



Information about your stay in hospital

Introduction

If you have been referred to one of University Hospitals Birmingham NHS Foundation Trust's (UHB) hospitals for an operation or test and you need to stay overnight, it means you're being treated as an inpatient. We hope that this information leaflet provides you with some helpful information. You can also check our website for further information here:

<https://www.uhb.nhs.uk/patients/>

If you get a cough or cold and are not sure whether you should come into hospital, you should telephone the admissions office or ward for advice. The telephone number will be on your letter.

Please bring your admission letter with you and if you have any questions or concerns write them down and bring them with you to help remind you when you are in hospital.

Please read your admissions letter carefully and follow any instructions such as where to go when you arrive and by what time. If you are using a car and intend to park, please leave plenty of additional time so that you are not late for your appointment as at peak periods, there can be delays in finding a parking space.

When you arrive at hospital, please go straight to the ward, where you will be welcomed by a member of the team who will take your details and show you around. All wards have an individual routine, and this will be fully explained to you. Please ask if you have any questions about your stay.

Getting here

As well as a host of other helpful information, you can find out how to get to our hospitals by public transport, by bike and by car here: <https://www.uhb.nhs.uk/getting-here/>

Infection control

We take infection prevention and control extremely seriously by working hard to ensure our hospitals are maintained to the highest possible environmental and hygiene standards. While hospital cleanliness does play a part in tackling infection, it is simple and basic personal hygiene that really makes all the difference.

Wash your hands on entering the ward and do so regularly and also use the hand gel. Please encourage your visitors to do the same. This is the single most important measure we can all take to prevent the spread of infection.

You can find out more here: <https://www.uhb.nhs.uk/patients/infection-control/>

What to bring with you

You should bring the following items, all clearly marked with your name where appropriate. Small bedside lockers are provided to store personal belongings, but space is limited:

- Admission letter
- Medication
- Nightwear, including sleep masks and ear plugs if they usually help you sleep
- Dressing gown and slippers
- Small hand towel and toiletries
- If needed, mobile telephone, spectacles, dentures, hearing aid and mobility aids, for example a wheelchair, walking frame or stick
- Items to help occupy your time such as books, pens, paper, puzzles and magazines
- A small amount of cash should you wish to purchase items, for example daily newspapers or items from the trolley shop.

Please do not bring any valuables into hospital with you

Meals

It is important that you eat good food during your stay, which can give you the nutrients you need to get better. We can cater for a wide range of diets and individual tastes, and we pride ourselves on offering healthy dishes from many countries and cultures. Please make sure you tell a member of staff on your ward if you have any specific dietary requirements.

You can find out more here: <https://www.uhb.nhs.uk/services/catering/inpatient-meals/>

Visitors

Visitors do not need to book an appointment to visit someone in our hospitals, but we do ask visitors to:

- be polite and respectful to both staff and other patients and visitors
- talk to us if they have any concerns
- keep noise levels to a minimum and turn off mobile phones or switch them to silent
- nominate one main point of contact for staff to pass information on to (with the patient's permission if they can give it)
- limit the number of visitors to two at any one time
- talk to us about children visiting the ward
- be aware that we may ask you to leave if a patient requires privacy or if a medical emergency occurs
- respect the confidentiality and privacy of others by not filming or photographing other patients, visitors or staff without their explicit consent

You can find out more here: <https://www.uhb.nhs.uk/visiting/>

Rest and sleep

Good quality rest and sleep play a crucial role in ensuring our patients are comfortable and able to recover more quickly during their stay with us. To support this, patients can:

- request a sleep kit from their ward team – these kits include a silky eye mask and ear plugs (please note: some patients may not be able to use these for safety reasons)
- enjoy herbal (chamomile or peppermint), milky (hot chocolate or malted milk) and decaffeinated drinks (tea or coffee) if suitable. Patients should speak to their ward team if they have not been offered these
- request puzzle books from their ward team
- request extra blankets and pillows to make them more comfortable. Our colleagues will provide these where available

You can find out more here: <https://www.uhb.nhs.uk/patients/inpatients/what-to-expect/>

Mobile phones

Please be considerate when using mobile phones or electronic devices. Keep ringtones at a low volume or on vibrate, and avoid using them near resting patients, especially at night. To protect privacy and dignity, taking photos or recording inside the hospital is not allowed unless authorised. If you need to take photos, please consult the nurse in charge.

Carers

We value the contribution carers make to the lives of those who use our services and want to recognise and support carers, whilst also making them feel welcome at our hospitals. Our Carer Support Service is for any person who provides unpaid care to someone receiving treatment or care at UHB.

The service has two carer support officers who provide one-to-one support to carers across four hospital sites and community-based diagnostic and treatment services. Carer support officers are available Monday to Friday from 09:00 – 17:00 and can be contacted via carers@uhb.nhs.uk
You can find out more here: <https://www.uhb.nhs.uk/services/carers-support-service/>

Chaplaincy

Chaplains are members of hospital staff trained to provide a high standard of spiritual, religious and pastoral care. There are Christian chaplains (Church of England, Free Church and Roman Catholic), Muslim, Jewish, Sikh, Hindu, Buddhist and Humanist chaplains. They are employed specifically to provide support for staff as well as patients and work closely with clinical teams on the wards.

Although the Chaplains currently come from specific religious traditions, the presence and support that they offer is not limited to people who are religious. They understand that there are times when we all need a compassionate, listening ear, and they are frequently called upon to be alongside staff during their work at hospital.

You can find out more here: <https://www.uhb.nhs.uk/services/chaplaincy/>

Information for Patients

Feedback

Whether you've had a positive experience using our services or you want to get in touch to raise concerns about how things have gone, we'd like to hear from you.

Compliments. Our staff love hearing thank you messages when things go well. If you, someone you care for, or a loved one had a great experience, please let the department know at the time. You can also submit your compliments via email to compliments@uhb.nhs.uk (please let us know which department this is for).

Concerns. Being a patient, or a relative, friend or carer of a patient in hospital can be difficult and stressful. Our staff are here to do their best to make your experience as worry-free as possible. Sometimes things don't turn out the way you expect, and you might need some extra help or support. In these situations, it's usually best to ask to speak to the person in charge of the ward or department as they are often best placed to offer a quick and effective solution. If that's not possible, then you can also raise a concern by emailing our patient advice & liaison service via pals@uhb.nhs.uk or 0121 424 0808.

How did we do? To help us improve, we'd love to hear about your experience of our services. Please scan the QR code or follow the link to share your feedback with us. Thank you!



Complaints. We value and respect everyone's views. If you're unhappy with any aspect of our services, we'd like to know about it so we can take action and improve on things that may have gone wrong. Please note that making a complaint will not affect your current or future treatment. Before you make a complaint, staff in the ward or department are often best placed to help with any issues. We always suggest speaking to the person in charge first, if you can. If this isn't possible, our Patient Relations team may be able to help with any concerns without you needing to submit a complaint. If however, you still wish to make a formal complaint, please contact us on complaints@uhb.nhs.uk or 0121 371 4400 with full details.

Accessibility

If you require this information in a more accessible format, please use the orange ReachDeck icon at the bottom corner of your screen.



You can also ask a member of staff for support or contact our interpreting service via interpreting.service@uhb.nhs.uk or 0121 371 4756.

Discharge from Hospital

When it is time for you to be discharged from hospital, further information will be given to you. If you remain unsure, please ask a member of staff.