

Here to help

Our **Health Information Centre (HIC)** provides advice and information on a wide range of health-related topics.

We also offer:

- Services for people with disabilities.
- Information in large print, Braille and Easy Read formats.
- Information on audio tape and CD-ROM.
- A service to provide information in a language other than English.

Contact the **HIC** on: **01392 402071**

For RD&E services log on to:
www.rdehospital.nhs.uk

Smoking is not allowed by anyone on any of the RD&E sites.

For information on how to stop smoking, see your GP before coming into hospital or phone the **Stop Smoking Service** on **0845 111 1142**. This is a local service run by NHS Devon.

Patients and visitors involved in, or witness to, an accident on Trust property are encouraged to report it immediately to a staff member so that the matter can be properly reported and dealt with.

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The Trust cannot accept any responsibility for the accuracy of the information given if the leaflet is not used by RD&E staff undertaking procedures at the RD&E hospitals.

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Designed by the Graphics Department, RD&E

Information for Outpatients



Please read this booklet or ask someone to read it to you

We can arrange language translation if you do not speak English. We can also arrange British Sign Language interpretation. Please ask us on (01392) 402093

Dari

ما برای کمک شما ترجمهٔ زبان بمنظور استفاده از خدمات که شما نیاز دارید فراهم کرده می‌توانیم. لطفاً به بخش روغتون بر نمرهٔ تلفون رابطه کنید که در نامهٔ شما داده شده است.

Gujarati

અમે તમને જરૂરી સેવાઓ મેળવવા માટે ભાષાંતરણી વ્યવસ્થા કરી આપીશું. કૃપા કરીને પત્રમાં તમને આપવામાં આવેલ નંબર ઉપર ઈસ્પીતાલ વોર્ડને ટેલિફોન કરો.

Urdu

ہم آپ کی مطلوبہ خدمات کو پانے میں آپ کی مدد کے لئے زبان کے ترجمہ کا انتظام کر سکتے ہیں۔ برائے مہربانی آپ کے خط میں دئے ہوئے نمبر پر اسپتال کے وارڈ کو فون کریں۔

Chinese

我們能夠爲您安排語言翻譯，以協助您獲得需要的服務。請撥打信中提供的電話號碼以便與醫院病房聯絡。

Farsi

ما قادر هستیم برای شما امور مربوط به ترجمه را انجام دهیم تا خدمات مورد نیاز خود را بدست آورید. لطفاً با بیمارستانی که شماره تلفن آن در نامه ذکر شده تماس حاصل نمایید.

If you need this information in large text please call us: (01392) 402071

Becoming a Trust Member

The RD&E is part of the National Health Service but it was one of the first in the country to become a Foundation Trust. This status has given the RD&E greater freedom and more control of the hospital services provided. It also means the hospital takes into account the views of patients, staff and the wider community when planning and improving services.

Membership is open to anyone aged 12 years and over living in Devon, Cornwall, Somerset and Dorset. Some people become Members because as former patients or NHS staff they feel they would like to 'give something back' to the health service or community.

To find out more about Trust Membership call 01392 403977, email: foundationtrust@rdeft.nhs.uk or look on www.rdehospital.nhs.uk

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Before you come to the hospital

If you cannot keep the hospital appointment you have been given it would be very helpful if you could get in touch with us to tell us to cancel it because we could then offer that appointment to another patient and make best use of NHS resources. The telephone number should be on your appointment letter.

It is important that patients follow any instructions which have been given as part of preparation for an operation or procedure.

The more our patients tell us about their individual needs the more we can do to ensure those needs are met.

We need you to tell us for example if you:

- Are disabled or have mobility problems
- Use special equipment (like a hoist or support chair)
- Prefer to have written information in large print
- Need us to translate information into a language other than English
- Would like information through British Sign Language

There is an independent body set up to assist patients and relatives who want to complain about any aspect of the services offered by the NHS. This is the Independent Complaints Advocacy Service (ICAS). ICAS offer free, impartial and confidential advice on making a complaint. They will, if required, complain on your behalf and will provide assistance with all stages of the complaint process. Their contact number is: 0845 120 3782 and you will be directed to a local office.

We have a Learning Disability Liaison Nurse who is available 8am - 4pm Monday to Friday. The Liaison Nurse can make sure you and the person you care for have access to all the information you need if you want to complain about any aspect of the treatment or service received. ICAS can also assist you in making a complaint.

Formal complaints should be made in writing to: Chief Executive, Royal Devon and Exeter NHS Foundation Trust, Barrack Road, Exeter EX2 5DW.

Compliments & donations

Patients who would like to pass on their thanks to staff or wish to make a donation to the ward or hospital you can write to the matron or get in touch with the charitable funds team on 01392 403761.

Giving the RD&E feedback

Getting things right

If you have any questions or concerns about any aspect of your treatment or care please talk to us about them. If you are unhappy or unsure in any way we want to be able to deal with your worries. Discuss this at the time with the nurse, ward manager, ward matron or consultant.

Complaints & compliments

We will always work hard to resolve your concerns as quickly as possible and to your satisfaction. But if we cannot you may wish to make a formal complaint. We investigate all complaints and we will advise you of the results of our investigation. We aim to respond in a positive way and can reassure you that making a complaint will not affect the quality of any treatment we offer you. You will not be discriminated against if you make a complaint as your views and experiences are important to us and will help us to provide a better service for our patients and relatives in the future.

If you want help writing your complaint, or any other assistance, please contact our complaints manager on (01392) 403915 or email: complaints.department@rdefn.nhs.uk

What to leave at home

Do not bring in large amounts of cash or credit cards, jewellery of high sentimental or monetary value, television, radio or other electrical equipment, alcohol or tobacco/ cigarettes.

The Trust cannot accept responsibility for lost, damaged or stolen items which have not been properly stored for safekeeping.

What to bring with you to hospital

- Your appointment letter - it will assist us if you need directions to the clinic and also when you report to reception or nursing staff
- Any medicines or tablets.

Getting to the hospital

Security

Like all city centre sites, there is pressure on parking spaces close to the hospital. Patients and visitors are encouraged, where practical and possible, to use the dedicated RD&E Park & Ride bus service, public transport or arrange a lift to and from the hospital.

Park & Ride

The PR3 Park & Ride bus is a cheaper and hassle-free alternative to finding a parking space on the hospital sites. It runs to the RD&E Wonford from Digby (near Tesco and it is off Junction 30 of the M5).

The Park & Ride service operated by Dartline runs Monday to Friday every 10 minutes. The first bus leaves the Digby park and ride site at 6.40am and the last bus from the RD&E Wonford main entrance stop is 10.15pm.

A security officer is on duty on the Digby parking site and the bus goes direct to the hospital.

There are four designated stops on the Wonford site for this service

- 1 is near the Peninsula Medical School (a large modern white building) which is ideal for appointments with the diabetes service and in the Centre for Womens' Health
- 2 outside the main hospital entrance

The RD&E has its own 24-hour staff security service and a Devon & Cornwall police officer who works on the hospital sites.

Valuables should not be brought into the hospital.

Anyone with concerns about safety or security should speak to the nurse in charge.

Telephones

- Mobile telephones should not be used in any ward or clinical area. This is to ensure the privacy and dignity of all patients.
- There are public telephones in the main reception areas and taxi contact information.

Volunteers

Our trained hospital volunteers perform a range of valuable tasks to assist patients including greeting, giving directions and escorting to departments. Anyone interested in becoming a volunteer themselves should get in touch with the Health Information Centre in the main Wonford concourse or call the hospital switchboard and ask to be put through to the volunteer co-ordinator.

Health Information Centre

Experienced RD&E advisors are on hand to provide information about a wide range of health-related matters including illness, healthy lifestyles, living with disabilities, treatment options and support groups.

Information can be provided in different formats and languages.

This friendly informal setting can be found in the main entrance area near reception on level 1. It is open weekdays Monday to Thursday 9am until 5pm, and it closes on Fridays at the earlier time of 4.30pm.

- 3 outside the Princess Elizabeth Orthopaedic Centre. Stops 3 & 4 are closest for the Emergency (A&E) department
- 4 outside the laundry near the helipad which is closest to the Exeter Kidney Unit

Bus

Stagecoach buses H1 and H2 run to the RD&E Wonford about every 15 minutes from Exeter High Street and St David's railway station from 7am until 9pm Monday to Saturdays. The Sunday service is limited. There is also a bus link to the RD&E Wonford from the Broadfields area.

Stagecoach buses from Exmouth, Dawlish, Torbay, Teignmouth and Plymouth stop on Barrack Road near the hospital site.

First Southern National bus X53 from Weymouth, Seaton, Beer and Sidford, stops on Barrack Road.

Call Traveline on 0870 608 2608 or log on to www.traveline.org.uk for bus service information.

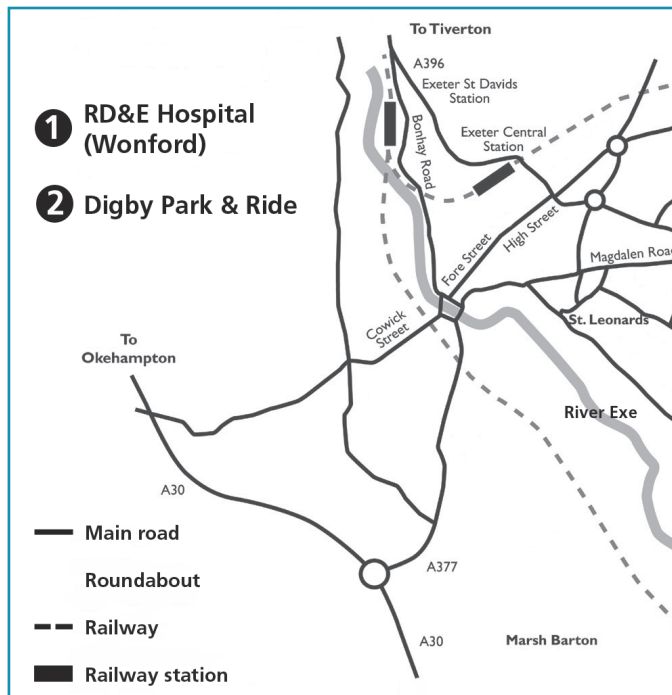
Train

Exeter Central and Exeter St David's rail stations are about three miles away from the RD&E Wonford. Stagecoach buses H1 and H2 run from Exeter St David's station.

Private car

The RD&E is signposted from most major routes into Exeter. Car parking on the hospital sites is pay & display so you will need coins change.

- The Trust does provide permits for free parking for patients who regularly require treatment, for example, renal & cancer services.



This shop sells most items you would expect a newsagent to sell - books, cards, magazines, confectionery, drinks, small gifts and toiletries. It is on level 1 near the main entrance reception area, opposite the Fine Fillings café. Opening hours are seven days a week: 6.30am until 9pm Monday to Fridays, 7.30am until 8pm at weekends.

Religion & spirituality

The RD&E wants to support patients, their carers and hospital staff with their spiritual or religious needs.

The hospital chaplaincy team is mainly representative of the Christian denominations with trained volunteers but welcomes leaders and representatives of other faiths into the hospital to support patients and their families.

The Wonford hospital chapel is on level 2 as a place for prayer or quiet reflection.

- More information about the chaplaincy service is available by calling 01392 402024 or the main hospital switchboard on 411611.

Support facilities

Food & drink

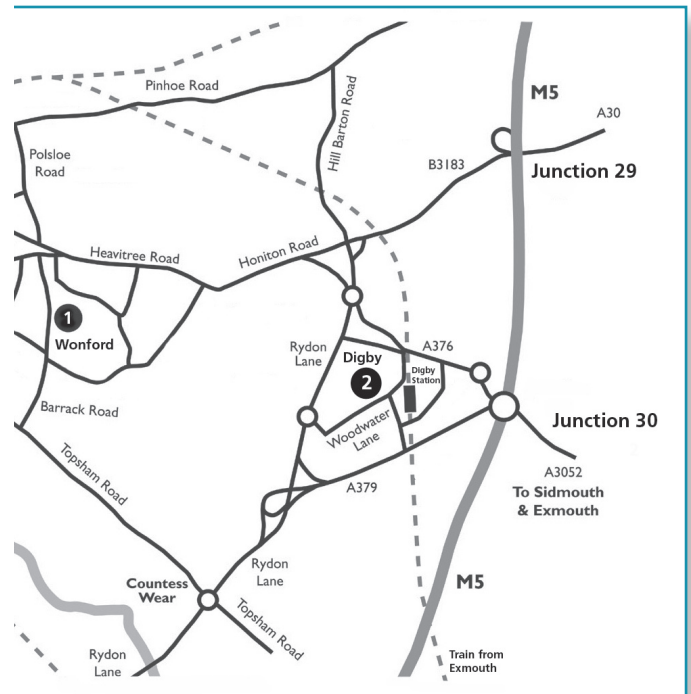
Oasis restaurant is on level 2. It is open from 7.30am until 7.30pm seven days a week.

- Breakfast is served from 7.30am until 11.15am
- Lunch from 11.45am until 2.15pm
- Supper from 4.30pm until 7.30pm

The Fine Fillings cafés opening hours Monday to Friday.

- Wonford main concourse area 8am - 7.45pm
- Wonford Centre for Women's Health 8am - 6pm
- Wonford Peninsula Medical School 8am - 4pm
- Wonford Princess Elizabeth Orthopaedic Centre outpatients 9.30am - 4.30pm
- Wonford Medical Outpatients 9.30am - 4.30pm
- Heavitree hospital 8am - 6pm

- Information about parking charges is on our website www.rdehospital.nhs.uk
- Disabled permit holders can park free of charge in any of the hospital public pay and display areas. There are also designated spaces for disabled badge holders at the entrance to most buildings.



NHS patient transport

This service, which is provided by the local NHS ambulance trust, is available to patients with a medical need which prevents them from using other ways of transport.

Living some distance from the hospital or being on low income is not included in the qualifying criteria for this service.

Alternative community transport options

Patients can experience difficulty getting to the hospital for their appointments or treatment because they don't have their own vehicle, they may not have friends or family who can help them out with transport or public transport may not be available, particularly in outlying rural areas.

Some patients will need ambulance transport for medical reasons, for example, needing oxygen or being confined to bed. Or attendance at the hospital may need to be frequently over a short or lengthy period of time.

Advice on the most appropriate available transport for patients is available from the Single Point of Contact (known as the SPOC).

It would be the SPOC which books NHS ambulance patient transport.

Other staff you may see during your visit include housekeepers, physiotherapists, pharmacists, occupational therapists, dieticians, radiologists, ward clerks and the medical photographer. They will introduce themselves and explain what they do when they meet you.

** Patients who would prefer to be looked after by a member of staff of the same sex are encouraged to discuss this with the nurse in charge.*

Students can be training to be doctors, nurses, physiotherapists and other professional healthcare workers. The RD&E is a teaching hospital and students improve their clinical skills by working under supervision with experienced staff and by having direct contact with patients.

Patients may be asked if they agree to being seen by a student and are under no pressure to agree if they are not comfortable to do so. Saying no will not in any way affect the care patients receive. Students make no decisions about your treatment.

A doctor or member of the clinical team looking after you may ask if you wish to take part in a clinical or research study. This work is important for developing and improving treatment and patient care. Again there is no expectation or pressure put on patients and saying no will have no affect on your care.

RD&E staff

At the Royal Devon & Exeter there are many different professional groups of staff in clinical roles and important patient support services.

Staff working in clinical areas may be wearing a uniform which is bare from the elbow down to make hand washing easier.

All staff should be wearing a name badge. Staff will not be offended if patients ask them to identify who they are and what they do.

Who's who?

The receptionist is who patients may see first on arrival in a clinic or department. They may ask questions to confirm your identity and will advise where to wait and what will happen next.

The consultant is the doctor in charge of your medical care and will discuss your condition and the best available treatment.

Doctors and nurses work with the consultants and may see patients. A relative or friend is welcome to be with you during the consultation or treatment.

Your area	SPOC	
Exeter & East Devon	01404 46529	TRIP
Mid/West Devon	01884 242099	Tiverton & surrounding area
	01363 773303	Crediton & surrounding area
	01837 55000	Okehampton & surrounding area
	01409 259001	Holsworthy & surrounding area
	01822 617525	Tavistock (TASS)
North Devon	01271 314332	
South Devon	01626 771143	Teignbridge
Cornwall residents	0845 0529100	TAP
Somerset residents	01278 727444	For ambulance transport
	0845 3459155	For non-medical assistance

The contact information was correct at the time of publishing this leaflet and any subsequent changes are not within the control of the Trust.

Paying for travel on low income

- Patients receiving benefits, such as Income Support, income-based Job Seekers Allowance, Pension Credit Guarantee Credit or Working or Child Tax Credits with an NHS exemption certificate, may be able to claim back travel costs through the Hospital Travel Costs Scheme. The leaflet is called HC11 (Help with Health Costs April 2008).

This can be done by post or from the RD&E General Office in the main Wonford hospital reception area. The office is open from Monday to Friday from 8.30am - 4.30pm. The telephone number is 01392 402383.

- Patients who are not receiving any of the benefits listed above can check whether they can get assistance with the travel costs from the following organisations:

Older People - Care Direct 0845 1551007 or Pension Service 01271 395331

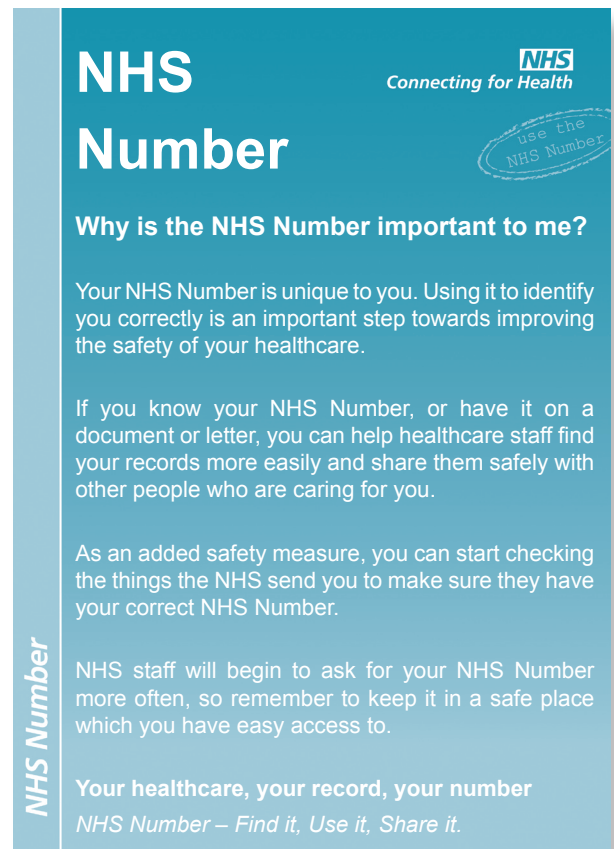
Working age - Job Centre plus or Citizens Advice Bureau

Patients not receiving benefits but on a low income with savings of less than £16,000 may be able to apply for a Low Income Certificate. To ask for more information or apply complete an HC1 Form which is available from the hospital, job centre, dentist or optician or call 0845 610 1112. For assistance with completing this form call 0845 850 116.

Please note all this information was correct at the time of publishing but if changed it is out of the control of the Trust.

Freedom of Information

Please contact the Information Governance Office on (01392) 402628 or access the Trust website for details on how to make a request for information under the Freedom of Information Act.



The image shows a vertical leaflet titled 'NHS Number' with the NHS logo and 'Connecting for Health' tagline. It includes a circular graphic that says 'use the NHS Number'. The leaflet contains the following text:

NHS Number

Why is the NHS Number important to me?

Your NHS Number is unique to you. Using it to identify you correctly is an important step towards improving the safety of your healthcare.

If you know your NHS Number, or have it on a document or letter, you can help healthcare staff find your records more easily and share them safely with other people who are caring for you.

As an added safety measure, you can start checking the things the NHS send you to make sure they have your correct NHS Number.

NHS staff will begin to ask for your NHS Number more often, so remember to keep it in a safe place which you have easy access to.

Your healthcare, your record, your number
NHS Number – Find it, Use it, Share it.

NHS Number

Infection Control

Patients can help us to keep them and others in our care safe:

- Get in touch **before coming into hospital** for advice if you, or someone you have been in contact with, have had diarrhoea and vomiting symptoms in the 48 hours
- Always wash hands after using toilet facilities and before eating
- Do not touch a wound, drain or drip. If a dressing is loose or soiled tell a nurse
- Discourage babies and young children, if possible, from being brought into hospital.

Data Protection

If you want more details about how we manage information about you, how to access the information we hold about you or your rights under the Data Protection Act 1998 please call the Information Governance Office on (01392) 402628.

In accordance with good clinical practice, information collated during your care will be used to audit practice in our hospital. This can lead to improved performance and care of patients. All information used in this way is anonymous and does not contain personally identifiable information. Please ask a member of the ward staff for our leaflet 'Protection and Use of Information' which provides further details on how your information may be used.

During your hospital visit

At the Royal Devon & Exeter we want to give our patients:

- A clear explanation of their condition and treatment. A language translation service can be arranged if English is not the first language and additional support for those with hearing problems
- The information they need to make informed decisions and consent about their care including possible benefits and risks of treatment
- Confidentiality about their care and the information in our records about their medical history in line with the Data Protection Act 1998
- Treatment with dignity and respect at all times
- Keeping their relatives and carers informed if patients want this
- Work with other organisations involved in your care and share information only when necessary and to benefit the patient. Personal identifying detail will be removed where possible
- A clean and safe care and environment
- The opportunity to comment and share views (compliments & complaints) about the service received and patient experience.

The Royal Devon & Exeter expects patients to:

- Tell the hospital as soon as possible if the appointment cannot be kept
- Provide the necessary information about their condition, symptoms and medication
- Treat our staff with respect
- Ask a staff member if concerned or if you do not understand what has been said or given to you regarding your hospital treatment
- Follow all infection control advice and measures
- Not smoke on any hospital sites.

Support for adult patients with a Learning Disability

The RD&E has a Learning Disability Liaison Nurse for advice or support for adults with learning disabilities or their carers who can be contacted on 01392 402237.

This nurse can:

- Make sure the person has access to all the information needed when coming into hospital
- Inform hospital staff of any special arrangements required for the patient's appointment or treatment
- Support the patient in understanding and communicating their needs
- Co-ordinate discharge arrangements between the patient, carers, community and hospital staff.