

Patient Information

Easy Read Version



Welcome to County Durham and Darlington NHS Foundation Trust

You will be a patient in one of our 5 hospitals.

Bishop Auckland General Hospital



Darlington Memorial Hospital



University Hospital of North Durham



Chester-le-Street Hospital



Shotley Bridge Hospital



We want to make you as comfortable as possible when you are staying in hospital.



Hospital staff are there to help you.



If you have any questions or worries ask the nurse or doctor on the ward.



We want to give you the best care possible.

If you think the booklet is missing some useful information, let us know by telephoning 01325 743087.



We have a duty to treat everyone equally.

Advocacy Services

An advocate can help you speak up for yourself. If you think that one could help you, please tell us.



Keeping Healthy

Smoking

Smoking is not allowed anywhere in or around the hospital. This includes the car park.



A service can be provided to help you stop smoking when in hospital. Talk to a nurse or a doctor about this.

You can also contact the National Health Service (NHS) Smoking Helpline telephone 0800 1690 169 for free advice on stopping smoking.



Nursing staff

You will be cared for by a team of nurses. One of the nurses will be your named nurse during your stay in hospital.



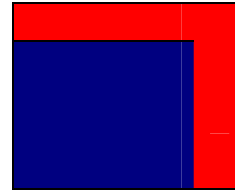
When ever possible you will be involved in any decisions that are made about your care. If you have any questions, please ask the nursing staff.

Each ward has a nurse who is in charge. If they are a female, they are called 'Sister' and if they are male they are called a 'charge nurse'

Nursing Uniforms

Most staff wear a uniform. They should also wear a name badge which has their name and job title on it.

The staff you are most likely to meet are:
Matron who wears dark blue clothes with a red line around the edge.



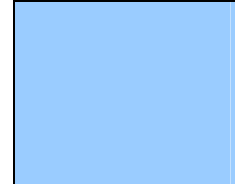
Sister or charge nurse who wears dark blue clothes with white around the edge.



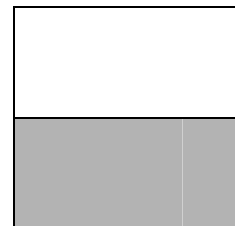
A qualified nurse who wears mid-blue clothes.



Auxillary nurses and team assistants wear light blue clothes. These nurses help the qualified nurses look after you.



Student nurses wear white top and grey trousers.



If you are not sure who someone is or what they do, please ask them, they are here to help.

Medical staff

The name of the consultant who is looking after you should be written on the board at the top of your bed.



Doctors do not wear uniforms they wear their own clothes.

You might also be seen by other doctors who are part of the consultant's team.

Extra help

Tell us if you or your family:

- Have a disability.



- Special diet or food allergies.



- Religious or cultural needs.



If you do, we can do our best to help.

Call bell

This can be used to call the nurse. Ask one of the staff to make sure it is always in reach.



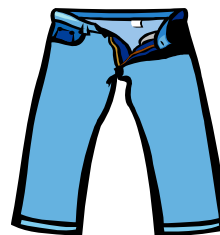
Things you will need in hospital

If you have come into hospital as an emergency, your friends or family can bring your belongings when they visit.

- Toiletries, e.g. a toothbrush and towel



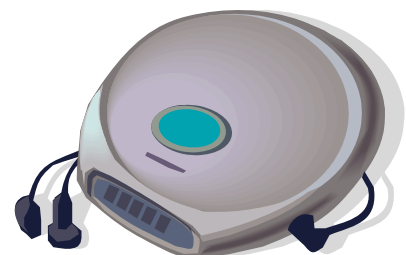
- Clothes, day wear, night wear and underwear. Please ask a friend or relative to wash your clothes because the hospital does not provide this service.



- Money – you may wish to bring a small amount of money for telephone calls, TV cards and newspapers etc.



- Something that you can enjoy – a book, small radio etc. Don't forget your headphones!



- Tablets or medicine.

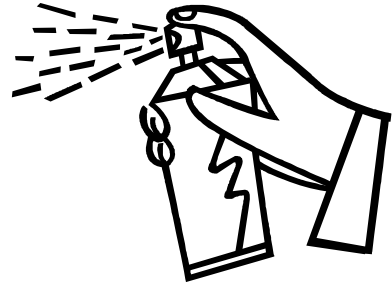


- Hearing aids, glasses, walking stick, false teeth.



What not to bring

- Spray cans, e.g. hair spray or deodorant



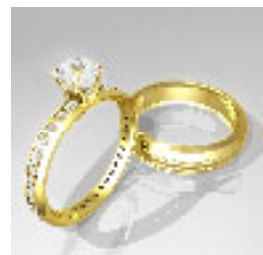
- Large bags



- Mobile phones



- Anything expensive as the hospital cannot accept responsibility if anything happens.



You have a bedside cabinet that you can put your belongings in.



There isn't a lot of room so please ask your family or friends to take away things you don't need.

Telephone and TV

Each bed has a television and telephone but you have to pay to use these. There is also a radio and this is free.



To find out how much it costs telephone 0800 959 3100.



If you want to buy a card to use the television and telephone, these can be bought from machines in the hospital.



You can make and receive calls on the telephone but the calls are quite expensive. If you spend lots of money on calls there won't be enough left for you to watch the television..

Ask family or friends to contact you on the telephone by your bed to find out how you are rather than ringing the staff.

When do things happen on the ward?

These times may change slightly.



Breakfast



Drink



Lunch



Visitors can come in the afternoon. The times are different on each ward..



Drink



Tea



Visitors can come in the evening. The times are different on each ward..



Drink



Ward lights switched off



If you have to take any tablets and medicines, the nurses will come round with them at the times that the doctor has said that you need them.



When you are staying in hospital

Our staff will be polite to you at all times and make sure that you have some privacy.

You should always be told what will happen to you while you are in hospital. If you don't understand ask the doctor or nurse.



We will always let you know if we have to change the date and time of such things as an operation.



You should be told the name of the doctor or nurse who is looking after you.



Hello, my name is.....

You can choose to say no to treatment. If you say no, we will explain what this will mean for your health.

You should be told how to tell people if there is something that you are not happy with.



You will have a wristband which will have your name, date of birth and hospital number on it.



If you have an allergy (something that your body doesn't like) the wristband will be **red**.



If you lose your wristband or the information on it is not correct you can ask the nurse for another one.



You are able to have a friend or family member speak to us on your behalf but you have to tell us that you have said yes to this.



What we would like you to do.

To be polite to all our staff and other patients.

To tell the doctors and nurses everything about your health such as if you have been ill before.



To make sure that the information that we have about you, such as where you live, is correct before you sign any forms

Your name:
Where you live:
When you were born:

To understand that hospital staff check your details lots of times. We do this to keep you safe as the might be another patient on the ward with a name like yours.

Your name:
When you were born:
Where you live:
Have you been ill before:
Have you any allergies:

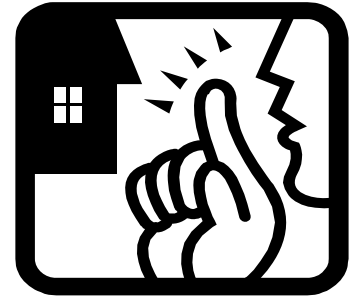
To let us know if there is anything that you don't understand when doctors and nurses are treating you.



Do what staff ask you to do such as taking your medicines at the right time.



Not to make a loud noise.



To make sure you look after your belongings.



Not to have lots of visitors at one time.



To let us know if you cannot come to an appointment so we can let someone else have it.

Help us to reduce the risk of infection

All doctors, nurses and visitors must wash their hands or use hand gel before going to patients in the hospital.



Tell us if you think something is dirty and needs to be cleaned.



Shop and trolley service

Every day someone will come round with a trolley selling magazines, papers, sweets and toiletries.



Spiritual and religious care

The hospital has a Chaplain who can offer their help and support and can talk with you if you are feeling sad or worried.



If you would like to see the Chaplain ask a member of staff.

Pensions and Benefits

A friend can help you sort out your money while you are in hospital.

Ask a member of staff who they should contact.

PALS (Patient Advice and Liaison Service)

If you have any problems with your stay in hospital, need help or have some questions you can contact PALS on 0191 333 2683



People learning to be doctors and nurses

There will be students who are learning to be doctors and nurses on most wards and clinics at the hospitals.

You should be asked if you are happy for a student to be present and you have the right to say no if you don't want them to be there.



Tests

Sometimes we will need to carry out tests on your blood and other parts of your body to see what is making you feel ill.



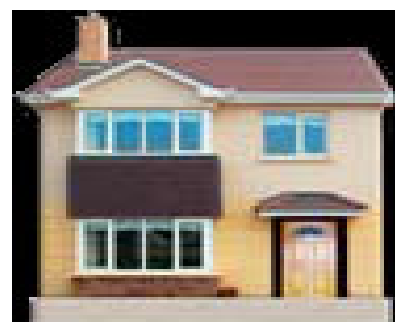
Moving to a different ward

Sometimes we have to move people to a different ward. This is normally because we need the bed for someone who is more ill than you are or you need to be treated on another ward.



Going home

When you are getting better, a member of staff will talk to you and your family about going home. They will look if you will need some support with your health or care when you leave hospital.



If the doctor has some medicine for you, this will be given to you when you leave hospital.



You will also be given a letter to hand to your GP doctor to tell them what treatment you were given in hospital.



You may also be given an appointment to come back to the hospital for your doctor to see how you are doing.



If you need a sick note to tell the people you work for that you have been ill. Ask a member of the ward staff if they can sort this out for you.

Make sure someone can drive you home or help you get a bus or taxi.

Before you leave, make sure you haven't left anything which belongs to you

Tell us what you think

If there is something which made you happy or unhappy while you were in hospital, please tell us. If something was wrong, we will try to make it better for you and other people in hospital.



Visiting times.

All wards allow patients to have their friends and family come in to visit. The visiting times on the wards can alter so it is best to ask someone what times they are for the ward you are on.

Contact details

If you need to contact one of the hospitals, these addresses and phone numbers can be used.

University Hospital of North Durham

North Road,
Durham. DH1 5TW

☎: 0191 333 2333

Textphone for the hearing impaired: 0191 333 2741

Bishop Auckland General Hospital

Escomb Road
Bishop Auckland
Co Durham
DL14 6AB

☎: 01388 455000

Textphone for the hearing impaired: 01325 487327

Darlington Memorial Hospital

Hollyhurst Road
Darlington
Co Durham
DL3 6HX

☎: 01325 380100

Textphone for the hearing impaired: 01325 487327

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