on our website: **[www.uhb.nhs.uk/yourstay](http://www.uhb.nhs.uk/yourstay)**.

## Hospital addresses and phone numbers

Queen Elizabeth Hospital Birmingham is located in the Edgbaston area of Birmingham. The full address of the hospital is:

### Queen Elizabeth Hospital Birmingham

Mindelsohn Way, Edgbaston  
Birmingham, B15 2GW / 2TH  
Telephone: **0121 627 2000**

### Solihull Hospital

Lode Lane, Solihull,  
West Midlands, B91 2JL  
Telephone: **0121 424 2000**

# Travelling to the hospital

## By car

University Hospitals Birmingham  
Queen Elizabeth Hospital Birmingham site

The hospital is located on Mindelsohn Way, Edgbaston, Birmingham B15 2GW / 2TH and is easily accessible by car. The hospital is well signposted from the A38 (Bristol Road) and surrounding areas.

Directions to the hospital and maps can be found on our website:  
**[www.uhb.nhs.uk/how-to-find-us.htm](http://www.uhb.nhs.uk/how-to-find-us.htm)**

At the front of the hospital there is a dedicated 'drop-off' zone where you can be dropped off and collected by a friend or relative.

## Parking

We ask that you do not leave your car in the hospital car park for the duration of your stay. Please arrange to be dropped off at the hospital and collected again on departure.

The main patient and visitor car park is Car Park A, which is next to the main entrance. Car parking charges apply in all car parks on the hospital site. However there are free spaces provided in the car parks for blue badge holders. To access the blue badge spaces, please follow the signs in the car park.

Patients undergoing radiotherapy can also park for free while attending radiotherapy appointments; please speak to your nurse about obtaining a pass if this applies to you.

Weekly car parking passes are available at a reduced price from the Q-Park office in Car Park A or the pay station in Car Park D.

## **By public transport**

The hospital is well served by public transport. The closest train station is University station which is approximately a five minute walk from the main entrance. Many local bus services stop outside the hospital and details of the bus routes serving the hospital site can be found on the National Express West Midlands website [www.travelwm.co.uk](http://www.travelwm.co.uk) and on the map which accompanies your appointment letter.

## **Hospital transport**

Transport to the hospital by ambulance or ambulance car can only be arranged for those patients who have very specific needs and are unable to travel in a car, taxi or public transport. For more information and to see if you may qualify for this service, please visit

<https://www.uhb.nhs.uk/non-emergency-patient-transport.htm>. If you think you qualify, please call **0121 627 2098**.

## **Travelling expenses**

If you are in receipt of one of the following benefits, you are entitled to claim for travel costs for appointments for NHS treatment. (Please note that travel costs for visiting other people in hospital cannot be paid.)

1. Income Support
2. Guaranteed Pension Credits
3. Tax Credits with an exemption certificate
4. Income-based Job Seeker's Allowance
5. Income Related Employment and Support Allowance
6. Low Income HC2 or HC3 certificates

These expenses can be claimed from the Cashier's Office at the Queen Elizabeth Hospital Birmingham (QEHB). The Cashier's Office is located on the Outpatients Corridor on Level 0 at QEHB. More information can be found in the leaflet HC11, "Are you entitled to help with health costs?", available from your nearest Social Security Office, Post Office or NHS hospital.

## Access for people with a disability

The hospital has been designed to allow easy access for those with disabilities or who use wheelchairs. If you require the use of a wheelchair or mobility aid during your stay, please let us know beforehand. If you already have them, please bring them with you for use during your stay. The Direct Enquiries website provides useful information about the facilities available for people with disabilities within the hospital.

Visit **[www.directenquiries.com](http://www.directenquiries.com)** for further information. Many of our volunteers are trained as 'sighted guides' to help those with visual impairments. If you have any special needs that require specialist equipment or support while you are in hospital, please let the hospital know so that we can make the necessary arrangements for your stay.

## Help with communication

The Trust engages the service of qualified professional interpreters through BILCS. All interpreters are trained and assessed prior to being contracted. The interpreters work within a strict Code of Ethics covering professional conduct. This is to ensure information is given clearly and accurately by trained professionals. If you require an interpreter please contact the Interpreting Service on **0121 371 4756**.

If you use any communication aids at home, for example such as hearing aids – please bring these into hospital with you.

## Pre-assessment service

Many patients, in advance of their admission, will require a pre-assessment appointment. This appointment maybe a telephone/video consultation . The nurse or doctor will discuss your admission, provide details of what to expect, and will complete a health questionnaire with you. If you require tests, depending on what you are being admitted for, the Pre-assessment team will arrange this appointment for you to attend the Pre-assessment department . This assessment is to check that you are fit to be admitted for treatment, and to understand what help or support, if any, you will need on your discharge from hospital..

At pre-assessment, staff will explain that you must not drive a car, ride a bicycle, operate machinery, sign a legal document or drink alcohol for at least 24 hours after having a general anaesthetic.

## Before your admission

### **Minimising the risks associated with COVID-19 This means you and your household members should:**

- Maintain 1.5-2m distance
- Wear masks when visiting supermarkets, going outdoors, etc
- Wash hands regularly
- Use hand sanitisers, clean objects and surfaces (such as door handles, kettles and phones) using your regular cleaning products
- Clean a shared bathroom each time its used, for example by wiping the surfaces you have touched
- Use your own towels, including hand towels and tea towels
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough and sneeze

You will be contacted by the appropriate person to arrange a COVID-19 swab, and this needs to be completed 3 days prior to surgery (via drive through service/via courier). Strict isolation will then be required until your admission date.

### **This means you and your household members:**

- Do not leave your home for any reason – if you need food or medicine, order it online or by phone, or ask someone to deliver it to your home
- Do not have visitors in your home – including friends and family
- You may carry out exercise at home only– you can use your garden, if you have one but do not go out for a walk/exercise

Your surgical team may advise you to self-isolate for a period of 14 days, or you may choose to do so. If this is agreed, then patients will be informed of how to undertake this self-isolation period during your Pre-assessment appointment.

**If you or members of your household develop any symptoms of Covid-19 at any point prior to admission please contact NHS 111 online and also inform the booking coordinator or secretary as soon as possible.**

**Symptoms of Covid-19 include:**

- High temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- New, continuous cough – this means coughing a lot for more than an hour, or three or more coughing episodes in 24 hours (if you usually have a cough, it may be worse than usual)
- Loss or change to your sense of smell or taste – this means you've noticed you cannot smell or taste anything, or things smell or taste different to normal

**Preparation for hospital admission**

Before travelling to the hospital for a planned stay, please telephone your ward, as indicated in your admission letter, to confirm your hospital admission and to find out what time you should arrive.

The hospital provides emergency care which can sometimes affect the number of beds available on wards. This may affect the ward you are being admitted to and, on rare occasions, your admission may need to be postponed.

**Please follow any instructions that you were given during your pre-assessment appointment in the clinic with regards to eating or drinking. It is very important that you arrive prepared for your operation or we may have to postpone it.**

If you need to travel to the area the day before your admission, or if your visitors wish to stay close by, please speak to the Accommodation Officer on **0121 371 4524** who can advise you on making arrangements to stay in Birmingham.

## Admissions Lounge

Patients are admitted to the hospital to prepare for theatre through the Admissions Lounge on the day of surgery.

- Whilst in the Admissions Lounge a nurse will explain the process of the day, including which ward you will be on following surgery, and your surgeon will go through the procedure with you. An anaesthetist will also come to visit you
- You will wait in the Admissions Lounge until you are called to Theatre for your procedure. At this time a nurse checks your details again and you are escorted to Theatre. After your procedure has finished you will go to the ward for post- operative care
- All you will require for the day of your surgery is a dressing gown and slippers. Property can be brought to the post-op ward at visiting time by your visitors. This is the safest and most secure way of having your property brought to you as there is no secure storage available at the Admissions Lounge
- Admissions Lounge staff will call you the day before surgery to ensure you have all the information you need for the planned admission. You can ask any questions you may have during this phone call
- You should follow the instructions you have been given regarding diet and fluid. Please ensure you drink plenty of water the day before your surgery. You should not consume any food, milk, chewing gum or boiled sweets from the time you are advised to be nil by mouth
- If you are attending the Admissions Lounge at 07:00 or before 10:00 you can have water up to 06:00. If your time is 12:00 noon then you can drink water until 11:00
- If you have any concerns prior to attending please call the Admissions Lounge on **0121 371 3190 / 3191** between 09:00–15:00 hours

## What to bring with you

A small bedside locker is provided for personal belongings but please be aware that space for personal items is restricted.

## **We suggest you bring the following things with you:**

- Your admission letter
- All tablets and medicines (including natural, herbal and dietary remedies) that you take regularly, and a list from your GP of all medication you are receiving
- Spectacles, hearing aid, walking aids
- Night clothes, slippers and a dressing gown
- Day clothes – not all patients have to stay in their nightclothes
- A hairbrush and comb
- Toiletries, soap, toothbrush, toothpaste, shampoo and any other toiletries you may need
- Paper tissues
- Small hand towel
- Your shaving materials
- Things to use occupy your time such as books, pens and paper, puzzles, and magazines
- Some disposable wet wipes in case you are not able to go to the bathroom to wash
- A bottle of fruit juice or cordial
- A small amount of money for bedside TV and phone, newspapers etc.

Please ask your relatives or friends to keep your suitcase or hold all until you go home as there is nowhere to store them on the ward.

If you wish to bring personal electrical equipment with you, please inform the nurse when you are admitted, who will ensure that it receives the necessary safety checks prior to you using it in the hospital.

If you have come into hospital as an emergency, the ward will provide you with nightwear and a small supply of toiletries until you can arrange to have some brought in from home.

## **Nail varnish, extensions and jewellery**

Please remove nail varnish and nail extensions before you come to

hospital. If you are having an operation or procedure it is essential that the anaesthetist can see your nail beds as these provide an indication of the oxygen levels within your body.

We also ask that on the day of your operation or procedure all cosmetics are removed.

Plain wedding rings may be worn but these will be covered with tape prior to surgery. We ask that any other jewellery, including body piercings, are removed and kept safely at home or given to a relative for safekeeping.

### **Mobile phones and electronic devices**

Please be considerate when using your mobile phone or personal or personal electronic devices. Ring tones and loud conversations can be intrusive and may disturb other patients. We ask that you reduce the volume of your ring tone or use the vibrate function and be mindful of the time of day when you use these. Please do not use your phone near someone who is resting or sleeping and at anytime during the night. To ensure the dignity, privacy and confidentiality of all our patients, taking photographs or recording activity in our hospital is not permitted. Only authorised members of staff (such as clinical photographers) may take photographs.

If you have a camera or recording function on your mobile phone or electronic device, please do not use these inside the hospital. Should you have a specific reason that you would like to take photographs, please speak to the nurse in charge, who will advise you about this.

## **What not to bring with you**

### **Valuable personal property**

The Trust places high priority on the safety and security of patients, visitors and staff. However we cannot accept responsibility for loss of, or damage to, property belonging to you. You will be asked to sign a

disclaimer for items you bring into hospital with you, indicating that you accept responsibility for their safekeeping.

Please do not bring in valuable items such as credit cards, jewellery or large sums of money. Do not leave valuables unattended in your bedside locker or bed area.

If necessary, sentimental items or money can be handed in for safekeeping in the hospital safe (a receipt will be given), but they are best left at home.

**If you need personal items when you are an inpatient, there is a drop off service Monday to Friday 10:00 to 16:00 hours and Saturday and Sunday 12:00–16:00 hours. This is located at the main entrance of the Queen Elizabeth Hospital Birmingham.**

## **Alcohol**

You are not allowed alcohol in hospital because it may interfere with your treatment and care. Alcohol is not permitted in any part of the hospital.

## **Tobacco smoking**

If you are due to have an operation, one of the most important things you can do to improve your recovery is to give up smoking. Giving up smoking for just two days before your operation can make a huge difference, but giving up a few weeks or months before your stay is even more beneficial because it reduces heart, lung and wound-related complications.

Some surgery requires you to be nicotine-free (no smoking or nicotine replacements) for three months prior to surgery so you should check with your doctor/nurse if this applies to you. If you need any help to stop smoking, ward staff can give you information about smoking cessation services.

If you want help to stop smoking before your hospital admission, please ring **0800 052 5855**.

Please note it is illegal to smoke in any hospital building including E-Cigarettes and we ask that you use the smoking shelters provided outside the building.

## **When you arrive**

If you are being admitted directly to a ward please make your way to the ward stated on your admission letter. If you are unsure where it is, please ask at the Information Desk inside the Main Entrance and one of our staff or volunteers will help you. Please report to the reception desk when you arrive on the ward and one of our staff will show you to your bed.

Please report directly to the ward or unit as directed on your admission letter.

## **Admission to Ambulatory Care Unit at the Queen Elizabeth Hospital Birmingham**

When you are admitted to hospital you will be asked to attend a separate New Patient Entrance for direct admission to Ambulatory Care Unit at 07:00 promptly.

## **Admission to Solihull hospital on day of surgery**

Pre-Assessment Unit, Solihull Hospital, Lode Lane, Solihull, B91 2JL

Hospital switchboard: **0121 424 200**

Pre-Assessment Unit: **0121 424 5167**

## **If your surgery is booked at Solihull Hospital please go to the Admission lounge on Ward 14.**

On arrival, your admission details will be confirmed. If you are coming in for an operation/procedure you will be advised on admission of the approximate time that it will take place, although this may be subject to change. Any further information will be given to you by the nursing staff.

## Information about you

We have a legal duty to keep information held about you confidential and secure and we work to a code of conduct for handling personal information. We have a privacy notice which explains how we use and keep information. If you would like a copy of this notice, or to know more about how we use this information, please contact the Patient Advice and Liaison Service QEHB(PALS) by email at **PALS@uhb.nhs.uk** or call **0121 424 0808** for urgent queries. More information on PALS is available at on **0121 371 3280** / Check Solihull or visit **[www.uhb.nhs.uk/pals.htm](http://www.uhb.nhs.uk/pals.htm)**

## Identity bracelet

When you are admitted to the ward an identity bracelet will be put on your wrist to ensure that staff are able to identify you correctly so that you are given the correct treatment. If you have any allergies this identity bracelet will be red to alert staff to these. Please check the information on your identity bracelet to make sure it is correct and let a nurse know if there are any mistakes.

## During your stay with us

### The team caring for you

There are many different staff and volunteers who you may see during your stay. All staff and volunteers should have a clearly visible identity badge and will introduce themselves to you. If you are unsure who anyone is, please feel free to ask them.

### Your consultant

Your consultant will have a team of doctors who work with them and will provide your day-to-day treatment and care. Please ask one of these doctors, your nurse or the Senior Sister/Charge Nurse if you want to know when the consultant will be doing a ward round.

### Your nurse

At each shift change each day you will be told which nurse will be

responsible for your care. If there is anything you need or want to know, please ask your nurse. You will be given an opportunity to be involved in your plan of care and your nurses can tell you what will be happening to you each day.

There are times of the day, such as ward rounds and meal times, when the ward staff are very busy and it may take a little longer for them to respond to you or to answer phones. Your nurse will explain when these times are so you are aware. Please ask your next of kin or nearest relative to avoid phoning at given times.

### **Meal times**

We have supportive mealtimes, which means all non-urgent activity stops to allow nurses, catering staff and volunteers to serve food and provide assistance and support to patients without unnecessary interruptions.

You will be asked to select what you want to eat each day from the menus provided. Special diets are catered for; if necessary the dietician will discuss these with you. Vegetarian, Kosher, Caribbean and Halal menus are available on request.

Meals are usually served between:

Breakfast	07:00 and 08:00
Lunch	12:00 and 13:00
Dinner	17:00 and 18:00

A variety of drinks are served throughout the day. We are not able to offer hot food outside normal meal service times. If you have missed a meal or feel hungry, please ask a member of staff for a 24 hour chilled snack box or ward based snacks, as we no longer provide hot food other than at the meal times listed. If you need any support with eating and drinking, such as special equipment or someone to help you, the nurses will arrange for these needs to be met. Please do not be afraid to ask your nurse for any help you need. We welcome your feedback

on the food offered and this is used to help us improve the service. A feedback form is printed on the back of your menu so you can provide feedback on the food.

## Visiting times

Currently patient visit is suspended due to current Covid-19 pandemic – There are a very small number of exceptions. For more information on changes as a result of the pandemic, visit

<https://www.uhb.nhs.uk/coronavirus-public>. There may be exceptions in certain circumstances. Please contact the ward or the department in advance to discuss any issues you may have. Family and /friends /others can contact you via phone calls, messaging service on phone video calls on a phone or tablet, and messages or emails can also be sent to [Lettersforlovedones@uhb.nhs.uk](mailto:Lettersforlovedones@uhb.nhs.uk), which the ward staff will be able to read out (ask the ward staff for more information regarding this service, more information on this service is available at

[www.uhb.nhs.uk/coronavirus-public/letters-for-loved-ones.htm](http://www.uhb.nhs.uk/coronavirus-public/letters-for-loved-ones.htm).

Patients across the Trust are able to stay in contact with their loved ones, thanks to virtual visits:

<http://uhbhome/News/IntranetNews/virtual-visiting-at-uhb.htm>

## Reducing the risk of infection

Infection prevention and control is a top priority for our hospital.

All patients and staff, staff and visitors are asked to help us prevent infection and control its spread.

## Cleaning your hands

Hand hygiene is the most important thing people can do to prevent the spread of infection in hospital. We train all of our staff on how to clean their hands and expect them all to do this before and after caring for patients.

## We would like your to help us ensure our staff clean their hands. Here is how:

Ask members of staff: "Have you cleaned your hands?" You have the

right to ask any member of hospital staff if they have cleaned their hands, or any items of equipment, before they attend to you. If you are uncomfortable asking individuals, please tell a member of staff if you feel staff are not cleaning their hands or equipment appropriately. Make sure your visitors clean their hands at the start and at the end of their visit. Hand gel is provided in every bed space and there are hand wash basins on every ward, in every bay and in every single room ensure that.

Make sure you wash your hands with soap and water after you have used the toilet, bedpan or commode any bathroom toilet facilities (ask for help if required). Please ask a nurse if you need help to wash your hands after using the toilet and also before you eat meals. Make sure you clean your hands before you eat your meals. Please ask a nurse if you need help to wash and clean your hands.

### **Patient screening for MRSA**

A small number of people carry the bacterium meticillin-resistant *Staphylococcus aureus* (MRSA) in their nose or on their skin so all patients admitted to hospital are routinely screened to check for carriage. Your nurse will use swabs to take samples from your nose, throat and groin. They may take other samples where appropriate. These specimens will be sent to the laboratory and if you are found to carry MRSA you will be given some antibiotic nasal cream and body wash to treat this infection. Identifying MRSA does not always mean you have an infection. Your nurse will give you a leaflet on MRSA and answer any questions you may have. If you develop diarrhoea during your stay it is very important that you tell your nurse at the earliest opportunity.

### **Care of personal items**

In the interests of hygiene, please do not share your personal belongings with others various articles or cosmetics used in washing, dressing etc. Ask your visitors to use the chairs provided and not to sit on your bed or other patients' beds as this helps to prevent the spread of infection. When you are feeling well enough to get out of bed, ensure you wear

your shoes or slippers. Bacteria settle in dust particles on the floor and can be transferred to your bed from your feet if you do not wear slippers or shoes. Always remove your slippers or shoes when you get back onto or into bed.

**Please do not bring metal hair clips.**

### **Other ways to help prevent infection**

People in hospital are sometimes more likely to pick up infections. We therefore ask that your visitors do not come and see you if they are unwell themselves. This is particularly important if they have diarrhoea, vomiting or flu-like illnesses. Germs that cause symptoms like this can spread quickly in hospitals.

We try to look after patients in the safest place possible so you may be asked to move to a different bed or ward to help accommodate this. This is to help prevent and control the spread of infection. If you have any concerns whatsoever about cleanliness or tidiness, please tell us by speaking to a member of staff straight away. There are a range of patient information leaflets available that explain about different infections and infection prevention and control. Please do not hesitate to ask your nurse about these should you want more information or ask to speak to a member of the Infection Prevention and Control team.

## **Deep Vein Thrombosis (DVT) and Pulmonary Embolism (PE)**

### **What is a DVT?**

Small blood clots can sometimes develop in your veins and the body will often break them down, However, on occasion they can grow and develop into a thrombosis within a deep vein. Common signs and symptoms of a deep vein thrombosis include leg pain, swelling and skin dis-coloration form in the deep leg veins. They often get dissolved by the body but sometimes they can grow bigger. Not everyone gets symptoms but a DVT can cause leg pain, swelling and skin discolouration. The risk

of DVT and PE is increased during and for a few months after being in hospital.

### **What is a PE?**

Sometimes a piece of clot can break off and travel to the lungs. This is called a pulmonary embolism. This can be serious and even life threatening. Symptoms include sudden unexplained shortness of breath, rapid heart beats and chest pains made worse by even shallow breathing.

### **Who is at risk?**

Risks for DVT and PE include reduced mobility, infection, cancer, surgery, oestrogen-containing pills, pregnancy and being overweight. They are more common as you get older.

### **What can I do to reduce the risk?**

Keep as mobile as possible and keep well hydrated. When you are sitting down, try to keep your legs elevated.

### **What can the hospital do to reduce my risk?**

If you are having an operation, you will probably may be fitted with support stockings. These are to reduce the risk of DVT and PE by helping with the circulation of blood through the veins of the leg. The patient will be measured to ensure the correct fit and that they will feel tight. Please tell the our staff if they do not fit properly or if you have any pain, numbness or sore skin while wearing them. If you have been asked to wear support stockings at home, please wear them for the recommended time. They can be taken off for 30 minutes each day, and can be washed regularly. If you have difficulty getting them on and off, please speak to the nursing staff before you leave the hospital to get their advice.

Some patients who are at increased risk are given daily blood thinning injections using a type of heparin called enoxaparin (also called Clexane). These injections reduce the risk of developing a DVT or PE while you

are unwell or immobile. The nursing staff will normally give these to you while you are in hospital. This can cause small bruises at the site of the injection.

If you are asked to carry on the injections at home, a nurse will teach you or a close family member how to give them, or arrange for the district nurse to give them at home. If you get a rash or bleeding occurs, please seek immediate medical attention you should stop the injections and contact your doctor.

### **Where can I get more information?**

Please speak to your medical team or to your GP. There is a video on the hospital website: [www.uhb.nhs.uk/hospital-acquired-dvt.htm](http://www.uhb.nhs.uk/hospital-acquired-dvt.htm)

The charity LIFEBLOOD also has a website:

[www.thrombosis-charity.org.uk](http://www.thrombosis-charity.org.uk)

### **What if I think I have got a DVT or PE when I am at home?**

You should seek urgent medical attention from your GP. If you are very unwell you must call the for emergency services on 999.

## **Improving your comfort while in hospital**

### **Keep moving**

Spending long periods in bed, particularly after a period of illness, an operation or a procedure can lead to complications such as bed sores (pressure ulcers) or chest infections.

To help prevent these complications you will be encouraged to frequently change your position while in bed and to sit out up and walk about once you're able to. If your skin feels numb or sore, or if you have any difficulty breathing, please tell your nurse or a member of the team immediately.

### **Rest and sleep**

Having a good night's sleep and resting during the day can be difficult

while you are in hospital. You may be sharing a room with other patients and there may be new patients being admitted to the ward or returning from theatre during the night. There may also be some disturbance from the low level lights that need to be on so that staff can see patients and ensure they are safe.

During the day the ward may be very busy with hospital staff coming in and out of patients' rooms as part of their duties. While staff will do all they can to help you rest and sleep, they also have a duty to care for you and the other patients on the ward. There are a number of things staff can offer to help you rest and sleep. You may wish to bring in an eye mask and some ear plugs to help you rest, supplies are also kept on the ward so please ask for a sleep kit if you require one. Some patients bring in some soothing music to help them sleep. Staff can provide leaflets on relaxation exercises and general tips to help you rest and sleep which may aid you.

## **Pain control**

After an operation it is likely you may feel tender or have some discomfort. Staff will discuss pain control with you and will advise you when the best time is to have medication and treatment. If you're concerned about pain during your stay, please speak to your nurse or doctor.

If you normally take any medication to control pain at home, please bring this with you to hospital.

## **Carers**

We know that carers play a vital role in the health and well being of patients. Therefore we want to ensure that carers are recognised and are supported to be involved in the care of patients. We will ask you who your main carer is, if you have one.

We will discuss with you and your carer the information you would like us to share, and the involvement the carer should have in decisions about

your care, treatment and on-going needs once you have gone home.

If you or your carer have any questions or concerns, please speak to your nurse or other member of staff.

### **Relatives or carers staying overnight on a ward**

We recognise that there may be times when it would be in the best interests of a patient for their loved one to stay overnight at their bedside. In these exceptional circumstances, special permission is granted providing this will not negatively affect other patients within the ward. For a small minority of our patients it may be a necessity for their usual carer to stay with them either in an advocacy role or to support their care needs. For more information, please speak to your nurse or the nurse in charge on the ward.

### **Taking part in research**

The Queen Elizabeth Hospital Birmingham is a teaching hospital and carries out a lot of many important research programmes. At some stage during your treatment you may be invited to take part in a research project, and it is important you understand what it will involve so that you can decide if you want to take part.

Being part of a research study may involve little more than completing a questionnaire or agreeing to give a small amount of extra blood, or a tissue sample. However, it could involve having extra tests done or taking part in a trial of a new form of treatment. You will be offered leaflets about research projects and you will be given an opportunity to ask questions before you decide if you want to take part.

### **Questions or concerns**

Our staff know that being in hospital can be a daunting experience, and sometimes patients and relatives are anxious.

We want to make sure that any questions or concerns you may have are answered. Please speak to your nurse or another member of staff if you

would like to discuss anything that is worrying you.

## Tell us how we're doing

We are always keen to receive feedback from our patients and visitors as it helps us to ensure we are delivering the best in care. Whilst you are on the ward there are a number of ways you can feedback directly to us:

- If you have any concerns please discuss them as soon as possible with the staff caring for you. Where possible we will always try to resolve any concerns whilst you are still an inpatient. If you feel unable to do this please contact the Patient Relations team. PALS can be contacted by phoning **0121 424 0808 / 371 4400**, or by emailing **PALS@uhb.nhs.uk** via the hospital website or in person by
- Dropping in between 09:00–17:00 (Mon–Fri) to the PALS office located near the Information Desk in the main entrance of the new Queen Elizabeth Hospital Birmingham
- Fill out our patient experience surveys. There are general surveys asking about all aspects of your experience as well as others relating to specific aspects of your stay e.g. the operating theatre and food. All of these surveys are available on the bedside TV system. For areas without a TV, surveys can be completed on paper, or on handheld computer tablets
- Please ask ward staff if you are unsure how you can provide feedback. You may also be contacted by post and given the opportunity to complete a survey relating to your discharge from hospital
- Fill in a Trust feedback leaflet, displayed in all patient and public areas – please ask staff if they are not easily visible

For further information on these and other ways you can give us your feedback please contact **patientexperience@uhb.nhs.uk** or telephone us on **0121 371 4491/2**.

## Comments, concerns or complaints

We aim to provide the highest standard of care for our patients, but there may be occasions when we do not achieve this. We welcome the opportunity to listen to comments or concerns about the services we provide, and to suggestions about how things can be improved.

If you feel that we have not provided everything we should have for you, please speak to one of the following staff so we can rectify the issue as quickly as possible.

### **Nurse in charge**

If you, your relatives or carers have any concerns about your care or treatment while you are in hospital please speak to your nurse, or the nurse in charge of the ward.

### **Matron**

The Matron visits the ward each day. If you feel that your concern has not been dealt with to your satisfaction please ask to speak to the Matron, who will be able to deal with any issues or concerns that you may have.

### **Patient relations**

If you would prefer to speak to someone not involved in your care, you can call us on **0121 424 0808 / 371 4400**. You may prefer to email the team via **pals@uhb.nhs.uk**. or visit the PALS team, who are based near to the Information desk on the ground floor, opposite the Pharmacy. You can also ask PALS to visit you on the ward. PALS staff will discuss with you what can be done to try and resolve any problems you have experienced and will explain how we will deal with your complaint.

## **Hospital facilities**

### **Chaplaincy/Spiritual Care**

We have a team of chaplains and chaplaincy volunteers, representing different faiths and traditions. They visit wards and departments offering a compassionate and listening ear to all, whether religious or not. Confidentiality is maintained at all times. There is a Faith and Community Centre on Level 1 (directly above Costa Coffee) with a quiet corner, chapel, prayer and wudu rooms. Please let your nurse know if you want to visit the Faith and Community Centre, or would like to be visited by a member of the Chaplaincy Team during your stay in hospital.

## **Bedside TV, radio and telephone system**

Premier Telesolutions have installed personal telephone, radio and television units by the majority of beds in the hospital. Premier staff regularly visit wards to discuss how the system can be used. To get help, just lift the phone and press the 'operator' button.

The radio, hospital information channel, email facility, TV previews and movie trailers are free to all patients. You do not need a pay card to activate them.

You will have to pay for the use of the digital television and the telephone. Information about charges is available by pressing the help guide button on the unit, and at the Premier vending machines available on the corridor near the ward.

## **Wireless internet access**

During your stay, you can benefit from a free WiFi network, which is available throughout the Queen Elizabeth Hospital, Nuffield House and the majority of the Heritage Building.

You need to use your mobile phone or tablet to search and connect to a network called NHS Wi-Fi. Click on the connect button to accept the terms and conditions.

Please note, unfortunately, hospital staff cannot assist if individual devices do not connect to the network. Staff are there to care for patients and don't have expertise in technical support.

## **Refreshments and facilities**

We have a number of facilities for patients and visitors.

## **Food and drink**

The Plaza Restaurant and Coffee Shop is on Level 2 of in the hospital. It offers hot meals, salads and sandwiches, snacks and a range of hot and cold drinks.

The Plaza is located near the visitor lifts and is open seven days a week from 07:30–20:00.

Other retail outlets - including Costa Coffee and a branch of WH Smith where you can buy newspapers, snacks, toiletries and personal items – are located on Level 0. Vending machines are situated throughout the hospital building.

### **Other conveniences**

A cash machine is located within the Spice of Life food outlet, and opposite the Discharge Pharmacy, Level 0, QEHB.

A post box is located next to the Information Desk.

If you need to make a telephone call, please speak to the staff on the information Desk on level 0 in the Main Atrium at QEHB.

Should visitors require taxis to and from the hospital, staff at the Information Desk will be happy to call a taxi on their behalf. Seating is available in a designated 'Taxi Waiting Area' while they wait.

### **Patient library service**

A patient library service operated by our hospital volunteers visits the wards each week to loan books and magazines to patients.

If you have borrowed a book, please remember to leave it on the ward when you go home.

## **Going home**

From the day you are admitted, we will begin to plan for your safe discharge home. This will allow give us time to assess whether you or your carer need any additional help, support or changes to your home before you are discharged and help make the necessary arrangements for this to be in place. Please let your nurse know of any help or support that you feel you will need at home once you leave hospital.

## **How long will I need to stay?**

If you are a day case patient and do not require an overnight stay, please arrange for someone to collect you from the hospital and stay with you at home for the rest of the day. If your procedure is in the afternoon, your friend or relative should stay with you overnight or as directed by your consultant. Most day case patients will have to stay for approximately four hours after their operation or procedure. Your doctor and nurse will discuss how long you can expect to be in hospital when you are admitted to the ward.

## **Preparing for going home**

You will be advised by your doctor or your nurse when you are well enough to go home. On the day before you are discharged from the ward, please ask your relative or friend to bring in or arrange the following:

- Outdoor clothes and footwear
- House key
- Your heating is on at home, if needed
- You have some food and milk at home
- Anything else you may need at home

Before you are discharged from the ward a nurse will provide the following:

- Details of any new or changed medication you have to take
- Information about any follow-up care that has been arranged for you
- Details of who to contact if you have any concerns or worries once you arrive home
- A letter with all these details

## **Driving**

If you are coming into hospital for an operation, you may find that you will be advised not to drive for a period of time following surgery. This will be discussed with you by the doctor or nurse treating you. Some conditions or procedures must be declared to the DVLA and/or your insurance company. Therefore, it is important that you take note of any

information regarding your ability to drive.

## Home from hospital – welcome home service

The Home from Hospital service is a free and charitable organisation that can provide support to patients within the first six weeks after they have left hospital. They can:

- Collect shopping and/or prescriptions
- Provide a food parcel on the day of discharge for patients who have no-one to shop for them
- Visit for a friendly chat
- Go to a bank or Post Office
- Possibly escort you to hospital, the doctor, the optician or hairdresser
- Give benefits advice
- Help you sort out bills and other paperwork that may have gathered while you have been in hospital
- Liaise with a wide range of statutory, voluntary and commercial services on your behalf
- Provide respite care for a couple of hours
- Handyman service Arrange for furniture to be moved within the house
- Make arrangements for pets to be re-homed or temporarily cared for
- While they do not offer personal care, cleaning or laundry services, they can advise on approved services

If you would like to find out more, please call **0121 472 4499**.

## More information

More information about the wards and the hospital facilities provided can be found on the Hospital Information Channel on your bedside TV. This channel is completely free to use and you do not need to have a pay card inserted in the TV to access it.

On the menu screen of the TV please press the Hospital Information button at the bottom of the left hand column which will take you through to the various pages.

To see all of our current patient information leaflets please visit **[www.uhb.nhs.uk/patient-information-leaflets.htm](http://www.uhb.nhs.uk/patient-information-leaflets.htm)**

Queen Elizabeth Hospital Birmingham  
Mindelsohn Way, Edgbaston  
Birmingham, B15 2GW  
Telephone: **0121 627 2000**

Solihull Hospital  
Lode Lane, Solihull  
West Midlands, B91 2JL  
Telephone: **0121 424 2000**



**Do you really need to go to A&E?**  
Check symptoms online quickly and safely.  
A **free** service for NHS patients.  
**[uhb.nhs.uk/ask](http://uhb.nhs.uk/ask)**

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**University Hospitals Birmingham  
NHS Foundation Trust**

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