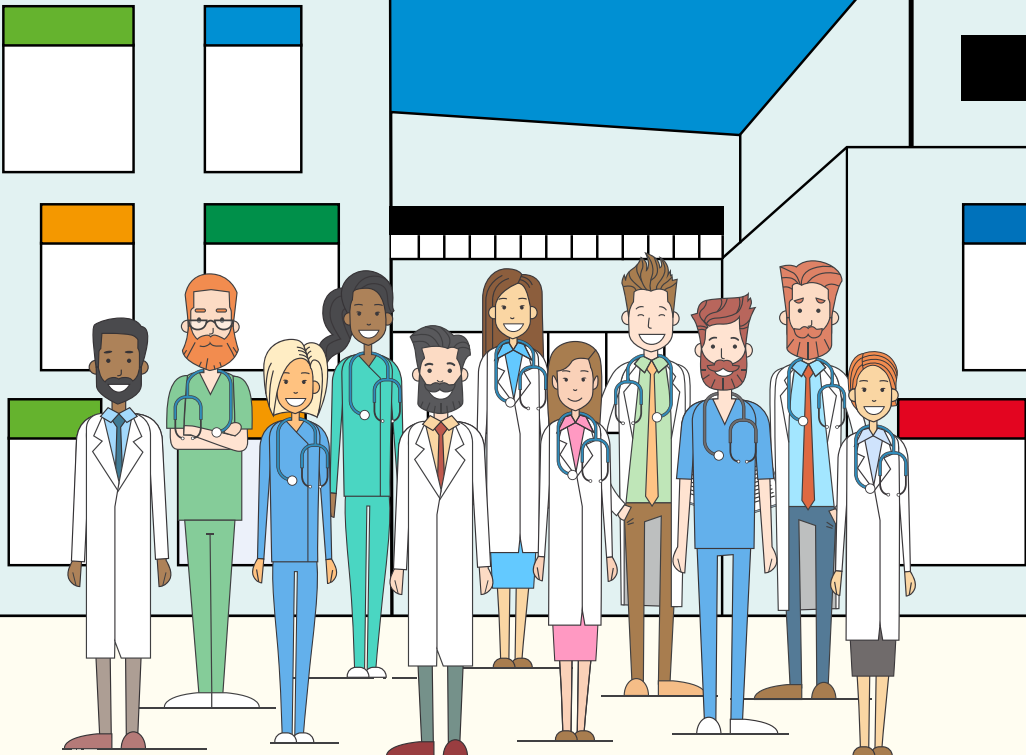


# The story of your stay

A WELCOME GUIDE  
TO OUR HOSPITAL



## Notes

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Hello, my  
name is...

We expect our staff to introduce themselves by name when they first meet you. Please ask us if we forget and please tell us what you would like to be called.

Please ask us anything you like. We will try to answer all your questions. All of our staff are here to help you feel at ease at all times.

## FOREWORD



You may have been in hospital recently or this may be your first stay overnight in one of our hospitals. Either way, we understand that you may be anxious.

All of our staff are here to help you, to ensure you have the best care and all the support you need to help you get home or move to more appropriate care as soon as possible. This booklet has been designed to give you some of the key information you will need about being on one of our wards, who you can ask if you need more help, and what will happen when you are well enough to leave us.

We welcome receiving feedback from our patients. Please tell us what we do well and what we can do better. Page 38 tells you how you can do this. We look forward to hearing from you.

I wish you a speedy recovery.

Robert Woolley  
Chief Executive

**STOP THE  
SPREAD**

The prevention of healthcare associated infections and the cleanliness of our hospitals are priorities for the Trust and key concerns of the public. Staff, patients and your visitors can all help reduce the risk of passing on and getting an infection in hospital.

- Please clean your hands with soap and water, hand wipes, or alcohol gel every time before meals and after going to the toilet.
- Alcohol gel is **not effective** on the bacteria that cause diarrhoea, so using soap and water is essential.
- **Avoid touching** wounds, drips, drains, catheters or other medical devices.
- Ask your **visitors** to clean their hands with the alcohol gel provided when entering and leaving the ward.
- Remind relatives and friends **not to visit** if they are unwell, especially if they are suffering from flu, colds, coughs, diarrhoea or vomiting. They need to have been free of symptoms for 48 hours before visiting.
- Please **challenge staff** if you are not sure if they have washed their hands before they attend to you. It is OK to ask them to wash their hands if you have not seen them do it and it is in the interests of your health.
- **Do not bring in food** that is unwrapped such as fruit. Items should be individually wrapped like sweets and biscuits.
- If you have any concerns please **speak with your nurse**.

## CHAPTER 1

# Welcome to hospital



## Welcome to the ward

**W**hen you arrive on the ward, a nurse or ward clerk will greet you, check your details and tell you where things are and when things happen. Please tell them if:



You have any allergies (particularly to any medication, food or latex).



You think you may need help from social care support services when you go home.



You are taking any medication and if you have brought any medication with you.



You will need a medical certificate on discharge.



You have any pre-booked outpatient appointments – we may need to re-arrange these for you.



You have any money or valuables with you.



You will have a small locker by your bed for clothes and personal items. Please do not store valuables in it as the hospital cannot be responsible for them.



The ward is managed by a ward sister or a charge nurse. If you have any concerns during your stay, they will be available to answer any questions you may have.

## The staff you'll see about



### Your nurse

Once on the ward, you will be given the name of a nurse who is responsible for your nursing care during each shift. There are two shifts covering the day and the night. At the start of each shift, your nurse will come and introduce themselves to you. Please ask them anything you want to know about your care.



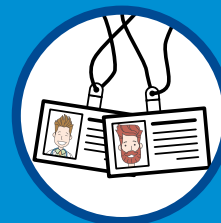
### Doctors

A team of doctors led by a named consultant is responsible for your medical care while you are on the ward. A doctor from the team will visit you every day.



### Other staff you might see

Other hospital staff you may see on the ward include matrons (senior nurses who oversee several wards), nurse specialists (for example cancer nurse specialists), physiotherapists, therapists, pharmacists, dietitians, porters, cleaners, hospital chaplains, volunteers and staff from the patient support and complaints team.

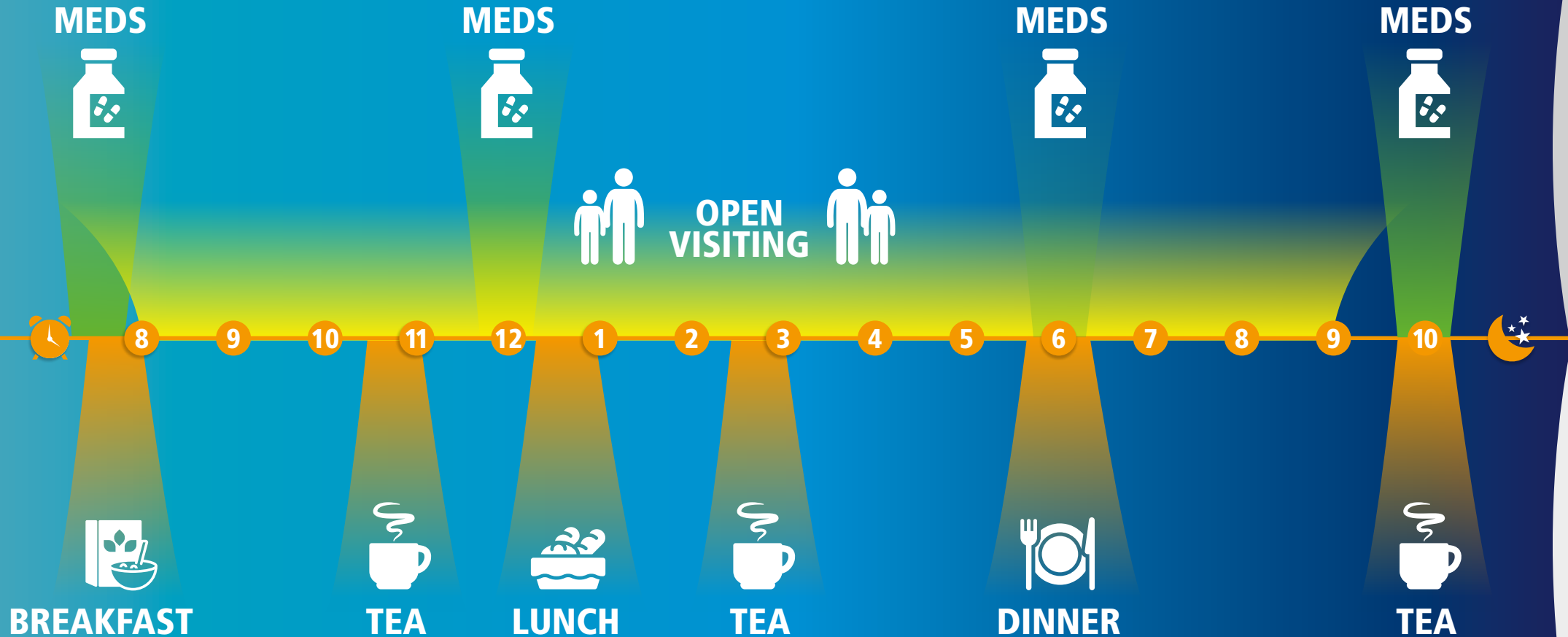


All of our staff wear a visible identity badge telling you who they are and what their role is. If you are not sure who someone is, please ask.



# A day on the ward

This is what you might expect from a day on your ward. It's worth noting that there may be some variations depending on the ward you are on. Remember! It is OK to ask and check.



## On call, for you

**Staffing levels are such that patients can be assured that if they want a cup of tea or pain relief they can just ring their call bells and a nurse will assist.**

The nurses will be performing tasks such as catheter measurements and observations if patients need this in the night, but we do try to let patients get their rest as much as possible.

There is no set routine at night but we do a drug round for medicines around 10.00pm, and then give any patients their intravenous antibiotics if needed. The next time patients will receive their routine medicines will be at the 08.00am medicine round unless they are on intravenous medications which will be given to them around 06.00am.

Patients can ask for pain relief or anti sickness medications throughout the night. We do a bedtime tea round around 22.00pm and patients can have a cup of tea on waking before breakfast.

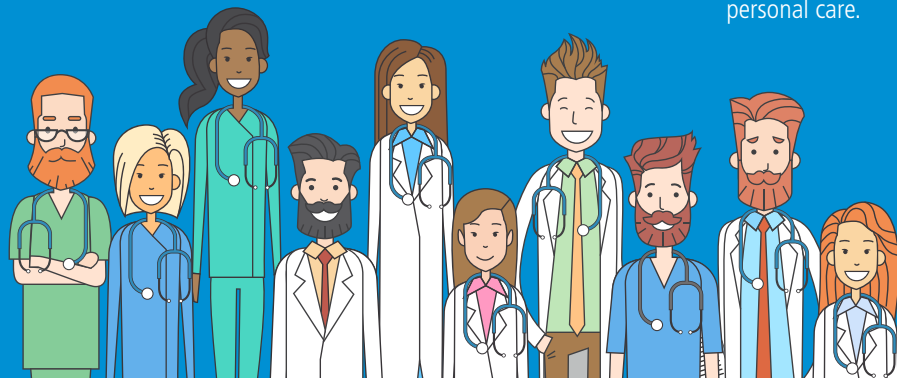
The **ward sister** leads the team. Larger wards have bigger teams. They include:

**Ward clerks** manage the ward's administration.

**Housekeepers** manage the ward's supplies like bedding and sundries.

**Hotel service assistants** clean and provide you with meals and hot drinks.

**Nurses and healthcare support workers** look after your clinical and personal care.



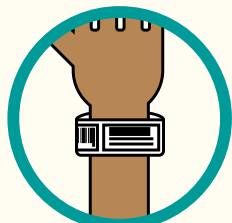
## CHAPTER 2

# During your stay





# Helping you stay well and safe



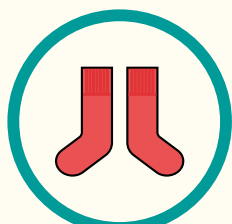
## Identification

Check your ID band and tell us if any of your personal information is incorrect.



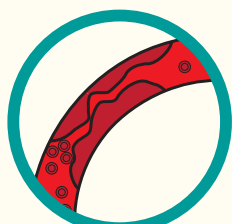
## Getting out of bed

You will be encouraged to move around as much as possible. If you are able you are welcome to move around the ward. If you would like to leave the ward for a short time, please ensure you discuss this with your nurse first.



## Preventing falls

Wear the red hospital socks, laced up or snug fitting shoes or slippers with rubber soles. Use your usual walking aids. If you need assistance please ask.



## Blood clots

Wear your hospital stockings if advised and move as often as you can. Try to do simple leg and ankle exercises. Drink fluids as recommended. Take blood thinning medications as advised.



## Smoke free hospital

Patients, staff and visitors are not permitted to smoke tobacco or e-cigarettes on our property. As a patient, if you have the urge to smoke, please ask the nursing or medical staff to provide you with nicotine replacement therapy to support you not to smoke during your time in hospital.



## Hygiene

Your nursing team will help you maintain your routine personal and oral hygiene. If you need help with washing or brushing your teeth, please just ask your nurse. If you have any special issues in relation to your hygiene needs, please raise them with the ward sister.



## Pressure sores

If you can, try to keep mobile, even in bed, and call us if you are uncomfortable. We are happy to help you change position, and can provide a special mattress or cushion for support.



## Controlling your pain

We want you to be as comfortable as possible during your stay but for some patients it is not always possible to be completely pain free. Your nurse will ask you whether you are in any pain regularly and can give you basic pain relieving medicines if you need them.

If these do not control your pain, your doctors may prescribe stronger medication. They may also refer you to our pain specialist for further advice. Please let the nurses or doctors know immediately if you are in pain, or would like advice on techniques to reduce and manage your pain.

Tell us if you have an allergy or do not understand what your medicines are for. Talk to you doctor, nurse or pharmacist about any concerns you may have. Ask about possible side effects.





## Your bed area



- 1 Your bed is adjustable
- 2 Hand gel to help prevent infection
- 3 You can make calls, where phones are available. These are chargeable
- 4 You should use the sinks closest to your bed
- 5 Disposable curtains help prevent infection and maintain privacy
- 6 Each bed has a chair
- 7 Oxygen point
- 8 Emergency bell and nurse call bell
- 9 Nursing records or note storage
- 10 Lockers for your personal belongings
- 11 Wi-Fi is available on most wards



Please ask if you are unsure about how to use any of the equipment in your bed area.

## Your care and consent



### Who will be responsible for my care?

Your medical consultant is ultimately responsible for your care. You may not see your consultant every day, but a doctor from your consultant's team will always visit you.



### Will I be told about my treatment?

It is important you are involved in decisions about your care. Your doctors and nurses will discuss your treatment options with you as well as giving you written information to refer to where possible. We encourage you to ask as many questions as you need to.



### Will my treatment be kept confidential?

Any information about your treatment is kept strictly confidential. We will not pass it on to anyone outside the hospital, apart from your GP (your family doctor), unless you give us your permission. We will send a summary of your treatment to your GP. Please speak to your nurse or the ward sister if you do not want your GP to be informed for any reason.



### When do I need to give consent?

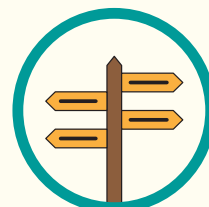
You have the right to refuse any treatment or tests. If you are unable to give consent your medical team will act in your best interests and they will try and speak with your next of kin to see what your wishes would be.

Before we can go ahead with our plan of surgical treatment for you, we will ask for your permission, and by law we must ask you to sign a written consent form to grant us this.

## Ask three questions

**Y**our doctor will explain to you what will happen during any treatment. They will tell you what the risks, benefits and alternatives are and explain how you can expect to feel afterwards.

It is important that you understand everything that will happen. You should only sign the consent form when all your questions have been answered to your satisfaction, in particular the following three:



### What are my options?



### What are the possible benefits and risks of those options?



### What help do I need to make my decision?

If for any reason you would like a second opinion concerning your diagnosis and treatment, you are entitled to request this.



## Some of the people you may meet on the ward

**O**ur staff all wear visible identity badges and should always identify themselves to you. If you are not sure who they are, please ask.



Student nurses wear pale blue uniforms with white trim. There may be several on each ward.



Occupational therapists wear white tops with green trousers.



Sisters wear dark blue uniforms with white trim. There is one sister on each ward.



Staff nurses wear grey striped uniforms with blue trim. There are several on each ward.



Doctors do not wear a uniform, but will be identifiable by their Trust ID badge.



Nursing assistants wear pale grey striped uniforms with brown epaulettes.



Porters wear dark blue uniforms and transport patients around hospitals.



Matrons wear dark grey uniforms with red trim. They cover more than one ward.



Nurse consultants wear black uniforms with red trim. They are not ward based but visit the ward.



Volunteers wear green polo shirts.



Housekeepers wear yellow tops and hotel services assistants wear dark red uniforms with white trim.

## Food and drink on the ward

**We** know that having good food and plenty to drink is important for all our patients. We want to ensure you have tasty, nutritious food throughout your stay that will aid your treatment and recovery.

You'll find a booklet next to your bed informing you what you can expect from our catering service. You'll be served tasty, appealing and nutritious food to suit your dietary needs in a calm and relaxing environment. The Trust is committed to providing protected mealtimes to enable patients to enjoy their meals undisturbed.

If you need assistance during mealtimes, please notify a member of ward staff. The menu has been divided into several sections, each showing an example of meals you can choose during your stay. Where menu cards are in use they will be placed at your bedside and will display the next day's menu. Please ask a member of ward staff to help you complete the cards if you need to.



## Meal times

**E**ach day we provide three hot meals and five drinks offering a wide range of choice, snack boxes if you should miss a meal, special meals if you have specific dietary needs and help with feeding, if you need it. Meal times may vary from ward to ward but are normally:

8:00am - 9:00am **BREAKFAST**

12:15pm - 1:00pm **LUNCH**

5:00pm - 6:00pm **DINNER**

### Your menu choices

Our hotel services assistants will bring you a menu before each meal. Dietary choices available include (but are not limited to) Afro-Caribbean, halal, kosher and vegetarian options. Vegan, gluten-free and pureed foods can be requested. Low-fat and low-salt diets are also catered for.

If you need a special diet, please let our staff know.

If at any time during your stay you would like to speak to someone from the hotel services team please ask any of the ward staff and they will make arrangements.



A woman with dark hair is lying in a hospital bed, looking off to the side with a thoughtful expression. She is wearing a white hospital gown. The background is a plain, light-colored wall.

# **YOUR PRIVACY, YOUR DIGNITY, OUR PROMISE.**

## **Ensuring your privacy and dignity is a really high priority for us.**

We guarantee that when you are admitted you will be nursed in a single room or bay with patients of the same sex as you. Sharing with members of the opposite sex will only happen in exceptional circumstances and is based on clinical need (such as in critical care wards).

Visitors of the opposite sex may come into the room where your bed is, and this may include patients visiting each other. Both male and female nurses, doctors and other hospital staff may come into your bed area.

Your toilet and bathroom will be single sex and will be close to your bed area. If you need help to use the toilet or take a shower, your nurse will be able to help you. Please don't hesitate to ask.

If you are unhappy with your bed arrangements, please speak to your nurse. We will try to find you a more suitable space.

## Hospital services



### Free Wi-Fi for patients and visitors

We provide free Wi-Fi for our patients on most wards. You will need a mobile device that is connected to the 3G or 4G network. Please ask the ward clerk for help if you need assistance accessing this service.



### Spiritual and pastoral support

Spiritual and pastoral care is part of how we can support you while in hospital. No matter what your culture or belief, the spiritual and pastoral care team (chaplains) can offer help. The team offers a confidential service that can help you with questions or worries in times of difficulty, or help you fulfil your religious needs, or just be there for you. Within our hospitals there are quiet areas away from the wards where you can find peace or pray. It's available to everyone. Spiritual and pastoral care team members (our chaplains) regularly visit the wards. In addition, if you wish to contact one of them during your stay please ask one of the ward staff to help you.



### Patients with physical disabilities and learning disabilities

We are pleased to help and support people with physical disabilities and learning disabilities to access our services. We can provide patients with learning disabilities with "patient passports" which make it easier to access our inpatient and outpatient services quickly. Please ask your nurse if you would like to find out more about this.



### Translation and interpreting services

If English is not your first language and you would like help from an interpreter to understand what doctors, nurses or other staff are telling you about your health, we can arrange this for you. We can also obtain sign language interpreters and will make every effort to support patients with other communication needs. Please ask your nurse about how to access this support. There is no charge for this service.



### Volunteers

We have a team of volunteers who help make the hospital a welcoming place for patients and visitors. They offer to spend their time in an unpaid capacity supporting patients, for example, by reading to them, chatting to them, helping at mealtimes and collecting feedback to help us improve our services.



### Shops and restaurants

We have a number of shops, cafés and restaurants situated throughout our hospitals. Please ask your nurse for further details.

# Your visitors

## We welcome visitors and consider them an important part of your recovery.

Ward visiting times: It is always best to check visiting times with your particular ward. On adult wards visiting is normally from 2pm–8pm and from January 2017 visiting will be 8am–9pm with additional flexibility outside these hours. Please note that between 12.15pm and 1pm, meal times are protected so patients can eat their lunch in peace.

## How many visitors can I have?

You can have up to two visitors at a time. Additional visitors can wait in the hospital lobby area or waiting room until space at your bedside becomes available.



## Can I make special arrangements?

Yes. If the normal visiting times are difficult for your visitors, please speak to your nurse, who will try to arrange alternative times.

## If you are seriously ill

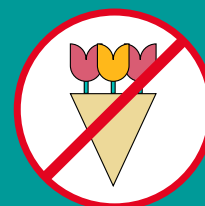
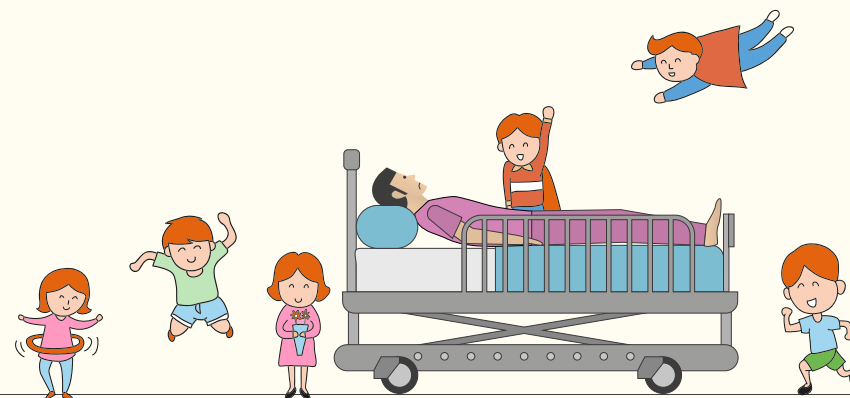
You may have visitors at any time, if you are seriously ill. Sometimes we can arrange for close relatives to stay overnight. Please ask your nurse about this.

## Carers' passports

We provide special carers' passports for patients who require more support and regular visits from carers, for example if you have a learning disability or dementia. Carer's passports enable your carer to benefit from cheaper parking in our car parks and to have free drinks while on the ward. Please ask the ward sister for more information.

## Children under 11 years old

Children aged 11 and under are not normally allowed to visit adult wards. We will always review this on an individual basis.



Unfortunately, we cannot allow flowers on the wards due to the risk of infection.







## PATIENT SUPPORT AND COMPLAINTS TEAM

If you have any concerns about your hospital stay please raise them as quickly as possible with the person in charge of your care or the Ward Sister. We will try to resolve the issue straight away.

We also have a patient support and complaints team who can support you. Our Patient Support and Complaints Team, an integrated PALS and complaints service, is an easy to access service that provides you, your relatives or carers with personal support and help if you have any concerns about your care in our hospitals or if you wish to make a complaint.

Although we are available on the telephone from 9am to 5pm, the office (drop-in service) is only open from 9am to 4pm Monday to Thursday and 9am to 3.30pm on Friday.

**0117  
342 1050**

**psct@  
uhbristol.  
nhs.uk**

Patient support & complaints  
team, University Hospitals  
Bristol, Welcome Centre  
(A201), Queens Building,  
Bristol Royal Infirmary,  
Upper Maudlin Street,  
Bristol, BS2 8HW

### CHAPTER 3

# Leaving hospital



## Preparing to go home

**We want to ensure that your stay in hospital is no longer than necessary and that everything is in place for your safe return home.**

### When can I go home?

Your doctor or nurse will advise you about when you are fit to leave. This is usually when all necessary tests and treatments have been completed, the doctors and nurses are happy that your condition is stable, and it is safe for you to go home. You may be required to return for further tests or treatment as an outpatient. We will let you and your GP (family doctor) know if this is necessary.

To help this, we start planning your discharge from hospital soon after your arrival. We aim to provide you with a date when we expect you to leave hospital within 24 hours of your admission.

Your nursing team are responsible for helping you to plan your return home. If you have any concerns about how you will manage at home, please talk to your nurse or the ward sister.

Your nurse can arrange for other members of the hospital team (such as the occupational therapists, social workers or discharge co-ordinators) to help make your plans. It may delay your discharge if these plans are not in place.

Our nursing team will also discuss the plans with your family or carer, provided you give us permission to, so they are kept involved and informed.

### Preparing to go home – working with carers

If your family member, partner, relative or friend helps you wash or dress yourself, or provides you with practical or emotional support, we call that person a carer. During your stay in hospital we want to work with your carer to ensure we carry out our role more effectively and improve the experience you and the person that cares for you have.

If you have a carer, you or the person that cares for you should let our team know as soon as possible so they can, with your consent, be included in your care and discharge from hospital. If you are a carer that has been admitted to hospital, please let us know so we can make sure the person you care for is being looked after during your stay in hospital.

## Help and advice for unpaid carers

**We have a service to support unpaid carers when they or the person that they care for is in hospital. Unpaid carers can access the Carers Liaison Service by calling 0755 744 1613 or by asking a member of staff on the ward.**

While you are in hospital, carers can also access spiritual and pastoral care if they need to talk to someone for emotional support. If they are worried or concerned about your care they can also speak to the ward sister or the patient support and complaints team.

### Visiting times

As well as normal visiting hours, carers can be present in wards at protected meal times and at other times to offer you support. Please ask a member of staff about the Carers Information Scheme.

### During discharge

If you have a carer who looks after you at home, please let a staff member know so they can be included when planning your discharge. If they are worried about how they will cope, they can speak to your nurse or contact the carers liaison service.

### Support organisations

Bristol and South Gloucestershire based carers can contact the Carers Support Centre Carers Line available Monday to Saturday 10am–1pm, Monday to Thursday 2pm–4pm, Wednesday evenings 5pm–8pm on **0117 965 2200**.



**Carers Direct offers free, confidential information and advice for carers. Their number is 0300 123 1053 and lines are open 8am–9pm Monday to Friday, 11am–4pm at weekends. Carers can also ask for a call back in more than 170 languages.**

## Your medicines and prescriptions

**You may be prescribed new medicines while you are in hospital or we may need to change the medicines you usually take.**

If you need to continue taking these medicines after you leave hospital, we will give you enough to take home to last 14 days.

We will not provide you with repeat prescriptions of your long term medicines or simple painkillers such as paracetamol.

A pharmacist will speak to you on the ward, explaining everything you need to know about your medicines. Please ask any questions you may have.

Please ensure that you know:

- How to take your medicines and when
- what the potential side effects are
- what to do if you have concerns about side effects
- who to contact if you have any concerns or questions.

When you leave the hospital we will list all your current medicines on your discharge letter, including any additional medicines we have given you.

Your GP (your family doctor) will also receive a copy of your discharge letter. If you need more medicines after you leave hospital, you can contact your GP (your family doctor) to arrange a repeat prescription.

**If you have any further questions about your medication when you are at home please call our pharmacy department on 0117 342 2622 (Monday to Friday 9am – 4pm)**

**Other reliable sources of information about medicines include:**

- Your GP (your family doctor)
- NHS Choices website [www.nhs.uk](http://www.nhs.uk)
- NHS Direct – telephone 111



# Preparing to go home – travel advice



## Should I arrange my own transport home?

Yes please. We do have a limited amount of transport we can provide. Hospital transport is only provided for patients who, for medical reasons, cannot travel any other way. If you are being transferred to another hospital, an ambulance will be arranged by your nurse to transport you.

Taxis and a bus service are available from the hospital. Including our free shuttle bus generously supported by our hospitals' charity Above and Beyond. You may, of course, prefer to have a friend or carer accompany you home. If you are concerned about getting home please talk to your nurse. There are more details in our leaflet, "How to get to our hospitals". Please ask your nurse for a copy.



## Planning your care after leaving hospital

Before you leave hospital, your nurse will talk to you about what to expect following your treatment. For example, what follow up appointments you have and who to contact if you have any concerns or questions. They will also discuss on going issues such as wound care and dressings, what to look out for and what to do if you are worried.

Please make sure you ask them about anything you are concerned about.



## Leaving hospital: here is a checklist you may find useful

When making your plans for going home, here are some things you might want to consider:

1. If you live alone, try to arrange for a relative or friend to check that your home is ready for your return
2. Will you need new food supplies at home?
3. Is your home suitable for your return or will it require some adaptations to help you?
4. Will you or your carer be able to manage when you return home?
5. Are you likely to have housing problems on leaving hospital or soon after?
6. Will you require social care support?
7. Will you need help with personal care?
8. Will you require help with shopping, housework, laundry or food preparation?



## What should I do if I am worried about my treatment after I leave hospital?

For general advice call NHS Direct on 111 or contact your GP (your family doctor). If you need urgent medical care call 999, or go to your local urgent care centre or accident and emergency department.

If you need a medical certificate, please let your nurse or doctor know as soon as possible after you arrive on the ward. You will receive it before you leave the hospital.



**You should arrange for someone to collect you in the morning on the day of your discharge, and if required, to stay with you for the necessary period of time specified by the clinical team after your discharge.**



## On the day you leave

**You will usually be discharged from your ward by 10.00am. If you cannot go straight home we may ask you to wait in another area.**

This enables us to admit our next patient to the ward as soon as possible.

You may have to wait a short time before you can leave whilst we finalise your medication and transport arrangements.

If appropriate we may ask you to wait in our discharge lounge in the Bristol Royal Infirmary. The discharge lounge has food, drinks, a television, access to toilets and nursing support to make your wait as comfortable as possible.

### Useful organisations

You may also find these two organisations of use:



**Well Aware** is a free service that can help you to find local activities, support groups, equipment and home care services in Bristol and South Gloucestershire. You will find a large range of services, events and charities that offer support on the Well Aware website [www.wellaware.org.uk](http://www.wellaware.org.uk) or if you do not have access to the internet use the freephone line 0808 808 5252 and the Well Aware team will help you find what you are looking for.



**Healthwatch** is an independent body that helps people get the best out of their local health and social care services through influencing the delivery and design of them. You can tell Healthwatch about any aspect of your care or treatment, from getting an appointment to leaving hospital. They can then look at what works well and what does not and let us or the relevant provider know. There are local Healthwatch organisations in Bristol, South Gloucestershire and North Somerset.

Details of your local Healthwatch can be found at [www.healthwatch.co.uk](http://www.healthwatch.co.uk) or telephone 03000 68 3000.



### Leaving hospital checklist

**When you are ready to leave your nurse will make sure you have:**

A copy of your discharge letter to your GP (your family doctor) ☐

All the medications you need with information about them including usage and storage ☐

Details of care required from other health professionals (such as a practice nurse or a district nurse) ☐

An agreed care plan if required ☐

Information about any potential lifestyle changes, with appropriate advice sheets ☐

Asked any relevant questions you may have and understood the answers ☐

Contact numbers for the ward, in case you have any questions or concerns after returning home ☐

Had an explanation of your medication and any side effects that you may experience ☐

**Please make sure you:**

Give the ward clerk a forwarding address ☐

Ask your nurse for any medical certificates you need ☐

Collect any money and valuables you have handed in ☐

Return any hospital equipment you no longer need ☐

## Your feedback

**We welcome your comments, suggestions and ideas about how we can improve our services.**

What have we done well and what we can do better? Your feedback is a really important way of helping us. Here's how you can give it:

- Complete our "Friends and Family Test" card before you leave hospital
- give feedback to a member of staff
- complete a Tell Us About Your Care ward comment card
- take part in a survey or interview if you are contacted
- write to the ward sister
- send us a message via our website: [www.uhbristol.nhs.uk](http://www.uhbristol.nhs.uk).



If you would like help reading this booklet, or if you would like a copy with larger text or in another community language, please ask our staff and we will do our best to help.

# Research and teaching

## Research

We are a research active hospital. Each year thousands of our patients choose to take part in clinical research.

This helps us to improve treatment and prevention of many diseases. Whilst you are here you may be invited to take part in research, and you can also ask your doctor or another member of the clinical team if there are any research studies that you can take part in. We will always explain fully what this would involve and you will be given time to think about it and talk with family or friends. If you decide not to take part in a research study, this will not affect your care.

## Teaching

We are a teaching hospital and you may see trainee doctors, nurses and other healthcare professionals on the wards.

They may assist with your care or tests under supervision and they may also be present during procedures and operations.

We will ask for your consent for students to either observe or treat you and you have the right to refuse if you have any concerns.





If we or someone we love goes into hospital, we would want the very best care.

That is why charity Above & Beyond raises funds for all our hospitals and makes a real difference to patient care:

- to make our hospitals more patient and family-friendly;
- for ground-breaking research;
- for staff training and support;
- for the latest technology and equipment.

With the help of inspirational donors and fundraisers, they fund projects which

are above and beyond what the NHS can provide, to make life that bit easier at a difficult time.

The charity has given over £80M to our hospitals to date, from funding the region's first adult Bone Marrow Transplant Unit to funding the first children's unit at Bristol Eye Hospital. They don't intend to stop there. The need for their support is massive: ranging from state-of-the-art equipment for the Bristol Heart Institute to the latest ventilators for premature babies. From individual rooms for our sickest patients

to family rooms for their loved ones and ensuring there is an endless supply of glitter and glue for Bristol children's hospital. This is only possible thanks to the generosity of our amazing donors, fundraisers and supporters who run, cycle, bake, row, abseil and donate on a regular basis.

**Please support your hospital's charity – together we can make even more of a difference to thousands of patients in Bristol and the South West.**

 [www.aboveandbeyond.org.uk](http://www.aboveandbeyond.org.uk)

 [hello@aboveandbeyond.org.uk](mailto:hello@aboveandbeyond.org.uk)

 **0117 927 7120**

Registered Charity No. 229945



## Did you find this booklet useful?

Please send your feedback and suggestions to: [communications@uhbristol.nhs.uk](mailto:communications@uhbristol.nhs.uk)

With special thanks to North Middlesex University Hospital who kindly agreed to let us use their inpatient information booklet as the basis for our Welcome Guide.

## Do you need help reading this?

At University Hospitals Bristol we provide services to many people whose language may not be English, as well as patients who may have learning disabilities, have visual impairments and other specific needs.

We have designed this booklet to be as simple as possible for all our patients to understand.



# Membership

Keep in touch with us after your stay

Become a member of University Hospitals Bristol NHS Foundation Trust. **It's free to join.**

Have a say in how we develop our services, come along to our Health Matters events, receive regular e-news updates, even stand as a governor.

Go to [www.uhbristol.nhs.uk/membership](http://www.uhbristol.nhs.uk/membership) and complete our online application form.

Or call **0117 342 3763** to speak to the membership team for more details.