

Tell us more – Your comments, compliments and suggestions

When you are discharged from hospital you will be offered the Friends and Family Test survey form asking you ‘**How likely are you to recommend our ward to friends and family if they needed similar care or treatment?**’ We welcome your comments about what was good about your stay and what would have made your experience better. Your feedback is anonymous and is used to help improve the services we provide to all our patients. As well as completing our survey form on the ward, you can also leave feedback about your hospital experience at:



www.facebook.com/enherts



@enherts



www.nhs.uk

If you have questions or need help

The nursing team are here to help you. If you or your relatives/carers have any questions or concerns, please speak to a member of the nursing team.

In addition, the Patient Advice and Liaison Service (PALS) is available to provide advice and support for patients, relatives and carers. They are here to listen to you, help to resolve concerns and queries, and provide general information on NHS services.

The PALS office is situated in the main corridor of the Lister Hospital, next to WH Smith. Patients and visitors can visit the PALS office or, PALS staff can visit patients on the ward. Please ask a member of staff to arrange this or you can contact PALS direct on: 01438 285811 or e-mail: pals.enh-tr@nhs.net (Monday to Friday, 9am - 4pm).

www.enherts-tr.nhs.uk

You can request this information in a different format or another language.

Date of publication: February 2018

Author: Jenny Pennell/Jodie Deards

Reference: ENH00788

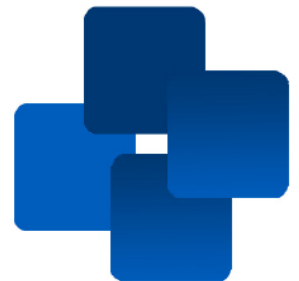
Version: 4 (June 2019)

Review Date: June 2022

© East and North Hertfordshire NHS Trust

Visiting Patients at the Lister Hospital

A short guide for carers,
relatives and friends



Introduction

Carers, relatives and friends are welcome to visit patients on our wards.

Our priority is caring for our patients but we will do our best to be flexible to the needs of carers and visitors. Staff and patient representatives have developed a '**Visitors' Charter**' which sets out what our staff will do for carers and visitors, and what we expect of carers and visitors to our wards. Our Visitors' Charter is displayed outside each ward entrance and on the Trust website.

Ward visiting times

Many of our wards offer open visiting hours; please check the Trust website or call the hospital for details.

Protected mealtimes

Protected mealtimes are in place to ensure that our patients have a dedicated mealtime, free from as many interruptions as possible so they can enjoy their meal in a quiet and relaxed atmosphere. **Please avoid visiting during protected mealtimes unless you wish to help your relative/friend to eat their meal.**

Respect and privacy

To ensure privacy and confidentiality for patients, visitors may be asked to leave the bay or ward for short periods of time while ward rounds or treatments are being carried out. There may be other times when the curtains will have to be closed around the bed space and/or carers and visitors asked to use the communal area of the ward.

Infection control

- ◆ Please wash your hands on arrival and when leaving the ward, and use the alcohol hand foam provided.
- ◆ Do not sit on patients' beds.
- ◆ Ensure that you comply with any infection control instructions from staff.

When visiting a patient in hospital:

- ◆ Please be polite and courteous to staff, other patients and visitors.
- ◆ Ensure that there are **no more than two people** visiting a patient at any one time. This is to make sure that our patients get the rest they need and other patients are not disturbed.
- ◆ Please keep noise levels to a minimum and put your mobile phone on silent. The patient you are visiting may tire easily and other patients on the ward may be resting.
- ◆ Please talk to the nurse in charge if you plan to bring young children to visit. If children visit, supervise them at all times and do not allow them to run around or climb on the beds.

Relatives and carers

- ◆ Please inform staff of any specific needs that the patient has and let staff know if you would like to assist with providing any care (with the patient's permission). If you are assisting in caring for your loved one, please let a member of staff know when you are leaving the ward.
- ◆ Talk to the staff on the ward if you would like to assist your relative or friend at mealtimes. Please support our protected mealtimes.
- ◆ Understand and respect that information cannot be given out unless the patient has given their permission.
- ◆ Arrange for one family member to act as a liaison between the ward staff, family and friends and ensure we have their contact details.

Carers can read our 'Information for Carers' leaflet or visit the Trust website for further information regarding the support available to them.