Information for Outpatients (Easy Read)
Support for you

A special team
A special team helps us all to look after people with learning disabilities. You can always ask to talk to them. So can your carers. You can phone them on 01392 402237.

Things to tell us before you come
If you can’t keep your appointment, let us know. We can let someone else have it. Let us know if you have any special needs we can help with. Tell us if you:

- can’t move around very well.
- need special equipment like a hoist.
- need things to read in large print.
- want us to get an interpreter for you.

What to leave at home

Do not bring TV or radio or computer

They might get lost or broken.

Do not bring lots of money
It might get lost.

Do not bring jewellery
It might get lost.
Mobile phones
Please do not use your mobile on the ward.
Please do not use it in a clinic.

Do not bring alcohol
People don’t drink alcohol while they are in hospital.

Do not bring cigarettes
It’s against the law to smoke in our hospital.

What to bring with you

Your appointment letter
If you can, please bring your appointment letter with you.

Medicines and pills
Bring in any medicine or pills you are taking.
Show them to one of the nurses looking after you.
Keeping germs away

**Diarrhoea and vomiting**

Have you or someone you know had diarrhoea and vomiting in the last two days? If so, tell us before you come in.

**Babies and children**

Do not bring babies and children into hospital, unless you have to. They might catch something.

**Washing hands**

Always wash your hands before you eat.

Always wash your hands after you go to the toilet.

Please remind us to wash our hands before we touch you, if we forget.

**Do not touch**

Do not touch a wound, drip or drain.

If you need help with one of these, please ask a nurse.
Getting here

You can come in a car

We have car parks but sometimes they are full.
You can see the charges on our website.

Parking is free if you have a Blue Badge

We have a park and ride

You can park your car in a special car park near Digby train station and get a bus to the hospital.

It is cheaper than parking here.

You can catch a bus

The H Bus comes right to the hospital.
It also goes along Exeter High Street.
Phone for help getting here

We might be able to help if you cannot get here. This could be because you haven’t got a car, can’t use a bus or train and you have no-one else to help you.

If you think you need help, please phone the number nearest to where you live in the list below:

Exeter & East Devon ................................................................. 01404 46529
Tiverton ................................................................................. 01884 242099
Crediton ................................................................................. 01363 773303
Okehampton .......................................................................... 01837 55000
Holsworthy ............................................................................. 01409 259001
Tavistock ................................................................................ 01822 618028
North Devon .......................................................................... 01271 314332
South Devon, Torbay & Teignbridge .................................. 01803 656777
Cornwall ................................................................................. 0845 0539100
Somerset ................................................................................ 01278 727444

These numbers were right when we made this leaflet, but they may have changed.

Help with costs

If you are on benefits, you may get help with the cost of getting here.

If you aren’t on benefits but don’t have much money, you might still get help.

Please phone our general office and ask them.

Their phone number is 01392 402383.

If you need help

Some people get lost here.

If you do, go to the Welcome Desk. It’s in the main entrance.

Someone there will help you.
Looking after you

There are lots of staff here, with different uniforms. We all wear badges. The badges tell you our names and what we do.

Here are some of the staff you will meet.

Receptionists

You go to them when you get to your clinic.
They tell you where to wait and what will happen next.

The consultant

This is the doctor in charge of what happens to you.

Nurses

A nurse will take care of you here.

Students

Sometimes we have students with us.
If you do not want a student there when we see you, say so. We will not mind.
Who looks after you

You might want someone to look after you who is the same sex as you.
If you do, please ask one of the nurses.

Research

We may ask you to help us find out more about the illness you have.
If you do not want to do this, please say so. We will not mind.

Things for you

Restaurant and cafes

The Oasis Restaurant is on level 2.
It is open every day from 7.30am until 7.30pm.
You can always buy snacks there.
This is when you can get meals:

- Breakfast 7.30am - 11.15am
- Lunch 11.45am - 2.15pm
- Supper 4.30pm - 7.30pm
The Fine Fillings cafes are open from Monday until Friday.

This is where they are and when they open:

- **Wonford main entrance**
  8am - 7.30pm

- **Centre for Women’s Health**
  8am - 6pm

- **RILD building**
  8am - 5pm

- **Princess Elizabeth Orthopaedic Centre**
  9.30am - 4.30pm

- **Medical Outpatients**
  9.30am - 4.15pm

- **Heavitree Hospital**
  8am - 4pm

**Newsagent**

There is a newsagent shop near the main entrance.

This is when it opens:

- **Monday – Friday**
  6.30am – 8.30pm

- **Saturday and Sunday**
  7.30am – 8pm

**Chemist**

There is a chemist shop on the ground floor in Area P.
**Chaplaincy Centre**

Anyone can go to the Chaplaincy Centre. You do not have to be a Christian.

You can go there for a religious service or to pray.

You can go there just to be quiet on your own.

You can go there to find someone to talk to.

---

**Keeping us all safe**

We have our own security team to keep us all safe.

---

**Volunteering**

Volunteers help patients. They say hello to patients when they come. They show them where they need to go.

There are lots of other things they do too.

If you want to be a volunteer please phone us.

Phone **01392 411611** and ask for our Volunteer Coordinator.

---

**Phones**

There is a pay-phone in the Main Entrance.

There is a phone for calling taxis also located in the Main Entrance.
Telling us what you think about our hospital

Please tell us what you think about our hospital.
Whether it is good or bad, we want to know.
Phone **01392 402093** to tell us.

Please call us if you are worried about something which has happened to you here.
Phone **01392 402093** to speak to someone.

You might want to speak to someone who does not work for our hospital.
If you do, call the Independent Complaints Advisory Service.
Their phone number is **0300 343 5707**.

Promises

**We promise**

To be kind to you.
To do our best to make you feel safe and happy.
To explain what is happening to you so you understand.
To ask you before we do anything to you.
To ask you, before we tell anyone else what is wrong with you.

**We want you to promise**

To be nice to us.
To let us know if there is anything extra we can do for you.

To tell us what is good or bad about our hospital.
To tell us quickly, if you cannot come to an appointment.
To tell us what is wrong with you.
To ask us, if you do not understand anything.
Not to smoke here.
Information

Your information

We keep lots of information about what we do with you.
Do you want to know how we keep it safe?
If you do, please ring us on 01392 402628.

Freedom of Information

The law says you can ask us anything about how the hospital works.
If you have a question for us, please phone 01392 402628.

Your NHS Number

This is a special number for NHS patients. It will be on your appointment letter.
Please try to bring it with you or remember it.
If you do, we can find you quicker on our computers.
If you cannot bring it or remember it, do not worry.

Joining our members’ group

Our group
We have a special group patients and carers can join.
You will get a newsletter 4 times a year.
You can come to meetings, to hear what is going on at the hospital and tell us what you think.
To join the group please call us on 01392 403977 or email us at: rde-tr.foundationtrust@nhs.net