NHS
The Queen Elizabeth Hospital King's Lynn
NHS Foundation Trust

Welcome to The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust

Information booklet for our inpatients

EXCELLENCE STARTS HERE

Prestbury CARE

Your *Friendly,* Local Homecare Provider

Bespoke Care in the comfort of your own home

Support packages include :

Visiting Care & Overnight Care - Assistance with bathing, dressing, grooming & meal preparation.

Palliative Care - Tailored support packages for end stages of life.

Home Help & Companionship - Cleaning, Gardening, Maintenance & shopping.

Medication - Administration & Prescription collection.

24hr Live-in - A dedicated carer at home 24hrs / 7 days a week.

Please get in touch. We're here to help

Email: customerservices@prestbury-care.co.uk
Web: prestbury-care.co.uk **Tel:** 01553 615600

Care Quality Commission

(Inclusion in this booklet does not imply endorsement of any product or service)

Interpreter Services

- **If your first language is not English**
- **You need help with signing**
- **You have any form of communication difficulties**

If you need an interpreter to help you speak to the people caring for you, the nurse in charge of the ward will make arrangements to provide an interpretation service.

Услуги переводчика
- Если ваш родной язык не английский
- Вам нужна помощь с сурдопереводом
- У вас есть какие-либо затруднения в общении

Если вам нужен переводчик для помощи в общении с медперсоналом, старшая медсестра отделения организует для вас услуги перевода.

Vertėjo paslaugos
- Jei jūs gimtoji kalba nėra anglų
- Jums reikia pagalbos pasirašant dokumentus
- Jūs patiriate kokių nors bendravimo sunkumų

Jei jums reikia vertėjo pagalbos kalbantis su žmonėmis, kurie jumis rūpinasi, seselė, vadovaujanti skyriui, susitars dėl to, kad jums būtų suteiktos vertimo paslaugos.

Serviço de Interpretação
- Se a sua primeira língua não é o inglês
- Precisa de ajuda com a assinatura
- Tem dificuldades de comunicação

Se precisar de um intérprete para o ajudar a falar com as pessoas que cuidam de si, a enfermeira chefe da ala irá organizar um serviço de interpretação.

Tulkošanas pakalpojumi
- Ja Jūsu dzimtā valoda nav angļu valoda
- Jums nepieciešama palīdzība saistībā ar parakstīšanos
- Jums ir jebkāda veida komunikācijas grūtības

Ja Jums nepieciešams tulkotājs, lai palīdzētu sarunāties ar cilvēkiem, kas Jūs aprūpē, palātas atbildīgā medmāsa noorganizēs Jums tulkotāja pakalpojumus.

口译服务
- 如果您的第一语言不是英语
- 如果您需要手语的帮助
- 如果您有任何交流障碍

如果您需要一名口译员帮助您与为您提供医疗服务的人进行交流，病房的护士长会帮您安排口译服务。

Sözlü çeviri hizmeti
- Ana diliniz İngilizce değilse
- İmzalama konusunda yardıma ihtiyacınız varsa
- Herhangi bir iletişim güçlüğünüz varsa

Bakımınızdan sorumlu kişilerle konuşurken size yardımcı olması için bir çevirmene ihtiyacınız varsa, koğuştan sorumlu hemşire çeviri hizmeti ayarlamak için gerekli düzenlemeleri yapacaktır

Tłumaczenia ustne
- Jeżeli język angielski nie jest językiem ojczystym
- Dla posługujących się językiem migowym
- Dla osób mających trudności w porozumiewaniu się.

Jeżeli potrzebuje Pan(i) tłumacza do pomocy w porozumieniu się z personelem sprawującym opiekę, siostra oddziałowa podejmie kroki w celu zapewnienia tłumacza.

HELLO AND WELCOME

We are lucky to have a dedicated and caring team of staff at this hospital who will be working hard to make sure your stay is as comfortable as possible.

This booklet has been created to help ease any worries that you may have ahead of your stay with us by ensuring that you have all the necessary information.

Along with outlining what you need to do ahead of your operation, on the day and after you have been discharged, this booklet also explains how the ward operates, staffing and services along with providing maps to help you find your way around the building.

We are always looking for ways in which we can improve our services so could I take this opportunity to ask you to provide feedback on your experience using the Friends and Family Test before you leave.

More information can be found on The Queen Elizabeth Hospital King's Lynn website (www.qehkl.nhs.uk) - go to the 'Information for patients and visitors' section and then scroll down the screen to find Pre-Assessment in the alphabetical departmental list.

If you have any questions, or require additional support, please speak to any member of staff on the ward as they will be happy to help.

Our aim is to provide our patients with the highest possible standard of care.

Best wishes
Caroline Shaw CBE
Chief Executive Officer

Contents

Before your operation 6
Things to do before your operation 6
What do I need to bring into hospital 8
What will happen on the day 8
Resuscitation 9
Welcome to your ward 9
Following your operation 10
Privacy and dignity 10
Health insurance forms 10
Leaving hospital 11
After you have been taken home 11
Reducing the risk of infection in hospital 12
Preventing falls 13
Get up get dressed get moving 14
Reducing the risk of Deep Vein Thrombosis 14
Pressure sores 15
Visiting 15
Enquiries by relatives and friends 15
Services for patients with disabilities or other special needs 16
Patient's meals 16
Map 17
Map 18
Uniforms 19
Uniforms 20
Car parking 21
Mobile phones and cameras 21
Wifi 21
Alcohol and other substances 22
Smoking 22
Fire, emergency and evacuation procedures 22
Chaplaincy 23
Shops 23
Hot food and drink 24
Hairdresser 24
Hospital Radio Lynn 24
If you need help when you return home after your operation 24
Voluntary Agencies 25
Making a complaint 25
Patient Advice and Liaison Service (PALS) 26
Volunteering 26
Becoming a Foundation Trust Member 26
Donations and legacies 27
Useful telephone numbers 28

Before your Operation

The Trust is swabbing all patients 72 hours pre-operatively for COVID-19. Patients are then requested to isolate until their operation – guidance about this will be on your admissions letter.

- If you develop a cough, cold, diarrhoea, vomiting or COVID-19 symptoms (high temperature, persistent cough, loss of taste and/or smell and any additional government guidance) or any other illnesses or your health status changes from time of Pre-assessment to your operation – please let the Admissions Office (01553 613613 x 2456) know so that we can advise you of what to do. The result of this not being adhered to could cause your operation to be cancelled on the day. Separate information will be given for children
- Arrange time off work
- Arrange for a responsible and physically able adult to collect you from the hospital and stay with you overnight (an overnight carer is not required for procedures requiring local anaesthetic only)
- Public transport is not recommended for your return journey home from the hospital. However a taxi may be used
- Arrange for someone to look after any dependants
- If additional care needs following surgery are highlighted at your Pre-assessment appointment, please read pages 24 and 25 in this booklet
- If you become pregnant, please let the Admissions Office know (01553 613613 x 2456)
- Inform us of any planned holidays so that we can arrange your surgery around this – please be aware that air travel close to the date of surgery can incur additional risks of DVT (Deep Vein Thrombosis)
- If you are unable to attend for your surgery for any reason, please inform us as soon as possible. We can then offer your place to another patient
- If you have any queries before you come into hospital, please contact Pre-assessment on 01553 613124 (if you are unable to reach anyone there is an answerphone for you to leave a message and a member of the team will call you when they are next in the office)

Things to do the night before / morning of your operation

- Ensure you abide by the current guidance relating to face coverings, hand washing and social distancing whilst in the hospital.
- Have a bath or shower using Octenisan™, wash as directed – see patient information leaflet
- Please take all regular medications – unless you have been instructed to stop them in Pre-assessment
- If you are taking anti-coagulation medication you will have been given special instructions to follow
- Wear loose comfortable clothing
- Remove make up and nail varnish / acrylic / gel nails and hair extensions with metal clips.
- Remove all jewellery. A wedding ring is permitted, but must be removed if the surgery is to be performed on the same arm/hand

- Leave valuables at home. The Trust cannot accept responsibility for items that are lost or damaged
- We advise you to refrain from smoking/drinking alcohol for 24 hours before your admission (and for 24 hours following your operation). Patients under the influence of illicit drugs or alcohol will have their operation cancelled
- Please read your starving instructions carefully. Failure to follow the advice given may result in your surgery having to be rescheduled. Patients with diabetes will have been sent special instructions
- Please ensure you have enough change for car parking – details of current parking charges can be found on The Queen Elizabeth Hospital website (information for patients and visitors, car parking)

Carbohydrate Drinks

The information below is only for patients who DO NOT have diabetes. If you have diabetes you need to follow the guidance given to you at your Pre-assessment appointment.

You will be asked to drink carbohydrate rich drinks (isotonic sport drinks) on the night before and morning of your operation – this is called carbohydrate loading.

You will need to have 3 x 500ml bottles of isotonic sports drinks, e.g. Lucozade Sport or supermarket own brand – these must be the still (not fizzy) varieties.

Morning Operation (07.30am admission)	**Afternoon Operation**
The night before drink 2 x 500ml bottles of isotonic sports drinks – one with your evening meal and the last one at bedtime. On the morning of your surgery drink 1 x 500ml bottles before 6am – this is the only fluid you should drink. Do not eat any food after midnight	Drink 2 x 500ml bottles of isotonic sports drinks at bedtime. On the morning of your surgery drink 1 x 500ml bottle before 11am – do not drink any other drinks after 7.30am except this 1 bottle. Do not eat any food after 7.30am

Follow all the guidance given at your Pre-assessment appointment about fluids and don't eat anything for the 6 hours before your surgery.

If you choose not to take carbohydrate-rich drinks before your surgery, you must still stop eating food six hours before your operation and follow the instructions given to you at your Pre-assessment appointment around fluids.

If you are unable to drink all of the liquid before your operation please take as much as you can. Carbohydrate-rich drinks can sometimes cause vomiting or diarrhoea. If you experience vomiting or diarrhoea, stop drinking the carbohydrate-rich drinks.

If you have any questions or concerns about carbohydrate loading, please contact the Pre-assessment clinic on – 01553 613124.

What do I need to bring into hospital ?

What to bring with you

- Any medication that has been prescribed for you (this could be pills, tablets, inhalers or insulin etc), in their original containers as well as treatment cards. A list of your medicines would also be useful for the Doctors. Please put all these items into the bag that you were given at Pre-assessment
- If you use a CPAP machine you must bring this into hospital with you
- Hospital passport for patients with a learning disability and or dementia
- Overnight bag including those items listed below relevant to you

o Face covering
o Ear plugs and eye mask (the hospital ward will probably not be as peaceful as your home environment, so we suggest for your own comfort that you bring these items if you wish).
o Dressing gown
o Hearing aid
o Glasses
o Denture cleaner and bowl
o Sensible shoes or slippers (with grips on the bottom and heel/ankle support)
o Toiletries and towel
o Loose fitting clothes to wear during the day
o Nightwear
o Small amount of money to buy items from the shops on site
o Tissues / handkerchief and wet wipes
o Sanitary protection
o Walking or dressing aid
o Something to occupy your time ie. book/magazine or a favourite toy for a child.
o Octenisan™ Wash that you were given at Pre-assessment

What will happen on the day

- Ring one hour prior to admission as advised by your Pre-assessment Nurse and your admission letter – to the main hospital switchboard (01553 613613), who will confirm if there is a bed for you to come in as planned
- Book in at the Admission Unit reception desk on arrival
- You will be met by the named Nurse who will be looking after you. You will be prepared for your operation
- Your Doctor or Nurse and other health professionals, 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 later change your mind, you are entitled to withdraw consent but please discuss this with your treatment team
- Please be aware that although we try to stagger admission times, there can sometimes be a considerable wait before it is your turn to have your operation. We thank you for your patience
- You will be asked a COVID checklist of questions to confirm you have no COVID symptoms
- If your pre-operative COVID test gives a positive result you will be advised to remain at home, follow Government guidance and your operation will be rearranged

Resuscitation

Healthcare teams looking after seriously ill patients will often discuss resuscitation issues with family members, carers and other professionals. Patients and carers are involved in any decisions made and this will be written in the medical notes.

Welcome to your ward

On arrival you will be seated in the waiting room or within a bay where you will be assessed by the Nurse, the Anaesthetist and the Surgeon. You will be asked to wear two identity bracelets – please wear these at all times.

We will ask for details about you – your name, address and the telephone number of the person you would like us to contact in an emergency (you will have been asked this at Pre-assessment but it may have changed, it is important that we have the most up-to-date information)

Please bear with us if some questions are repeated through these assessments, this is to ensure you are safe and happy to proceed with your planned procedure. If you have any questions about the procedure please feel free to ask. Please be aware the Surgeon may wish to examine or mark the area which will be operated on.

Your routine observations will be checked, including your blood pressure, pulse and temperature, and further blood tests or urine samples may be required.

You will be kept up to date with an estimated time when you will be going to theatre and informed when to change into your gown and apply the compression stockings provided. Do keep yourself warm and feel free to use the blanket provided.

We will then ask you to wait patiently on the unit until you are collected for theatre. A relative or friend is more than welcome to remain with you while you are waiting. Please be aware, several different theatre lists will be running at once so you may see other people arrive after you but go to theatre before you.

When you do go to theatre, your belongings will be stored in a locked room and brought to you when you arrive back on the ward after your procedure is complete. We ask you to please label your bags clearly.

During your stay in hospital if you have any questions please talk to a member of staff – all staff wear identification badges and will introduce themselves.

The bedside cabinet is for your day-to-day needs and belongings. Please give any valuables to someone you trust to take home or give them to a member of the nursing staff for safekeeping. The bedside cabinet cannot be locked and the Trust does not accept responsibility for any items lost.

A red tray can be found on your bed table for you to store your hearing aids, glasses, dentures and panic alarms so that they are easily accessible and less likely to be misplaced during your stay (please leave the red tray when you are discharged so that it can be used by future patients to protect their belongings).

Each bay and side room will detail the name of the hospital and ward you are on to help you to understand where you are when you wake in the morning or following your procedure.

Following your operation

While you are in hospital, you will be under the care of a group of Doctors and a Nursing team directed by a named Consultant.

At least every two hours whilst you are awake, a Nurse or Healthcare Assistant will check that you are comfortable. Please say if you need to go to the toilet, are in pain or if you would like something to eat or drink. There is a call bell system if you need something at other times.

During your stay you may be asked if you would be willing to take part in teaching sessions for medical, nursing and other health professional students. If you would rather not be involved, please let a member of the ward staff know.

We may wish to transfer you to another part of the ward, or to a different ward, at some time during your stay. If this is necessary, the reasons will be explained to you.

If you have any blood tests, xrays, scans or other tests you will receive the results. If you have any questions please ask.

Before you leave the hospital, you will be asked to complete a Friends and Family feedback form about your hospital stay. We ask you to complete the survey as it will help us to improve the care that we offer to all our patients.

Privacy and Dignity

Our aim is to ensure that your right to privacy and dignity is respected at all times. We promise that:

- On arrival, staff will introduce themselves to you
- You will be called by a name of your choosing
- Your privacy and modesty will be maintained at all times
- You will be treated courteously, respecting religious and cultural beliefs
- You will be cared for in a clean and safe environment
- Wherever possible, male and female patients will be in separate rooms or single-sex bays, with separate toilet and washing facilities. Where this is physically not possible, for example in specialist areas, appropriate screens or curtains will be provided to ensure your privacy

Health insurance forms

There is a minimum £10 charge for the completion of all health insurance forms. Some insurance forms requiring input from your clinician may be charged separately. These forms should be sent to Business Support in the first instance along with a stamped addressed envelope. Cheque or postal order should be made payable to: QEHKL FT. Any queries please telephone 01553 613486.

Leaving Hospital

On admission to hospital we will give you an estimated date for going home. This will help you in arranging your transport, shopping etc.

- We will always discharge you before lunch where possible. You will be able to wait in the Discharge Lounge for your medications and/or transport
- Transport home by ambulance is only provided for patients with a genuine need. Ward staff will assess you to see if you are eligible, otherwise you will have to make your own arrangements
- We can arrange a taxi for you but you will have to pay the cost yourself
- If you have been given a pink 'dissolvable' bag containing your clothing - do not put this bag in your washing machine (the bags are only dissolvable in industrial washing machines). Empty the contents of the bag into the washing machine without touching them (perhaps using rubber gloves that are thoroughly cleaned afterwards). Ideally wash at 60°C – if you are not sure whether the clothing can be washed at this temperature please wash on TWO cycles at 40°C without opening the machine in between cycles.

Before leaving we will discuss taking care of yourself and any continuing care and treatment you may need.

- You may be given a follow-up appointment to attend an outpatient clinic
- You may be transferred to another setting for on-going care and rehabilitation. This is part of your treatment and cannot always be at your preferred place
- Any care and support you need at home will be arranged before your discharge, by ward staff and social services
- If you require a place in a nursing or residential home following discharge, we will help you and your family through the process to identify a suitable home. Sometimes it is not possible to transfer you to the home of your choice straight away. If this happens we will help you find a temporary place in another home until your preferred place becomes available.

If you have any questions at any stage please ask a member of staff.

After you have been taken home

You may feel tired. Try to rest for the first 24 hours. If you have had a general anaesthetic:

- Do not undertake strenuous activities
- Do not operate machinery for at least 24 hours
- Do not make any important decisions or sign important documents for the first 24 hours after your operation
- You must not drive a car, ride a motorbike or bicycle for at least 24 hours, or longer if advised by your doctor
- You may eat as you wish. However, your appetite may be poor to begin with. It is important that you drink plenty of fluids
- Do not drink alcohol or take sleeping tablets for at least 24 hours
- Some people may feel 'weepy' or emotional for the first few days
- If you have had a laparoscopy, you will have received an additional information sheet 'After your Laparoscopy'
- If you have concerns in the first few days following your procedure please ring the ward you were discharged from

Reducing the risk of infection in hospital

What you should do

- Bring your own personal toiletries into hospital with you – including hand wipes and take them away with you when you leave
- You will have been given a bottle of OctenisanTM wash from Pre-assessment. Octenisan is an antibacterial wash which helps remove the bacteria from your skin and protect you from micro-organisms including MRSA. The information leaflet will tell you how to use this product - it is very important that you bring the bottle with you when you come into hospital. This is for your own individual use
- At Pre-assessment – we will swab you for the presence of MRSA on your skin. If your results identify that you have MRSA, the Pre-assessment team will contact you to ensure that you receive the correct treatment. This will need to be collected from Pharmacy at The Queen Elizabeth Hospital in King's Lynn or North Cambridgeshire Hospital in Wisbech
- The hospital follows the latest guidance from Public Health England regarding Covid-19 (Coronavirus)
- Masks/face coverings must be worn unless you are medically exempt
- ALWAYS wash your hands or clean them with a hand wipe before you eat
- Don't be afraid to ask for a hand wipe
- ALWAYS wash your hands after using the toilet
- If you visit the bathroom or toilet and it does not look clean, tell the Nurse in charge of the ward and use an alternative facility
- If you experience symptoms of diarrhoea and /or vomiting please inform a member of the ward staff
- Try to keep the top of your locker and bed table free from clutter. Too many things on top make it difficult for staff to clean properly
- Your bed area should be cleaned regularly. If you or your visitors see something that has been missed during cleaning, tell the Nurse in charge and ask for it to be cleaned

What staff and visitors should do

- Visitors must contact the ward before visiting to enquire if any visiting restrictions are in place
- Staff should wash their hands or clean them with alcohol gel. If a staff member needs to examine you or perform a procedure, please ask if they have cleaned their hands
- Visitors should also wash their hands or clean them with alcohol gel before entering and on leaving wards
- Staff should wear clear plastic aprons when serving meals
- All staff in a clinical area should be bare below the elbows (no wrist watches, stoned rings or long sleeves)
- Bare below the elbows (no wrist watches, stoned rings or long sleeves)

Preventing Falls

Falls are the most commonly reported accident in hospital. There are many factors that can increase the risk of falling, such as:

- Unfamiliar surroundings
- Your age (being aged 65 and over means you are more at risk of falling)
- Feeling unwell and dehydration
- Muscle weakness, altered walking gait, mobility and balance difficulties
- Previous falls or fear that you will fall again
- Confusion or delirium even for a short period of time
- Poor vision and hearing impairment
- If you take four or more medicines, especially antipsychotic and hypnotic medications
- Continence issues or other chronic conditions such as Arthritis, Parkinson's, Diabetes, Sensory Disorders, Frailty, Chronic pain etc

The following may help you protect from falling:

Use hospital facilities:

- Use the Nurse call bell if you need to move. They are located at the bedside and in bathrooms/toilets
- Keep your personal items within easy reach and leave the call bell where you can see and reach it

Useful information /tips:

- Wear nonslip footwear and well fitting footwear and clothing. Your clinical area can provide nonslip socks if needed
- Wear your eyeglasses and/or hearing aid(s) when you are awake
- Use your usual walking aids from home or aids provided by the physiotherapist and keep them close to you
- Get up from your bed or chair slowly (when getting up, sit upright for a few moments on the edge of your bed before standing, get up slowly and make sure you feel steady before walking)
- Drink plenty of fluids and ensure you eat regularly
- Do not lean on the bedside table, furniture, IV poles or other items to steady yourself as most hospital equipment has wheels

You should expect a falls risk assessment. If you are over 65 years of age the Nurse in charge of your care will undertake a full falls risk assessment which will include measuring of your lying and standing blood pressure, mobility and Doctors will review your current medications. If you have any questions about this please speak with your Nurse.

Tell the Nurse or Doctor:

- Which side of the bed you normally get out so that your bed furniture can be arranged for you
- If you have fallen in the last year, are worried about falling, or have had previous falls
- If you have any concerns about your safety
- If you take medicines that cause you to go to the bathroom often
- If the toilet seat is too low
- Any spillages or wet floor around you

Ask the Nurse for help:

- If you are having trouble seeing
- If you are unsteady on your feet - especially when walking to and from the toilet
- There is a call bell that you can use in the toilet/bathroom
- If you are weak and not able to move, ask the Nurse to ensure all your personal items and aids are within your sight and reach before leaving your bed area

Despite our best efforts, some patients may fall whilst they are in hospital. If a fall happens the Nurses and Doctors will check for signs of injury and ensure that the appropriate treatment is provided.

Get up get dressed get moving

When your condition has improved staff can support you to gain your strength and physical function by encouraging you to get up, dressed, move safely out of bed or take a gentle exercise to prevent deconditioning (reduced muscle strength).

Reducing the risk of Deep Vein Thrombosis (DVT)

Approximately half of all cases of blood clots in the deep veins are associated with hospital admissions. The Queen Elizabeth Hospital is making every effort to reduce the risk to its patients. The Doctors and Nurses looking after you will assess your risk for developing a venous thrombus based on all the known risk factors. They will take appropriate preventative measures to reduce your risk of having a DVT. This may include one or more of the following measures:

- Exercise and Mobility – in hospital, patients generally spend more time sitting or lying in bed which can increase the risk of blood clots forming.Therefore it is important that you move around as much as possible. Try not to cross your legs when you are sitting or lying down
- Graduated Compression Stockings - these promote the blood flow in the legs and so reduce the risk of a DVT. Your legs will be measured to ensure that the correct size is fitted. It is important to remove the stockings daily to check that your skin is not discoloured or red. Make sure that the stockings do not roll down as they will be too tight and restrict the blood flow
- Heparin injections - This medication is known as an anticoagulant. It reduces the risk of developing a DVT by making the blood less likely to clot in your veins. SIDE EFFECTS ARE RARE. These may include bleeding, pain and irritation at the injection site

If you have signs or symptoms of any of the following, seek medical advice urgently from your GP:

- Unexplained pain or swelling in your legs
- Chest pain, sudden shortness of breath or coughing up blood

Reducing the risk of pressure ulcers

What are pressure ulcers?

A pressure ulcer is an area of skin or underlying fatty tissue that is damaged because the blood supply to the area is reduced. It usually happens when you sit or lie in the same position for too long or can develop under medical devices. If care is not taken, pressure ulcers can be serious. They may become painful and infected, sometimes causing blood poisoning or bone infections. In severe cases, the underlying muscle or bone may be destroyed. In extreme cases, pressure ulcers can become life threatening.

Is there anything I can do to reduce the risk before coming into hospital?

- Eat a healthy diet and drink plenty
- Keep your skin clean and dry
- If you have dry or fragile skin, moisturise regularly

What can I do to reduce the risk of developing a pressure ulcer when I am in hospital?

- Work with your healthcare staff when they are trying to move or turn you
- Reposition ever few hours if able to do so and inform staff if you start experiencing pain over a bony area (like bum or heels) or under a medical device such as a cast
- If you are sitting in a chair, make sure both your feet can touch the ground (if this is not possible please speak with a member of staff)
- If you are willing and able to check your own skin, ask a member of staff to teach you how to do it
- If you are able, walk to the toilet rather than asking for a commode
- If staff think you are well enough to be out of bed, they will encourage you to get dressed with the necessary support to benefit your long term recovery
- Ensure you continue to eat healthily and drink plenty

Visiting

During the COVID-19 pandemic visiting has had to be severely restricted to reduce the spread of infection and protect staff, patients and our community. The latest information about visiting arrangements can be found on the hospital website.

The hospital is keen to ensure that patients remain in touch. This includes virtual, with their families while they are in hospital and have therefore introduced different ways for you to stay in touch, virtual visiting (using a ward based smart phone), letters to loved ones (handwritten or emailed letters can be sent to our PALS team pals@qehkl.nhs.uk, these will then be printed and taken to your loved one), essential belongings can also be brought to the hospital to be taken to your loved one with and For more information on any of these ways to stay in touch, please review the hospital website www.qehkl.nhs.uk

Enquiries by relatives and friends

We understand that your relatives and friends want to know how you are. It would assist the ward if one named person makes the enquiries as we must be careful about providing confidential information over the telephone.

Services for patients with disabilities or other additional needs

The Trust has a Liaison Team for patients with learning difficulties and /or autism. If appropriate you will have been referred to them at Pre-assessment. You will also have been given a hospital passport at Pre-assessment which you will need to complete and bring into hospital with you.

Easy to read information for people with learning difficulties is available on request.

If you want to speak to a member of the Liaison Team whilst you are in hospital please speak with the ward staff who will contact them on your behalf.

The Trust also has a Liaison Team for patients with mental health difficulties, this team can support you during your time in hospital if you have a diagnosed mental health condition. You should discuss any mental health needs you might have during your Pre-assessment appointment and where appropriate you will be referred to the liaison service. If you would like to talk to a member of the liaison team during your stay in hospital please talk to a member of the ward staff and they will assist you.

Patient's meals

You will be given a menu for each meal offering you a range of choices. If you require a special diet for an allergy, religious or cultural reasons, please advise the ward staff immediately. The ward staff will explain how to order your food and help you with any queries you may have in relation to your meals.

Breakfast: 7:30am – 8.30am
Lunch: 11:45am – 12:45pm
Supper: 5:30pm – 6:30pm
(these timings are approximate)

If you are off the ward for any reason at a mealtime, the catering department can provide a 'Missed Meal Service'. Items may vary depending on the time of your request.

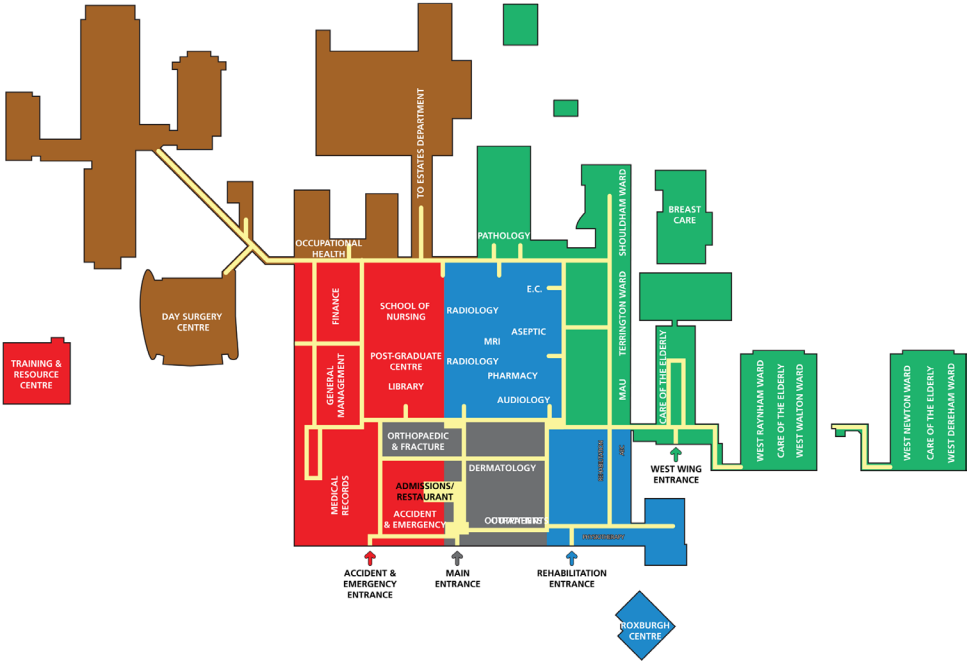
The Trust requests that no food is brought into the hospital for patients. If relatives or friends wish to bring in gifts of food please discuss this with the ward staff. If you would like a relative or friend to support you at mealtimes, please ask a Nurse in charge.

The majority of wards operate a protected meal time period , which allows patients to enjoy their meal without interruption.

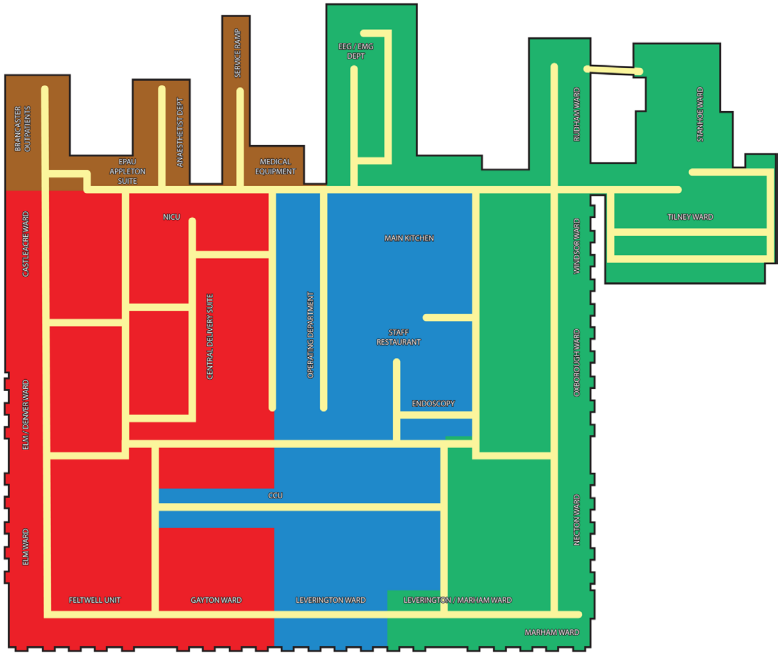
If you have any questions regarding patient meals, please contact the Catering Manager on 01553 613540.

Please note that the Trust will only accept responsibility for food provided by its own catering department.

Ground Floor



First Floor



BRANCASTER OUTPUTIENTS
EPAU APPLETON SUITE
ANAESTHETIST DEPT
SERVICE RAMP
MEDICAL EQUIPMENT
EEG/EMG DEPT
RETURN WARD
STANHOE WARD
TILNEY WARD
CASTLEACRE WARD
NICU
MAIN KITCHEN
MAIN SCC WARD
CENTRAL DELIVERY SUITE
OPERATING DEPARTMENT
STASS RESTAURANT
OVERDRUSH WARD
ELM/DENVER WARD
ENDOSCOPY
CCU
ELM WARD
NEGEN WARD
FELTWELL UNIT
GAYTON WARD
LEVERINGTON WARD
LEVERINGTON/MARHAM WARD
MARHAM WARD

Hospital staff uniforms

Matron

Ward Sister

Ward Clerk

Junior Sister

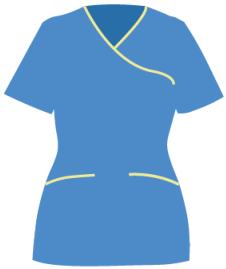
Staff Nurse

Speciaist Nurse

Staff Nurse - Male

Student Nurse

Nursing Auxiliary



Phlebotomist

Image provided by RNS Publications

Hospital staff uniforms

Physiotherapist

Occupational Therapist

Domestic Assistant

Physiotherapist Assistant

Housekeeper

Practice Development Nurse

Senior Healthcare Assistant

Volunteer

Doctors wear short sleeved shirts or sleeves rolled above elbow. Their grade is displayed on their name badge.

Image provided by RNS Publications

Car Parking

For parking charges, please see the ticket machines in the car parks or the Trust website. You can pay with debit/credit cards or coins. The ticket machines do not give change; you can obtain change from the change machine in the hospital foyer. There is also a cash machine in the foyer.

A weekly ticket is available and can be purchased from ticket machines in the car parks or change machine in the hospital foyer. Patients and visitors should use blue lined spaces in the main car park, before using white lined spaces. There are spaces for blue badge holders closer to the hospital entrance. If you are a blue badge holder you are entitled to a reduced price ticket.

Please ensure

- Valid tickets are displayed on vehicles
- Vehicles are not blocking footpaths/dropped kerbs
- Vehicles are not blocking ambulance lanes/area in front of A&E Entrance
- Vehicles are not in bays reserved for hospital use
- Valid blue badges are displayed in vehicles and the relevant pay and display ticket purchased
- Park in marked bays

Enforcement action may be taken if vehicles are parked incorrectly. This also applies to all users of the A&E drop off and the 20 minute bays outside Main Entrance, including blue badge holders.

Mobile phones and cameras

Whilst in hospital, the Trust want you to remain in touch with friends and relatives as much as possible however we need to ensure, that we protect the privacy and dignity of you and other patients. In order for the hospital experience to be as positive as it can be for all patients, please do the following:

- Only use your phone in the daytime
- Put your ringtone to silent
- Talk quietly, as loud noise can disturb other patients
- Switch your phone off if asked by staff
- Check with staff if you are able to use the phone in the area you are staying
- Charge your phone at home (please ask friends and relatives to do this for you as it is not possible for you to do this in the hospital)
- Look after your device – the Trust can't accept responsibility for its safety. The use of any form of camera including mobile phone cameras or other recording equipment is strictly forbidden
- Some hospital equipment may be susceptible to interference from mobile devices and, as such, specific treatment areas of the Trust may exclude the use of a mobile device.
- Please do not post anything onto social media whilst in hospital as this could impact on the privacy of other patients

Wifi

If you would like access to our guest wifi search for the hospital's free wifi on your smart phone or tablet and log on.

Alcohol and other substances

No alcohol or illegal substances are permitted on the hospital site. During your hospital stay, you may be asked about your alcohol consumption, this is to help with your diagnosis and treatment. Please discuss this with your medical team if you have any concerns. The hospital has a drug and alcohol worker available between 9am and 5pm Monday to Friday who can be contacted by ward staff on your behalf. There is also the local drug and alcohol support service called Change Grow Live with offices in Kings Lynn. This service can be contacted by patients directly on 01603 514096.

Smoking

The hospital has a no smoking policy. Please only smoke in the designated smoking shelter opposite the main entrance. Medical experts advise that stopping smoking is the single most important thing you can do to improve your health. During your hospital stay, you may be asked about your smoking habits, to help with your diagnosis and treatment. If you would like more information about how to stop smoking and getting help to quit, please ask the ward staff. On discharge, you can contact the national stop smoking services, who will be able to direct you to local support:

Smokefree	Tel: 0300 123 1044
Cambridgeshire Camquit	Tel: 0800 018 4304
Lincolnshire	Tel: 01522 705162

Fire, emergency and evacuation procedures

The fire alarm will activate in a constant tone if there is a fire in your area/department.

Departments in adjacent areas will also have an intermediate alarm sounding.

All wards/departments have emergency evacuation plans and risk assessments. In some cases such as operating theatres, there will not be an immediate evacuation. Staff have been trained to evacuate using beds and bed movers, evacuation chairs and ski pads if required and those who are mobile and require less help will be assisted to a place of safety.

If the alarm sounds in your area/department, you are to await instructions from the staff.

Chaplaincy

Being a patient, or supporting a friend or relative in hospital, can be an unsettling time. It can be filled with pain or distress, cure and relief, fear and hope, loss and celebration.

The Chaplaincy Team work throughout the Queen Elizabeth Hospital to support people in whatever they are facing. The chaplains are here to listen without judgement and in confidence. This may help you to feel less anxious, see things more clearly, or gain a wider perspective.

People often assume they have to be religious to speak to the team, but you don't have to profess any belief to receive their support, and they will not impose any beliefs on you. Our Sacred Space (on the ground floor, opposite X-Ray) is open day and night for those who would like a quiet place to light a candle, leave a prayer on our prayer-board, reflect or just be.

A Christian service is held every Sunday at 10.30am for 30 minutes. Holy Communion can be brought to patients at their bedside if they are unable to attend.

A Roman Catholic Mass is held every Tuesday at 4.30pm for 30 minutes. The priest visits patients after this service, and other RC volunteers visit on Tuesdays and Fridays.

Muslim Prayers take place every Friday from 1pm for an hour.

Members of other faiths also use the Sacred Space for prayers or worship. The Chaplains will attempt to contact faith/belief representatives as required.

Contacting us: We can be contacted on 01553 613441, or ext 3441. Chaplains are in the hospital during the day Monday to Friday, and are on-call over the weekend. If you need us urgently, please ask a member of staff to contact us.

Shops

The League of Friends shop is situated inside the main entrance of the hospital and sells a wide range of sweets, confectionery, newspapers, magazines, snacks, toiletries and gifts.

The shop is staffed by volunteers and all profits are invested back into the hospital. The shop only accepts cash, although there is a cash machine in the front entrance.

The shop is usually open between

- 7.30am – 8.00pm Monday to Friday
- 9.00am – 4.30pm Saturday
- 10.00am – 4.30pm Sunday

Amigo in the hospital foyer sells groceries and toiletries. It is open between

- 8:00am - 5:00pm Monday to Friday
- 10:00am - 2:00pm on Saturday (closed on Sunday)

Hot food and drink

There are two cafes offering hot and cold food, snacks and drinks:

- The Hub (hospital restaurant) on the first floor is open to the public Monday to Sunday 7.30am – 7.00pm

- Costa Coffee in the hospital foyer
  • 8.00am – 6.00pm Monday to Friday,
  • 10.00am – 2.00pm weekends

Hairdresser

Bobtailz salon is open to everyone and caters for men and women. It is situated on the ground floor on the corner between audiology and the West Wing.

Hospital Radio Lynn

The hospital has its own radio station, run by volunteers, especially for you.

Hospital Radio Lynn is a registered charity which broadcasts to the hospital providing patients with music for all tastes, friendly chat as well as news and information 24-hours a day.

You can hear them within the hospital by using the bedside entertainment units or by visiting www.hospitalradiolynn.org.uk. When at home, you can still listen to Hospital Radio Lynn online or by installing the free to use app for Alexa-enabled smart-speakers.

Sunday through Friday, a two-hour request show is broadcast between 8pm and 10pm.

You can send a request via their website, by emailing requests@hospitalradiolynn.org.uk or by using your bedside phone for free on *800.

If you need help when you return home after your operation

On admission to hospital we will give you an estimated date for going home. This will help you in arranging your transport, shopping etc. Think about how you will manage the daily tasks that you need to do at home, such as personal care, shopping, vacuuming and bed changing. Speak to family and friends prior to coming in for surgery about the assistance you may want from them.

Identify any additional support that you may need when you are discharged. Please arrange this via a private care agency or discuss with social services how they may be able to help you.

Lincolnshire Social Services: 01522 782155

Cambridgeshire Social Services: 0345 0455202

Norfolk Social Services : 0344 8008020 to ask for a list of care agencies or review the website www.norfolk.gov.uk searching the Norfolk Care Directory for agencies which cover your home area.

Social workers are available to help you or your relatives with personal problems, which may arise as a result of your stay in hospital. If you want to discuss any difficulties concerning benefits, work, family life, or how you will manage when discharged, please ask a Nurse to contact a social worker.

Voluntary Agencies

The Trust also has links with the Red Cross, West Norfolk Carers, Age UK Norfolk, West Norfolk Mind and Alzheimers Society. If you would like support from any of these organisations or want to find out what they have to offer, please speak to ward staff or ask in the PALS Office.

If you require support and are a current or former member of the armed forces, (or an armed forces family), please ask at our PALS office as there will be able to give you the contact details for local military organisations who may be able to help.

Making a complaint

Please do not worry about making a complaint if you have had a poor experience or feel things were not as they should have been. All comments are valued because they give us important information, helping us to improve the services we provide.

If you are in hospital and have any concerns, please speak to either the Ward Manager or Ward Sister. You may also request, at any time, to speak with your Consultant or a member of the PALS team. This can be arranged by ward staff.

You may contact the hospital complaints department on 01553 613890 or 01553 613359 or by email complaints.concerns@qehkl.nhs.uk. The department will try to resolve your complaint and/or advise you about the formal complaints process.

Please be assured that the care you receive now or in the future will not be affected in any way. All complaints are treated confidentially and are filed separately from your medical records.

If you wish to make a complaint on behalf of a patient please note:

- The patient must be aware the complaint is being made
- The patient should sign the complaint letter or form giving authorisation for an investigation and access to their medical records
- If the patient has died, a family member is entitled to make the complaint with consent provided by the next of kin

All complaints should be addressed to
The Complaints Manager, The Queen Elizabeth Hospital NHS Foundation Trust, Gayton Road, King's Lynn, Norfolk, PE30 4ET.

Patient Advice and Liaison Service (PALS)

The PALS service is here to help and support patients, relatives, carers and visitors who need information and assistance about the hospital and the NHS.

The Team can help you find the answers to your questions, resolve problems by identifying the right people to talk to, explain the complaints process and sit in on any meetings you may have with clinical staff. The PALS team also accept compliments and positive feedback about the care you have received or your experience in hospital. This can be in the form of letters, thank you cards or a feedback form which you can fill in or ask PALS to assist you. All feedback is shared with the ward / area team and across the Trust to staff.

A PALS officer will attend the wards on request, as well as providing information over the telephone. Staff on your ward will be able to put you in touch with PALS. Alternatively, the PALS team can be contacted at their office at the front of the hospital, by telephone on 01553 613351 (24 hour answerphone) and by email: pals@qehkl.nhs.uk.

Volunteering

Our Volunteers offer a vital service throughout the Hospital supporting patients and clinical staff. This can be at the front of house meeting you when you come into the hospital, at the Day Surgery, the League of Friends Shop, Fundraising Office or many other wards and departments throughout the hospital.

If you would like to know more or offer your time please contact the Voluntary Services Office on 01553 214687 for an informal chat.

Become a Foundation Trust Member

Why should I want to join?

- Almost all of us make use of hospital services at some point in our lives. The local hospital is very much our hospital
- Membership of the Foundation Trust is free, and gives you a real chance to influence the development of the hospital and its services
- Receive our ‘Trust Matters’ newsletter and information about healthcare events held at the hospital

There are a number of ways to apply for Foundation Trust membership:

- The easiest way is to apply online
- E-mail us at: FT.membership@qehkl.nhs.uk and we’ll send you an application form in the post
- You can also download an application form to print out and post to us
- Write to: The Foundation Trust Office, The Queen Elizabeth Hospital King’s Lynn, Gayton Road, King’s Lynn, Norfolk PE30 4ET. Telephone 01553 613142

Donations and legacies

Patients and their families sometimes wish to make donations, give in memory or leave a gift in their wills or legacies to enhance our services, environment or buy equipment. Others prefer to fundraise. We are committed to harnessing the power of your donations, as well as the energy of our fundraisers to further improve patient care and experience at QEH.

You can support appeals, whichever cause, ward, or area is closest to your heart. Supporting your hospital charity ensures that you are an essential partner in helping to make the QEH the best that it can be - and for that we are so grateful.

If you would like to donate to the 'General Fund', you can make a cheque payable to 'QEHKL Charitable Fund' and send it to our Finance Department - please consider Gift Aid to boost your donations. To donate to a specific ward or area please speak with a member of staff from that team or call their number - see the useful telephone numbers section.

To find out the names of charitable funds, set up BACS or standing orders, please call the Charitable Funds Officer (Finance): 01553 613981 / Email: charitable.funds@qehkl.nhs.uk.

You can donate online at justgiving.com/qehkl.

For further information, please go to: www.qehkl.nhs.uk/fundraising or call the Fundraising Executive: 01553 613373.

All donations and legacies are gratefully received and will be formally acknowledged. Your financial contributions make a very big difference to the experience of our patients and staff – they are hugely valuable to us. Your support will help us to buy equipment, fund projects, improve the quality of care, treatment and facilities for our patients in various parts of the hospital.

Useful Telephone Numbers

(Please add 01553 if calling from outside the King's Lynn area)

Area Name	Phone Number
Acute Medical Unit (AMU)	613870
Admissions Unit	214602
Ambulatory Emergency Care	613077
Arthur Levin Day Surgery Unit	613500
Castleacre Ward	613710
Critical Care Unit	613570
Delivery Suite	613720
Denver Ward	613585
Elm Ward	214774
Endoscopy Unit	613864
Gayton Ward	613571
Macmillan Unit	613413
Marham Ward	613576
Oxborough Ward	613575
Pre-assessment Unit	613124
Rudham Ward	613844
Sandringham	613613
Shouldham Ward	613422
Stanhoe Ward	613121
Surgical Assessment Unit (SAU)	613568
Surgical Extended Recovery Unit	214649
Terrington Ward	613535
Tilney Ward	214928
Treatment and Investigations Unit	613613
West Newton Ward	613578
West Raynham (Stroke Unit)	613620
Windsor Ward	613695

If the number listed above is 01553 613613 this is the main switchboard, you will need to ask for the ward.

Our website is www.qehkl.nhs.uk.

Impact on life
Health Care Media

Feel free to visit our website to view our complete range of publications

www.impactonlife.co.uk

...where you can order or download our guides, full of advice and support relevant to your area

Alternatively you can contact us on:

Telephone: 0115 939 2090 or E-mail: enquiry@healthcaremedia.co.uk

CROWN GARAGE
SOHAM & KING'S LYNN

HONDA
The Power of Dreams

At Crown Garage Honda we also offer the Motability scheme for drivers with disabilities, for further information on the Motability scheme please speak to one of the sales team.

We can also supply cars on a wide range of financial options such as Personal Contract Purchase, Business Contract Hire and Traditional Hire Purchase. Our sales team are SAF tested and are qualified to help you with your enquiries.

We are situated in Soham and King's Lynn. When you visit one of our dealerships you will be greeted by a long serving team member who will be more than happy to assist you.

Phone: 01553 762984
Honda House, Scania Way, King's Lynn, PE30 4LP
www.crowngarage.co.uk

WEST NORFOLK COMMUNITY TRANSPORT PROJECT

Offering a wide variety of affordable transport to get you on the move.

- Hospital Transport
- Dial-A-Bus
- Wheelchair Accessible
- Door-to-Door
- Group Hire
- Volunteer Car Drivers
- Social Inclusion
- Shopmobility
- And much more

Please call 01553 776971 for all your transport needs!

The @LITTLE_BIG_BUS service you can trust

Pure Heart
Homecare Limited

Support workers you can trust

"Our support users are empowered to live independently whilst being cared for at all times with dignity and respect"

- Personal care • Post hospital care
- Dementia patient care • Physical disability support
- Short and long term care • Companionship
- Rehabilitation after an operation or illness

Contact us today to see how we can help

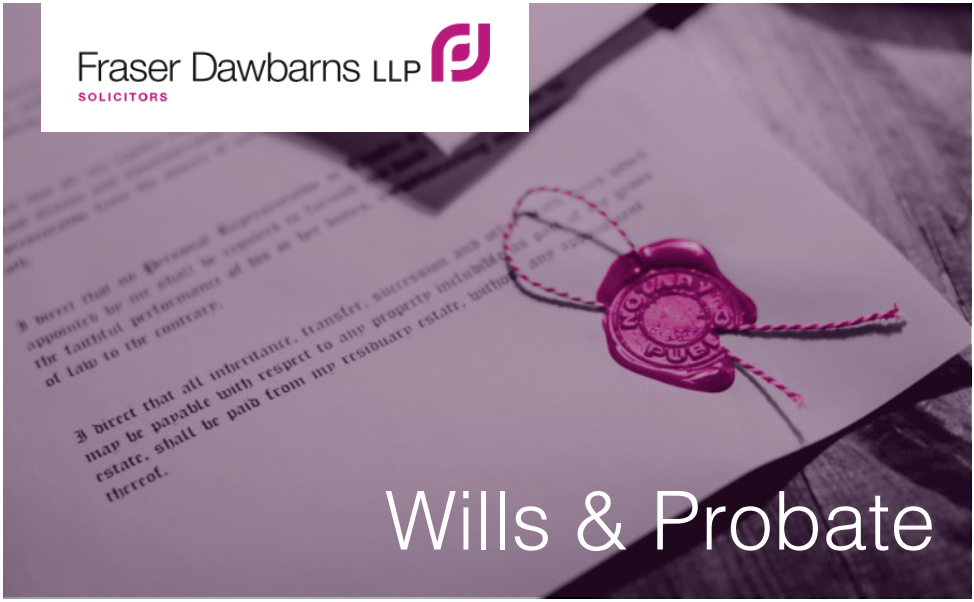
t: 01945 773861 a: 130 Wisbech Road, Outwell, PE14 8PF

e: admin@purehearthomecare.co.uk

w: www.purehearthomecare.co.uk

Care at home... because home is where the heart is

Fraser Dawbarns LLP
SOLICITORS



Wills & Probate

Contact Us

Wisbech Office

1-3 York Row
Wisbech
Cambridgeshire
PE13 1EA

01945 461456

info@fraserdawbarns.com
www.fraserdawbarns.com

When planning for your future, be it in the long or short term, a Will is an essential tool that should be used to its fullest effect. Even those of us that think we have the most straightforward of lives can benefit from a professionally drafted Will. Amongst other things Wills can:-

- Give you peace of mind that family and loved ones will be aware of your wishes in the event of your death.
- Make provision for the care of your children and provide financial security into their adulthood.
- Allow the people you trust the most to carry out your wishes and administer your estate.
- Ensure that only those people that you intend to will benefit from your estate.

In addition to the above Wills are indispensable if:-

- You are in a relationship or marriage where there are children from previous relationships.
- There is discord within your family.
- You have parents or children suffering from a disability.
- You wish to protect certain assets within your estate or minimise your liability to Inheritance Tax.

Members of our Private Client Department offer friendly and comprehensive advice on all aspects of the creation of Wills and lifetime planning. If you require a new Will to be prepared or an existing Will to be updated, then please do not hesitate to contact us.

2020/21

HEALTH DIRECT
A RANGE OF LITERATURE PUBLISHED BY IMPACT MARKETING & PUBLICITY. TEL: 0115 939 2090
E-Mail:enquiry@healthcaremedia.co.uk Web:http//www.impactonlife.com