Your care while you wait

Dear Patient,

Thank you for your patience today.

Our hospital is very busy, and there may not be a room or bed available right now. This means you may be cared for in a corridor or another temporary care area.

We know this is not ideal, and we are sorry. We will move you to a more suitable area as soon as we can.

While you are waiting

A member of staff will continue to monitor your condition while you are waiting. You will still receive safe care.

- Staff will check on you regularly.
- Your treatment will continue.
- Patients are seen based on who needs care most urgently.
- If your condition changes, please tell a member of staff straight away.

Your privacy and dignity

We understand that being in a temporary area can be difficult.

- We will use privacy screens where possible.
- We will do our best to protect your privacy.
- If you feel uncomfortable or need a private conversation, please speak to a member of staff.

Food, drink and toilets

If it is safe for you to eat and drink:

- Meals and drinks will be provided.
- Please tell us about any allergies or dietary needs.
- Toilets and washing facilities are available nearby.
- Staff can help you get to these facilities if needed.

Your named nurse

You will have a named nurse who is responsible for your care. They can:

- Answer your questions.
- Help with your care and medication.
- Arrange support if you need it.

Accessibility

To view this information in a different language or use a text-to-speech reader, visit **www.uhb.nhs.uk,** Visit the UHB website and click the yellow and black accessibility icon in the bottom-right corner of the page. Search for the leaflet title to access alternative languages and text-to-speech options. If you require this information in another format such as braille, please email **interpreting.service@uhb.nhs.uk**.

How did we do? ☺😐☹

We welcome your feedback to help us improve our services. You can:

- Speak to a member of staff, or
- Scan the QR code to complete our online feedback form.

Please enter '**TES**' in either of the free text comment boxes before submitting your feedback.

Thank you. www.uhb.nhs.uk/fft