

Coming into Hospital

Welcome

Whilst you are in our care at the Royal Devon & Exeter we want your hospital stay to be as straightforward as possible.

We understand that the prospect of coming into hospital for treatment can cause anxiety. This leaflet is intended to explain what you can expect and if you have any questions or concerns please ask our staff for help.



Before coming into hospital

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

The more you can tell us about your individual needs the more we do to make sure those needs are met.

For example we need you to tell us if you:

- Are on medication of any kind including alternative remedies
- Are disabled or have mobility problems
- Eat a special diet or have reactions or intolerance of some foods
- 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

What you need to do

- Tell us as soon as possible if you cannot make the date we have given you
- If you receive a pension or state benefit you should inform the Benefits Agency that you are coming into hospital.



What to bring for your hospital stay

- Any medicines, tablets or inhalers being taken or used, including prescriptions, medicines bought over the counter without GP prescription and any alternative or herbal remedies. Ideally this medication should be in the original containers and labelled
- Nightwear, dressing gown and slippers
- Comfortable daywear and underwear
- Toiletries – toothbrush, toothpaste, soap, deodorant, shaving kit and shampoo
- Sanitary products, such as tampons or towels, if required
- Mobility aids normally used, such as walking frame, spectacles, crutches, stick, wheelchair or prosthesis
- Items of religious or spiritual importance
- Something to read and a bottle of squash (if you wish)
- Tissues (these are more hygienic than handkerchiefs) and wet wipes
- Private insurance details (if relevant).

What to leave at home

Storage and space is limited around patient beds. Please bring only one bag/small case.

Do not bring in:

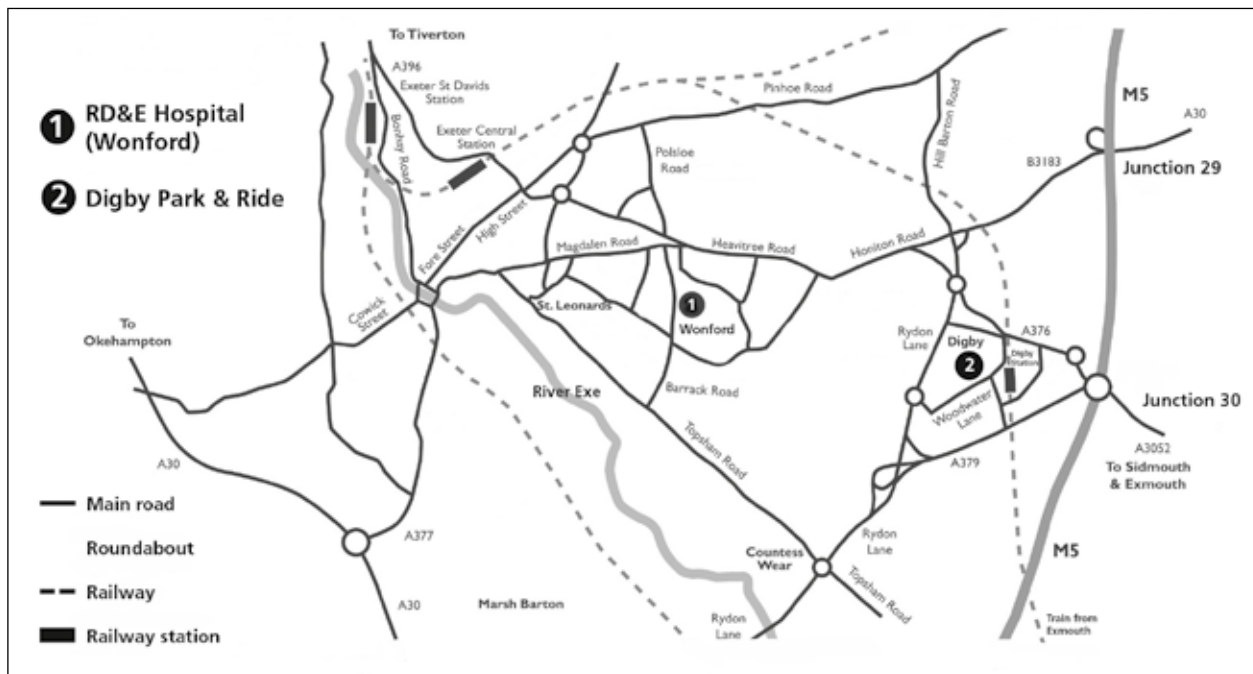
- Large amounts of cash or credit cards
- Jewellery of high sentimental or monetary value
- Television, radio or other electrical equipment
- Alcohol
- Tobacco or cigarettes – **the RD&E is a smoke-free site**

If you have to bring in valuable items please ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

Getting 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 frequency of the park and ride service is from 10 minutes at peak times to up to 30 minutes off peak.

Bus

Bus timetables are available at www.stagecoachbus.com or telephone 01392 42 77 11.

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.

Parking at the hospital

- Is pay and display. Information about charges is on our website www.rdehospital.nhs.uk
- The Trust does provide permits for free parking for patients who regularly require treatment, for example, renal & cancer services.
- Disabled permit holders can park free of charge in any of the hospital's 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 is available to patients with a medical need which prevents them from using other means 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

Advice on Supported Travel is available from your local SPoC (Single Point of Contact) of which contact details can be found below. As this service is limited, priority is given to vulnerable people in isolated and rural areas. You may qualify if you:

- Do not have or are unable for medical reasons to travel in your own transport
- Cannot be driven to your healthcare appointment with friends, neighbours or relatives
- Are medically unable to use public transport, or this is not practical due to your isolated/rural address

It would be detrimental to your immediate health if you were not to attend your appointment on the day in question

You have three or more appointments in any consecutive four week period and do not have access to alternative means of travel due to any of the above *(VACS)

Note: If a community voluntary car is provided, a nominal mileage charge is made towards this service. Please check this with your SPoC prior to traveling.

If you qualify under the guidelines above please contact your nearest SPoC below:

East Devon and Exeter	TRIP Honiton 01404 46529	09:00 – 17:00
Mid and West Devon	Tiverton & District 01884 242099	09:00 – 16:30
North Devon and Torridge	Go North Devon 01271 314332	09:30 – 16:00
Teignbridge	Volunteering In Health 01626 774484	09:00 – 17:00
Torbay and South Devon Healthcare Foundation Trust	South Devon Transport 01803 656777	09:00 – 15:00
West Devon and South Hams	TASS (Tavistock Area Support Service) 01822 617525	10:00 – 16:00
Plymouth – appointments at Derriford Hospital (outpatients)	Derriford Transport Team 01752 431954 Out of hours: 0333 240 4999	09:00 – 17:00
Cornwall	TAP Cornwall (Transport Access People) 01872 223388	09:00 – 17:00
Somerset	BRMC (Bridgewater Referral Management Centre) 01278 727444	08:30 – 18:30

Your hospital stay



At the Royal Devon & Exeter we want to give you:

- A clear explanation of your condition and treatment. A language translation service can be arranged if English is not your first language and we can provide additional support for those with hearing problems
- The information you need to make informed decisions and consent about your care including possible benefits and risks of treatment
- Confidentiality about your care and the information in our records about your medical history in line with the Data Protection Act 1998
- Treatment with dignity and respect at all times. You will not share overnight sleeping, toilet or washing facilities with patients of the opposite sex. In exceptional circumstances where your care or clinical needs override the priority for same-sex hospital accommodation, staff will take steps to ensure your privacy and dignity is maintained
- Keeping your relatives and carers informed if you 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 environment
- The opportunity to comment and share views (compliments & complaints) about the service received and patient experience.



The Royal Devon & Exeter expects patients to:

- Provide the necessary information about their condition, symptoms and medication
- Treat our staff with respect
- Feed themselves, keep mobile and look after personal hygiene as much as they can
- Organise transport home or discuss with the ward staff any difficulties
- Follow all infection control advice and measures
- To tell the hospital as soon as possible if the appointment cannot be kept
- Arrange for family or friends to take care of personal laundry if possible
- Not smoke in hospital buildings or on hospital sites.

Support for adult patients with a Learning Disability

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

Infection Control

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

- Tell our staff immediately if you, or someone you have been in contact with, have had diarrhoea and vomiting symptoms in the 48 hours before coming into hospital
- Tell a member of ward staff if bathroom or ward equipment is unclean. Concerns should be raised with the matron or nurse in charge
- Do not sit on other patients' beds
- Remind staff politely if they appear to have not cleaned their hands before touching patients
- 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
- Ask relatives and visitors to stay away if they have had diarrhoea or vomiting in the past 48 hours
- Discourage babies and young children, if possible, from being brought into hospital
- Remind visitors to clean their hands before and after visiting and not to sit on patient beds.

Visiting restrictions

There may be occasions when the Trust has to restrict visiting to wards, for example if there are patients in an area with the vomiting & diarrhoea bug called norovirus.

In exceptional circumstances where no visiting is allowed, arrangements can be agreed with the matron for close family to visit.

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 call the Information Governance Office on (01392) 402235.

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 care of patients and performance. 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.

Freedom of Information

Please contact the Information Governance Office on (01392) 406229 or access the Trust website for details on how to make a request for information under the Freedom of Information Act.

Smoke free

The grounds, buildings and car parks at the Royal Devon & Exeter are totally smoke-free. Patients and visitors are asked not to smoke anywhere on RD&E property, this includes E cigarettes.

Patients should not ask staff to take them outside so they can smoke.

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.

Patients who would prefer to be looked after by a member of staff of the same sex are encouraged to discuss this with the ward team.

Who's who?

The consultant is the person in charge of your medical care and will discuss your condition and the best available treatment. Consultants wear the scrub-style uniform or their own clothes with bare arms from the elbow down when working in clinical areas. Consultants have a team of doctors and nurses working with them and a member of this team will see you daily.

The nurse is responsible for your nursing care with help from the ward team and you should know your nurse by name.

The Matron manages the whole ward and you should ask to speak to them if you have any cause for concern or complaint.

The Senior Matron is a senior nurse in charge of a group of wards, usually by speciality, to ensure that high quality care and patient experience is provided.

The housekeeper makes sure the ward is clean and that patients get meals, drinks and refreshments.

Other staff which patients may see during their stay include: physiotherapists, pharmacists, occupational therapists, dietitians, radiologists, ward clerks and the medical photographer. They will introduce themselves and explain what they do when they meet you.

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. There is no expectation or pressure put on patients and saying no will have no affect on your care.

Volunteers are fully trained by the Trust to carry out support duties in wards, clinics and main public areas throughout the hospital.

Team RD&E uniforms



Chief Nurse
Deputy Chief Nurse
Trust Lead Nurses
Assistant Directors of Nursing
Head of Midwifery
Consultant Nurses



Matrons



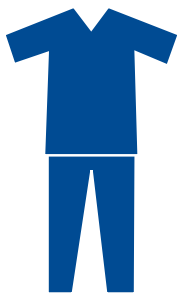
Senior Nurses



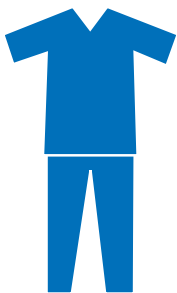
Site Practitioners



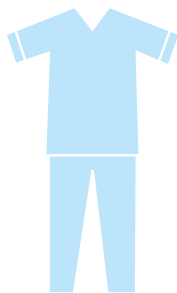
Clinical Nurse Specialists



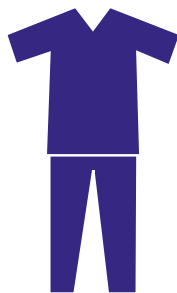
Sisters
Charge Nurses
Specialist Nurses
Nurse Practitioners



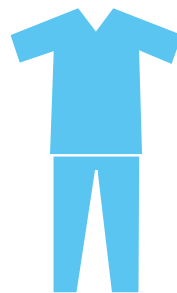
Registered Nurses



Unregistered Nurses
Assistant Practitioners



Midwives



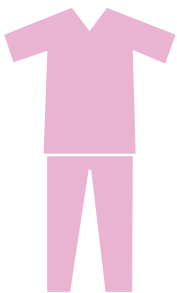
Advanced Critical Care Practitioners



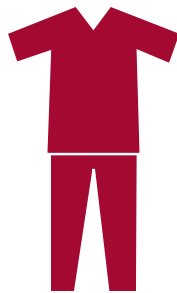
ED Consultants and Middle Grades



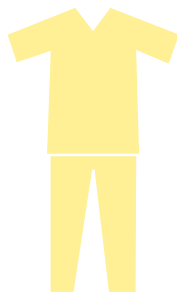
Doctors
Dentists
Orthodontists



Cardiology Practitioners



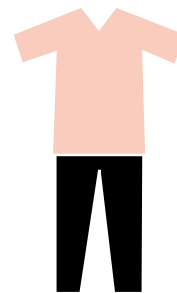
Allied Health Professionals



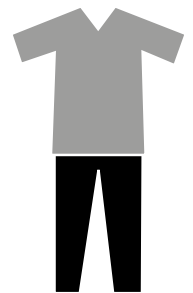
Oral Surgery
Outpatient Nurses
Dental Nurses



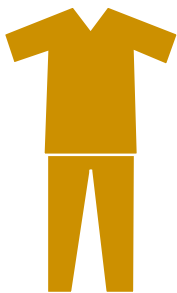
Ward Clerks
Ward Based Administrators
Clinic Department Receptionists



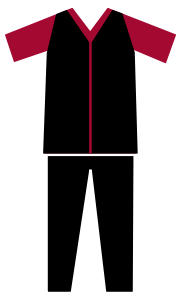
Maternity Support Worker



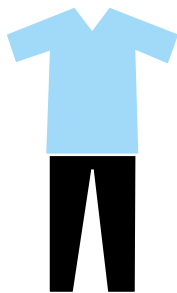
ED/AMU Support Worker



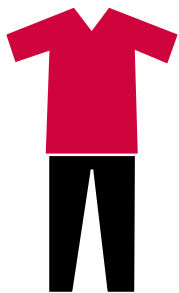
Learning and Development



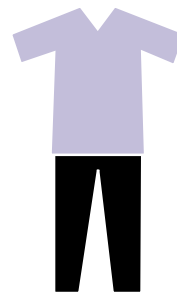
Ward Housekeepers



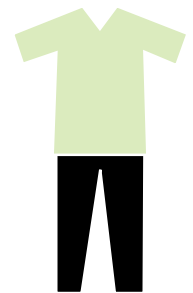
Ward Catering Assistants



Domestic Supervisors



Domestic Assistants



Linen Distribution and Patient Laundry Staff

Ward food & drinks

The RD&E has 'protected meal times' to ensure that wards are calm and without visitors so that patients can enjoy their meals without distraction during this period.

Patient meals are served three times daily on wards.

Bedside menu cards give patients choice for their meals and anyone with special dietary needs or who doesn't see anything on the menu that appeals to them, should discuss this with the housekeeper or a nurse. We would also like to know if you have a particular diet for religious or cultural reasons.

Snacks and hot drinks are available 24 hours a day. Sometimes patients will be advised they cannot eat or drink because of the operation or procedure they are having. This should be explained by the nurse.



Other places to eat

Patients should check first with the nurse looking after them if they would like to leave the ward to visit the main hospital restaurant, cafes or the shops.

Oasis restaurant

Oasis restaurant is on level 2. It is open from 7.30am until 7.45pm seven days a week.

Breakfast is served from 7.30am until 11.00am

Lunch from 11.45 am until 2.15pm

Supper from 5.45pm until 7.30pm

Fine Fillings cafés

The Catering Department operates six a la carte sandwich/bagiette outlets called Fine Fillings:

- Wonford 8.00am - 7.30pm Main concourse in Wonford
- Heavitree 8.00am - 3.25pm Main entrance in Heavitree
- RILD 8.30am - 4.00pm Main foyer at the Peninsula Medical School
- PEOC Outpatients 9.30am - 4.30pm Princess Elizabeth Orthopaedic Centre (PEOC) outpatient area
- CWH 8.00am - 5.30pm Foyer of the Centre for Women's Health (CWH)
- Waterside
- (Medical Outpatients) 9.30am - 4.30pm Opposite the ELF charity shop next to medical outpatients at Waterside

Religion & spirituality

Illness and injury can not only have an impact on your physical body. Being in hospital or not feeling well can cause anxiety or fear and sometimes it is difficult sharing or expressing feelings with close family and friends. The RD&E wants to support you, your carers and hospital staff with your spiritual or religious needs.

The hospital chaplaincy team has permanent chaplains mainly representative of the Christian denominations with trained volunteers. They welcome leaders and representatives of other faiths into the hospital to support patients and their families.

The ward nurse will be able to contact the chaplaincy service to arrange a visit or you may like to go to the hospital chapel on level 2 as a place for prayer or quiet reflection.

Chapel services are held and for patients unable to leave their beds, services can be heard on the Patientline hospital radio channel 6 free of charge.

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



Visitors

Visiting

The RD&E recognises the value of visiting for patients and their recovery. Visitors are welcome but reminded they are coming into hospital where the care, privacy and dignity of all our patients must be respected at all times.

- Visiting is allowed on wards between 2.30pm-4.30pm and 6pm-8pm daily. There are some clinical areas, such as Intensive Care and the children's wards where there is a more flexible arrangement
- Visiting is restricted so that clinical teams can look after their patients, housekeepers can clean properly and so that patients can rest and have their meals in a calm environment
- If a family would like to visit a patient outside the hospital visiting times they should discuss this with the matron or nurse in charge.
- Visitors are asked to be mindful of respecting the needs of other patients and keep numbers and noise levels to a minimum. Babies and young children should, if possible, not be brought into the hospital.
- Visitors are welcome to use the hand wash basins and hand gel dispensers on the patient's bed end.

Support facilities

Post

- There is a red post box and a daily collection by The Royal Mail is made at 5.30pm. It is near the main front entrance doors on level 1
- Patients unable to get down to the post box themselves can ask a member of the ward team for assistance
- WH Smith sells stationery and stamps. It is on level 1 near the main entrance reception area.
- To receive post patients should ensure family or friends address it to the name the hospital has been given (not a nickname), the ward they are on and the hospital address of The Royal Devon & Exeter Hospital (Wonford), Barrack Road, Exeter, EX2 5DW.
- Boots is situated on level 1, area P.

Laundry

The hospital cannot take care of personal laundry. Family and friends of patients should be able to bring in clean clothing but if this is not possible discuss this with a member of the ward team.

Volunteers

The Trust has trained volunteers who can assist with a range of duties on site including chaplaincy support, snack trolley and Library visits to wards and assist with completing forms or meal cards.

Telephones

- Mobile telephones should be kept on silent and must not be used to record or photograph anything. Please also be mindful of not disturbing fellow patients.
- Patientline is the telephone, tv and radio service at each hospital bedside. To use the service a card can be purchased from a vending machine on the ward or in the main entrance on level 1 near the newsagent shop. Patientline is provided by an outside company, not the hospital. It can be used to make and receive calls but these are charged at premium rate. Call 0800 959 3100 for details about the costs or log on to www.hospedia.co.uk

Hospital Radio

Patients can listen free of charge through Patientline.

Security

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.

Giving the RD&E feedback

We are committed to providing the best possible service for everyone and welcome feedback from patients, their families and visitors to help us shape and improve the quality of our healthcare services.

Patients and their families do put in writing their thanks to staff for their skills and kindness.

It is also important though that we hear if there is dissatisfaction or concern about the quality of our services and care. In the first instance we would encourage patients and their family to raise their concern or query as soon as possible with a member of staff. The matron, nurse in charge, consultant or ward manager would like to promptly assist with any issues. Treatment or care will not in any way be affected if a complaint or concern is raised.

The Patient Services Department can advise on complaints procedures for the RD&E.

Information and support for patients and their family or carers can be obtained from the Patient Advice & Liaison Service (PALS) on 01392 402093 or by e-mail: rde-tr.PALS@nhs.net.

The Patient Services Department can also advise on complaints procedures for the RD&E, the NHS and sources of independent free confidential support.

Friends & family test.

From the beginning of February 2013 the Royal Devon and Exeter NHS Foundation Trust has been asking adult in-patients, patients attending the Emergency Department, not being admitted, and all Maternity patients whether they'd recommend the Trust to friends or family in need of similar care. This is a Government initiative that was introduced across the whole of the NHS from 1 April 2013. No personal data is requested and responses are completely anonymous and we would ask you please help us by completing the short questionnaire.

Compliments & donations

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

The Charitable Funds Department,
Bowmoor House,
RD&E Wonford,
Barrack Road,
Exeter EX2 5DW

Tel: 01392 406495

We also welcome any positive feedback and you can forward this by writing to the Patient Experience Department or by e-mail: rde-tr.positivefeedback@nhs.net

Becoming a Trust Member

The RD&E is part of the National Health Service but it was also 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 become Members as former patients or staff feeling they would like 'to give something back' to the NHS or community.

To find out more about Trust Membership call 01392 403977, email: rde-tr.foundationtrust@nhs.net

Clinical Research

The RD&E carries out clinical research to improve healthcare. You may be approached now, or in the future to discuss possible participation in a research study. If you would like to find out more, please do not hesitate to ask your Dr or Nurse. Non-participation will not affect your care in any way.

This information can be offered in other formats on request, including a language other than English and Braille.

RD&E main switchboard: 01392 411611

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

Smoking and second-hand smoke causes harm to patients and staff, and is not allowed on any Trust sites.

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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