

Friends and Family Test

We would like your loved one to think about their recent experience of the care and treatment they have received.

We are keen to find out about our patient's experiences of the services they receive, whether they are likely to recommend this service to Friends and Family should they require similar care or treatment.

If there are any areas that are particularly good about your loved one's care or areas for improvement we share this information anonymously with the ward and use this feedback to improve the experience for others.

Your loved one will be given a card to complete on their discharge and we welcome their feedback.

Contact Information

Patient Advice and Liaison Service

T - 01553 613351

E - pals@qehkl.nhs.uk

Information for visitors to our adult wards

**Guidance and advice to
support your visit**

Patient Information



Welcome to The Queen Elizabeth Hospital King's Lynn and thank you for visiting

General visiting information

- Visiting on our wards takes place between 10:30-20:30. We politely ask that you leave at 20:30 to enable us to start settling patients for the night
- The nurse in-charge of the ward is indicated on the staff board which should be visible behind the nurse's station. The nurse in charge also wears a red 'In-charge' badge
- Patient mealtimes are indicated by the ringing of a bell. Unless you are helping a patient with their meal you should leave the ward when you hear the bell and until meals have been finished. When recovering from any illness or operation food is very important. Talking and distraction will often lead to a reduced intake. Some patients need assisting with food and can be embarrassed by people watching
- Help yourself to our blue visitor's chairs; these are available by the bay windows

It would help us if you did...

- Wash your hands with soap and water before and after visiting someone in hospital. This helps us to prevent the spread of infections
- Keep any mobile phones on silent or vibrate while visiting. Rest is essential when recovering from any illness and whilst phones can also be essential but we ask for them to be kept on silent for the consideration of others on the ward
- Speak to a member of our nursing team if you have questions about your relative's care
- Speak to the nurse in charge if you would like to assist in the care of your family member/friend. If you have been delivering care at home we welcome you to continue care whilst in hospital. We would like to work with you for the benefit of our patients. The nurse in charge will be happy to give advice
- We ask you to be understanding if you are asked to leave by the nursing staff during consultant visits or in order to deliver care
- You may be asked to leave temporarily as elements of care have to be provided at certain times e.g. drug rounds. This may be the perfect opportunity to visit The Hub Café which is located on the first floor

It would help us if you didn't...

- Do not use photographic equipment on our wards - respect the confidentiality of other patients and visitors
- Do not visit the hospital if you or a family member has been ill with diarrhoea and/or sickness with the last 48 hours. You may be feeling immediately better after illness but you are still at risk of spreading infections
- Please do not put your feet on the beds or touch any wounds or medical equipment. This includes any equipment attached to patients such as drips or catheters, as this can cause infections
- Children under the age of 12 are discouraged from visiting, if there is a reason for a child to visit you should first seek the permission of the nurse in-charge. Hospitals can be scary places for children to visit. Children need to be supervised at all times and should not play on the floor while visiting
- Please do not use the patients toilets – ask us and we will let you know where the nearest visitor toilet is
- Do not bring flowers, plants or balloons as gifts on to the ward. Authorised gift items include fruit, sweets, books and magazines. It is important not to clutter the patient's bed area.