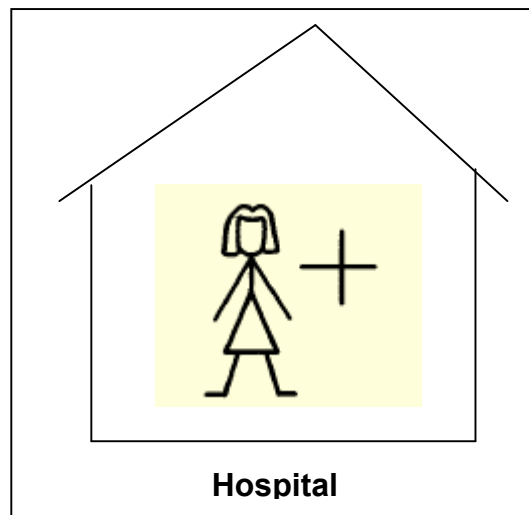


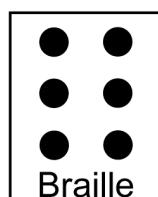
Helping people who need to stay in Frimley Park Hospital



For support in accessing patient information,
or for a translation of this document, an
interpreter or a version in

large
print

or



or



please contact the
Patient Advice & Liaison Office on

What is inside this book

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1 Welcome to Frimley Park Hospital

Going to hospital for an operation or just to get better after being ill can sometimes make you frightened or worried.

All the staff at Frimley Park want you to be as happy and comfortable as possible.

Making your stay better is helped by Frimley Park knowing about you and you knowing about Frimley Park.

This book is to help tell you the things about Frimley Park, and tells you the things Frimley Park need to know about you.

We hope your stay in Frimley Park is a happy one.

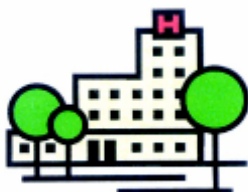


2 Before you come to Frimley Park Hospital

Before you come to Frimley Park you will get a letter. This letter will tell you some important things you must do. If you need help with this letter ask your relatives, carers or key worker.

Remember to tell your Care Manager or key worker that you are going into Frimley Park and they will help you to organise things.

You will need to check with Frimley Park that there is a bed for your stay. It is best for you to check a few days before you go, as well as on the morning of the day you are supposed to be going to hospital. You can check by calling this telephone number:



01276 604604



3 Things you may need to bring with you

✓ Things to bring

- ✓ Your tablets or medicines you are currently taking.



- ✓ Things to wear during the day and night - this includes your clothes and shoes or slippers.



- ✓ Things to use in the shower or bath - a towel, soap and shampoo.



- ✓ Things for when you get washed - like your toothbrush, toothpaste and deodorant.

- ✓ Things to do - like reading books or a Walkman/MP3 player so you can listen to music.



- ✓ Some money to buy small things - like a newspaper or sweets from the shop.



- ✓ You will always have water by your bed - you might want to bring some orange squash with you to keep by your bed as well.

- ✓ The name of your doctor and the names of any tablets or medicines you are taking.

- ✓ The letter sent to you from Frimley Park.

- ✓ And do please remember to bring into hospital any tablets or medicines you are currently taking - thank you.



X Don't bring

X Don't bring things that are valuable or very special.

X Don't bring jewellery - like rings, watches and necklaces.

X Don't bring your mobile telephone.

X Don't bring your bus pass if you don't need it to get home on your own.

4 Having money with you in Frimley Park Hospital



It is important not to bring a lot of money with you when you come to stay in Frimley Park.

You will only need money for certain things like:

- you may want to make telephone calls
- you may want to buy a television card
- you may want to buy something from the shops at Frimley Park.

5. Keeping information about you

When you are in Frimley Park the doctors and nurses need to keep notes about you. This is so that they can remember what is important to you and what type of care you have had. These notes are **always kept private.**

6 Sharing information about you

It is helpful for the doctors and nurses to have the name and telephone number of someone who knows you well, like a relative or a friend, or someone



who looks after you. A nurse will then be able to let this person know how you are during your stay.

Before you have any operation or other type of care, Frimley Park must ask for your agreement in writing on a special form called a 'Consent Form'.

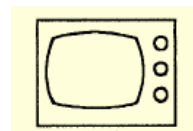
The doctor or nurse will talk to you about this - you can always ask a friend to be with you when talking to the doctors and nurses, so that you understand exactly what is happening.



While you are in Frimley Park, you will have to wear a special plastic bracelet on your wrist, which will have your name on it. This is called an 'Identity Bracelet'.

7 Things you can use at Frimley Park Hospital

In most wards there are televisions, radios and a telephone system called 'Patientline'. To use this you need to buy a card from a person on the ward. If you want to buy one of these cards you will need to have some money on you.



Shop

There are some shops at Frimley Park, like the WRVS general purpose store, second-

hand bookshop, Cafe Glades and Baguette Shop. You and visitors to Frimley Park can use all these shops.



Cafe

Every day a person visits the ward and sells things like newspapers and magazines.

8 Help you can get in Frimley Park Hospital

Patient Advice and Liaison Service (PALS)

If you have any worries or problems about what is happening to you while you are in Frimley Park try and tell someone on the ward - like a doctor or nurse. But if you would like to tell someone else you can ask to see someone from the Patient Advice and Liaison Service (PALS). The staff on the ward will contact them for you.

If you need help with your benefits or need to get a sick certificate for your work, someone on the ward will help you.

The Patient Resource Information Centre (PATRIC)

You can also get information from the PATRIC centre which is situated in the Main Entrance.

The Citizen's Advice Bureau (CAB)

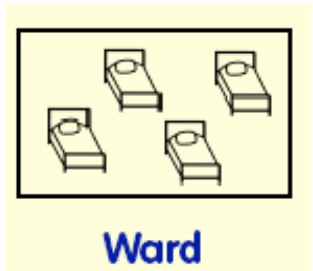
The Camberley Citizen's Advice Bureau also offer a service to in-patients and their telephone number is 0845 4503381.

Chapel



There is a chapel in the hospital for all religions/denominations - just ask a nurse on the ward.

9 Life on the ward



Most people who work on the wards are nurses. Nurses can be men or women.



Each day a nurse on the ward will be asked to look after you. They will come and talk to you and help you for that day. If you would like a man or a woman to look after you then this can be sorted out - just tell a nurse.

Staff wear different coloured clothes, depending on the sort of work they do.

Everyone who works for Frimley Park will wear a badge with their photo on it and it will say what job they do. If you are worried about someone you are talking to, ask them to show you their badge.

Every ward has a part which is only for men, and a part which is only for women. You can ask a nurse on the ward about this.

Because Frimley Park looks after people who are unwell and wants to help people be healthy they do not allow people to smoke.



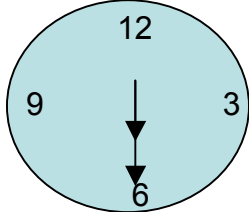
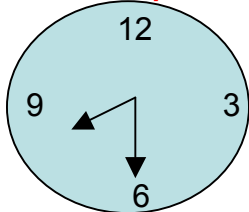
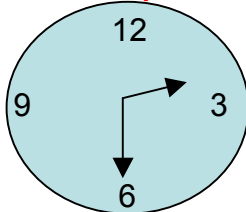
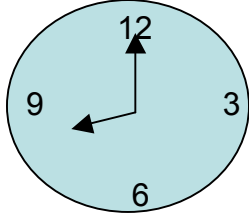
Spending time in a ward at Frimley Park is very different to being at home, so it is very important to tell a nurse on the ward things about you, like:

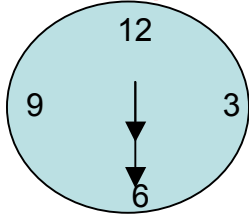
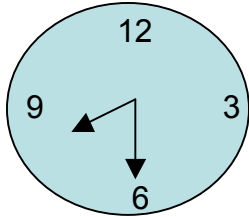
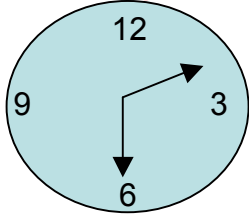
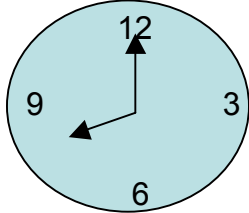
- how you sleep
- what you eat
- any words or signs you use to help you communicate.

This will help a nurse look after you better.

Your family and friends are very welcome to visit during your stay at Frimley Park. Usually only 2 people would visit at a time - this is to stop the ward becoming very busy.

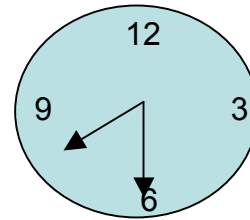
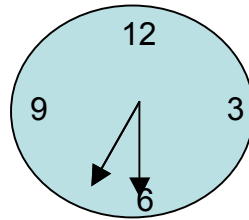
Visiting times are usually:

Wards	Speciality	Flowers	Visiting
G2 4029 4926 4925	Elderly Care Reception Lowry Turner	Yes	Monday – Friday 6.30 pm 
G3 4028 4898 4927	Elderly Care Reception Reynolds Constable	Yes	till 8.30 pm 
F2 4205 6913 6914 4864	Medical/Gastro Lister Reception “ Fleming “	No	Weekends 2.30 pm 
F3 6743 4388 6125 6128 4881	Elective Orthopaedics Trauma Assessment Unit Reception Nurses’ Station 1 Nurses’ Station 2	No	till 8.00 pm 
G7 4284	Day Hospital Assessment	N/A	N/A

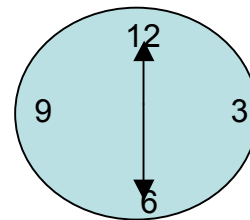
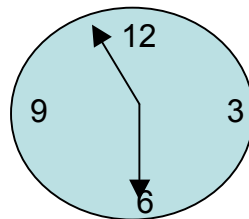
Wards	Speciality	Flowers	Visiting
F4 4245 4865 4003 6698 4625	Trauma Orthopaedics Reception Red/Blue Team Green Team Yellow Team Ortho Physio Office	No	Monday – Friday 6.30 pm 
F5 4759 4758 6684 6921	Urology Reception Nurses' Station Pre-Assessment Room Urology Cancer Nurse	No	till 8.30 pm 
F6 4173 4836 4223	Short Stay Surgical Reception Nurses' Station Gen Surgery/Flexi Beds	No	Weekends 2.30 pm 
F14 6452 4827 6916	Stroke Unit Reception/Nurses Work Station Ward Clerk	No	till 8.00 pm 

10 Having food at Frimley Park Hospital

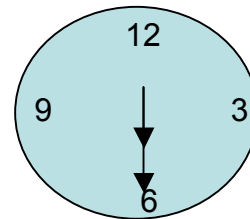
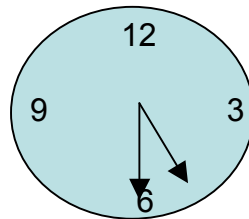
Food times on the ward are usually:



Breakfast 7.30 a.m. - 8.30 a.m.



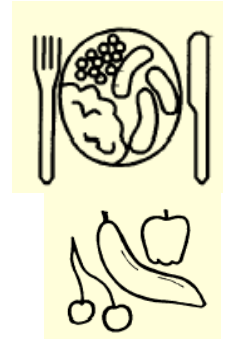
Lunch 11.30 a.m. - 12.30 p.m.



Dinner 5.30 p.m. - 6.30 p.m.

If you are going to hospital to have an operation, you may not be able to have anything to eat on the day; this is called 'Nil by Mouth'.

Each day you will be asked to choose what you would like to eat for the next day. If you need help in doing this, a nurse will read the menu to you and help you choose. During the day there will be lots to drink - like tea or coffee or cold drinks.



If you have any special food because of your religion or because that is what you eat at home, tell a nurse.

11 Getting ready to go home

The doctor and nurses on the ward will tell you when you will be able to go home.

They will give you lots of time so that you can plan going home.

On the day you go home you will go to the Discharge Lounge if you require picking up. If you are not sure where this is, ask a member of staff who will guide you.

You will only be taken home in an ambulance if the doctor says you should be. Otherwise, someone should come and collect you from your ward or the Discharge Lounge.

12 When you leave Frimley Park Hospital

You should give back anything you have borrowed - like books or equipment like a walking stick.

Sometimes if you have had an operation you may need to take the equipment you have been using home with you - like a walking frame or



Walking Frame

crutches. This equipment will need to be taken back to the hospital once you do not need to use it any more.

If a nurse has been looking after anything for you, remember to ask for it back before you leave.

Medicines and tablets

A nurse will give you a form with information on it when you leave. This will be information about any

medication you have been given to take when you get home. You must remember to show this form to the people who support you.

Have a safe journey home.



Author	Val Sharples	Version	4
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