Patient Information
Bedside Folder

All you need to know about your stay in hospital

Western Sussex Hospitals
NHS Foundation Trust

St Richard’s Hospital
Dear Patient,

Whether your stay is planned or you have been admitted in an emergency, I hope you, your relatives and carers find the information in this booklet useful during your stay in our hospital.

You will find details of our catering services, the help offered by our volunteer dining companions and photographs of the uniforms our staff wear which will help you recognise the many different team members you will no doubt encounter. Important services such as the Friends of Chichester Hospitals shop and trolley for your daily paper and other sundries, Chaplaincy, Chichester Hospital Radio, the bedside television/radio/telephone, the book and audio cassette library, and how to request a manicure are also included.

You will see from visiting the ward that we make it very clear who is in charge of the ward by naming the Sister or Charge Nurse and the Matron, as well as the Divisional Management team for the area. If you have any queries, compliments or complaints I ask you to discuss these with the Sister in the first instance. Our Patient Advice and Liaison Service (PALS), which is based in main reception, is also there to help you.

Everyone, whether clinical or non-clinical, behind the scenes or front-line, is here to help make your stay as comfortable as possible and your care safe and efficient. Above all, we will do this with compassion and respect in an environment which is modern, pleasant and, most importantly, clean.

You will read that there are many ways to give feedback about our services and your personal experience, be it on online, on paper or in person. I welcome all feedback which is genuinely used to make improvements and share praise as appropriate.

Marianne Griffiths
Chief Executive
Welcome to Western Sussex Hospitals
NHS Foundation Trust

- St Richard’s Hospital
- Worthing Hospital

This book is designed to give you and your relatives/visitors/carers the information you need about the hospital, your ward and the services we provide and the arrangements for going home.

Please ask if you need a large print version of this book or would like it in an alternative format such as a tape or CD.

If English is not your first language please ask about our translation service.
Our values: We Care

Western Sussex Hospitals NHS Foundation Trust has a vision for the future that puts the patient at the heart of everything we do and is guided by the principles and values about which we care deeply.

We care…

…about our patients
Treating everyone with kindness and respect

…about quality
Giving our patients the best possible care

…about safety
Keeping our patients as safe as we possibly can

…about the future
Building a sustainable organization that thrives within a strong local health economy

…about serving local people
Giving West Sussex residents a comprehensive local service they can rely on

…about improvement
Always seeking to make our services better

…about being stronger together
Working across the Trust and with others to support patients at every stage of their care
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**Welcome to the Ward**
Most of our wards have male and female bays and separate side rooms. If you are admitted into a side room, we cannot guarantee you will be able to stay there as it may be required by another patient for clinical reasons. However we will give you as much notice as we are able if we need you to move.

The nursing team is led by a Sister or Charge Nurse who is supported by a Senior Staff Nurse and a team of fully trained Nurses and Healthcare Assistants. The nursing team will provide round the clock care and support, allowing you to make informed choices about your care and treatment. The nurses are allocated a bay and a side room for each shift. The duty rota is planned so that you will see the same nurses on a regular basis.
Recognising the staff

Matron
Senior Staff Nurse and Staff Nurses
Ward Sister
Midwife
Student Nurse
Physios
Physio Assistants
Healthcare Assistant
Other members of the team
During your stay you will come across other members of the team, all of who have a role to play in your care and treatment.

**Occupational Therapist:** The Occupational Therapist may assess you for things that will improve your ability to manage every day living activities. This includes washing and dressing, eating and getting around. They may look at other factors such as memory, orientation, problem solving and reasoning skills.

**Physiotherapist:** The Physiotherapist may assess you for strengthening exercises, breathing exercises and transfer techniques (moving from the bed to the chair) to get you back on your feet. If you require further rehabilitation you may be transferred to one of the rehabilitation wards or one of the community hospitals to continue with your recovery.

**Please note:** Some of our staff wear theatre scrubs as their uniform. You may see this in our A&E departments and in some of our Acute Admission Areas like AMU at St Richard’s.

In the areas where scrubs are worn the consultants wear green scrubs, the Registered Nurses wear dark blue and the Healthcare Assistants wear light blue. The ward clerks wear a lilac blouse. The other doctors wear their own clothes.
Social Services
Social Services can provide advice on home care, residential homes, benefits, allowances and entitlements.

We may also seek the advice of the dietitians, the speech and language therapists, diabetes nurse specialists or the Macmillan team.

Medical Team
Doctors visit the ward every day. If your next of kin wishes to discuss your treatment and care with a doctor; please ask one of the nurses and we will try to arrange it.

All staff wear identity badges and will introduce themselves when they talk to you.

Arriving on a ward
You will be asked a few questions when you arrive on a ward to ensure that the nursing staff have all the up to date information about you.

Display of essential information
In order for the doctors, nurses and therapists to look after you we will show information regarding your care needs and discharge status on the main patient name board and above your bed. This helps us to ensure a smooth stay for you and that all staff are aware of what you need to be well cared for. If you do not want us to show this information please inform the nurse looking after you and it will be removed.

Important
If you have any property or valuables with you, we cannot be responsible for the loss or damage unless an official receipt is obtained from the Ward Sister/Charge Nurse/Manager or the Patient Affairs Department, for property or valuables which have been listed and handed over for safe keeping.

Any property or valuables handed over will be kept secure and given back to you when you leave.
**What you will need**

If your admission has been planned you will have brought everything you need in with you but if you have come in as an emergency, the following list may be useful:

**Clothing**
A night dress or pyjamas, dressing gown and slippers for an overnight stay and comfortable clothing for day time.

**Please note; It is essential you bring sensible slippers. We have had incidents where patients have fallen due to unsuitable footwear.**

**Toiletries**
Soap, facecloth, toothbrush and toothpaste, tissues, hairbrush or comb, shampoo, shaving kit or electric razor. Most of these items can be bought at the Friends Shop in the Main Hospital entrance foyer.

**Personal aids and equipment (please label before admission).**
Spectacles, hearing aid, dentures, walking aids, reading materials.

**Please note:** You should keep your dentures in a pot. If you do not have a pot for your dentures please ask for one. We have plenty on all our wards. Hearing aids can be very expensive to replace so please ensure you look after your hearing aids. When you are not using them always keep them in a suitable container. Do not leave your dentures or hearing aids in a tissue on your table or locker or anywhere on your bed. We cannot be responsible for these items if they are not placed in a proper container.

**Money**
A small amount of money for immediate needs. Please do not bring large sums of money into the hospital.
Valuables
Please do not bring valuables or personal items into the hospital, for example, jewellery, documents and electrical items.

Medicines
It is very important that you bring all your prescription medicines in with you to hospital. Please hand the medicines to the nursing staff.

Preventing infection
Infection control is very important to us and we take this very seriously. We encourage everyone who comes into hospital to wash their hands or use the alcohol rub. There are containers of alcohol rub at the end of every bed and at the entrance to every ward and clinical area.

If you see a member of staff caring for you not using the rub or washing their hands, please feel free to ask them to do so.

Your visitors should wash their hands or use the rub before entering the ward and as they leave. They should not sit on your bed.

You will see a team of domestic staff on the ward daily. The team will clean all areas ensuring it is a clean and safe environment for patients.

If you see areas that have not been cleaned or there are used items on your locker or bed table for any length of time, please point this out to a member of staff. Staff are busy and sometimes miss seeing these things. This is particularly important if you notice that any of the toilet or bathroom facilities are not clean.

Flowers and balloons are not allowed on wards; this is in line with our infection control policy. For more information about infection control, please ask for one of our leaflets ‘Hand hygiene in hospitals, We need your help’ or ‘Reducing the risk of infection in hospital’.
Carers
We know that sometimes carers and relatives like to be involved in the care of the patient. If this is the case, your carer or relative should talk to the nurse in charge of the ward.

If you are looking after someone then the Carers Support Service may be able to help with information and advice. The telephone number is 01243 537011.

Visiting times
Visiting hours are normally 3:00 pm until 5:00 pm and 6:30 pm until 8:00 pm daily. The visiting hours allow patients to have the rest needed to recover and to protect mealtimes.

If you need to visit outside these hours contact the nurse in charge of the ward after 11:00 am to find out if alternative arrangements can be made.

Two visitors for each patient can visit at any one time; this is to avoid patients getting too tired and helps to keep noise levels down on the ward during the visiting period.

Children or grandchildren of the patient under 13 years of age are welcome but they remain the responsibility of the adult visitor. Any other children under the age of 13 are discouraged from visiting.

The Children’s Unit (Howard Ward) has open visiting hours for parents. All other visitors can visit between 8:00 am and 8:00 pm.

The Acute Coronary Unit (ACU) visiting times are between 3:00 pm and 8:00 pm. No more than 2 visitors per patients and please ask the staff before bringing children onto the ward.
The **Acute Medical Unit** (AMU) visiting hours are 11:00 am to 8:00 pm. Your visitor should ask the nursing staff if they want to visit before 11:00 am.

**ITU** (Intensive Care Unit or Itchenor ward) visiting hours are 2:00 pm to 8:00 pm but can be flexible depending on the patients and their individual needs.

**Labour Ward and Birthing Centre.** Birthing Partners only. **Neonatal Unit.** Parents, Grand Parents and siblings only.

**Tangmere Ward.** Husbands and partners and their own children. 9:00 am to 9:00 pm

** Protected Meal Times**
Protected meal times are usually between 12:30 pm and 1:30 pm and 5:30 pm and 6:30 pm. Times are indicated at the entrance to each ward. We believe good nutrition is vitally important and by protecting the meal times like this we can ensure all the staff are involved in the distribution of meals and are available to assist patients if necessary.

**Enquiries about patients**
We appreciate that relatives and friends will want to know about the progress you are making. To allow for handover from night staff, ward rounds and other activities it would be helpful if calls could be made after 11:00 am. We usually have more information for you at this time.

Every ward has a direct dial phone number. It would really help us if calls could be made by one person in your family. This person could then pass the information on to family and friends.
Disabled patients’ services
The Trust is committed to ensuring that all disabled patients receive the same service and treatment as all other patients.

If you have a visual disability, please ask the staff for assistance. We do have signs to indicate that you have a sight impairment which we can place over your bed and on your records if you would like us to.

Toilet facilities for outpatient wheelchair users and visitors are situated in main reception and in the outpatient areas.

Accessible toilet facilities for patients are available on each ward. If you have a disability and require assistance when you attend hospital, please telephone in advance to make suitable arrangements. The Patient Advice and Liaison Service (PALS) will be happy to help you make this type of arrangement, you can telephone PALS 01243 831822. If you have support equipment you would like to bring into hospital please arrange this with the ward staff. If you have a hearing disability, please ask the staff to note this. We can, with your permission, place a sign over your bed and on your records that highlights you have a hearing disability.

Interpreter Service
We can arrange for an interpreter if necessary and this can be organised through the ward. We offer telephone interpreting, face-to-face, British Sign Language (BSL) and other translation requirements.
Keeping you safe
Patients fall for a variety of reasons whilst in hospital. It may be because it’s a strange and different environment and patients can become disoriented.

The following information may help to prevent a fall whilst you are in hospital:

It is essential you bring sensible slippers. We have had incidents where patients have fallen due to unsuitable footwear.

- Ensure you know where the call bell is and that you can reach it.
- Call for help if you feel dizzy or unwell.
- Be aware of obstacles on the ward.
- Look out for wet floors. A yellow hazard sign should be displayed.
- Be careful getting in and out of bed or a chair.
- Beds can have the height adjusted to suit each individual. If your bed is too high or low, tell a member of the nursing staff.
- If you normally use a walking frame, stick or other aid, you can bring this into hospital with you.
- If the toilet seat is too low, tell a member of the nursing staff.

Ward transfers
Occasionally it may be necessary to move you from one ward to another. This will only occur when the healthcare team are sure this will not affect your medical care. Ward staff will notify your next of kin at the earliest opportunity if you are moved.
Discharge arrangements
As soon as you come in to hospital we start planning to get you home. This ensures that once you are fit to leave, there are no unnecessary delays.

We will tell you how long we expect you to have to stay so that you can make sure you have made arrangements about going home – for example whilst you recuperate you may want to ask family or friends to help with domestic tasks.

For more information about discharge, please ask for a copy of our leaflet ‘Leaving hospital’.

On the day of discharge you may be transferred to our Goodwood Lounge whilst you wait for your medication and your transport.

Mobile phones
Mobile phones need to be switched to silent or vibrate while you are on a ward. Phones should only be used between 8:00 am and 8:00 pm.

The use of mobile phones can be annoying and intrusive. Please be aware of the needs of others around you.

The use of the camera function is forbidden.
Patient Meal Service

Our Catering Department aims to provide you with nutritious and appetising meals and snacks during your stay in hospital. Food and drink is essential to your recovery.

Mealtimes and Food Choices

The main meal service is provided between the following times, dependent on your ward:

- Breakfast: 7:30 am – 8:30 am
- Lunch: 12:30 pm – 1:00 pm
- Supper: 5:30 pm – 6:00 pm

At lunch and supper the menu offers soup, a choice of main course and accompaniments and desserts.

The Catering Department work closely with the Dieticians to ensure the menus meet the nutritional requirements of all patients and every recipe has been nutritionally analysed. Some dishes are coded as the recipe meets nationally agreed criteria for particular dietary needs.

The codes are:

- V = vegetarian choice;
- ♥ = healthy choice and suitable for people with diabetes;
- S = suitable for soft choice;
- P = this dish is also available as a puree choice
- E = high energy choice.

Dishes which are not coded do not meet the specific criteria for any of the above diets. You may choose your meals from any section, but think carefully about your choice if you are following a special diet.

Do ask the nurses if you are unsure e.g. low fat diet.
Drinks and snacks
Regular hot and cold drinks are available throughout the day and are served before breakfast, at each meal, and mid-morning, mid-afternoon, during the evening and before bedtime. At the morning, afternoon and evening beverage/drink rounds a snack will be available.

Special Dietary Requirements
If you have special dietary requirements for medical or cultural reasons, for example gluten-free, vegan, Halal or Kosher, please speak to a member of ward staff on your admission and alternative menus will be provided. When there is no alternative menu for your special diet, e.g. renal diet, it may be appropriate for the nursing staff to refer you to the dietician.

How to Order
A member of the ward staff will record your preferred choices for breakfast, lunch and supper. If you would like to know more about the dishes on offer please ask your nurse or healthcare assistant. Large print and pictorial menus are also available on request.

Need Assistance with Eating?
Wards operate a ‘red tray’ system. Meals served on a red tray alerts nursing staff to those patients who need assistance at mealtimes. If you need some help, please do not hesitate to ask the nursing staff. On some of our wards we have volunteers to help you.

Protected Meal Times
We operate a protected mealtime policy. This means we will try not to interrupt you during mealtimes and ensure they are as pleasant as possible. Visitors will not be permitted on the ward during mealtimes, unless this has been pre-arranged with the ward and you require some assistance at meal times.
The All Hours Service
If you have missed a meal because you were having treatment or a test, or you have been admitted and not had the opportunity of a meal, light refreshments are available. These include: cereals, soup, sandwiches, fresh fruit, yoghurt and biscuits and are available from the ward kitchen. Please ask a member of the ward staff if you require this service.

Suggestions, Compliments and Complaints
We would like to know what you think about the food and the food service.

If you would like to speak to someone about your meals, please ask the ward staff and they will arrange for a member of the catering team to visit you. You can also complete the patient satisfaction questionnaire, which is available from the nursing team.

We hope you enjoy your meals
Trolley service
Each day volunteers from the Friends of Chichester Hospitals visit the wards with a trolley stocked with newspapers, toiletries, confectionery, soft drinks, writing material, etc.

Smoking
Smoking is not permitted anywhere on the hospital site, including the car park and hospital grounds. If you have problems with the no smoking policy please speak to the nursing staff. We may be able to offer you an alternative to help you to manage while you are in hospital.

Bedside entertainment
Most beds have been fitted with an entertainment unit and the features include phone, TV, radio and hospital information. Payment Cards are available from machines in the main corridors. Please ask the nurses if you need any help.

Hospital radio
Chichester Hospital Radio broadcasts a range of informative and entertaining programmes, including a nightly patient request programme. You can find this on channel 11 on the bedside entertainment system or 1431AM.

Estates and Facilities Department - Capital Projects.
The Trust are continually improving various environmental elements of the hospitals. These may be minor and major refurbishments, and new building projects. We are aware there will some impact on patients. We apologise for any inconvenience caused by the works and try to ensure that the disruption is as minimal as possible.
Fire Alarms and Fire Alarm Testing
In the event of a suspected fire, the alarms will sound continuously or intermittently until the situation is assessed and concluded. All staff are trained in fire procedures. Please wait for instructions should it be necessary to evacuate the area you are in. If you suspect anything that may signify a fire, please do not hesitate to raise the alarm by using a break glass call point and telling a member of staff.

The hospital fire alarms are tested weekly, and you will hear a loud alarm bell that will last for some 30 seconds.

Post box
The post box is situated in the entrance at main reception. The mail is collected Monday to Friday throughout the day and the last collection is 5.30 pm. On Saturday the last collection is 12 noon.

Telephones
Public telephones are located in main reception, ground floor outpatients and Accident and Emergency.

Mail
The hospital address is Western Sussex Hospitals NHS Foundation Trust, St Richard’s Hospital, Spitalfield Lane, Chichester, West Sussex PO19 6SE.

All letters and cards will reach you if your name and ward are clearly addressed on the envelope to the hospital address.

If during your stay in the hospital you are moved to another ward, your mail will be re-directed.

Fit For Work certificates
Ward staff can arrange for a certificate to be completed by the doctor before you leave.
Alcohol
Alcohol is not permitted in the hospital.

Baby changing facilities
Areas for changing babies can be found in Main Reception, Accident and Emergency, Outpatients and Women and Children’s unit.

Breast feeding
If a visitor needs to breast feed their baby in private, there is a breast feeding room in main reception. Otherwise breast feeding is welcome anywhere in the Trust.

Cash machine
A cash machine is located in main reception next to the Friends’ shop.

Chapel
The chapel is situated on the ground floor and is open 24 hours a day for quiet reflection.

Chaplain
The hospital chaplain’s office is situated next to the chapel and can be contacted at any time or a message can be left for the chaplain or one of the team of volunteers on ext 5380. Assistant chaplains of main denominations visit the wards regularly and will be happy to meet with you or your relatives. Ward staff can arrange this for you.

Your own priest or religious leader will not automatically be advised that you are in hospital. If you would like us to inform your priest or religious leader that you are here, please ask one of the nursing staff to contact the hospital chaplain who will be happy to help.
Other faiths
We are able to accommodate the needs of other faiths and our chaplaincy service will be happy to help to arrange this for you.

Chaplaincy contact numbers

**St Richards Hospital**
Chapel Office  5380
Rachel Bennett  5380 or 07826 891305
 Una Dalrymple  5380
  07659 502436 Pager
  or 07975 803310
 Fiona Lex  5380
  07659 542536 Pager or 07979 801276

Citizens Advice Bureau
This outreach service is available each Tuesday 9:30 am until 12:30 pm and is located in the Fernhurst Centre.

Gifts and donations
Staff are not generally allowed to receive gifts from patients, however, small gifts of chocolates or biscuits or similar may be accepted.

Should you wish to make a charitable donation to St Richard’s hospital or Worthing hospital, a ward or specific fund or support the existing charity appeals, please send your donation to:

Love Your Hospitals charity,
Charity Management office,
St Richard’s Hospital,
2nd floor Stillman House,
Spitalfield Lane, Chichester,
West Sussex,
PO19 6SE.
**Lottery**
The hospital has a weekly lottery draw each Friday. 50% of the money collected each week is given as prizes and the remaining 50% goes to Love Your Hospital Charity. Anyone can join our lottery and the money collected goes directly to purchasing equipment or enhancing services. If you are interested in participating, please ask one of the nursing staff to contact the charity office and we will bring a form to you, alternatively, we can post a form to your home address.

**Lost property**
If personal items become misplaced whilst you are in hospital, please tell the nursing staff who will assist in trying to locate your property. Please note the Trust cannot accept responsibility for items you lose whilst in hospital.

**Hand care**
Trained volunteers provide ward patients with a manicure and hand massage service. Please book this with main reception on extension 5233.

**Hairdressing**
Arrangements can be made if you would like a hairdresser to visit the ward. Please ask a member of the nursing staff or the PALS office on extension 1822.

**Music**
Patients can borrow music cassette tapes and talking books from the PALS office in main reception. PALS can be reached on extension 1567 or 1822.

**Patient information**
Written information is available about many conditions and health care and many of our leaflets are available on the wards. If you cannot find the information you would like please ask the nursing staff or contact the PALS office on extension 1822.
Private patients
The Chichester Suite is a dedicated private patient unit. The profits from the unit improve and develop services for NHS patients within St Richard’s Hospital.

The Chichester Suite is situated on the first floor of the main hospital block. The suite has a number of single rooms, all of which have en-suite facilities. To contact the Chichester Suite please telephone extension 5287.

Religious needs - see Chaplain (p.19)
Restaurants and Coffee Shops

The Terrace Restaurant
The restaurant is located on the first floor of the main hospital and is open daily from 8:00 am until 7:30 pm. The restaurant offers breakfast, lunch and supper. It has a salad bar, delicatessen and coffee bar. There is a full range of hot and cold snacks throughout the day.
Breakfast is served between 8:00 am and 11:15 am.
Lunch is served between 11:45 am and 2:30 pm.
Supper menu is available between 5:00 pm and 7:30 pm.

The Cloisters
Cloisters Café is located on the ground floor in main reception and is open from 9:30 am until 4:30 pm Monday to Friday. It offers hot and cold light snacks, coffee, tea and cold drinks.

WRVS Tea Bar
The tea bar is located on the ground floor, outpatients department and is open from 9:30 am - 5:00 pm Monday to Friday. It offers light snacks, tea, coffee and cold drinks.

Shop (Friends Shop)
The Friends of Chichester Hospitals shop is located in main reception and is open from 9:30 am until 6:00 pm Monday to Friday and 11:00 am until 5:00 pm Saturday and Sunday and Bank Holidays. The shop is run entirely by volunteers. It sells newspapers, cards, magazines, sandwiches, fruit, soft toys and gifts, cold drinks, cosmetics and sweets.

Social Security and Pensions
If you receive Social Security benefits or a state pension, please arrange for a relative or friend to deal with this during your stay in hospital. In some cases benefits and pensions may be reduced whilst you are in hospital. If you are unsure about this, contact your local Department of Work and Pensions.
Transport
Hospital transport is provided by West Sussex Transport Bureau and provides transport for those whose medical condition requires it. Patients eligible for hospital transport are normally:

- unable to get into a car unaided.
- unable to leave their house without oxygen.
- dependent upon a stretcher for the journey.

Some people in receipt of certain benefits may be able to claim a refund for the cost of traveling to and from hospital, under the hospital travel costs scheme. You should check with your local department of work and pensions whether you qualify for this.

Car parking
There are two patient and visitor car parks on the hospital site. They are well signposted. All of our car parks have spaces reserved for blue badge holders.

Charges for parking depend on the duration of the stay. If a patient is in hospital more than two weeks, please ask the ward staff as there may be a special concession.

Car Parking Charges
You may be interested to know that the hospital car park charges provide an income to the hospital that supports hospital security and enables us to increase the quality and quantity of our clinical services. This means that after meeting the cost of capital land charges, maintence and security any additional income goes towards patient care and improving services for patients.
Public transport

**Buses**
Stagecoach buses on route 55 from Chichester Bus Station (opposite the railway station) travel through the hospital twice an hour, stopping at Accident and Emergency and Outpatients. Bus timetables can be obtained from main reception.

**Taxis**
If a taxi is required, this can be arranged on the ward or at main reception.

**Trains**
The nearest railway station to St Richard’s Hospital is Chichester, which is a 20 minute walk from the hospital.

Vending machines
Vending machines are located in the Accident and Emergency unit, main reception, outpatients, the Chichester Treatment Centre and the women and children’s unit.

Voluntary services
The hospital has many volunteers who come to the hospital daily to help and support the hospital. Their contribution makes a great difference to your comfort whilst in hospital. If you are interested in becoming a volunteer, please contact the Volunteer Co-ordinator on 01243 833611.

Wheelchairs
Wheelchairs are available around the hospital and in all the entrances. Please note that some locations have wheelchairs which are secured and require a returnable £1 coin deposit to release them.
Patient Feedback
While you are staying with us on a ward you may be asked if you would be willing to complete a survey about the staff, service and environment. This could be on paper or using a touch-screen computer. If you have not been asked to complete a survey, you can ask a member of staff for one. Should this not be possible and you are able to access the internet, all of our surveys are available to complete on-line at www.westernsussexhospitals.nhs.uk. We do not collect any personal information and this feedback is used by our staff to make improvements to our services.

Patient Advice and Liaison Service (PALS)
The PALS office is located at main reception and is open weekdays from 9:00 am to 5:00 pm. PALS can help support patients and relatives in resolving concerns about care and treatment and can provide information on conditions or the health service generally. PALS can be contacted on hospital extension 1822. You can also tell a member of the nursing staff if you would like to talk to PALS and a member of the PALS team will visit you on the ward.

Complaints
We will do our best to deal with your concerns quickly, fairly and efficiently. If you are not happy with something we have done, contact the manager responsible for the service you have received, or the Trust’s PALS office on extension 1822 or visit PALS in main reception. It is often possible to put things right quickly. However, if you feel you have tried to resolve your concerns and you are still not happy with what we have done you can make a formal complaint. There are posters on every ward explaining about the complaints procedure or the PALS office can help.
Patients have a right to be treated with respect and dignity in all their dealings with the NHS, but it is equally important that they treat NHS staff with respect in return and do not cause a nuisance or disturbance. (Section 2b of the NHS Constitution).

You have a right to expect the following from our staff and services:

- Confidentiality about your personal and medical details.
- Receive prompt and appropriate attention.
- Be given an explanation regarding any treatment you are about to receive, including any risks involved.
- Information about your condition, treatment and outcomes before you give your consent.
- You will be asked to sign a consent form before any procedure.

You have a right to:

- Privacy during any examination or consultation.
- Have a chaperone present during an examination. Just ask a member of staff to arrange this for you.
- Decide if you consent to students being involved in your care.

As a patient we recognise you have rights but you also have responsibilities to us and we expect you to treat the hospital staff and fellow patients with respect and consideration at all times.

Please inform the staff caring for you if you have any special requirements so that we can make sure that appropriate arrangements are put in place.
Your health records
How we collect information about you.

When you see a doctor, nurse or any other health professional we ask you to give us information about yourself. This helps us decide with you what treatment is best for you. We keep a record of any relevant information, which may be written down or held on computer. This is your health or medical record.

Your medical record may include:

- Basic details about you, such as name, address, date of birth, NHS number and next of kin.
- Contacts we have had with you, such as clinic visits.
- Details and records about the treatment and care you receive.
- Results of investigations, such as x-rays and blood tests.
- Relevant information from other health professionals, relatives or those who care for you.

Different health professionals involved in your care will make their own notes, so you may have records in different parts of the NHS.
How to access your records
Under the Data Protection Act 1998, you have a legal right to apply for access to health information held about you. You have the right to see or receive a copy of your medical records and to have any part of it you do not understand explained to you, but please note a charge may be made.

There are some cases where we may refuse access to some or all, of your information, for example if seeing it would cause serious harm to your health or would breach someone else’s right to confidentiality.

You may be refused access to information that identifies another person where they may not have consented to you seeing it.

For more information about access your records please contact:
Data Access department
Western Sussex Hospitals NHS Foundation Trust
St Richard’s Hospital
Chichester
West Sussex
PO19 6SE
01243 788122 ext 3181
Making a will

By making a will you can decide what happens to your property and possessions after your death. Although you do not have to make one by law, it is the best way to ensure your estate is passed on to family and friends exactly as you wish. If you die without a will your assets may be distributed according to the law rather than your wishes.

Although it is possible to write a will by yourself, it is advisable to use a solicitor as there are various legal formalities you need to follow and make sure that your will is valid. You may also need legal advice for more complicated matters. A solicitor can also advise you about how inheritance affects you.

A solicitor may be able to visit you in your own home, care home or hospital.

The cost of writing a will can vary between solicitors and will depend on how complicated your affairs may be and the experience of the solicitor.

As well as solicitors, voluntary organisations such as Citizen Advice Bureau (CAB) and Age UK can also help with your will.

Please note, hospital administrative staff can witness your signature on your will but there are certain requirements in order for us to do this for you. Please talk to the nursing staff if you would like us to arrange for members of staff to come and witness your will.
**Lasting Power of Attorney**

A lasting Power of Attorney is a legal document.

It allows you to appoint someone that you trust as an ‘attorney’ to make decisions on your behalf. Attorneys can make decisions for you when you no longer wish to or when you lack the mental capacity to do so.

A lasting Power of Attorney cannot be used until it is registered with the Office of the Public Guardian.

There are two different types of Lasting Power of Attorney:

**Health and Welfare Lasting Power of Attorney**

A Health and Welfare Lasting Power of Attorney allows you to choose one or more people to make decisions for things such as medical treatment. A Health and Welfare Power of Attorney can only be used if you lack the ability to make decisions for yourself.

**Property and Financial Affairs Lasting Power of Attorney**

A property and financial affairs Lasting Power of Attorney lets you choose one or more people to make property and financial affairs decisions for you. This could include decisions about paying bills or selling your home. You can appoint someone as an attorney to look after your property and financial affairs at any time. You can also include a condition that means the attorney can only make decisions when you lose the ability to do so yourself.

For more information go to: www.direct.gov.uk/en/Governmentcitizensandrights/Mentalcapacityandthelaw
Do Not Attempt Cardiopulmonary Resuscitation (DNACPR)

Sometimes it is necessary to make difficult decisions about resuscitation. The doctor in charge of your care will try to ensure that you, the healthcare team, and the friends and family that you want involved in the decision know and understand the decision, unless you don’t want to talk about it. The healthcare team will continue to give you the best possible care.

The hospital does have an information leaflet about Cardiopulmonary Resuscitation and if you would like one, please ask a member of the nursing staff on the ward.

Preventing hospitals associated blood clots

A hospital related blood clot occurs when patients are in hospital and up to 90 days after they have been discharged.

There are two kinds:

1. Deep Vein Thrombosis (DVT): a DVT is a blood clot (also known as a thrombosis) that forms in a deep vein most commonly in the leg or pelvis. It may cause no symptoms at all or cause swelling, redness and pain.

2. Pulmonary Embolism (PE): if a clot becomes dislodged and passes through your blood vessels it can reach your lungs and this is called a PE. Symptoms include coughing (with blood stained phlegm) chest pain and breathlessness.

Any unwell adult admitted to hospital is at risk but additional risk factors include:

- A previous clot.
- A recent diagnosis of cancer.
- Certain ‘sticky blood’ conditions such as antiphospholipid syndrome or Factor V Leiden.
- Being overweight.
- Being immobile.
Once you are admitted, tell the doctor if you have any of these risk factors. Keep moving or walking and get out of bed as soon as you can after an operation. Your nurse or physiotherapist will be able to give you more information about this. Drink plenty of fluid to keep hydrated.

You might be measured and fitted with anti-embolism stockings. You will be shown how to wear them and you must report any pain or discomfort in your feet and legs to a doctor, nurse or therapist. Sometimes inflatable sleeves are used which increase blood flow.

You may be prescribed a small dose of anticoagulant (blood thinning medication). The blood thinner most used is heparin which is given by injection but tablets are sometimes used.

When you go home you may need to continue to wear the anti-embolism stockings and if you need to continue the anticoagulation injections one of the nurses will teach you how to do this.

For more information about this please ask for a copy of our leaflet ‘Preventing hospital associated blood clots’.

We hope you have found the information in this folder useful and if you have any comments about the content please contact our PAL’s office.