



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**



WILLS

For many people, preparing a Will feels morbid. Lots of us simply don't want to have to think about it or put it off for another day. We want to encourage people to talk openly about the subject. Burying your head is almost never the right answer!

Everyone's circumstances are different and so we offer different levels of Will writing service. For those with more straight-forward family and financial circumstances, we offer a standard option at a fixed-fee of £250 plus VAT.

LASTING POWERS OF ATTORNEY (LPA)

An LPA is a document in which you give a person of your choice the authority to make decisions for you in relation to your property and finances, or health and welfare, in the event that you are unable to do so yourself. It might be that you have an accident or suffer a sudden illness and become temporarily unable to make decisions and need someone to step up for you. Or it might sadly be something more permanent.

We believe an LPA is one of the most important legal documents that you can put in place. In order to try to encourage our clients to put these protections in place, if you instruct us to draft one type of LPA, we will provide the second type for free. Visit our website for more information.

Probate & Estates

Administration of Estates

The loss of a loved one is a truly difficult time. Sometimes those appointed as the Executors of a Will, or those with the responsibility of dealing with the estate where there is no Will, can find this daunting or upsetting. For others, though, dealing with the practical matters can actually help them to cope.

Advice on the Will & the next steps

If you choose to administer the estate yourself, we can advise you in the background on an as-needed basis.

It may be, following our initial meeting with you, you decide you will administer the estate yourself, but with the reassurance that you can come to us if you are unsure how to proceed at any stage during the administration.

Our charges for this service are based on the amount of time that we spend dealing with those queries. We bill you for this work on a timescale agreed with you at the outset of the administration and will give you information about our hourly rate at the outset.

Get in touch

☎ 01945 898090

✉ kierencross@vinelaw.co.uk

🖱 www.vinelaw.co.uk



Cath Collins



Kieren Cross
Partner
Private Client



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 kalbant su žmonėmis, kurie jums 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 güçlüğüünüz 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

This booklet is subject to change based on COVID-19 restrictions. Please visit our website www.qehkl.nhs.uk or speak to a member of the team if you have any questions.



Contents

Preparing for your operation.....	6
Before your operation	6
What do I need to bring into hospital	7
Carbohydrate Drinks	8
Things to do the night before / morning of your operation.....	9
What will happen on the day	9
Resuscitation	10
Welcome to your ward.....	10
Following your operation	11
Privacy and dignity	11
Health insurance forms.....	11
Leaving hospital	12
After you have been taken home	12
Help us keep our hospital safe	13
Preventing falls	14
Get up get dressed get moving.....	15
Reducing the risk of Deep Vein Thrombosis	15
Reducing the risk of pressure ulcers	16
Enquiries by relatives and friends	16
Services for patients with disabilities or other special needs.....	17
Patient's meals	17
Map	18
Map	19
Car parking.....	20
Mobile Phones / Cameras	20
Wifi	20
Alcohol and other substances	21
Smoking	21
Fire, emergency and evacuation procedures	21
Chaplaincy	22
Shops	22
Hot food and drink	23
Hospital Radio Lynn	23
If you need help when you return home after your operation	23
Voluntary agencies	24
PALS and Complaints	24
Patient Advice and Liaison Service (PALS)	25
Volunteering	25
Become a Foundation Trust Member	25
Donations and legacies	26
Useful telephone numbers.....	27

Preparing for your operation

Having an operation is a major event in someone's life and it's normal to feel anxious about it. Fitter patients who are able to improve their health and activity levels recover from surgery more quickly and with fewer complications. What you do in the time leading up to surgery can have a really big impact on your recovery and long term health.

Taking an active role in planning and preparing for your operation will help you feel in control, leave hospital sooner and get back to normal more quickly.

Our Fitter Better Sooner resources will provide you with the information you need to become fitter and better prepared for your operation.

For more information and to read the patient information leaflet please visit this website <https://rcoa.ac.uk/patient-information/preparing-surgery-fitter-better-sooner>

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) 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
- If you develop any other illnesses or your health status changes (change in medication or develop any medical problems / illnesses (ie heart attack, stroke, new diagnosis) 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 page 23 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)

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. An up to date list of your medicines.
- Hospital passport for patients with a learning disability and or dementia
- A bag including those items listed below relevant to you
 - Face mask (you will be required to wear a surgical face mask when you are a patient in the hospital)
 - Dressing gown
 - Hearing aid
 - Glasses
 - OctenisanTM Wash that you were given at Pre-assessment
 - Denture cleaner, adhesive and pot
 - Sensible shoes or slippers (with grips on the bottom and heel/ankle support)
 - Toiletries and towel – including hairbrush, toothbrush and toothpaste
 - Loose fitting clothes to wear during the day
 - Tissues / handkerchief and wet wipes
 - Sanitary protection
 - Walking or dressing aid
 - Something to occupy your time ie. book/magazine or a favourite toy for a child
 - Mobile phone / tablet – these and other items will be your responsibility during your stay
- If you are staying overnight please bring the items below that are relevant to you
 - Headphones for mobile devices so you can listen to music at night without disturbing other patients
 - 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)
 - Nightwear
 - If you use a CPAP machine you must bring this into hospital with you

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
<p>The night before drink 2 x 500ml bottles of isotonic sports drinks – one with your evening meal and the last one at bedtime.</p> <p>On the morning of your surgery drink 1 x 500ml bottles before 6am – this is the only fluid you should drink.</p> <p>Do not eat any food after midnight</p>	<p>Drink 2 x 500ml bottles of isotonic sports drinks at bedtime.</p> <p>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.</p> <p>Do not eat any food after 7.30am</p>

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.

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)

What will happen on the day

- Book in at the Sandringham Unit or the Arthur Levin Day Surgery Centre as detailed in your admissions letter and report to the reception desk on arrival
- You will be met by the named Nurse who will be looking after you and will help prepare you 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.

Hospital uniforms are currently changing to simplify the number of uniforms we have in the Trust. It is advised that you speak to a member of the team if you would like to know more.

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. 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.

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

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.

Please advise the team if you have served in the armed forces as there may be additional support available.

If you have had your operation in our Day Surgery Unit, on discharge, you will be given a helpline number to support you for the first 24 hours.

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

Help us to keep our hospital safe

The Trust follows national Public Health England Guidance in relation to infection prevention and is subject to change. For the latest information please visit the Trust's website www.gehkl.nhs.uk or speak with a member of staff. Hands, face and space must be complied with across the Trust.

Before attending for your appointment:

If you have had symptoms of diarrhoea or vomiting within the last 48 hours please inform a member of staff prior to attending for your appointment for advice.

What you will need to bring along with you:

Personal toiletries / hand wipes

If you have been provided with a body wash, usually Octenisan, from the Trust please bring this with you as this is for your own individual use. Please follow the instruction leaflet provided with the product.

On arrival:

Please wash or sanitise your hands on entry and apply a face mask (available at entry points across the Trust). Face masks / coverings must be worn, unless medically exempt, on entry and for the duration of your hospital visit.

During your stay:

- Wash hands after using the bathroom, before you take any medication and before you eat or drink
- If you require hand wipes please ask a member of staff for these
- Keep around your bed / chair space free from clutter to allow effective cleaning to take place
- If you have any concerns regarding the cleanliness of the hospital during your stay please raise this with a member of staff

Visiting:

For the latest information regarding visiting please visit the Trust's website www.gehkl.nhs.uk or speak with a member of staff

The Trust is keen to ensure that patients remain in touch with loved ones and have introduced different ways for this to happen, including virtual visiting (using a ward based smart phone) or letters to loved ones (handwritten or emailed letters can be sent to our PALS team pals@gehkl.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.

No sitting on beds during visiting – please ask to be provided with a chair.

Staff:

Staff, within clinical areas, are expected to be bare below the elbow, only exceptions are a smooth band ring, with short clean nails. This is to ensure that they are able to wash their hands effectively and reduce the spread of bacteria. Please feel comfortable asking staff if they have cleaned their hands prior to caring for you.

Staff are trained in and expected to wear personal protective clothing, in line with national guidance, when providing care including serving meals and drinks.

Preventing Falls

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

- Your age (being 65 and over means you are more at risk of falling)
- Previous falls or fear you will fall again
- Feeling unwell and dehydration
- Muscle weakness, altered walking gait, mobility and balance difficulties
- Poor vision and hearing impairment
- Unfamiliar surroundings
- Confusion or delirium even for a short period of time
- Continence issues or having urgency or frequency toileting
- Chronic conditions such as Arthritis, Parkinson's, Diabetes or Stroke Confusion or delirium even for a short period of time

What can be done on the ward to keep you safe?

- We would assess all patient's aged 65 and over and those at risk of falling. This is called a Multifactorial Falls Risk Assessment and looks at lots of different things that can put you at risk of falling
- A call bell is provided at your bedside and must always be within your reach. It is essential that you use your call bell to ask for assistance
- Non-slip socks will be offered to you if your footwear is unsafe and could cause a fall. We would ensure that your walking aids must always be within your reach. Make sure you have it before you start walking
- If you cannot see where you are going, it makes it difficult to avoid obstacles. The nurse can perform a simple bedside vision test
- Some people may experience a drop in blood pressure when they stand up causing dizziness and fainting. The nurse will measure your blood pressure lying down and standing up
- New confusion or delirium is a state of confusion that starts suddenly and can be related to illness. Tests will be made to check you for this
- If you have difficulties with bladder control, we will provide a plan to help you move safely to the toilet. Nurses can make a test to identify any continence issues

- Some medications can cause dizziness or a drop in blood pressure causing falls. A doctor or a pharmacist will review this and may adjust it to make side effects less likely
- Physiotherapists and Occupational Therapists will assess your strength, balance and mobility and help restore your movement and function when you are affected by injury, illness or disability
- We will involve you and your family to make the best plan for you so make sure we know who to contact

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 dressed, move safely out of bed or take a gentle exercise to prevent deconditioning (reduced muscle strength).

How can others help?

Before family, friends or carers leave:

- Check the bed space and area around making sure it is clear of obstacles
- Make sure the call bell, walking aid and glasses are within the patient's reach
- Ensure they take any belongings that aren't needed with them

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 every 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

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. 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.

The hospital is introducing an electronic meal ordering system using a tablet, you will be supported by a member of the team to order your meals in this way.

Breakfast: 7.30am-8.30am

Lunch: 11.30am-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.

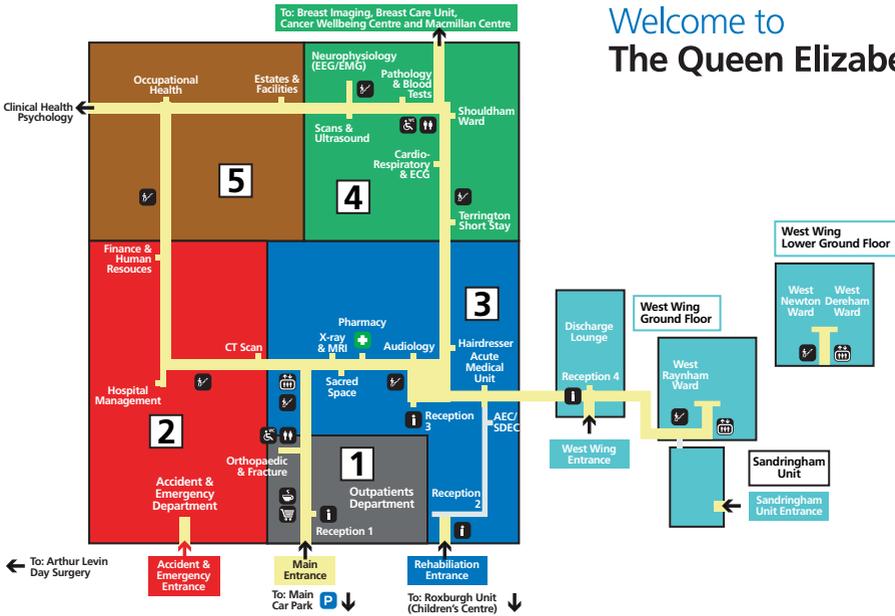
The Trust requests that no food is brought into the hospital for patients. If relatives or friends wish to bring in gifts of food please discuss this with the ward staff. If you would like a relative or friend to support you at mealtimes, please ask a Nurse in charge.

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.

Welcome to The Queen Elizabeth



Ground Floor

First Floor



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. 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 park for free for 3 hours. It is essential that blue badge holders obtain a free ticket from the pay and display machine. If you are going to be in the hospital for over 3 hours this will need to be reported to the team in the department hosting your appointment.

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 Emergency Department drop-off and the 20 minute bays outside the Main Entrance, including blue badge holders.

Mobile Phones / Cameras

The hospital moves into night mode at 10.30pm – lights will be turned down, quieter talking and noise will be limited as much as possible to enable our patients to get to sleep.

Only use your phone in the daytime, no calls should be made or received after 10.00pm.

Charge your phone at home or ask to borrow a charger from the ward.

If you want to listen to music, films or play games on your phone after 10.30pm please use headphones, these may be obtained from the ward.

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 Norfolk	Tel: 0300 123 1044
Cambridgeshire Camquit	Tel: 0800 018 4304
Lincolnshire Oneyou Stop	Tel: 01522 705162

Smoking is not permitted if you are receiving oxygen therapy due to the fire risk.

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 4.00pm 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 accepts cash and cards (for purchases over £3) there is also a cash machine in the front entrance.

The shop is usually open (dependant on the availability of volunteers to work in the shop) between

8.00am – 4.00pm Monday to Friday

9.00am – 4.00pm Saturday

10.00am – 4.00pm 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:

Hub – Due to the COVID-19 pandemic the Hub may be closed to hospital patients and visitors.

- 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 – 5.00pm Monday to Friday,
 - 10.00am – 2.00pm weekends

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.

Adult social care for Norfolk - 0344 800 8020

Adult social care for Lincolnshire 01522 554701

Adult social care for Cambridgeshire 01733 747474

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, Norfolk and Waveney Mind, Stroke Society and Alzheimers Association, 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 they will be able to give you the contact details for local military organisations who may be able to help.

PALS and Complaints

We are very keen to learn when a patient or carer's experience has been poor or they 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 the Matron. 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 escalate your concerns to the Divisional Leadership team who will ask a divisional team member to investigate your concerns. The complaints team will also 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 Department, 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 how to raise concerns and the formal complaints process if required and sit in on any resolution 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.

It is expected that if you are an inpatient that the concerns you raised will be managed at a ward level and by the division. The PALS team can provide advice and support by escalating your concerns to the Divisional leadership Team.

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

Become a member of The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust.

Our members receive emails (maximum two per month) about important Trust matters and developments. Members are invited to attend members' meetings and focus groups, vote in Governor elections and stand for election to sit on the Governors' Council. Your level of engagement is entirely your own choice.

You will also receive our Trust Matters Newsletter which is published between three and four times a year. Trust Matters provides information about the hospital's achievements and activities and will give details of healthcare events when it is possible to hold these again.

How to join

The easiest way is to follow this link: <https://secure.membra.co.uk/queenelizabethApplicationForm/>

Contact the Foundation Trust office for further information on 01553 613142 or email FT.Membership@qehkl.nhs.uk

Or write for an application form to: Foundation Trust Membership Office, The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust, Gayton Road, King's Lynn, PE30 4ET.

The information you give us will be stored on the membership database in compliance with current UK data protection legislation.

Donations / Legacies and Fundraising

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)

Ward names and numbers	Phone Number
Acute Medical Unit (AMU)	613870
Admissions Office	613613
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
Feltwell	613460
Gayton Ward	214160
Leverington	214649
Macmillan Unit	613413
Marham Ward	214280
Necton Ward	613579
Oxborough Ward	613106
Pre-assessment Unit	613124
Rudham Ward	613844
Same Day Emergency Care (SDEC)	214517
Sandringham Ward	214512
Shouldham Ward	613422
Stanhoe Ward	613121
Surgical Assessment Unit (SAU)	613568
Terrington Ward	214310
Tilney Ward	613613
Treatment and Investigations Unit	214538
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/ unit you require.

Our website is www.qehkl.nhs.uk

Notes

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



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





ever care ltd
QUALITY CARE SERVICE

Ever Care Ltd is your local, friendly family run home care provider. Our priority is to help people Live in the comfort of their own homes.



Our Service:

- **24 hours Live in** (A dedicated Carer at home 24hrs/ 7 day a week)
- **Dementia Care**
- **Personal Care**
- **Shopping**
- **Companionship**
- **Domestic duties**
- **Escorting** (Hospital, GP etc)
- **Night sits**
- **Medication Support** (administration & prescription collection)
- **Learning Disabilities Care**

01553 777763 • 07415972459
info@evercareltd.co.uk
www.evercareltd.co.uk

1 Quayside Offices
Hanse House, Kings Lynn
Norfolk PE30 5GN

Regulated by



Connect Cars & Taxis



We are a local family owned company with more than 20+ years of experience within the taxi trade. We have a mixed fleet of around 20 vehicles offering Saloon / Estate / 6 seater and wheelchair accessible vehicles. Bookings can be made on the day or in advance and we have a fully manned telephone booking system.

- **Wheelchair accessible vehicles**
- **Male & Female Drivers**

Get in touch

Connect Cars & Taxis

Tel: 01553 776633

info@connectcars-taxis.co.uk

9 Railway Rd, King's Lynn
Norfolk, PE30 1NE

www.connectcars-taxis.co.uk



We believe you and your loved ones should be cared for with dignity and respect whether you are looking for short term cover or long term ongoing help, in the place you feel most comfortable - your own home. Pure Heart Homecare will ensure this by:

- ♥ Providing your loved ones with the highest standard of care
- ♥ Recruiting Support Workers you can trust
- ♥ Using experienced and caring staff
- ♥ Supporting and rewarding our staff to endorse our values and ensure staff continuity.



130 Wisbech Road, Outwell, PE14 8PF | www.purehearthomecare.co.uk

Call: 01945 773861

REST ASSURED
HOMECARE
(UK) LIMITED



Live Your Life – In Your Own Home
Care at home in West Norfolk, East Cambridgeshire & South
Lincolnshire areas for any adult(s) 18+.

With the right care in place, every person, young or old can live with dignity, security and companionship in the comfort of their own homes.

Working alongside your family and friends already involved in your care at home, we can alleviate the complexities and frustrations associated with getting the right care in place, (be it long or short term care, respite, live-in, companionship, domestic, hospital to home or more specialist care such as Dementia or End of Life) and provide your loved ones with the peace of mind that they can now visit you as family again, and not as your carer. Rest Assured Homecare will achieve this by delivering a premium, fully-managed, care at home solution.



📍 The Boathouse,
1 Harbour Square,
Wisbech Cambs
PE13 3BH

📞 01945 669 779
✉️ info@rahltd.co.uk
🖱️ www.rahltd.co.uk

