



Welcome to Ealing Hospital

Ealing Hospital **NHS**
NHS Trust



Easier to read version



When you come into hospital remember the following...
Label your personal items with your name



Don't bring too much money or items that are valuable – as we cannot be responsible if they are lost or damaged



You might want to bring a small amount of money for newspapers or items in the shops or on the mobile trolley that comes to the ward 3 - 4 times per week



We have a number of cafes and restaurants in the hospital that sell food and drinks



We ask that you do not smoke in the hospital or on the hospital grounds

This information has been developed as part of the Treat Me Right! project.

This leaflet has been produced in partnership with:



In special circumstances we may be able to put some items in the hospital safe – please speak to the ward sister about this



We don't provide a laundry service – please arrange for someone to bring you fresh clothing



If you have any medicines that you normally take, please bring them with you in the boxes or containers they were given in



This might include tablets, liquid medicine, creams, herbal remedies or anything else



Please bring any medical records you might have for example: warfarin records, epilepsy records or diabetes records.



You can use our handy checklist to help you pack see the last page of this booklet



When you arrive...



You might find it useful to come with someone to the hospital They could take anything you don't need back home



And if you would like, they may support you when completing your admission information



When you arrive, go to reception and they will help you. Bring your letter, name and address, GP details, details of your next of kin



If you need extra support with any aspect of your visit please let us know and we will do our best to help you



We will also ask you information about where you were born – this will help us make sure we provide a better service. You don't have to give us this information - it's your choice

Visitors



Visiting times can be different in different parts of the hospital ask the ward staff for details



There are times when visitors may not be allowed to visit. This could be to give you and other patients a quieter time for resting or to have a meal



In special circumstances a carer or family member may be allowed to visit outside of visiting hours which should be discussed and agreed with the nurse in charge .

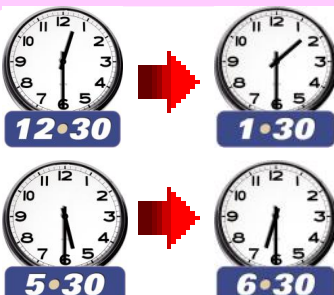


In some wards visitors are not allowed to visit when meals are being served this is called **protected meal times**



Protected meal times are at

12.30 – 1.30pm and
5.30 – 6.30pm





On the ward



We ask that all visitors use our special hand gel to stop any germs spreading around the hospital



All staff should wear an identification badge to show they work for the hospital



If you want to use the telephone we have a portable pay phone that can be bought to your bedside. If you want to use your mobile phone you must get permission of the Ward Sister



We have a hospital chapel and multi-faith room. This is a place of worship or quiet space for all patients, friends relatives and staff who wish to use it regardless of their religion or belief



The chaplains are there day and night and are happy to work with people of any faith, they can also arrange for a representative or leader of different faiths to visit if required



Meals and drinks



8•00

Meals can vary from ward to ward but they are generally at these times

Breakfast – 8am

Tea and biscuits – 10am



12•30

Lunch – 12.30pm

Afternoon tea and snack – 3pm



5•30

Evening meal – 5.30 – 6.30pm

Late evening drink 7 – 7.30pm



If you have any special requirements for your diet please tell the nurse as soon as possible



If you need support to choose your meals or to eat or drink please tell the nurse as soon as possible



PALS – Ealing Hospital



We have a Patient Advice and Liaison Service sometimes called PALS for short. They have an office near the main entrance. Hospital staff can show you where this is.



You can speak to the team in the office or you can telephone or write to them. Their number is : **0800 064 1120**

The office is open 9.30 – 4pm



They will listen to your concerns and try to sort out problems before they become more serious. They can guide you to other services that might help you



They can help your stay in hospital go more smoothly if you have additional support requirements – you or your supporter can contact them to discuss your options



Feedback from the PALS teams helps us to make things better at the hospital and helps us see how well we are doing



Handy Checklist

Tick when packed



Tick when packed



Flannel x 2



Soap



Towels
(hand and bath)



Slippers or well fitting shoes



Deodorant



Underwear



Shaving kit



Glasses



Toothbrush/
Denture cleaner



Hearing aid



Toothpaste



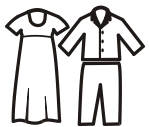
Walking aids



Hairbrush/
comb



Dentures



Nightclothes



Medicines in their original packaging



Dressing gown



Anything else?



Comfortable clothing



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