

For more information or if you would like this leaflet in a different format, e.g. in large print, on audiotape or for people with learning disabilities, please contact:

The Patient Advice and Liaison Service (P.A.L.S.)

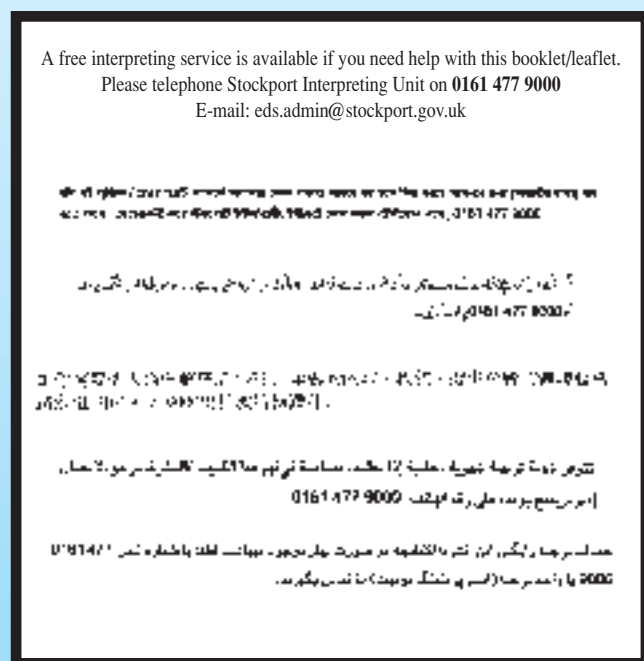
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**STEPPING HILL
HOSPITAL**

Patients' Guide

An Information Booklet

For details of interpreting services, please see back page



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Message from the Chief Executive



On behalf of all the staff, may I take this opportunity of welcoming you to Stepping Hill Hospital. I appreciate that this may be an anxious time for you. I hope that the information contained in this booklet will help make your stay in hospital as comfortable as possible.

This booklet has been compiled to give you information about coming into our hospital. There is also information about services provided for you and your family and friends while you are here. If you have any questions regarding any aspect of your admission to hospital, the doctors and nurses involved in your care will be happy to help you.

You may already know that we are one of the first NHS Foundation Trusts in the country. One of the key changes this brings is the closer involvement of our patients, our staff and the public. You now have the opportunity to become a member of the Stockport NHS Foundation Trust.

For further information about membership please contact Stockport NHS Foundation Trust Membership Office, Room 17, Oak House, Stepping Hill Hospital, Poplar Grove, Stockport SK2 7JE or join online at www.stockport.nhs.uk

Dr C F Burke
Chief Executive

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Before you come into hospital



The following information is to give you some guidance on what you will need to bring into hospital with you. Please remember that storage space for personal items is limited on all the wards, so we would appreciate it if you would bring only necessary items with you.

Personal items (marked with your name, where appropriate)

- Day clothes (you can get dressed during the day if you wish)
- Night wear/slippers
- Dressing gown
- Toilet bag containing soap and shampoo, toothbrush, toothpaste/denture cleaner, flannel and shaving kit if required. Remember it is important not to share toiletries or towels while in hospital.
- Towels
- Things to do - e.g. newspapers, books, etc.

There are no facilities for patients' personal laundry. You will need to make arrangements for this to be done for you by a friend or relative.

Electrical equipment

Any electrical equipment that you may bring with you must be checked by a hospital electrician before use. Please ask the nurse in charge of the ward to arrange this for you.

Hairdryers

Hairdryers are available on most of the wards for your use.

Mobile telephones

Mobile phones are not to be used inside the hospital as these may interfere with fire alarms and some medical equipment.

Medication

If you are taking medicines at home, we will need to know what they are. Please bring all your medicines into hospital with you, together with any lists from your family doctor or any medicine record cards you may have. With your permission these medicines will be used during your stay in hospital.

On discharge, you will be given sufficient supplies of the medicines you need.

On some wards you may be given the choice of keeping and taking your own medicines as you do at home. The staff will explain this to you when you arrive.

Valuables/money

Please do not bring large amounts of money, or valuables, such as jewellery with you. If you do have a large amount of money or some valuables it is advisable to leave them with your relatives. If this is not possible, you should hand them to the ward staff for safekeeping. Your valuables will be locked in the hospital safe and returned to you before your discharge, or on request if you wish. We will give you a receipt.

For security reasons, monies received from patients are not kept on the hospital premises. The hospital is therefore only able to provide a maximum of £150 in cash to patients on discharge. The balance, if any, will be sent to you by cheque.

Unfortunately it is not possible to obtain money at weekends or bank holidays.

The hospital will not take responsibility for valuables not handed in for safekeeping.

How to get to Stepping Hill Hospital

Stepping Hill Hospital is situated two and a half miles south of Stockport town centre in Hazel Grove, just off the A6 and is well-served by public transport.

Public transport

A number of buses run through the hospital grounds to Bramhall, Cheadle Hulme, Offerton and Glossop. Buses to and from Stockport and Manchester call into the hospital site at its Poplar Grove entrance. Through-site buses also run to Hazel Grove station to connect with rail services.

The nearest bus stop on the A6 is at its junction with Dialstone Lane, from where there is a 2 minute walk into the hospital site. Buses to and from Buxton run along the A6, stopping at the Dialstone Lane stop at half-hourly intervals throughout the day. Buses from Macclesfield and Poynton also run **along the A6.**

Rail stations are situated at Woodsmoor (5 minutes walk) and at Hazel Grove where services to and from Stockport and Buxton are frequent.

More details of bus and train services can be obtained by telephoning 0161 228 7811 between 8.00am and 8.00pm 7 days a week or from www.gmppte.com

Car parking

You can park in any of the Pay and Display car parks at the hospital. There are a number of these - please see the site map on page 17. It should be possible to park in a car park that is convenient to your eventual destination within the hospital. There is a charge for parking and you should display a ticket before leaving your car. If you need to park at the hospital frequently for treatment or to visit someone, it may be possible to purchase a short-term parking permit. You should ask staff who are looking after you for more details.

Please do not park on the road as this obstructs emergency vehicles.

Taxi

There is a free direct-line telephone to a local taxi company in the main hospital entrance and in Accident & Emergency and Outpatients Departments A & B. Please ask a member of staff if help is required.

Smoking and health

Stockport NHS Foundation Trust aims to promote health. Smoking is not allowed by patients or visitors anywhere on the hospital site.

If you want to give up smoking or try nicotine replacement (gum or patches) before your hospital stay, talk to your GP, practice nurse or local pharmacist. We are also able to offer you help to stop smoking while you are in hospital. Each ward has a nurse who is trained to give you help/advice needed with giving up. Please ask the staff on the ward and they will ensure the nurse visits you.

When you arrive at hospital

You may have been asked to go directly to the ward. This is signposted from the main reception. Your admission letter will tell you what you should do. If you need help or directions, there are volunteer guides available to assist you. They can be found at the hospital main entrance, in outpatient departments and some other entrances around the hospital. They are there for your benefit and are easily identified, as they wear navy skirt or trousers, a white shirt and navy sweater with the volunteer logo in red. Please do not hesitate to ask for assistance.

All staff wear Stockport NHS Foundation Trust name badges. If you don't know who people are, please ask them to introduce themselves.

At your ward

A member of staff will show you to your bed. You will be introduced to a nurse who will be responsible for organising your care while you are in hospital. You may be asked to change into your night-clothes; this is to make it easier for you to be examined.

You will be asked a number of questions about your health. Some of the questions may seem repetitive, however this information is necessary to help us plan your care while you are in hospital. You will be expected to wear a wristband (identity band) at all times. This ensures staff can identify you correctly and give you the right care.

Confidentiality

All staff have a legal duty to keep information about you confidential and secure.

We use your information to give you the right care and treatment. Your information may also be used to help the NHS for example, to teach healthcare professionals, to prepare statistics or to investigate complaints. Wherever possible measures are taken to prevent you being identified, but if you do not want us to use your information in this way please let the health professional in charge of your care know.

A leaflet explaining the confidentiality of your health records is available on the ward - please ask a member of staff if you would like a copy.

Can I talk to anyone about my illness?

If you want to know anything about your illness or treatment, please ask the doctor or a member of the nursing team who are responsible for your care while in hospital.

Information for your visitors

Visiting times vary from ward to ward so please check with ward staff. There may be times when you need to rest and ward staff may ask your visitors to restrict their visits. There are guidelines for visitors at the ward entrance.

If your visitors have been in contact with any infections, such as colds, 'flu, diarrhoea or vomiting, they should discuss this with the nurse in charge before visiting. It is important that patients and visitors clean their hands, either by washing or using the hand-rub available, when entering or leaving the ward or department. This is to help us fight infections.

If your visitors require refreshments, these are available in the Staff Restaurant, which is open every day for meals and snacks, 8.00a.m. - 5.00p.m. All visitors are welcome to use these facilities.

There are vending machines around the hospital for the purchase of drinks, confectionery, etc. In some parts of the hospital, the WRVS provide shops where sweets and hot and cold drinks can be purchased.

The main WRVS shop is situated in the hospital main entrance where a wide range of items are on sale. There is also a WRVS café in the entrance to the Maternity Unit.

Public toilets are situated around the hospital for visitors. Please ask staff for directions.

Services available for you on the ward

Meals

You will be able to choose your meals from a menu in advance. There are several choices for each meal. Breakfast is a continental type meal of cereal

and rolls. The lunch and dinner menu gives a choice of a hot meal, salad or sandwiches.

Food will be available if you happen to miss a meal.

Special diets are provided for health and religious/cultural reasons. Please let the ward staff know on your arrival if you have any special requirements.

If you are advised to follow a special diet, as part of your treatment, or if you are already following a special diet, you may need to see the hospital dietician. If necessary it may be possible for the dietician to see you and your relatives together.

Do I need to bring in any food or drink?

If you want any fruit juices or cordials, you should bring these in with you. It is best to check with the ward staff about any other food items.

Patientline

Patientline provides TV, radio and telephone services to the bedside at Stepping Hill Hospital. To activate the unit, simply pick up the phone, press the green operator button and give the operator your name and postcode.

This entitles you to:

- 30 minutes free TV as soon as you speak to the operator
- Free TV each morning 8.00am - 9.00am
- Free radio
- 20p to connect to your first phone call
- Free messaging and answer phone service
- Receive incoming calls to your bedside free of charge to you

After these free services, TV is charged at £3.50 for 24 hours rental (£1.70 for patients aged over 60 years and free for children under 16 years). Services can be paid for using a smartcard, available from the yellow vending machines on or near the wards at a cost of £3.50, £5.00 or £10.00. Alternatively you can pay by credit or debit card via the Patientline operator or by contacting one

of the customer service advisors for Patientline based at the hospital.

WRVS

The WRVS also runs a trolley service to the wards every day, selling newspapers, toiletries, stationery, sweets and drinks.

All profits are donated to the hospital and used for the benefit of patients and staff.

Library service

A library service is provided to the wards. If you borrow a book please leave it with the ward staff when you leave hospital.

Chaplains

The hospital recognises that you may have spiritual needs. A team of chaplains is employed by the Trust to visit the wards regularly.

Please ask if you wish to see a chaplain. Arrangements can also be made for someone from your own church or faith to visit you.

The hospital chapel, a multi-faith room, is situated in the Chaplaincy Centre on the main corridor. The chapel is always open for quiet prayer.

There is a service every Sunday at 10.00am and a short service of prayer and reflection at 4.00pm every Tuesday. A Roman Catholic Mass is held at 3.30pm on the first Sunday of every month.

How can I keep in touch?

Mail is delivered to the ward every morning. To ensure that you receive your post promptly, please ask your relatives/friends to put your full name and ward number in the address on the envelope.

It would be appreciated if your family would choose one person to telephone the ward on their behalf to find out how you are and pass the information on.

Help from social services

Social workers

Social workers can help you and your relatives/carers look at different ways of solving practical problems that can arise from your admission to hospital. They have access to a wide range of information and can provide practical help, which you may need. If you want to see a social worker please ask the nursing staff. The social work office in the hospital is open between 8.30am and 5.00pm, Monday to Thursday and until 4.30pm on Friday.

Tel: 0161 419 5880 during office hours
0161 718 2118 outside office hours

Hospital welfare rights officer

If you want to see a welfare rights officer this can be arranged either while you are in hospital or when you return home. To make an appointment please ring 0161 419 5880 or ask the nursing staff on the ward to arrange this for you.

What happens about my pension/benefits while I am in hospital?

A relative or friend may deal with any pension matters on your behalf, providing this is acceptable to you and the appropriate arrangements are made with the Benefits Agency. If you do not have anyone who can do this, the hospital social worker can arrange to help you. Most social security benefits have to be reduced after a period of time in hospital so you should tell the Benefits Agency before you are admitted.

Certificates of sickness, for employment or benefit purposes, will be provided by the ward.

Travel expenses

You may be able to claim your travelling expenses to and from the hospital.

You qualify for financial help if you are:

- receiving income support
- receiving family credit
- already covered by the low income schemes

You will be required to show your bus ticket when claiming your bus fare.

In certain circumstances you may be able to reclaim your car parking fee.

The staff in the General Office, which is situated in the hospital main entrance, will be only too pleased to answer any questions you may have.

P.A.L.S. - Patient Advice and Liaison Service

You are more likely to come into contact with the NHS when you, your family or your friends are unwell or have concerns about your health. Therefore being a patient, relative or carer can be a worrying or confusing time.

Sometimes you will need to turn to someone for on-the-spot help, advice, support and information.

This is where the Patient Advice and Liaison Service (P.A.L.S.) comes in.

P.A.L.S. will help to deal with people's day to day issues and problems. It is hoped that it will be able to solve problems on the spot, quickly and efficiently.

How can I contact the service?

Stockport NHS Foundation Trust

PALS Office, Main Corridor, Stepping Hill Hospital,

Poplar Grove,

Stockport SK2 7JE

Tel: 0161 419 5678 Fax: 0161 419 5414 Minicom: 0161 419 5415

E-mail: admin@pals.stockport.nhs.uk www.stockport.nhs.uk/patientinfo

What if I want to complain?

Although the formal complaints service may still be used, people may choose to speak to the Patient Advice and Liaison Service first, especially where the difficulty can be easily resolved. If this is not possible then the formal complaints service can be used.

Complaints & Litigation Department,

Main Corridor, Stepping Hill Hospital,

Stockport, SK2 7JE.

Telephone: 0161 419 5367 Fax: 0161 419 5161

Access to your medical records

The Data Protection Act 1998 allows you to see the information written in your medical records. Applications should be in writing. If you wish to apply for access, application forms are available from the supervisor at the following address:

Stockport NHS Foundation Trust, Room 7, Site Services,

Stepping Hill Hospital, Poplar Grove, Stockport, SK2 7JE.

Should you wish to see your medical records while you are on the ward you can ask the doctor or nurse responsible for your care. They will discuss them with you at an appropriate time.

Going home

When you are ready to go home, a doctor or your nurse will discuss your discharge arrangements with you.

You will be given:

- a supply of any medicines you need.
- a letter informing you of any referrals for other services or appointments/ tests which have been arranged for you.
- a discharge letter will also be sent to your GP.

If a district nurse is going to visit you at home, this will be arranged through your GP.

Discharge lounge

Before you are discharged your relatives/carers will be asked to bring your clothes into hospital for you. There is a discharge lounge where you may wait for your relatives/carers or the ambulance. Staff in the lounge will give you any help you may need and also provide you with any drinks or meals.

Sign language service

If you wish to take advantage of the sign language interpreting service for enabling deaf and hearing people to communicate, then the RNID can be contacted on:

0161 276 2307 (Voice) 0161 242 2371 (Minicom)

Or write to them at:

RNID Communication Support Unit,

Aerowalks,

5 Adair Street,

Manchester M1 2NQ

League of friends



The League of Friends raises money to provide additional comforts, amenities and services for patients and staff, which cannot normally be provided from hospital resources. Membership is open to all who are interested in helping. If you would like further information, or would like to send a donation, please write to:

The Secretary
League of Friends,
Room 17, Oak House,
Stepping Hill Hospital,
Poplar Grove,
Stockport, SK2 7JE
Tel: 0161 419 5164

Volunteers



If you are interested in being a volunteer, more information can be obtained by contacting:

The Voluntary Services Manager
Tel: 0161 419 5400