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WELCOME

To Scarborough and North East Yorkshire Healthcare NHS Trust.

This document gives you information about the hospital, your stay, the services we provide and arrangements for going home. We hope it will answer many of your questions and help you to settle more easily into the ward. There may be other leaflets on the ward about your illness, condition or treatment.

If you have any queries or concerns at any time about your treatment or care, please do ask the nurses or doctors looking after you.

The Scarborough and North East Yorkshire Healthcare NHS Trust is an Acute Hospital Trust serving the communities of Scarborough, Whitby, Ryedale and Bridlington. The Trust provides a wide range of general and specialist services. The Trust also provides teaching opportunities for student doctors and nurses.

There are two hospital sites:
Scarborough Hospital, and Bridlington and District Hospital.

Hospital Addresses:

Scarborough Hospital
Woodlands Drive
Scarborough
North Yorkshire
YO12 6QL

Telephone 01723 368111

Bridlington and District Hospital
Bessingby Road
Bridlington
East Yorkshire
YO16 4QP

Telephone 01262 606666

WARDS

Ward Name	Location	Specialty	Telephone number
Acute Assessment Unit	Scarborough	Medical Assessment Patients	01723 342324
Ann Wright Ward	Scarborough	Elderly Rehabilitation Patients	01723 342006
Ash Ward	Scarborough	Acute, Urology, & Vascular Surgical Patients	01723 385221
Avenue Ward	Bridlington	Maternity Services	01262 423140
Beech Ward	Scarborough	Acute, Bowel & Vascular Surgical Patients	01723 342136
Cardiac Monitoring Unit	Bridlington	Cardiac and Critical Care Patients	01262 423131
Cherry Ward	Scarborough	Orthopaedic Patients	01723 342105
Chestnut Ward	Scarborough	Elective Orthopaedic Patients	01723 342104
Coronary Care Unit	Scarborough	Cardiac Patients	01723 342332
Duke of Kent Ward	Scarborough	Paediatric Patients	01723 342336
Graham Ward	Scarborough	Male Medical Patients	01723 342331
Haldane Ward	Scarborough	Female Medical Patients	01723 342207
Hawthorn Ward	Scarborough	Maternity Services	01723 342101
Holly Ward	Scarborough	Acute General Medical Patients	01723 385198
ICU	Scarborough	Intensive Care Unit	01723 342141
Johnson Ward	Bridlington	Rehabilitation Patients	01262 423106
Kent Ward	Bridlington	Acute General Medical Patients	01262 423110
Lloyd Ward	Bridlington	Day Case and Short Stay Surgical Patients	01262 423134
Oak Ward	Scarborough	Acute, Gynaecology, Vascular & Urology Patients	01723 342102
Private Patient Unit	Scarborough	Private Patients	01723 385148
Short Stay Unit	Scarborough	Medical Assessment Patients	01723 385117
Stroke Unit	Scarborough	Stroke Patients	01723 342373
Thornton Ward	Bridlington	Acute General Medical Patients	01262 423129
Willow Ward	Scarborough	Day Case Patients	01723 385216

VISITING TIMES

	Afternoon Hours	Evening Hours
Acute Assessment Unit	2.30 pm-4 pm	6.30 pm – 8.30 pm
Ann Wright Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Ash / Willow Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Avenue Ward	Partners only – open visiting	
Beech Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Cardiac Monitoring Unit	2.30 pm-4pm	6.30 pm – 8.30 pm
Cherry Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Chestnut Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Coronary Care Unit	3 pm-5 pm	7 pm -9 pm
Delivery Suite	Partners only – open visiting	
Duke of Kent Ward	2.00 pm-4.30 pm Parents only – open visiting	6 pm – 7.30 pm
Graham Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Haldane Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Hawthorn Ward	3.30 pm-7.30pm	
Holly Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
ICU	Open visiting	
Johnson Ward	Open visiting	
Kent Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Lloyd Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Oak Ward	2.30 pm-4pm	6.30 pm – 8.30 pm
Private Patients Unit	Open visiting	
SCBU	Open visiting for parents Everyone else 2.30 pm-4pm 6.30 pm – 8.30 pm	
Stroke Unit	2.30 pm-4pm	6.30 pm – 8.30 pm
Thornton Ward	2.30 pm-4pm	6.30 pm – 8.30 pm

ADMISSION

Arrival on the Ward

When you arrive on your ward you will be welcomed and shown to your bed if it is ready, or asked to wait in the day room. The nursing and medical staff will talk to you about your individual needs. We will ask you to wear a plastic identity bracelet at all times. All staff should wear identification badges.

We will ask you to give details about yourself, including a 24 hour contact name, address and telephone number of the person you would like us to contact in an emergency – eg. Your wife, husband or partner; or a friend or relative.

There is a bedside cabinet for your day – to – day needs and personal belongings. Please hand valuables to one of the nursing team for safekeeping as the bedside cabinet cannot be locked. You will be given a receipt.

**The Trust does not accept responsibility
for any loss or damage to personal
property that is not handed in to staff for
safe keeping.**

We may need to transfer you to another part of the ward, to a different ward or to another hospital site, at some time during your stay – particularly if you were admitted as an emergency. If this is necessary the nursing staff will explain the reasons to you.

Enquiries about your progress

It is very helpful if you appoint just one member of your family to make enquiries to staff about the progress of a patient – they can then pass on the information to others.

What you need with you in hospital

If you have come into hospital for a planned operation or treatment, you will have been told beforehand about what to bring. If you have come as an emergency, these are the items you are likely to need. The Trust can provide nightwear, slippers and towels until you can arrange for someone to bring your own for you.

Nightclothes (2 sets)	Towels
Dressing gown	Tissues or handkerchiefs
Slippers	Loose change for newspapers etc
Toiletries (including shaving kit / denture kit if needed)	Walking aid if needed
Glasses (if used)	Underwear / day clothes
Books / magazines etc.	Refreshments eg squash, fruit juice (please check with members of nursing staff what you are allowed)

We do not have the facilities to launder your clothes. Please ask your relatives to make arrangements for this.

Please DO NOT bring the following with you, or please have them taken home:

- Radio
- Mobile phone
- Television
- Money and valuables eg jewellery, credit cards
- Alcohol
- Cigarettes, tobacco, cigars etc.
- Substances of misuse

Alcohol is not allowed at any time

Smoking is not permitted in any of the Trust Buildings or anywhere on Trust Premises

Medicines

So that we can prescribe your medication while you are in hospital, we need to know what medicines you normally take. Please bring with you all the medicines in their original containers, and a list of the medicines. If you have a special card which gives details of current treatment eg a steroid card, please bring this with you also. This will help your doctor to prescribe medicines for you whilst you are in hospital. The pharmacist will also be interested to see your medicines.

Whilst you are in hospital please do not take medicines which the hospital staff have not prescribed for you.

Social Services, Benefits and Pensions

If you are receiving any benefits or pension, please ask a relative or friend to deal with it during your stay in hospital. If this is not possible, bring your pension book with you and give it to your nurse for safekeeping.

In some cases benefits and pensions may be reduced whilst you are in hospital. If you are in any doubt, please contact the Ward Sister.

Interpreter services

If your first language is not English and you need an interpreter to help you speak to doctors and nurses, ask a relative or friend to tell the nurses as soon as possible. (Your GP may already have told us that you need an interpreter.) The nurse in charge of your ward will do their best to make arrangements to provide an interpreter service.

Staff and your treatment

All our staff are required to wear official Scarborough and North East Yorkshire or Scarborough, Whitby and Ryedale PCT identity badges with their photograph and title. If you are not sure who someone is or what they do, please do not be afraid to ask.

Doctors

There will be many people involved in your care whilst you are in hospital. You will be under the care of a senior doctor, called a Consultant. Your Consultant is in charge of a team of doctors with differing levels of experience.

The doctors in your Consultant's team will work together to look after you. One or more of the doctors will visit you regularly. Please ask if you want to speak to your Consultant about your treatment.

Nurses

Your nursing care will be the responsibility of a team of qualified nurses, under the supervision of a Senior Sister or Charge Nurse. Nurses work in shifts, covering the ward 24 hours a day. Shifts change in the early morning, in the early – mid afternoon and in the late evening. At each shift change the nurses who are going off duty tell the nurses who are coming on duty about each of the patients on the ward and how they are.

Other staff

You will also meet other staff who do different things, such as:

- Physiotherapists
- Radiographers
- Occupational therapists
- Porters
- Catering staff
- Domestic staff

Matrons

One of the most important functions of a Matron is to ensure that patient care and treatment is always of a high standard. They cover several wards and are available if you have any queries or difficulties that other ward staff cannot resolve. Please ask to see the Matron if there is anything you wish to discuss about any aspect of your care.

Recognising the uniformed nursing staff

Female staff may wear either a tunic and trousers or a dress.

- Matron – navy blue dress / tunic with red trim
- Senior Sister / Charge Nurse - navy blue dress / tunic
- Sister - white dress / tunic with navy blue epaulettes
- Specialist nurses - white dress / tunic with red epaulettes
- Registered nurse - white dress / tunic with royal blue epaulettes
- Midwives – royal blue dress / tunic
- Health care assistants - white dress / tunic with purple epaulettes
- Trainee healthcare assistants - white dress / tunic with purple and white striped epaulettes
- Student nurses - white dresses / tunic with green collars
- Ward Housekeeper - Lilac Tunic
- Cadet Nurses - orange epaulettes

Students

Medical, nursing and therapy students are often involved in the care of patients under the supervision of trained staff. We will ask you if students can be involved in your care. This would be beneficial to students and we would appreciate your allowing their involvement in your care. However, if you do not wish to be seen by a student, please let your nurse or doctor know. Please be assured that your care and treatment will not be affected by your decision.

Decisions about your treatment and care will always be made by trained staff, not by students.

Consent to treatment

Your doctor, nurse or other health professional will explain to you what your treatment will involve. If your treatment involves an operation or certain other procedures, you will be asked to sign a consent form. If you change your mind later, you are entitled to withdraw consent; even after signing.

The important thing to remember is that it is your decision. It is up to you to choose whether or not you consent to what is being proposed. Ask as many questions as you like, and remember to tell the healthcare team about anything that concerns you; or about any medication, allergies or past history which might affect your general health.

LIFE ON THE WARD

Daily Routine

There is a busy daily ward routine. You may find that you are woken earlier than you are used to at home. The hospital day involves patients receiving medication or needing their blood pressure or temperature to be taken, often early in the morning. When it comes to settling down at night it is likely to be earlier than at home, as many patients feel tired at the end of the day and want to settle early. The main lights will be switched off, but there is a reading lamp next to your bed.

Infection control and the hand hygiene campaign.

The cleanliness of our hospitals is extremely important to us, as is good hand hygiene practices.

Hand hygiene is part of a Trust-wide commitment to improve infection control. Healthcare workers can clean their hands by using soap and water or by using a hand rub, which can be found at most bedsides. You are encouraged to ask all healthcare workers to clean their hands before touching you or carrying out any care.

If you have seen anything that concerns you, please inform a member of the ward staff. This is valuable information which will enable us to improve our services.

Safe moving and handling

You may experience some difficulty in moving yourself about because of your surgery or illness. However, lifting and handling patients as part of their treatment or care has resulted in many staff being injured. New legislation, and our professional guidance, now means that all hospital staff must avoid physically lifting and moving patients as much as possible.

Your own immobility can also lead to other health problems such as chest infections or pressure sores, which may increase the length of time you are in hospital.

We will therefore encourage you to improve and maintain your independence by helping you do as much as you can yourself. If you do need further help to move, we will use special equipment that makes moving safer, easier and less uncomfortable both for you and for staff. We will explain how the equipment works and any actions you need to carry out.

We will regularly assess your ability to move and make a plan with you, to help you move safely. Please feel free to ask questions or let us know of any worries you have.

Meals

You will normally receive three meals a day. Drinks are served at meal times and at other times during the day. A hot drink is available during the late evening. Snacks are available if you miss a meal for any reason.

You will be able to choose from a selection of meals on offer, including a vegetarian option. Please let staff know as soon as possible if you require this. Special diets can be catered for on request eg Kosher, Vegan, Gluten Free. Your doctor or dietitian may arrange for you to have a special diet during your stay.

If you are having an operation or special test you may not be allowed to eat or drink for several hours before hand or you may require a special diet. The nursing staff will explain any restrictions to you.

Please check with nursing staff before you eat any food or drink that has been brought in, or purchased in the hospital for you. We are unable to microwave or reheat food for patients due to Food Health Regulations.

Patients with hearing difficulties

If you wear a hearing aid or have hearing difficulties, please tell the nurses and doctors looking after you, and how best they should communicate with you.

If you use a digital hearing aid please look after it carefully, as they are easy to lose, and the Trust does not accept any responsibility for their loss or damage.

Visiting

We welcome your visitors during the hours shown on page 4. Visiting times are also displayed at the ward entrance. If you move wards, please check the times as they may be different. Flexible times can be arranged if there is some difficulty. Please speak to your nurse.

Up to two visitors only are allowed at each bedside at any time. In most areas children under the age of 12 may visit at the discretion of the nurse in charge and must be strictly supervised by a parent or guardian, please ask your nurse.

Patients sometimes feel that they are getting too many visitors. If this is a problem for you, then please speak to your nurse.

If someone has a cold, cough, stomach upset or condition that may be infectious, please ask them **not** to visit.

If a relative or friend, with your agreement, wants to speak to a doctor about your care or treatment, please ask your nurse to arrange an appointment. If an interpreter is needed, please tell your nurse.

Cards

We ask that you do not stick any cards onto the walls as this damages the paintwork.

Flowers

Because space is limited and to reduce infection, we would prefer that flowers are delivered to your home address ready for you to enjoy following your discharge. Please ask ward staff for advice.

Post

Post is delivered daily to the ward. Please ask your relatives and friends to clearly write your full name and ward on the envelope.

Outgoing mail, appropriately stamped may be given to ward staff. There are daily Royal Mail collections from both hospitals.

Expected Standards of Behaviour on Trust Property

In some Trusts the threat of violence or intimidation by patients and visitors is so serious that it has proven necessary as a last resort to withhold treatment from some patients.

The following are examples of behaviours that are not acceptable on Trust premises:

- Excessive noise, eg loud or intrusive conversation or shouting
- Threatening or abusive language involving excessive swearing or offensive remarks
- Derogatory racial or sexual remarks
- Malicious allegations relating to members of staff, other patients or visitors
- Offensive sexual gestures or behaviours
- Abusing alcohol or drugs in hospital.

- Drug dealing
- Willful damage to Trust property
- Theft
- Threats or threatening behaviour

Violence

The Trust has a zero tolerance policy in place which is intended to ensure that the need to protect staff is properly balanced against the need to provide healthcare to individuals.

Fire procedure for patients and visitors

All staff are trained in fire and evacuation procedures. In the unlikely event of a fire, nursing staff will take control of the situation and co-ordinate any necessary action, patients and their visitors are requested to follow instructions given to them by staff in the event of any emergency.

The fire alarms are routinely tested at Scarborough Hospital on Tuesday morning and at Bridlington Hospital on Tuesday lunchtime.

Personal needs

Privacy

Our aim is to ensure that your right to privacy and dignity is respected. If you feel it is not, please do not hesitate to speak to a member of staff.

On arrival, staff should ask you how you wish to be called. They will do their best to respect your wishes.

Wherever possible, male and female patients will be in single-sex rooms or single-sex bays within ward areas. Where this is not physically possible, for example in specialist areas, appropriate screens or curtains will be provided to enhance your privacy. All wards and other areas have separate toilet and washing facilities for male and female patients.

Spiritual, religious and cultural needs

Whilst in hospital your spiritual, religious and cultural beliefs will be respected. Staff will do their best to respect your wishes.

Members of the Chaplaincy Team regularly visit the wards and Chaplains are on call day and night. The chaplains are assisted by volunteers, and they are here to care for the spiritual, as well as the religious and cultural needs of all faiths, and no faith. If you would like a Chaplain to visit please inform the ward administrator

or any member of the nursing staff. Your own priest, minister or a religious leader of your own faith may be contacted if you wish.

There are chapels at both Bridlington and Scarborough Hospitals. Please ask staff if you would like to know where they are.

Information about the Chaplaincy Team and times of services is available on the wards.

Pressure Ulcers

Pressure ulcers, formerly known as bed sores, may be a problem during your stay in hospital. The risk is increased when you are:

- Underweight
- Overweight
- Limited in your mobility or inactive.
- Older in age
- Not eating well
- Have an infection
- Incontinent
- Have poor circulation and
- Generally unwell.

Please help us to help you by:

- If possible, change your position regularly (at least hourly), and make sure you lift your buttocks and heels.
- If you can't change your own position and feel like areas are "numb", please ask the staff to help you to change your position.
- If you feel "sore" to any areas of your body ask a Nurse to check the area for any redness, as this can be the first sign of a pressure ulcer.
- When sitting out of bed, make sure you regularly lift up out of the chair as well as lifting your heels from the floor.

For any further information, please speak to any member of the Nursing Staff.

Prevention of blood clots in your legs (Deep Vein Thrombosis)

Developing blood clots in your legs is a substantial risk for anyone having an operation, or with limited mobility for any reason. Blood clots in the legs may not be dangerous in themselves, however if the clots become loose and are carried to the lungs (Pulmonary Emboli) they can be dangerous. The chance of you developing blood clots in your legs depends on your age, your operation, your general health, your mobility and certain other factors. All patients are encouraged to help themselves prevent clots by; drinking plenty of fluids (unless restrictions are in place for medical reasons), regularly exercising calf muscles by either walking or by doing ankle exercises whilst in bed or sitting in a chair.

If you are thought to be at risk several measures can be taken, these include special stockings for you to wear and small injections to help prevent the clots forming.

If while you are in hospital you feel that one or both legs has become suddenly swollen or painful you should inform the staff immediately.

Other hospital facilities

Car parking and public transport

The main visitors' car parks are within the Hospital grounds. Sign posts will direct you, however please note that there are limited parking spaces at both hospitals. It is often difficult to find a space quickly.

There is a 'Pay and Display' system in operation at both Hospitals.

Patients, visitors and staff are not allowed to park in designated disabled spaces unless displaying a Blue Badge.

If you receive Income Support, you may be able to reclaim your travel and parking fees. Please enquire at the General Office. This is located in the main reception area at Bridlington Hospital and on the ground floor corridor of North Wing at Scarborough Hospital.

Dining Rooms and Shops

There are dining rooms available at both hospitals. These are available to visitors, patients and staff. If you are on a special diet, you should seek advice from your nurse or doctor before using the dining room.

For opening times please ask the ward staff.

The WRVS (Women's Royal Volunteer Service) provide modern self service shops and a trolley service to the wards at both hospitals.

Opening times for the shops are:

Bridlington	Monday – Friday	9 am – 5 pm
	Saturday / Sunday	1 pm – 5 pm
Scarborough	Monday – Friday	8.30 am – 5.30 pm
	Saturday / Sunday	1 pm – 4 pm

Television and Radio

For the comfort of all patients and staff, personal radios and televisions cannot be used in the hospitals. Radio channels and television sound can be accessed via

earphones available at most bedsides and shared televisions are available in most ward areas. Please speak to staff if you need help.

Telephones / Mobile phones

It is strictly forbidden to use mobile phones in ward areas or outpatient department areas. Their frequency can interfere with essential hospital equipment such as heart monitors. Please make sure that your mobile phone is switched off and remember to inform your visitors.

Pay-phones are provided in most ward areas. There are further public telephones located around the hospital.

Information about you and how we use it.

For care and treatment purposes, information about you, your medical treatment and family background may be recorded, either on paper, or computer. The information forms part of your Health Record and will be kept in case we need to see you again, your information may be used for:

- Providing you with health care services such as diagnosis, investigation and treatment
- Looking after the health of the general public
- Managing and planning the work of the hospital and the NHS
- Training and educating staff
- Medical or health services research
- Assuring and improving the quality of care and treatment

We may need to share information about you with other people involved in your care, such as your GP, dentist, health visitor, community nurse or social worker.

Information may be used for Research Projects which have been approved by the Local Research Ethics Committee. We will ask for your consent if we need to use information which clearly identifies you. For instance, some research studies identify people so that information from the research can contribute to their future care.

Sometimes we are required to pass on information by law, for example to notify a birth, or to assist the police with the prevention and detection of serious crime.

Some information is collected by central services such as the NHS-Wide Clearing Service, the Strategic Health Authorities and the Department of Health, This is to manage and plan for the NHS. The NHS Information Authority strictly controls further use of this information; the information collected is not used to make any decisions about the treatment or care that you receive from your hospital or GP.

If you have any questions about how information about you might be used, please speak to one of the nurses or doctors looking after you.

The Trust is committed to data protection and we take care to ensure that confidential information about you is looked after properly. If we need to use or pass on information about you, personal details are removed wherever possible.

The Trust and its staff have a responsibility to comply with current legislation, NHS and other guidance, and professional codes of conduct. All the staff working at the Trust have a duty to keep information about you confidential.

Access to health records

If you would like to look at your Health Records please speak to a member of your nursing team who will advise you and make any necessary arrangements.

If you would like to see your Health Records after you leave hospital please write to -

Accessing Officer
Medical Records Department
Scarborough Hospital
Woodlands Drive
Scarborough
YO12 6QL

They will advise you of the procedure, your rights, and any charges that may be incurred.

Leaving Hospital

Plans for your discharge will be discussed and agreed with you. If you think there may be any difficulties with your discharge, please tell the nurse in charge of your care. Please make sure that you have arranged for someone to take you home. In order to ensure patients receive the right care in the right place, you may need to be transferred to one of our other hospital sites. The reasons and the procedure will be fully explained to you.

PLEASE NOTE - If you were admitted to hospital in an ambulance, it does not necessarily mean you will be taken home in one. This will depend on an assessment, as there are very strict criteria for the use of NHS transport.

Basically, eligible patients fall into three broad categories:

- those who are not sufficiently mobile and/or medically fit to use public transport or
- those who are not sufficiently mobile and/or medically fit and do not have access to an alternative means of traveling to and from the hospital or
- Patients who have been advised that due to their medical condition, they should not travel on public transport

When the doctor or nursing staff say you can go home there may be a short delay whilst final arrangements are made. Once the doctor has decided which medicines you will need to take home, the pharmacist will approve your prescription. You will be given an explanation of the dosage and how and when you should take the medicines. Please ask if there is anything you are unsure about.

Before you leave hospital

During your stay the staff may place a small plastic tube (a cannula) in a vein, often in your arm. This may be attached to a drip or used to give you drugs. Please make sure your nurse removes this tube before you leave hospital.

Members of staff will discuss and agree with you any arrangements that have been made with Community Nursing or Social Services. Please let us know if there is anything that you do not understand.

Also please ensure you have:

- Obtained a Medical Certificate (sick note) from the nursing staff if you need one
- Handed back all hospital property, e.g. books, appliances
- Have your front door key, or someone is waiting for you at home, or is taking you home
- Collected anything you left with the staff for safekeeping.

Discharge Lounge

When you are waiting for transport home, or for transfer to another site, you will be moved to wait in the Discharge Lounge. Ambulance personnel will collect you from here and car parking is available for family or friends if they are picking you up.

The accommodation in the Discharge Lounge has:

- Nursing staff to care for you
- A variety of easy chairs
- A TV
- A selection of books and magazines
- Hot and cold meals and drinks

Toilet facilities are available, and assistance is provided if required.

This provides a comfortable environment for patients waiting for discharge.

Residential or Nursing Home (Care Home)

It may be necessary for you to move to a Care Home rather than return to your own home, this will be discussed with you and your family.

You and your family will be asked and helped to find a suitable care home that meets your needs.

You may have a preference for one home rather than another. You cannot wait in hospital for a vacancy in your preferred home to become available.

Should your choice not be available we will help you find a suitable alternative to hospital until your preferred option becomes available. This may be a temporary placement in another care home.

Comments compliments and complaints

If you are pleased with the care you have received, or have any suggestions about how we can improve our services, please let us know. We welcome your comments. Listening and responding to your views is an important way of ensuring that our services meet your needs.

If you are unhappy about any aspect of your care or treatment, please talk to the member of staff caring for you, who may be able to solve the problem straight away. If you would prefer to talk to somebody not directly involved in your care you may also contact the Patient Advice and Liaison Service (PALS). Details of how to contact PALS are given in the next section.

If you wish to put a complaint in writing, please address your letter to:

Chief Executive
Scarborough Hospital
Woodlands Drive
Scarborough
YO12 6QL

A leaflet giving information about the complaints procedure is available on all wards.

Patient Advice and Liaison Service (PALS)

The service aims to:

- Help with any concerns you may have about the care provided
- On-the-spot help, advice and support
- Listen to your concerns, suggestions or queries in confidence
- Guide you through the different services in the Trust

If you have any concerns or issues that you have not been able to resolve with the help of the ward staff, PALS staff may be able to help. A member of staff will be happy to contact them on your behalf. Please do not be afraid to ask. If you prefer to, you may call directly on the number below.

Contact PALS Monday to Friday by:

- calling at Main Reception of either Bridlington or Scarborough Hospital
- or ring 01723 343434
- or use the PALS telephones located on each floor of Scarborough Hospital
- or email PALS@acute.sney.nhs.uk



Patient and Public Involvement Forum for Scarborough and N E Yorkshire Hospitals

What are Patient and Public Involvement (PPI) Forums?

PPI Forums are made up of groups of volunteers in your local community who are enthusiastic about helping patients and members of the public influence the way that local healthcare is organized and delivered.

PPI Forums can do the following:

Contact local communities and members of the public to find out their views on local healthcare and present these views to the NHS Trust they work with. They talk to patients in Hospitals to find out their views. To do this the local Forum visit Scarborough and Bridlington Hospitals. By law, all trusts must listen to the PPI Forum and provide a response.

Is there a PPI Forum in my area?

There are over 570 PPI Forums across the whole of England. Each PPI Forum is independent and works with one of your local NHS Trusts. This may be a Primary Care Trust, which manages your local doctors' surgeries, NHS dentists, opticians and pharmacists, or an Acute Trust, which manages your acute hospitals. There are also forums for Mental Health Trusts and Ambulance Trusts. We are always looking for volunteers to join us.

How do I contact my local Forum?

The Patient and Public Involvement Forum for Scarborough and NE Yorkshire Hospitals.

39 Aberdeen Walk, Scarborough, YO11 1BD

Phone: 01723 379058

Fax: 01723 341 711

E-mail: ppifso@scarboro.plus.com

Website: www.cppih.org.uk