

Handbook for inpatients

Coming into hospital

Welcome

Papworth Hospital is a special place because of the extraordinary people that work, teach, treat and are treated every day.

The safety of our patients and the experience they have while in our care is very important to all staff at Papworth. We are proud of our reputation as the UK's largest specialist cardiothoracic hospital, and we achieve some of the best outcomes in the world for our patients.

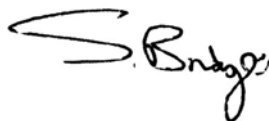
Our patients often travel long distances to see us, confident in the knowledge that we are at the forefront of providing new and innovative treatments for heart and lung patients.

We will do all we can to make you welcome and make your time with us as pleasant and comfortable as possible. This booklet gives you information about preparing for, and being admitted to hospital and what to do when you arrive. It briefly describes the life of the hospital, how your clinical care is provided and also explains arrangements for going home.

If, while you are in hospital, you require any information not contained in this booklet, please do speak to the nurse in charge of the ward or to your doctor, who will be happy to help.

If you require additional information prior to admission, please ring the hospital on 01480 830541 and ask to speak to the Booking Office or the nurse in charge of the ward indicated on your letter. They will be happy to help you.

With best wishes.

A handwritten signature in black ink that reads "S. Bridge". The signature is stylized with a large, sweeping initial "S" and a cursive "Bridge".

Stephen Bridge
Chief Executive

Preparing to come into Papworth Hospital

Your admission letter will give you specific information including the date of your admission and the name of the unit or ward on which you will be an inpatient. It may also include other instructions as appropriate, such as asking you not to eat or drink, or take certain of your medicines, before you come in.

If you do not understand any of these instructions, please phone the ward or unit for advice. The phone number will be on the admission letter and is also listed in the telephone numbers section of this handbook.

This handbook provides general information which we hope you find useful, but please also read your admission letter carefully as that will give you more specific information.

Enclosures

A comprehensive route map and site plan are enclosed for your use.

Contacting us

If you do not know the name of the ward or department you want, phone the main hospital number and our telephonists will be happy to assist you.

In order for relatives and carers to contact you, the hospital operates a policy whereby if a caller telephones the switchboard and asks for you by name, the operators will confirm what ward you are on. Everyone working in the NHS has a legal duty to keep information about you confidential and if you do not wish the hospital to give out this information, then please inform a member of staff who will instruct the switchboard.

An index can be found at the end of this handbook.

Wards and visiting

Your visitors are very welcome at the hospital therefore ward staff will do their best to accommodate visits outside of the regular visiting hours in exceptional circumstances. Due to limited space on the wards and day rooms we would ask that the number of visitors is kept to a minimum at any one time.

Please check in advance with

the nurse in charge of the ward whether children under the age of two years are allowed to visit you.

Visitors are requested not to lie or sit on the beds and to return all spare chairs to their designated storage area after use. All visitors to the wards are requested to use the hand hygiene gel which is located at the entrance to each ward.

Visiting hours for Critical Care (Intensive Care Unit and Cardiac Recovery Unit)

Open visiting - however visitors are asked to avoid mornings where possible as they may be asked to leave during ward rounds etc; also no visiting between 2.00-3.00pm.

Visiting times on the wards:

Cardiology High Dependency

2:15pm-5:30pm & 6:30pm-8:00pm

It may be possible to visit at other times - please telephone the nurse in charge beforehand.

Chest Medical Unit

(Princess, Baron & Duchess)

10:00am-12:00noon

2:15-5:30pm

7:00-9:00pm

Cystic Fibrosis

Open visiting

Hemingford

2:15-5:30pm & 6:30-8:00pm

Higginson

2:15-5:30pm & 6:30-8:00pm

Hugh Fleming

2:15-5:30pm & 6:30-8:00pm

Mallard

2:15-5:30pm & 6:30-8:00pm

Progressive Care Unit (PCU)

2:15-5:30pm & 6:30-8:00pm

RSSC

11:00-8:00pm

Varrier-Jones

2:15-5:30pm & 6:30-8:00pm

Getting here

The entrance to the hospital is within the village of Papworth Everard. It is approximately seven miles south of Huntingdon and 12 miles west of Cambridge (see the map enclosed with this booklet).

The hospital's full address is:

Papworth Hospital
NHS Foundation Trust
Papworth Everard
Cambridge
CB23 3RE

Spaces for blue badge holders are provided close to entrances to the various hospital buildings and these are free of charge. Blue badges **must** be displayed at all times.

By car and parking

All patients and visitors parking on the site will need to display a parking ticket or appropriate permit. Signs around the hospital will show you where patients and visitors may park ('pay and display').

Patients in receipt of Income Support or one of the other benefits listed in the Help with Health Costs Booklet (available from Main Reception) are eligible for reimbursement of the parking fee, provided they can produce evidence of eligibility and a valid car parking ticket.

Weekly/monthly tickets can be purchased from the Car Park and Patient Travel Office, located by the hospital Main Reception.

By bus

Whippet Coaches Ltd operate regular daytime services from Cambridge and less frequently from St Ives. Services in the evening are infrequent so it is advisable to make enquiries beforehand.

Patients or visitors who attend Papworth frequently usually find these are more cost-effective than buying shorter-term tickets.

**Tel: 01954 230011 or visit
www.go-whippet.co.uk**

By rail

The nearest railway stations are in Huntingdon (20 minutes' drive from the hospital), St Neots (15 minutes) and Cambridge (30 minutes) but you will need to complete your journey by taxi or bus.

For details please contact Rail Enquiries on 08457 48 49 50 or at www.nationalrail.co.uk.

Travel costs

If you are travelling to Papworth Hospital for NHS treatment, you may be entitled to get help from the hospital with your travel costs if you are receiving certain low-income allowances such as Income Support.

If you have any questions regarding which low-income allowances are eligible or have any other queries about help with travel costs, please contact the **Car Park Administrator on 01480 364276**, for advice before you travel.

Travel costs payable are those 'necessarily incurred'. This means travel by the cheapest means of transport available at the time you need to travel.

NB: Taxi fares will not be reimbursed unless there is no other way for you to travel for all or part of your journey. *The types of travel costs paid are:*

- Public transport fares (supporting documentation required)
- A mileage allowance if travelling by private car
- Contributions made towards transport provided by a local voluntary car scheme

If you need someone to travel with you for medical reasons, you may also get help with your escort's travel costs, providing you are entitled to help with your own costs.

Leaflets and posters about help with patient and travel costs are widely available on the wards and around the hospital.

To claim your travel costs you or your representative should see the Car Park Administrator in the Car Park and Patient Travel Office each time you come for your treatment.

You will need to bring with you appropriate documentation showing your entitlement to have your travel costs paid (eg benefit book, letter of notification of your entitlement to Income Support, etc).

Visitors on Income Support, who are visiting a close relative, may be able to get help with their travel costs from the Social Fund.

All enquiries and claims should be directed to the claimant's local Jobcentre Plus office. If you have any queries please ask your nurse to contact our **social worker on 01480 364279 or 01480 364631.**

Further advice can be found online at NHS Choices: www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx

The Car Park and Patient Travel Office is normally open at the following times:

- Monday to Friday
8:00am-5:00pm

Special requirements

If you have any special requirements, please inform the hospital of these before you are admitted and mention them again to your nurse on arrival at the ward.

These might include for example: accessibility; special dietary needs; religious requirements; or translation services. Please also mention any known allergies.

For the hearing-impaired, a 'loop' hearing system operates in the Main Reception area, and portable loop hearing systems are available on most wards - please ask your nurse if you would find one of these helpful.

Large-print versions of hospital information booklets (including this one) are available on request.

What to bring with you

You may wish to use this check-list as a guide:

- Medication (please see Medicine section)
- Clothes and underwear
- Night clothes - front opening/buttoning
- Dressing gown
- Slippers
- Hairbrush/comb/shampoo
- Toothbrush/toothpaste/denture cleaner
- Liquid soap (not a bar)
- Paper tissues
- Spectacles/contact lenses
- Shaving equipment (any electrical equipment may need to be tested by hospital staff for safety)
- Walking stick
- Hearing aid and batteries
- Pension book

You may also wish to bring books, knitting, writing materials, stamps, etc.

What not to bring with you

Personal property

A bedside locker is available for your personal belongings. However storage space is limited, so we must ask you only to bring the clothes you will need during your stay.

Valuables

We request you do **not** bring in quantities of money or valuables. It would be helpful if, after your admission, a relative or friend could take home any valuables or money, apart from a small amount of change which you may need for telephone cards, newspapers, etc.

We regret that the hospital cannot be held responsible for any money or valuables which are not handed over for safe-keeping.

There are no banks or cash machines on the hospital site or in the village. However, there is a Post Office in the village store, which offers some limited banking services.

The nearest banks can be found in St Ives (6 miles), St Neots (7 miles) and Huntingdon (7 miles).

Please do not bring into the hospital

- Alcohol
- Knives
- Towels
- Flannels/face-cloths

Medicines

Please bring your regular medicines with you into hospital. These should include all those prescribed by your general practitioner: eye drops, inhalers, patches, creams, injections etc., and any medicines that you take regularly but purchase from your local pharmacy including any herbal or homeopathic preparations. The medicines should be in their original packaging and it is advisable to bring in at least a week's supply. These must be shown to your nurse or doctor when you arrive. Your nurse will arrange for them to be stored securely on the ward during your stay.

If you have an anticoagulant record book, methotrexate or lithium monitoring booklet, please bring this with you.

At no time during your stay should you take any medicines (including herbal or complementary therapies or food supplements such as vitamins and minerals) not prescribed by, or known about and agreed by, your hospital doctor.

If you are participating in the 'Self Administration of Medicines' programme you will be advised by nursing staff how and when to take your medicines.

Your own medicines will be returned to you on discharge provided that you are still instructed to continue with them. Any medicines no longer prescribed will be destroyed for your convenience. If you do not wish to consent to the destruction of medication in this way then please alert a member of nursing or pharmacy staff at the beginning of your stay. The hospital will provide you with any additional necessary medicines for you to take home on your discharge from hospital.

During the course of your admission you may be prescribed various medicines.

Occasionally it may be necessary to prescribe a medicine which does not have a product licence. Your doctor will explain why this unlicensed medicine is being

recommended and any possible side-effects.

If you have any queries or concerns about any aspect of your medication, please ask your doctor, nurse or pharmacist.

Pharmacists visit all the wards daily (Monday to Friday).

Patient identification

When you are in hospital, you will be required to wear identity wristbands at all times. This ensures that staff can identify you correctly and give you the right care. A member of staff should put wristbands on you as soon as you are admitted to hospital and you should wear these throughout your stay.

If a wristband comes off or is uncomfortable, please ask a member of staff to replace it.

Arrival at Papworth Hospital

On arrival at the hospital, please go straight to the location requested in your admission correspondence. This may be a specific ward area or Main Reception.

If you have been asked to attend Main Reception, this is situated approximately 100 yards inside the main entrance road, on the right.

Main Reception is open between the hours of:

- 7:30am-8:00pm, Monday to Friday
- 9:00am-5:00pm, Saturday and Sunday
- 9:30am-5:00pm, Public holidays

If you arrive early for your admission, please take a seat in Main Reception. If you are arriving outside reception opening hours, and you are unsure about where to go, please report to the switchboard in the Ellen Kemp building (further along the hospital road on the left) or use the hospital map sent to you to go directly to the ward.

Please try to arrive on time. We will make your admission as quick and easy as possible, but delays may occur if others need to be admitted as emergencies.

When you arrive on the ward, a member of staff will show you to your bed.

On occasion, due to pressure on beds, your bed may not be ready and you will be asked to wait in the Ward Day Room.

During this time you will be kept informed by staff, and provided with refreshments. Some patients are asked to come 'starved' for a procedure and in these circumstances refreshments will not be offered.

If you have crowned, bridged or loose teeth

During certain surgical operations, there is a slight risk of damage to crowned teeth, dental bridge work or loose teeth.

If you have crowned teeth, bridge work or loose teeth please discuss this when you see the anaesthetist before the operation.

Nail varnish/nail extensions

Please remove any nail varnish gel nails and false nails before coming into hospital.

Cancellations

Papworth Hospital does its utmost to make sure procedures and operations are not cancelled. It fully recognises how frustrating and inconvenient cancellation can be.

However, regrettably, due to medical emergencies or unforeseen circumstances, cancellation is sometimes unavoidable. If this is the case we will organise a new appointment or admission date for you as soon as possible.

If your invasive procedure or surgery is cancelled at the last minute - that is, on the day you were due to be admitted, or after you have been admitted, or on the day of your operation - it will be rearranged for within 28 days, as set down by guidelines issued by the Department of Health.

The hospital always regrets and apologises for any inconvenience caused by cancellations, although it cannot be held responsible for any costs incurred.

Staff at Papworth Hospital On the wards

During your stay you will of course meet various doctors and nurses, but also many other staff. You will be under the care of a consultant and a team of doctors. Because of other commitments, the consultant may be unable to visit the ward every day but he or she will be in close contact with the resident doctors who are always available for medical attention or to explain things to you.

On the wards you will be cared for by senior nurses such as Ward Sisters and Specialist Nurses, and by more junior nurses, such as Staff Nurses. Healthcare Support Workers and Housekeepers will also help with your care. The different roles are distinguished by different uniforms, and they will all be wearing identity badges.

All our staff - both on the wards and elsewhere - wear identity badges, and you are encouraged to ask if you want to know who someone is.

Modern Matrons

The Modern Matrons are experienced senior nurses who support the ward/department staff in managing and delivering patient care. They are responsible for ensuring that services influencing the patient experience are of an acceptable standard, for example they monitor the cleanliness of the care environment; the standard of nursing care delivery; the housekeepers and the meal delivery service.

Modern Matrons wear a navy-blue uniform with white piping and they are available to patients at any point in their hospital visit to respond to any questions or address any concerns. If at any stage during your stay you would like to speak to a Modern Matron please ask your ward nurse who will contact them.

Social Work Department

The Social Workers provide a service to patients, their families and carers, hospital-wide. Their work is wide-ranging, and includes helping people to prepare for a safe discharge home, and advising

on services and the practical help that is available in the community. Advice is available on welfare benefits, housing and employment. Advocacy, counselling and emotional support are also part of their remit.

The Social Work Department can be contacted on 01480 364631 or 01480 364279.

Occupational Therapy

An Occupational Therapist may assess you prior to discharge from hospital to ensure that you will manage essential tasks of daily living. These include activities such as personal care, bathing, showering and domestic tasks. Information and assessment about equipment needs and techniques to support your care will be provided, as appropriate, for discharge home.

Should a further assessment for equipment or adaptation to your home be necessary, the occupational therapist will refer you to the community occupational therapy services in your local area. The community occupational

therapist will assess you at home, after you have been discharged, and identify any other services you may require.

Occupational therapy staff are available Monday to Saturday on 01480 364408 and visit the wards regularly to assess, and provide information to, patients. Please ask your nurse if you feel a referral to occupational therapy may be appropriate.

Patient Advice and Liaison Service (PALS)

PALS provides confidential, on-the-spot advice and support to help you and your family sort out any concerns you may have about the care we provide, guiding you through the different services available from Papworth Hospital.

The staff can offer help and support if things go wrong and will listen to your concerns, suggestions and queries so that we can improve our services.

The PALS staff can also tell you about the hospital's complaints process and how to contact other organisations that might be able to help or advise you.

The PALS staff can also advise you if you would like to become more directly involved in the development of our services as we are keen to involve patients and relatives in this area. You can contact PALS via a member of staff, or by pressing the PALS button on your bedside telephone, giving you direct access to the PALS office.

Life on the ward

The hospital day can begin early, with scheduled tests and/or investigations/operations commencing at 8:00am. During ward rounds, patients are seen by the medical staff working with their consultant.

If you or your relatives would like to speak to the consultant privately, please ask your nurse who will give you contact details so you can arrange an appointment. **If you are uncomfortable or in pain, please let the staff know.**

Never be worried about using the call bell beside your bed: your safety is our main concern, so please use the call bell if you need to.

Privacy and dignity

Papworth Hospital realises the importance of privacy and dignity to its patients and supports the Department of Health initiative to eradicate mixed sex accommodation.

All inpatients are nursed in single-sex wards or in single-sex bays (with doors): the only exceptions being Critical Care and the High Dependency Units. All patient toilet and bathroom areas are single-sex.

Preventing Venous Thromboembolism (VTE)

VTE is caused by the formation of blood clots; most commonly in a form called deep vein thrombosis (DVT). This is a blood clot that forms in a deep vein, most commonly in your leg or pelvis. It can result in pain and swelling, and if part of the clot breaks off and lodges in the arteries that supply the lungs, can result in pulmonary embolism (PE), which causes coughing (with blood-stained phlegm), chest pain and breathlessness.

VTE requires immediate treatment: if you develop any of these symptoms, either in

hospital or after discharge, please seek medical advice immediately.

Admission to hospital can increase a patient's risk of developing VTE as inpatients tend to lie or sit still for long periods of time. On admission, and again as necessary during your stay, you will be assessed for your VTE risk.

Most patients admitted to Papworth are given preventative treatment as a matter of routine unless this is for some reason inappropriate. You may be given exercises to perform, special support stockings to wear, and/or anticoagulant medicine (blood thinners).

There are also ways in which you yourself can reduce your risk of VTE:

- Try to get up and walk about as soon as possible and as much as possible -the physiotherapists and nurses will help you with this in the early stages of your recovery.
- Unless you are placed on a fluid-restricted regime, drink plenty of fluid to keep hydrated.

- Try to remember not to sit or lie with your legs crossed. The nurses will remind you!

As with all aspects of your stay, if you have any queries or concerns, please ask a member of staff.

Teaching

Papworth Hospital provides important teaching facilities for clinical staff. You may be asked to allow students to be involved in your care. We hope you will give your permission if your co-operation is requested, but you are under no obligation to do so and should you decline, your treatment will not be affected in any way.

Fire alarm

The fire alarm makes a loud, continuous sound. On hearing the alarm you are advised to return to your bed area.

Patients will be given instructions and/or assistance to evacuate the building by one of the nursing staff if the need arises. In some areas an intermittent alarm may sound - this indicates a fire in another part of the building.

Around the site

The nature of the site here at Papworth means that patients may sometimes be transported by ambulance from one part of the hospital to another.

Lifting

Papworth Hospital has introduced a minimal lifting policy in order to reduce the risk of injury to its staff. Wherever possible, when a patient needs lifting, for example to change their position in bed or into the bath, an appropriate lifting aid or hoist will be used.

Meals and diets

The hospital will provide you with a choice of meals from a healthy, well-balanced menu, with vegetarian options always available.

If you have a particular dietary requirement, it would be helpful if on admission to the ward you would let the nurse in charge of the ward know this.

Some of the food used in the hospital may contain ingredients produced from genetically modified soya and/

or maize and some of the meals may contain nuts. If, after admission, you require a special diet, we will advise you of this and you will be visited by the dietician.

Patients are given a menu to choose from and we hope you will find something to your liking, but you are also welcome to ask for an omelette or sandwich. Snacks are served on the wards every afternoon and evening and additional meals may be ordered at all times from the 'All Hours' menu.

Restaurant

Patients who would like to use the Garden Restaurant are welcome to do so. Please let ward staff know your whereabouts. Usually you will have to pay for food in the restaurant but in some circumstances might be given a ticket by the ward, entitling you to a meal from the 'hospitality' menu.

Please be aware that Papworth Hospital has only one restaurant and it is used by staff, patients and visitors.

As staff have limited time for meals, they are sometimes given priority during very busy periods.

The restaurant is open from 7:30am - 7:00pm, seven days a week.

- Lunch is served from noon to 2:00pm
- Supper is served from 5:30pm to 7:00pm

Patients' own food

As part of its responsibility to its patients, the hospital is committed to ensuring that patients receive a healthy diet and that food is safely stored, prepared and served in accordance with legislation and other standards.

We understand that sometimes relatives and friends might want to bring food gifts or that you might ask for food to be brought in to you.

People who are unwell or recovering from surgery are more prone than usual to gastric infections, and even food seen as low-risk for food-poisoning (such as sweets, fruit

and biscuits) can in some cases interact with medication or go against dietary advice a patient has been given.

We therefore ask that you always seek advice from the nurse in charge before bringing in, or eating, brought-in food.

Where appropriate, food will need to be clearly labelled with the patient's name and the date, and be placed in the ward fridge by the housekeeping staff. Two information sheets are available for patients/relatives who wish to bring food in - please ask the nurse for these.

The hospital cannot be held responsible for any illness or adverse effect arising from food brought in for patients from outside the hospital. It can only accept responsibility for food provided by its own catering department.

The Chaplaincy Service Pastoral and Spiritual Care

The hospital employs a Chaplain, who is supported by a local Roman Catholic Priest, and by a Chaplaincy Assistant and a small team of Chaplaincy volunteers. They visit all the wards regularly and have local contacts for all the major faiths and denominations.

The Chaplain's work is to care for your spiritual, religious and pastoral needs. This can be anything from helping you to follow your religious tradition to listening to your experience of being in hospital and offering comfort and support.

The Chaplaincy Service is available to all patients, relatives, and staff, of any faith or denomination or none. Your own religious representative is welcome to visit you during your stay.

Please contact the **Chaplaincy Service on 01480 364121** if you have any queries or special requirements or would like further information.

The Chaplains endeavour to provide a full 'On-Call' service; please contact the switchboard if you need to contact a Chaplain urgently or in an emergency.

If you would specifically like to see the Chaplain, you can ask your named nurse, or fill in a request slip from the chaplaincy leaflet available on the ward, or phone 01480 364121 and leave a message on the answerphone.

You could also request this via PALS - simply press the PALS button on the bedside phone.

The Chaplaincy building is easy to find, being located near the Restaurant. It consists of the Chapel, the Chaplain's Office and the Sanctuary. The Sanctuary is divided into a multi-faith area (with artefacts for prayer) and a rest area for relatives.

The facility is usually open between 8.00am and 8.00pm; if you require access outside of these times, please contact the switchboard.

A service of Holy Communion is held on Thursdays at 10.00am. For Holy days and special occasions, please see the Chapel noticeboard for details or ask a member of staff. The Christian Sacraments of Communion and of the Anointing of the Sick at the bedside are available on request.

Accommodation for relatives and friends

For friends and relatives who wish to stay nearby, the hospital offers rooms in a fully equipped shared house which is within a few minutes' walk, in the centre of the village.

The hospital can also provide details and book some local bed and breakfast accommodation within the village of Papworth Everard, but this is limited. The remainder is outside the village and requires use of your own transport.

Information on local accommodation is available from the **Accommodation Office - on 01480 364958** or by emailing: accommodation.officer@papworth.nhs.uk - and this list can also be viewed

on our website at www.papworthhospital.nhs.uk.

The Accommodation Office makes bookings for the shared-house accommodation, and for some local B&Bs.

Post

There is a regular delivery of post to the wards. Please ask your friends and relatives to address your letters and parcels clearly (in block capitals) with the name, (initials and surname), and the ward and/or unit to avoid delay. *For example:*

MR A N OTHER
MALLARD WARD
PAPWORTH HOSPITAL
NHS FOUNDATION TRUST
PAPWORTH EVERARD
CAMBRIDGE
CB23 3RE

Telephones

The hospital has a bedside telephone system; you will need to purchase a phone card in order to make calls during your stay. The cards are available from the machines located in ward areas and in the restaurant.

Incoming calls are free to

patients and you do not have to buy a phone card to receive calls but the caller will pay 20p per minute. Callers should dial 0706 9190009 and enter your three-digit extension number. If you have an incoming call, your bedside phone will ring and its light will flash: to accept the call, just lift the handset.

If relatives and friends wish to make enquiries about you, they should telephone the hospital on 01480 830541 and ask for the appropriate ward, or phone the ward direct. (Direct dial numbers for wards and units are given at the start of this booklet).

Where a number of calls are likely to be made asking after you - such as perhaps after an operation - it would be helpful to ward staff if one person would telephone for information and then pass it on to the others.

Mobile telephones

In most circumstances, use of mobile phones to make and receive calls and texts is allowed on the wards, but please check with the

nursing staff before using your phone. Mobile phones may be permitted in Critical Care, Theatres and the High Dependency Unit, please check with the nursing staff.

In order to help protect the privacy and dignity of all our patients, you are asked never to use your mobile phone's camera, voice recording or video functions or any other device for recording or photography in the ward or in any other clinical area.

Visitors are asked to use their mobile phones only in non-clinical areas such as day-rooms, the restaurant, and the hospital grounds. Please be aware that the mobile phone signal across the hospital site is variable and often very weak.

Television

Television sets are provided on all wards and in some individual rooms. Please try to keep the noise level down to avoid disturbing other patients. DVDs are available on some wards if you would like a change of viewing - please ask your nurse.

Hospital grounds

Patients and visitors are most welcome to stroll in our pleasant hospital grounds. If you do leave the ward, please let the ward staff know where you are going.

Please note that the pond is deep. **Children should be closely supervised.**

Smoking

Smoking is not permitted anywhere within the hospital buildings or grounds.

Infection Prevention and Control

The prevention and control of infection within the hospital is a vital concern.

Some infections, which in the wider community, might not be a cause of concern are potentially very hazardous to frail patients, the postoperative and those with certain specific medical conditions.

This is one reason why it is so important that even fit and healthy visitors take certain precautions against infection.

You as a patient, and any visitors you have, are asked to play your part in the fight against infection:

- If you are in a side room, you may be asked to keep your door closed for infection control reasons - if so, please comply with this request. It is important that door closure and any other requirements, such as staff wearing gloves and aprons, are adhered to. If you are being 'barrier nursed', doors must be kept shut.
- Hand hygiene plays a vital role in helping to prevent infection. Alcohol gel is provided at the entrance to wards and at each bedside for use by patients, visitors and staff. Please use it yourself, and encourage your visitors to use it. In addition, don't hesitate to remind your doctor or nurse, if the need arises, to clean their hands.
- If you are coming in for surgery, please do not shave the operation area prior to admission.
- Please do not bring flannels or sponges into hospital; disposable wash-cloths are available from ward staff.

- Well-fitting slippers or similar footwear should be worn when walking around the hospital wards.
- We ask that your visitors do not use patient toilet facilities.
- Keeping the amount of personal belongings to a minimum will allow domestic staff to clean more easily.
- If you, or any member of your household, have suffered any symptoms of diarrhoea and/or vomiting within 72 hours prior to admission please telephone the ward (phone number on your admission letter), as soon as possible, for advice.

What is a Preferred Priorities for Care (PPC) document?

Both before and during your admission to Papworth Hospital, you will be given the opportunity to discuss, and are encouraged to ask questions about, your care while you are an inpatient here and after you leave.

In this way you, your doctors and nurses, and others including your family and any carers can all be clear about the type of care you

wish to receive, and if you need continuing care after discharge, where you would like to receive this.

Many patients find that deciding these issues informally in discussions with healthcare professionals, friends and family is sufficient. In some cases patients may prefer to state their wishes more formally, in a PPC document. This is a document which would be held by you, the patient, and if you wished, a copy would also be kept on your medical notes.

Some people think about filling in a PPC document if their disease becomes more difficult to manage, and they want to plan for their future care, should they become more unwell.

PPC documents can be particularly useful if the time should come when, for whatever reason, you are unable to make a decision for yourself: anyone who has to make decisions about your care on your behalf would have to take into account anything you have written in your PPC.

If you have a PPC document please show it to the nurse admitting you. If you would like to know more about PPC documents, please ask the nursing staff.

When you are discharged from the hospital

Discharge planning will take place before you are discharged from the hospital's care; in fact planning for discharge often begins before admission. However, when the actual moment of your departure arrives please inform your nurse before you leave the ward in order that he/she can check that you have all the necessary medicines and discharge information.

Please be aware that you may be asked to vacate your bed at 8.00am on the day of discharge and wait in the patients' day area. If this is necessary, your named nurse will discuss this with you and explain that your formal discharge will come later on in the day.

The information you receive may include some specific 'do's and don'ts' such as, for example, when you can safely

drink alcohol, drive, or fly, etc. If you have a query which is not covered - please ask your doctor or nurse.

However, the following points give general advice on leaving hospital:

- Discuss with family and friends, in advance of your discharge date, your needs when you leave the hospital. Most procedures will require you to have someone at home with you overnight after discharge but the exact length of time will depend on the procedure you have.
- Discuss with your nurse any questions, doubts or concerns you may have
- Make sure you have transport - an ambulance or hospital car can only be arranged if your doctor considers it is medically necessary. Again, please speak to your nurse if you have any problems
- Check with your nurse to find out if you are to attend an outpatient clinic at a later date
- Details may be sent to you after you return home
- Make sure you have all the medicines you need. If you

have any new medicines prescribed or if you need extra supplies, these will be dispensed by the Hospital Pharmacy once a discharge prescription has been written.

- Should you have any questions about your medicines after you have been discharged, the Pharmacy Department operates a Medicines Helpline, tel 01480 364739.
- Let your local Department of Work and Pensions office know you are being discharged so your benefits can be adjusted, if necessary
- Please make sure that you have all your possessions with you and that you are not taking home any hospital property by mistake
- Prior to discharge, you will be asked to use our Patient Experience Tracker (PET): this electronic device enables you to feed back to us your feelings on certain aspects of your care during your stay. Please do use PET as it helps us to improve our services

Intermediate care

A team of health professionals will assess whether you are safe to return to your normal home environment immediately on discharge from Papworth, or if you need some extra support for a short while to allow a safe recovery.

In some cases patients go on for a period of rehabilitation in another hospital (perhaps closer to home). Such short-term support is normally in the form of a stay in a local care facility near to your home, or support services visiting you in your own home for a while.

We call this intermediate care. The types of intermediate care vary from area to area, and we will discuss what is available to you on admission.

Continuing care

In most circumstances, a patient will remain in hospital only as long as he or she requires close supervision, and frequent (at least weekly) review, by a consultant.

Most other forms of continuing health care will be delivered in the patient's

own home, or in a residential or nursing facility. If you are considered as needing home, residential or nursing home care, there may well be a financial assessment as charges for these services may be made.

Our Social Workers would be happy to talk this through with you. Your nurse can arrange a meeting.

When you are discharged, a full letter will be sent to your GP advising of any subsequent attention or medication that is needed. If you have any problems after returning home, please do not hesitate to contact your GP.

Sometimes transplant patients will be advised to stay, with their carer, in the intermediate discharge accommodation on-site, for a period after leaving hospital and before returning home.

If you need the services of the community nurse whilst at home, this will be arranged for you by your nurse.

Patient-recorded Outcome Measures (PROMs)

Our patients' views on the treatment and care they receive here at Papworth are of great help in enabling us to measure and improve the quality of the services we provide.

You may therefore be invited to complete a questionnaire before and after your surgery. Your participation is voluntary and any data we collect will be held and stored by our Audit Department here at Papworth Hospital so that we can send the 'After your operation' questionnaire for you to complete approximately 12 weeks following your operation.

We adhere to strict guidelines when handling and storing personal information and published reports will not contain any personal details.

Quality of service

We welcome any comments you might have on any aspect of your stay, and any suggestions on how we might improve services to our patients. We value

the opportunity to review our practices and make improvements wherever possible. We also carry out patient surveys from time to time using questionnaires and you may be asked to participate; this of course is entirely voluntary. While we hope you will not have cause to complain about any aspect of your stay, all complaints are not only dealt with on an individual basis but reported and investigated to ensure that lessons are learnt and similar occurrences avoided.

Compliments are welcomed by our staff, who strive to provide a high standard of care and service. If you wish to pay a compliment to an individual or a team of staff we look forward to hearing from you.

We would encourage patients and their carers to discuss any issues of concern with the Modern Matrons in the first instance, to see if they can be resolved locally.

If you do not feel that this has resolved the matter, you can speak to the PALS Manager (by pressing the PALS button on your bedside

phone); or complete the form 'Compliments, Comments and Complaints' within the leaflet 'Quality of Service' (available in all wards and departments); or you can write to the Chief Executive at the hospital address given on the back page of this booklet.

Patient safety

Patient safety is a top priority for Papworth Hospital and we have a duty to provide a safe environment for patients, visitors and staff. The hospital has an excellent safety record with very few accidents/incidents occurring. When any such incident does occur it is reported and investigated so that lessons can be learnt to prevent a recurrence.

If you are unfortunate enough to have an accident or suffer an injury, please tell your nurse, who will then arrange for any care or treatment you need as a result and also make sure the incident is formally reported so that it can be investigated. If you have a suggestion about how the hospital could improve the safety and quality of any aspect of service, please

contact any member of staff who will ensure the appropriate action is taken.

Papworth Hospital is required by the Care Quality Commission (CQC) to report all patient safety incidents to the National Reporting and Learning System (RLS), to inform and improve the safety of healthcare. While the RLS operates on an anonymous basis, information which constitutes the personal data of patients, staff or visitors may, in some cases, be passed to the RLS. Where this is recognised, it will be deleted, as the RLS does not intentionally hold person identifiable information.

Your personal and clinical data and how it will be used

Clinical information is held about you to ensure clinicians have a complete and continuous record about your past, current and future treatment. This information will be shared with other health professionals involved in your care.

The hospital actively implements and regularly

audits security measures to ensure your information is safe. The Data Protection Act 1998 gives you, the patient, various rights, including the right to see and receive copies of information held about you.

For information on how to apply, and the charges involved, please contact the Patient Services Manager in writing or by phone: 01480 364485.

First and foremost your information is used to guide your care. However, it will also be used for Clinical Audit, which reviews current standards of hospital patient care against accepted best practice. Any final reports published through clinical audit have all patient identifiable data removed.

Your information might be passed for entry to national registers, eg diabetic register, cancer register, transplant databases and other national and local databases held (sometimes on other sites) about various illnesses. Your information is used to help manage the NHS in other ways.

It is passed in an anonymous format and in some cases in an identifiable format for national and local returns. Your information could be used to educate doctors, nurses, pathologists and other professionals involved in patient care.

It is also possible that your information might be used by the NHS Litigation Authority (NHSLA), which manages and raises the standards of risk management throughout the NHS.

In order to achieve this, all NHS Trusts are assessed every few years against a set of risk management standards, which are based on those factors that give rise to the greatest number and cost of claims.

As part of the assessment process, the assessors will look at a small number of patient notes and a selection of incident report forms. None of these documents will be removed from the premises.

The assessors are all professional people who have previously worked in NHS

organisations and are now employed on behalf of the NHSLA under strict principles of confidentiality.

If you wish to object to your records being made available during an NHSLA assessment, please notify the hospital by writing to the Patient Services Manager.

More information about the NHSLA risk management programme is available on its website at www.nhsla.com

Your data will also be passed to the Foundation Trust membership database and the Papworth Hospital Charity who may choose to contact you with further information.

If you have any queries concerning the use of information, please contact the Information Governance Manager on 01480 830541 or email corporate.services@papworth.nhs.uk

Your right to receive copy letters

If you would like to receive copies of the letters written about you to your General

Practitioner and other health professionals, please let the receptionist know on your arrival at the hospital. If you go straight to the ward, tell your nurse. Once you have requested letters, we will continue to send them unless you ask us to stop.

A focus on research

As a specialist centre we are committed to high-quality research to help improve the diagnosis and treatment of heart and lung disease. Our research is often of national and international significance and results are not only used to improve care at Papworth, but care worldwide.

We make the results of all research undertaken at Papworth widely available through publication in high-impact medical and nursing journals.

We ask all patients who come to Papworth to be aware of the importance of research to the hospital and to take time to consider participating in our studies.

Many patients are pleased to

have the opportunity to make this worthwhile contribution.

All research carried out at Papworth has been subjected to approval by an NHS Research Ethics Committee whose duty is to protect the welfare of patients taking part.

Before a study can start, the Committee scrutinises the research protocol so that patients can be assured that the study will be conducted to the highest standards, and that their personal details will be kept confidential.

Normally, patients are asked to consider taking part in a research study whilst waiting to come into hospital. If approached, you will be given detailed information and the opportunity to discuss the study with a member of the research team. All patients are given plenty of time to decide whether or not to take part.

If you decide to take part, we will ask that you provide written consent. This may include permission to access your medical records in order to carry out the research.

For further information on research at Papworth, please contact **Research and Development on 01480 830541** or by email to: info@papworth.nhs.uk.

There is no obligation to take part and your treatment will not be affected in any way if you say 'No', or if you say 'Yes' but change your mind at some later date and withdraw.

NHS patients who wish to pay for additional private care

Papworth Hospital NHSFT complies with new guidance from the Department of Health where NHS patients wish to buy additional private treatment not funded by the NHS. Where a patient opts to pay for private care, their entitlement to NHS services remains and will not be withdrawn.

Please be assured that Papworth staff will exhaust all reasonable avenues for securing NHS funding before suggesting a patient's only option is to pay for care privately. *Where a patient*

does opt to pay for additional private healthcare while continuing to receive care from the NHS:

- It should always be clear whether an individual procedure or treatment is privately funded or NHS funded.
- Private and NHS care should be kept as clearly separate as possible.
- Private care should be carried out at a different time to the NHS care that a patient is receiving.
- Private care should be carried out in a different place to NHS care, and as separately from other NHS patients as possible.

Papworth Hospital Charity

Papworth is fortunate to receive the support of many thousands of people each year. We are enormously grateful to them all whatever the size of their donation. Their help enables us to support our patients and their families, provide additional equipment, assist our medical staff with their training needs. It also allows us to undertake pioneering research programmes to identify new

treatments for heart and lung diseases.

The way people support us is as different as each individual. Some make a donation, others want to support us over a period of time with regular giving, some want to remember us in their will or take part in one of the events organised by the Charity.

Many, however, want to get more involved and organise their own events - whether it is taking part in a fun run or marathon, opening their gardens, holding a car boot sale or auction - even for the young at heart organising a school disco. Whatever they do we make sure that they receive as much support as they need and we could not be more grateful for their hard work and effort.

If you would like to offer your support to Papworth Hospital Charity you can get in touch with us **via a member of staff or call 01480 364237. You can also find out more about our work at www.papworthhospitalcharity.org.uk.**

All donations received are paid into the hospital's Charity and all our donors and fund-raisers receive a personal thank you for supporting our work.

Tax effective giving

If you do choose to support us please accept our thanks. We would also ask you to think about making your gift as tax effective as possible. Using Gift Aid means that for every pound you give, our charity can reclaim an extra 25% from the Inland Revenue at no cost to you whatsoever. If you are a UK tax payer, you simply need to sign a simple Gift Aid Declaration Form. So if your gift is £10, by signing the Gift Aid Declaration, it will be worth £12.50 to Papworth.

Giving

If you would like to make a donation to the hospital, please make your cheque payable to: 'Papworth Hospital Charity.' *Please send it to:*

Papworth Hospital Charity
Papworth Hospital
NHS Foundation Trust
Papworth Everard
Cambridge
CB23 3RE

For further details on how you can give to Papworth in a tax effective way, please go to the Charity website or contact the Charity Office. They can also advise you on other ways of giving to the charity. Papworth Hospital Charity is a Registered Charity No.1049224.

Papworth Hospital Shop
Open from Monday to
Saturday 10:00 am to 4:00 pm.

The hospital shop is run by Papworth Hospital Charity and staffed by volunteers. All of the proceeds from the shop go to the charity to support the work of the hospital. It sells toiletries, newspapers, stationery, confectionery, gifts and charity merchandise, such as sweatshirts and T-shirts.

The shop runs a trolley service to the wards. Both the shop opening hours and the trolley service are subject to volunteer availability. The shop is located next to the Garden Restaurant.

Volunteering

We have over 100 volunteers working across the site, dedicated to supporting the hospital and the commitment of this group of people is

highly valued. Volunteers offer invaluable support, undertaking numerous tasks. These include: bedside visits; running the hospital shop; operating a trolley service, helping with administration tasks; manning the Information/Greeter Desk in the main entrance of the Christopher Parish building and helping on the Day Ward.

For more information about volunteering please contact:

Voluntary Services Manager
Papworth Hospital
NHS Foundation Trust
Papworth Everard
Cambridge
CB23 3RE
Tel: 01480 364963
Email: PALS@
papworthhospital.nhs.uk

Papworth Heritage Centre
Papworth Heritage Centre celebrates the history of the village of Papworth Everard and the pioneering achievements of Papworth Hospital since it began life, in 1918, as a centre for treating tuberculosis patients.

More information about the Centre, which is situated on the hospital site, can be found at www.papworthhospital.nhs.uk; by calling 01480 364245, or by emailing heritage.centre@papworth.nhs.uk. Please check in advance if you are making a special journey, as the opening times are subject to change.

Contact with the media

We would ask that patients, their families and relatives speak to us before contacting the press and that any media contact or communication is channelled through Corporate Services.

Any queries, including requests for interviews, during office hours (9.00am-5.00pm) should be put through to **Corporate Services on 01480 364240**.

Out of these hours, media calls are referred through the switchboard on 01480 830541 to the senior manager on call.

Join our Foundation Trust

Interested in keeping in touch or getting involved? Joining our Foundation Trust is an opportunity to keep in touch and hear about Papworth Hospital, become more

involved and perhaps stand for election as a Governor. *As a member you will be able to:*

- Help us shape our future by sharing your views and opinions
- Receive regular information, for example the membership newsletter
- Vote for your representative on the Board of Governors
- Stand for election to the Board of Governors
- Be invited to member events, and the Annual Members' Meeting

Anyone over the age of 16 who lives in England or Wales can join. Our public membership constituencies are: Cambridgeshire; Norfolk; Suffolk; and the Rest of England and Wales.

Ways to apply

- *Visit* www.papworthhospital.nhs.uk and apply online or download a form;
- *Phone* 01480 364240
- *Or write to:* Corporate Services, Papworth Hospital NHS Foundation Trust, Papworth Everard Cambridge CB23 3RE

Further sources of information and support

Details of Papworth Hospital’s own patient support groups can be found on its website at www.papworthhospital.nhs.uk. The following external organisations also offer advice and support.

British Cardiac Patients Association	01949 837070
www.bcpa.co.uk	
British Heart Foundation	020 7554 0000
www.bhf.org.uk	
British Lung Foundation	020 7688 5555
www.blf.org.uk	
Cystic Fibrosis Trust.....	020 8464 7211
www.cysticfibrosis.org.uk	
NHS Blood and Transplant.....	01923 486800
www.nhsbt.org.uk	
NHS Choices	111
www.nhs.uk	
Norfolk Zipper Club (for cardiac patients).....	01508 492876
Pulmonary Hypertension Association	01709 761450
www.phassociation.uk.com	
Transplant Sport UK	01962 865030
www.transplantsport.org.uk	

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Telephone numbers

Main hospital	01480 830541
Main hospital fax.....	01480 831315
Baron Ward - <i>Bernhard Baron Building</i>	01480 364227
Cardiac Outpatients - <i>Varrier-Jones Building</i>	01480 364710
Cardiac Recovery Unit - <i>Christopher Parish Building</i>	01480 364347
Cardiac Support Team - <i>Varrier-Jones Building</i>	01480 364100
Cardiology High Dependency Unit - <i>Christopher Parish Building</i>	01480 364366
Chaplaincy Service	01480 364121
Critical Care - <i>Christopher Parish Building</i>	01480 364400
Cystic Fibrosis Unit - <i>Bernhard Baron Building</i>	01480 364292
Cardiac Day Ward - <i>Christopher Parish Building</i>	01480 364150
Duchess Ward - <i>Bernhard Baron Building</i>	01480 364512
Hemingford Ward - <i>Christopher Parish Building</i>	01480 364910
.....	01480 364911
Higginson Ward - <i>Christopher Parish Building</i>	01480 364420
Hugh Fleming Ward - <i>Christopher Parish Building</i>	01480 364370
Intensive Care Unit - <i>Christopher Parish Building</i>	01480 364400
Mallard Ward - <i>Christopher Parish Building</i>	01480 364375
.....	01480 364407
Main Reception - <i>Bernhard Baron Building</i>	01480 364625
PALS (Patient Advice & Liaison Service).....	01480 364896
Princess Ward - <i>Bernhard Baron Building</i>	01480 364232
Progressive Care Unit, Mallard Ward	01480 364366
Respiratory Support and Sleep Centre	01480 364259
.....	01480 364260
Thoracic Day Ward - <i>Bernhard Baron Building</i>	01480 364193
Transplant Continuing Care Unit	01480 364455
Travel and Car Parking Office - <i>Bernhard Baron Building</i> ...	01480 364276
Varrier-Jones Ward - <i>Varrier-Jones Building</i>	01480 364648

Papworth Hospital NHS Foundation Trust
Papworth Everard, Cambridge, CB23 3RE

Tel: 01480 830541

Fax: 01480 831315

www.papworthhospital.nhs.uk

A member of Cambridge University Health Partners



SMOKEFREE

Papworth Hospital is a smokefree site



Keep in touch with Papworth Hospital and receive a quarterly newsletter. Join our membership free of charge at www.papworthmembership.com

Tel: 01480 364240

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