

Hospital Inpatient Admission

This leaflet explains about what you need to do when preparing to come into hospital and what happens when you arrive.

There are occasions when the emergency demand placed on the hospital may increase without warning. This may produce a situation where the bed booked for your arranged admission may not be available. Please be assured that every effort will be made to communicate directly with you should such a situation arise.

Preparing for coming into hospital: -

Ambulance Transport

To qualify for ambulance transport, you need to fall into one or both of the groups below: -

- Where your medical condition is such that you require the skills or support of Patient Transport Services staff during/after the journey and/or where it would be detrimental to your condition or recovery if you were to travel by other means.
- Where your medical condition impacts on your mobility to such an extent that you would be unable to access health care and/or it would be detrimental to your condition or recovery to travel by other means.

If you meet these criteria for ambulance transport, please contact: the Scottish Ambulance Service on: 0300 123 1236.

Interpreting and Translating

Professional interpreting and translating services are available. Please let staff know what your requirements are, either before you come to hospital, or when you are in hospital.

Travel Expenses

In certain circumstances you may be entitled to help with travel costs. You will need to provide evidence of your entitlement to financial assistance, together with proof of travel expenses e.g. tickets and receipts. The completed form should be taken to the Cashier Office, which is located on the ground floor near main hospital entrance.

Pensions and Benefits

Whilst you are in hospital your pension / benefit(s) may be affected. Please go to www.gov.uk to contact the Department for Work and Pensions. Or you can contact the Council's Financial Inclusion & Welfare Support Team on 030 33 33 3008 or see our representative in the hospital on Thursday mornings (9am – 2pm). For directions please ask at the reception desk in the main atrium.

What do you need to bring to hospital?

- Any documentation about your admission to hospital.
- Any patient information leaflets you have been given.
- **All your medication** including inhalers, creams, eye drops and any medicines bought from a pharmacy, shop or health food shop including herbal remedies. You should expect these to be used as part of your treatment during your hospital stay.
- Comfortable day clothes and night wear
- Well fitting shoes or slippers
- Glasses / hearing aid(s) (if required)
- Wash bag and toiletries e.g. towel, facecloth, soap, toothpaste and brush
- Any mobility aid(s) (if required)
- A small amount of money for papers
- Name and contact number of a family member or close friend who we can contact for you if necessary
- Your Anticipatory Care Plan (if you have one)

We ask you not to bring into hospital

- Large amounts of money
- Jewellery, valuables or credit cards

You only have a small locker and wardrobe beside your bed. These lockers are not secure, so any valuables that you want to keep in hospital should be given to a member of nursing staff who will ensure that they are sent to the safe in the cashier office. A receipt will be given to you.

The hospital will not accept responsibility for any jewellery or money items not given to the staff for safe custody, but retained in your possession or on your bedside locker.

On Admission

A nurse will complete all admission documentation with you. This admission process will involve: -

- Taking some personal details
- Taking a brief medical history
- Documenting any medication you may take and any allergies you have
- Checking your pulse, blood pressure and temperature
- Asking you for a urine sample

We will ask you for the name and phone number of a family member or close friend who we can contact for you if necessary. Please bring these details with you.

Please ask the nurse any questions or discuss any concerns you may have.

Will you stay in the same ward?

Sometimes patients are moved to different wards during their stay in hospital. However if you are moved you will continue to be looked after by the consultant who is in charge of your care.

Your care may begin but might not end within DGRI; you may be transferred to one of the community/cottage hospitals within Dumfries & Galloway where your treatment will be continued.

Every effort will be made to ensure that if a transfer to a community/cottage hospital is necessary that this is to be a hospital as close to your own home as possible.

Visiting / Visiting Times

NHS Dumfries and Galloway has no restriction to visiting. This means that you are welcome to visit at any time, depending upon the clinical care needs or condition of the person. If you need any advice or support please speak to a member of staff.

Children must be accompanied by an adult and must remain in the patient's room and beside the bed of the patient they are visiting.

Chaperone Policy

Patients are entitled to have a chaperone present for any consultation, examination or procedure where they feel one is required. The chaperone may be a member of staff, a family member or friend.

Wherever possible we would ask you to make this request at the time of booking your appointment so that arrangements can be made and your appointment is not delayed in any way.

Your healthcare professional may also require a chaperone to be present for certain consultations, in accordance with our Chaperone Policy.

If you would like to see a copy of our Chaperone Policy, please ask the nurse in charge.

Infection Control

In order to identify and prevent spread of common micro organisms ('bugs'), staff may ask some questions about your previous hospital admissions. They may ask for your permission to take some swabs to send to the microbiology laboratory. These help us to identify and treat infections as effectively as possible.

We are doing our best to reduce the spread of Healthcare Associated Infection and you can help us with this. Infection can be spread from one person to another by hand contact, so cleaning your hands thoroughly is one of the best ways to prevent spread. Hand gel is provided at ward entrances for staff, patients and visitors.

Further information is available from www.nhsdg.scot.nhs.uk

Smoking

All NHS buildings and grounds in Dumfries & Galloway are Smoke-free. Smoking is not permitted anywhere within the site boundary.

The Quit Your Way Service offers smokers throughout Dumfries and Galloway advice in planning your hospital visit if you smoke, or help with stopping smoking. For more information please call **0845 602 6861** or email dg.quityourway@nhs.net

Mobile Phones

Of the possible four network providers only Vodafone and EE have contracted with NHS Dumfries and Galloway.

Mobile devices (mobile phones, tablets, etc) can only be used in areas where it is safe to do so. These areas will be clearly signposted to let you know that it is ok to use your mobile device.

However, there are some areas where use of a mobile device may be restricted due to the potential risk of interfering with the operation of certain medical equipment. These areas are also clearly identified. Please completely switch off your mobile device before entering a restricted area. Note that a mobile device in 'Silent' mode is **not switched off**.

You can also ask a member of staff if you are unsure about where you may safely use your mobile device.

Please show some consideration to other patients when using your mobile device.

To protect all patients' privacy, the camera on any mobile device must not be used to take photographs in any part of the hospital.

Recording devices should only be used with the agreement of all parties concerned.

Your cooperation in observing the above guidelines is appreciated

WiFi

There is extensive WIFI coverage throughout the hospital.
Password is **Publicaccess**

You can use WhatsApp or Messenger to make a phone call.

Making Preparations for your Return Home

Our aim is to issue an Estimated Discharge Date (EDD) within the first few days of admission. This is a provisional date of when you are expected to be medically and physically fit to be discharged and allows staff to work with you to make future plans. The date may change depending on the treatment and care you require, staff will keep you up to date on any changes.

We will do everything we can so you can leave hospital as soon as you no longer need our care.

Most patients go back home and recover well without any further support.

If you need community support services or equipment, this will be arranged before your discharge as appropriate for your discharge. The Patient Flow Co-ordinator may be involved in organising this.

Before you are discharged the team caring for you will make an assessment on your ongoing care needs. We will discuss this with you and choose the most appropriate environment for the next stage of your ongoing care.

You may need social care support after discharge and the team caring for you will assess your needs and make recommendations based on your eligibility.

Whenever possible we will try to discharge you by lunchtime, although this may not always be possible. You will be involved in the planning of your discharge, together with a relative, carer or friend if appropriate.

Here is a checklist to help you plan your discharge

- **Transport** - you will need to arrange your own transport home. Hospital transport is only for people who meet specific eligibility criteria. Further information available from www.scottishambulance.com
- **Medication** – Please ensure that you have enough repeat medicines for when you get home and if possible buy a supply of your usual painkillers e.g. paracetamol. Pharmacy will only supply new items at discharge, not your repeat medicines; this will help speed up your discharge.
- **Access** - make sure you have keys or access to your accommodation
- **Food** – make sure you have food in the house
- **Heating** – have the heating put on if needed

Comment, concern, compliment or complaint?

Your feedback helps us to better understand what we are doing well and where we can improve. There are lots of ways that you can share your views with us including:

- Speaking directly to a member of staff in the team the feedback relates to.
- Via the independent organisation Care Opinion through their website at www.careopinion.co.uk or by completing one of their leaflets (available from staff or Patient Services)
- Contact the Patient Experience and Safety Team on 01387 241690 or by email:dumf-uhb.acutecomplaints@nhs.net

If you wish to progress a complaint or would like more information about our Complaints Handling Procedure, please contact Patient Services who can assist you.

Support

If you need help giving us your feedback, you can access free, independent and confidential advice and support from the Patient Advice and Support Service who are part of the Citizens Advice Bureau:

Dumfries and Galloway Citizens Advice Service, 81-85 Irish Street, Dumfries. DG1 2PQ
Telephone: 0300 303 4321 Email:info@dagcas.org Website: www.dagcas.org

This leaflet is also available on request in other formats by phoning 01387 272711.