inpatient information

Helping inpatients during their stay at our hospital

Welcome. For translation, please read the back page of this booklet.

FREE! Please take this home
Welcome!

No-one likes being a patient in hospital, but we want you to know that all the staff at our hospitals make every effort to ensure you receive the very best treatment, care and attention.

We sincerely hope your stay with us will be a positive experience.

About this booklet

We have put together this booklet to help inpatients like you during your stay at Colchester General Hospital.

We hope it will help put you at ease and explain what will happen to you during your stay in our hospital.

Please ask!

Patients are encouraged to talk to staff about any concerns they have regarding their care.

Each ward has a ward sister (female) or a charge nurse (male) and a deputy who are happy to deal with any issues regarding patient care.

There are also matrons on duty 24-hours-a-day to help patients and relatives (see page 9).

We care, do you?

Finally, it’s easy to show you care about the services we provide by becoming a member of our Trust.

More on page 25.

Useful phone numbers are listed on page 31.

A guide to staff uniforms is on pages 10-13.
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Main reception

Our receptionists are the main point of contact for anyone who needs help finding their way around the hospital.

They can be found on the main reception desk at the front of the hospital.

The main reception desk is staffed from 8am to 8pm weekdays and 10am to 8pm weekends and bank holidays.
To help people find their way around the 35-acre site, a system of colour-coded signposts divide the hospital into coloured zones.

The Main Block of the hospital (pictured below) houses our Accident and Emergency (A&E) Department, the Emergency Assessment Unit (EAU), the Children’s Ward, the Elective Care Centre, most of our outpatient services and the X-ray Department.

The Main Block is linked to Constable Wing, where our maternity wards and services are located.

Between the Main Block and Gainsborough Wing is the Radiotherapy Centre.

Gainsborough Wing houses many of our therapy services and our care of the elderly wards.

On page 28 is a site map of the hospital with the major departments and wards listed.

Wheelchair access
All pedestrian entrances are accessible by wheelchair users.
The Trust’s highest priority is to ensure the safety of our patients

Staff will assess your needs on an individual basis and will monitor your vital signs at least three times a day. We will look at your risk of falling and your risk of developing a pressure ulcer or a blood clot (deep vein thrombosis or DVT).

You will be assessed for your food and drink requirements (see page 18).

We will assess your pain management and review your medicines.

Infection control
We do everything we can to prevent you getting an infection. Our Infection Control Team provide staff with advice and training and also offer advice to patients and their relatives.

Hand washing is the most effective way to reduce the risk of infection. Staff and visitors should wash their hands with soap and water or use the alcoholic hand rub. See page 16.

Wristbands
Wristbands carry your name, date of birth, NHS number and hospital number.

When you are in hospital, it is essential that you wear your wristband. This ensures that staff can identify you correctly and give you the right care.

Do you have an allergy?
It would be helpful for the staff looking after you to know of any allergy you may suffer from.

This includes allergies to food, dust, latex, plasters, etc, not just medication.

If you have an allergy, you will be given a red wristband.
Arrival on the ward

Advice on what to do when you arrive on the ward

When you arrive on the ward the nurses (or midwives) will help you settle in.

Who should I ask?
Each ward has a ward sister or charge nurse and a deputy who are happy to deal with any issues regarding patient care. There are also matrons on duty 24-hours-a-day (see page 9).

Tell us if you need special assistance
If you have a disability, a special diet or other requirements and you need assistance, talk to the nurse-in-charge (or midwife) so that we can try to make suitable arrangements for you.

Tell us if you need an interpreter
Some hospital staff have sign language skills. British Sign Language Interpreters can be provided for people who are hard of hearing. Please ask the nurse-in-charge (or midwife). We can provide help for people who don’t speak English as their first language (see back page).

On arrival*
Next to your bed is a locker for your personal items. The nurse (or midwife) will check details such as your name, address, date of birth, dietary preferences, religion and next of kin. They will also measure your weight, blood pressure, pulse and temperature.

One of the doctors on the team looking after you will visit once you are admitted and ask questions about your health and any medicines you take. They will also examine you, although if you have been admitted from A&E this may have been done already. If you

Patients are encouraged to talk to staff about any concerns they have

If you need assistance please tell us how we can help you

Not sure what to do with your valuables? See page 21.

Inpatient information
Your healthcare during your stay

The daily ward routine and who will be looking after your healthcare

are having an operation, an anaesthetist may come to ask questions and examine you.

Although you may be asked the same questions by different staff, this is routine and ensures everyone has accurate information.

Ward routine
There are usually three nursing shifts a day, with each shift change accompanied by a handover where nurses are updated on each patient and any specific care required.

The night shift hand over to the day shift around 7am and the first routine activity of the day for patients is a hot drink, followed by breakfast from 8am. Bathroom activities occur after breakfast, with nurses helping those who cannot manage alone, followed by the medication round.

At least three times a day a nurse will measure your pulse, temperature and blood pressure and issue your medication as appropriate*.

Blood tests or X-rays are carried out on the ward or in the laboratory or department.

Mealtimes are on page 18. The ward settles down for the night at about 10.30pm.

Self-administration of medicines (SAM)
A nurse will give you your medication at the correct times each day or you may be asked to take part in the SAM scheme, which means you can self-administer your own medication as you would at home. If you have any queries about SAM or problems with your medication, please ask a member of the pharmacy team before you go home.

Doctors’ rounds
You will be looked after by a team of doctors led by a consultant (see page 12).

You will usually have daily visits from at least one member of the team but sometimes the whole team will see you during the consultant ward round.

These visits are an opportunity for you to tell them how you are feeling and to ask any questions.

During your stay the doctors, nurses (or midwives) and other professional staff will plan your care in consultation with you. All staff who see you during your stay should explain what they are doing or plan to do. If they don’t – or you don’t understand what they’ve said – don’t be afraid to ask them to explain.

* the process is slightly different in maternity services.
We consider the privacy and dignity of patients to be very important for their well-being.

We have eliminated mixed-sex accommodation in our hospitals, where sleeping or toilet facilities are shared. This means that men and women do not have to sleep in the same room or share toilet and washing facilities.

Sometimes it may be necessary to move a patient to another bed (or ward) to give them more appropriate care for their individual needs.

Mobile phones
Some wards allow you to take in your mobile phone, but check first because in some wards it could interfere with sensitive medical equipment.

Mobile phones can also disturb other people, so please follow the signs which indicate where they can be used.

If you’re prohibited from using your mobile phone, you can make and receive phone calls on the Hospedia system (see page 17).

Wi-Fi
Patients, staff and visitors across the hospital can access free Wi-Fi, provided by WiFi SPARK.

Please note that streaming video or downloading large files is not available.
Our matrons

We have had matrons at our hospital since 2001

Leading by example, matrons are a highly visible, authoritative presence for patients and staff.

Matrons strengthen nursing leadership and ensure patients receive good quality care. We have a rota of matrons on-call 24-hours-a-day. Each healthcare specialty and ward has a matron as shown below.

- Matron for Accident & Emergency
- Matron for Ambulatory Care
- Matron for Children's Services
- Matron for Community Midwifery, Midwife-led Units and Antenatal Screening
- Matron for Contraception and Sexual Health service (C&SH) and Gynaecology
- Matron for Critical Care, Theatres, Recovery, Outreach, Resuscitation, Elmstead Day Unit Surgical and Pain Services
- Matron for Delivery Suite, Lexden Ward, Antenatal Clinic and Antenatal Assessment Unit
- Matron for Emergency Assessment Unit (EAU)
- Matron for Essex County Hospital (West Bergholt Ward, Macmillan Support, Mary Barron Suite, Chemotherapy, Haematology, Palliative Care and Radiology)
- Matron for Medicine
- Matron for Planned Care (Inpatient wards)
- Matron for Specialist Medicine
- Matron for Stroke Unit

Further contact details can be found on our matrons’ webpage: www.colchesterhospital.nhs.uk/matron_structure.shtml

The duty matron can be contacted 24-hours-a-day via switchboard on 01206 747474. Other matrons work office hours. All matrons can be contacted via the switchboard. Or ask a member of staff to help you make contact.
Here is a guide to the different types of uniformed staff you may meet

The Trust employs about 4,000 people and they are all working to make your stay as comfortable as possible.

All wards are managed by a ward sister (female) or a charge nurse (male) with a deputy sister or charge nurse. In their absence there will be a designated nurse-in-charge. In addition, matrons work across all areas.

While in hospital you will be cared for by a team of healthcare professionals from a wide range of disciplines.

If you or your relatives have any questions or problems, please speak to the staff on duty.

All staff, students and volunteers wear identity name badges. If you cannot see one, please ask for it to be displayed.

Admissions officers arrange your admission to the hospital.

Chaplains – see page 20.

Clinical pharmacists ensure you get the maximum benefit from the medicines prescribed for you. If you are a patient on a medical ward your pharmacist may take a medication history from you, prescribe and advise you on the use of the medicines that you will be taking home on discharge (see page 22).

Dietitians advise on your diet and order special meals if appropriate.

Healthcare assistants (pictured) HCAs work under the guidance of a qualified healthcare professional, helping with treatment and looking after the patients’ comfort and well-being.
**Housekeepers** are responsible for the patient environment, cleanliness and general tidying. **Maintenance staff** (pictured) are responsible for the repair, servicing and upkeep of buildings and equipment to support patient treatment and care.

**Matrons** – see page 9. **Nurse consultants** are very experienced registered nurses, who specialise in a particular field of health care. **Midwives** are responsible for providing midwifery care to a mother and baby during the antenatal, intranatal and postnatal periods. Midwives work both in the hospital and the community.

**Nurses**. Led by a senior sister or a charge nurse, nurses (pictured far left) assess and plan the nursing care you need to minimise the effects of your illness and to improve your well-being.

**Specialist nurses** (pictured) may be involved in your care, giving advice and support.

**Physiotherapists** (pictured) provide treatments to develop, maintain and restore maximum movement and function. **Phlebotomists** collect blood from patients for examination in pathology laboratories, in order to help diagnose illness. **Porters** (pictured) play a vital role moving patients between departments and wards in safety and comfort. They also transport complex equipment that may need expert handling.

**Occupational therapists (OTs)** assess and plan your treatment with a view to helping you manage daily activities. This may include providing adaptations at home.
Staff at the hospital

A guide to the different types of staff inpatients may see

**Radiographers** take X-rays and scans. They work in multi-disciplinary teams, led by radiologists.

**Receptionists** are based in nearly all departments of the hospital and are often the first people you meet.

**Rehabilitation assistants** help the transition for patients from hospital to community care.

**Social workers** can provide services or advice to patients who may need help on leaving hospital if they or their carer think they will find it difficult to manage (see page 22).

**Speech and language therapists** help with any difficulties you may have with talking, eating or drinking.

**Technicians** carry out various technical tasks, such as recording your heart rhythm.

**Volunteers** provide a wide range of invaluable services.

**Ward clerks** provide administrative and clerical support to the ward.

**Ward hostesses** serve the drinks, meals and snacks throughout the day. They run and clean the ward kitchen too.

**Consultants** are our most experienced doctors and are ultimately responsible for the treatment you receive.

**Registrars** are experienced doctors, undertaking further specialist training. They provide specialised care, under the direction of your consultant.

**Foundation doctors** are undergoing general training after qualifying as a doctor from medical school or university. They are based on the ward and will see you regularly, sometimes as part of a team. They may carry out tests and prescribe treatment under the supervision of your consultant.
Staff uniforms

You will see many types of uniforms during your stay – here is our guide to help you identify them:

- **Matron**
  - Dark blue
  - White spots
  - White piping

- **Sister (female)**
  - Charge Nurse (male)**
  - Dark blue
  - White piping

- **Deputy sister (female)**
  - Deputy charge nurse (male)
  - Royal blue tunic
  - White piping

- **Staff nurse**
  - Pale blue and white striped tunic
  - White piping
  - Black trousers

- **Healthcare assistant**
  - Pale blue tunic
  - White piping
  - Black trousers

- **Housekeeper**
  - Grey and white striped tunic
  - White piping
  - Black trousers

- **Midwife**
  - Metro blue tunic
  - Navy blue trousers

- **Physiotherapist**
  - White tunic
  - Navy piping
  - Navy blue trousers

- **Occupational Therapist**
  - White tunic
  - Green piping
  - Green trousers

- **Phlebotomist**
  - White dress or tunic with peacock trim
  - Navy trousers

- **Radiographer**
  - White tunic
  - Maroon piping
  - Black trousers

- **Associate Practitioner**
  - Lilac striped tunic
  - White piping
We collect information about you, such as your full name, date of birth, age, gender, your doctor, any allergies, past illnesses, hospital attendances and the treatment you have received.

We need this information so our clinical staff can make safe and informed decisions to provide you with the best care and treatment.

We will look after this information in accordance with the Data Protection Act.

All our staff are aware of their duty of confidentiality in relation to using your information.

We will share identifiable information about you only with persons who are directly involved in your care whilst in hospital, or those who provide you care once you have been discharged.

Any other use of your identifiable information will be discussed with you before to its use. Your consent will be obtained unless the Trust is required by law to share the information.

If you want to see your healthcare records, please ask the ward sister or charge nurse, the deputy, a matron or your consultant.

Remember though: your family will be able to see your records only if you give your permission.

Consent

We must, by law, obtain your written consent before any operation and some other procedures.

Staff will explain all the risks, benefits and alternatives before they ask you to sign a consent form.
A n essential part of staff training is working with patients.

Our Trust is an associate teaching hospital of the University of London.

To help them learn the skills they need, student nurses and student midwives will carry out some aspects of your care under the supervision of a qualified nurse or midwife.

Medical students accompany the consultant on their ward rounds and may wish to examine you, or talk to you about your medical condition.

The students appreciate your co-operation but you are under no obligation. If at any time you would prefer they weren’t present during your examination, just say so. No one will mind.

Just like our staff, all students and volunteers wear identity badges.
Please discuss your visiting requirements with the senior nurse-in-charge (or midwife).

**Phone first**
If you are due to have an operation or investigation, please ask your visitors to phone the ward before they set off, so staff can advise if you are well enough for visitors.

**Visiting times:**
3pm-5pm and 7pm-8.30pm. Outside these hours visiting is only allowed if agreed with the senior nurse-in-charge (or midwife).

**Consent about your progress**
For confidentiality reasons, staff can give only limited information to phone callers. Try and nominate one member of your immediate family to make enquiries about your condition. Ward staff will ask you to give your consent to sharing information about you with a named person – your next-of-kin, a carer or a friend. Phone numbers for the wards are listed on page 31.

**How many visitors?**
No more than two visitors per patient (plus a carer, if you have one) at a time, to reduce disturbance to other patients.

**Children**
We advise visitors against bringing young children or babies with them, except for your immediate family, as they are especially vulnerable to picking up infections. Children are also easily bored and fretful.

**Infection-free, please**
For patient safety, all visitors and staff should rub their...
Hospedia provide the bedside entertainment system.

To use the free services, such as radio and receiving incoming phone calls, use your bedside phone to create an account with the customer care team. You will get a personal bedside phone number and can then make free phone calls to BT landlines (conditions apply).

If you want to watch TV, you will need to put some credit on your account – just follow the instructions on the device.

The Customer Care Team is available 24-hours-a-day. This is always a FREE call from the speed dial at bedside, but if you're a relative or friend, you can also contact us from home by dialing 0345 414 1234.

More information from their website:
www.hospedia.co.uk/patients-and-visitors.html

Flowers or another gift?
Cut flowers at your bedside in vases full of water can be a hazard to clinical equipment. An alternative is a greetings card or some fruit. See details of our Gift Shop on page 19.

Laundry
It is advisable to have an adequate supply of clean day and night wear, so please make arrangements for a friend or relative to deal with your personal laundry.
Meal times and refreshments

Good nutrition will aid your recovery and it’s important that you know how we will cater for your needs.

You will be served three meals a day, between the following times:

**Breakfast:** 8.00am-8.45am
**Lunch:** 12.30pm-1.30pm
**Supper:** 5.30pm-6.30pm

Hot drinks are served between meals. After supper there is at least one more hot drink served. Healthy eating, diabetic, gluten-free and vegetarian choices are available on each menu. Please tell the nurse-in-charge (or midwife) if you have special dietary needs, including kosher, halal dishes, low-salt, low-potassium diet or texture-modified meals (such as soft or puréed meals). Please say if you miss a meal or are served an unsuitable meal.

**Nutritional screening**

All patients are screened for malnutrition to identify nutritionally at-risk patients. Some may need extra help to ensure they receive adequate nutrition in hospital. High-risk patients will be reviewed by a hospital dietitian, who will perform a full nutritional assessment and create a treatment plan.

However, any emergency treatment continues to take place. Patients who require more time or encouragement with their eating and drinking are given a jug with a red lid and a red tray (pictured) at meal-times. These are also used to monitor patients who need assistance. If your visitors wish to help you at mealtimes, please ask the nurse-in-charge (or midwife) how they can safely help you.

**Assistance with meals**

We have protected mealtimes to ensure that all non-essential activities stop, allowing nurses more time to help patients.
Facilities for patients

We have a range of facilities at the hospital for the convenience of patients and visitors.

**Shops**
The Colchester League of Friends have four shops. The shop by the main entrance sells hot and cold snacks and drinks, confectionery, newspapers, magazines, stamps, batteries and toiletries. The nearby Gift Shop sells gifts, greetings cards, books and stationery. Open:
- 8am-8pm, weekdays
- 9.30am-5pm, Saturdays
- 12noon-5pm, Sundays.

There are smaller shops in Gainsborough Wing (8.30am-4.30pm weekdays), Constable Wing and Elmstead Day Unit (9am-4pm weekdays).

Aids for independent living, and slippers, are sold at Constable Wing’s shop.

**Papers and snacks trolley**
Their trolley visits wards daily to sell papers, snacks, drinks and items for personal hygiene. A library trolley visits weekly.

**Cashpoints**
- Ground floor of the Main Block opposite Outpatients.
- 1st floor of the Main Block in Senses Restaurant.
- 1st floor Gainsborough Wing.

**Outpatient pharmacy shop**
Ground floor Main Block, selling toiletries/medications, open 9am-5pm weekdays, 12noon-2pm weekends.

**Restaurant**
Open 8am-7pm weekdays and 8am-6pm at weekends (see map on page 28).

**Posting letters**
Staff can post your stamped and addressed letters.

**Get an email!**
An email can be sent to an inpatient from the Trust’s website (look for “Contact a patient”).

Letters and cards can be sent to you at:
(Your full name, Name of ward), Colchester General Hospital, Turner Road, Colchester, CO4 5JL.
There is a daily delivery to wards.

Visit our website [www.colchesterhospital.nhs.uk](http://www.colchesterhospital.nhs.uk) | and look for “Patient information” | 19
Spiritual and pastoral care

We attempt to provide a supportive environment in which people can talk and think about what really matters to them.

Our hospital chaplaincy works holistically in caring for the human spirit by providing a confidential listening ear and non-judgmental support to persons of all faiths and beliefs.

There is usually a chaplain on-site from 8:00 a.m. to 4:00 p.m. Monday to Friday. There is a Chaplain on-call 24 hours per day, seven days a week.

The Chaplaincy Team has links with community clergy and various faith tradition visitors. Contact can be made with a specific faith tradition leader upon receiving a specific request from a patient.

We are always pleased to welcome patients' own clergy/faith leaders to the hospital and to contact visitors of other faiths if requested by patients. We are pleased to hear from clergy and faith leaders when members of their congregation are in hospital and to further good relations, mutual respect and cooperation across denominational and religious boundaries.

Chapel (The Quiet Space)
The Chapel* is on the 1st floor, link corridor between the Main Block and Gainsborough (behind The MacMillan Pod). There are prayer mats, and sacred texts for several different faiths. The chapel is open 24 hours a day, seven days a week. Patients, staff, and carers are welcome to come and enjoy the peace and serenity of this place, pray, or reflect.

People may write in the prayer book or hang a symbol on the chapel tree. Regular services are held throughout the week in the chapel. Times are posted on the chapel door.

* See map on page 28.
A wide range of security measures are in force for your safety and protection

All staff wear an identity badge with their name and photograph on it. They also wear a name and job title badge.

If you see anyone behaving in a suspicious manner please tell any member of staff.

A wide range of security measures are in force at the hospital for your safety and protection including 24-hour video surveillance cameras.

Most wards have security doors with an intercom for access. Visitors must not allow entry to anyone they do not know.

Valuables and money
Ward staff will advise you what to do if you inadvertently bring valuable items with you. With regard to money, you will only need a small amount of loose change. We cannot accept liability for any possessions that are lost or damaged.

Violence and aggression
The Trust is committed to providing a safe and secure working environment, free of violence and aggression. It will not accept any act of violence or aggression towards any member of its staff.

Incidents of verbal or physical abuse, threats or assaults will be dealt with by calling a security officer, or police if necessary. The Trust will instigate prosecution proceedings if appropriate.

Fire safety
The ward staff are trained to manage the fast evacuation of patients in the event of a fire in or close to the ward.

Please tell staff immediately if you suspect there is a fire.
After your treatment you will be discharged from the hospital

With your agreement, we will involve your next-of-kin (or carer) in your discharge discussions to ensure your recovery continues safely when you leave hospital. Any services you require will be arranged before you leave hospital. You will be given a copy of your electronic discharge summary which is sent to your GP (see next page).

**Social care (social workers)**
If you need the Adult Social Care Team to assess your support needs before you leave hospital, the ward will make a referral to our Hospital Assessment Team (see page 31 for phone number).

This will be before your discharge date to give you time to consider options with others, such as your family or friends.

The Adult Social Care Team will then liaise closely with you and ward staff.

If you are going home, you may want to arrange for a relative or friend to collect you, because all patients are asked to make their own transport arrangements.

Transport by ambulance is provided only for patients with a clinical need or who are medically unfit to travel by any other means.

We can arrange a taxi but you will need to pay for this. Advice will be given to those patients receiving benefits.

If you have a disability or special needs and you require an ambulance or car to take you home, you should speak to your nurse-in-charge (or midwife) when discussing your discharge arrangements.

If you need a medical certificate for your employer or the Benefits Agency, the ward clerk can arrange this.
Follow-up treatment
Advice on if you need to return to hospital for further treatment

Don’t forget to take
You may be given important information, such as:
- a copy of your electronic discharge summary
- an outpatient appointment letter
- a medical certificate for your employer (ask the ward clerk)
- any prescribed medicines
- your personal belongings
- any valuables handed in for safekeeping.

If you need to return to hospital for further treatment, possibly as an outpatient, we will write to you. If you need further nursing or midwifery care, a district nurse, community or paediatric community nurse (or midwife) will be notified and will contact you within 24 hours of your return home. If you need any further tests or investigations, we will write to you.

Electronic discharge summary
Your GP surgery will be sent an electronic discharge summary which describes your hospital care, any prescribed medication and any other care instructions.

Return any equipment
Any equipment loaned to you to support your rehabilitation must be returned to your nearest hospital in north east Essex following your recovery. Crutches and walking aids are returned to the Physiotherapy department. All other equipment, including perching stools and commodes, are returned via the Occupational Therapy Department and Essex Equipment Service. For more information, please phone the relevant department (see page 31) during office hours.

Are you a smoker?
Many people who are smokers find their stay in hospital gives them the chance to give up for good. We want to help you with this, so we will refer you to the Stop Smoking Support Service, unless you inform us that you prefer us not to.

Tell us if you move house
If you change your address or your GP, please tell us either by phoning the number on your appointment letter or by contacting PALS (page 24).

Visit our website www.colchesterhospital.nhs.uk and look for “Patient information” | 23
Being in hospital can be a difficult, confusing, and stressful time. Our staff are here to help resolve any difficulties that may arise and to provide any information you may require.

If something is not right, ask to see the person in charge of where you are being treated. They should be able to sort out the problem straight away. Or, during office hours, ask to speak to the Patient Advice & Liaison Service (PALS), or the duty matron outside of office hours. If you are still not satisfied, please write to the Chief Executive at the address on the back page.

PALS offers confidential, on the spot advice and support, helping patients, relatives and other visitors to sort out any concerns they may have about their care. We have an office on the first floor in the Main Block for people that would like to talk face-to-face with a team member. To book a slot, please phone PALS.

Ask a member of staff for a PALS leaflet.

Patient experience feedback
You may get asked to complete a survey using one of our patient experience devices (see picture). Your answers will help us to improve the experience of patients in the future.

Compliments
We are always grateful when people compliment our staff or our services. To send a compliment or other feedback, please write to the Chief Executive at the address on the back page, or email: info@colchesterhospital.nhs.uk
It’s easy to show you care about the services we provide.

Please complete this form and register to become a member of the hospital today.

Membership is free and shows us that you care about the services we provide. Members have a say on the future of NHS hospitals in north east Essex because we are an NHS Foundation Trust.

Volunteers
We are always looking for volunteers to provide non-clinical assistance and support to our patients and staff.

For more details, please contact our Volunteers Co-ordinator, on 01206 744006 or email info@colchesterhospital.nhs.uk

Title _____ First name_________________________ Surname_________________________
Address ________________________________________________________________
___________________________________________________________________________
___________________________________________________________________________
Postcode_________________ Daytime phone ______________________________________
Email _____________________________
Date of birth____________________ Gender____________________________________

What is your ethnic group? Please tick one:

☐ White British  ☐ Irish  ☐ Other White
☐ Indian  ☐ Pakistani  ☐ Bangladeshi  ☐ Other Asian
☐ Black Caribbean  ☐ Black African  ☐ Other Black
☐ White & Black Caribbean  ☐ White & Asian  ☐ White & Black African
☐ Chinese  ☐ Other Mixed  ☐ Any other ethnic group _______________________

Declaration: I am 16 years old or over and understand that I become a full member subject to membership eligibility. I understand that if I submit false or misleading information it will lead to my membership being reviewed. In compliance with current UK data protection legislation, any information you provide here will be kept secure, treated confidentially and used by the Trust only for the purposes of its NHS Foundation Trust status and other health issues. By signing this form you agree for us to hold your details on our membership database.

Signature
Date

Do you consider yourself to have a disability?  ☐ Yes  ☐ No

Do you prefer to be contacted by:
☐ email?  ☐ post?  ☐ email & post?

Are you interested in becoming a Trust governor?  ☐ Yes  ☐ No

Are you interested in finding out more about fund-raising for our hospitals?  ☐ Yes  ☐ No

Thank you. Please make sure you have signed the form.
We will be in touch within 28 days.

Send this form to “FT Membership Office” at the address on the back page.

Your membership details will be used solely for the purposes of your membership of the NHS Foundation Trust. By law, we are required to make registers available to the public. However, the Public Register must exclude any public members who do not wish to be included. The Public Register shows the member’s name and constituency but not their address or any other personal details.

Please tick this box if you do NOT wish to be included in the Public Register ☐
People often say how much they appreciate the care of the Trust’s staff. Whether they are patients or their friends and family, they are grateful for the kindness and hard work of the people they meet at our hospitals.

The Trust’s work is supported by Colchester Hospitals Charity (CoHoC) which works with the Trust to enhance and improve patient care by providing grants to projects and services that are over and above those funded by the NHS, improving the environment and buying medical equipment.

It is reassuring to know that in special cases it is possible to call on CoHoC to buy extra equipment and amenities to help staff deliver the high-quality care that patients expect and our staff strive to provide.

CoHoC’s motto is “Making your hospitals even better”. If you would care to give a donation, it will help us achieve that aim and provide amenities and equipment that make such a difference to your hospitals.

Thank you!

Please send donations to CoHoC Fundraising Office at the address on the back page. You can donate online: www.justgiving.com/cohoc
We provide health care services to people mainly in Essex, but also in Suffolk

Monitor, the healthcare regulator, authorised Colchester Hospital University NHS Foundation Trust in 2008.

NHS foundation trusts were created to hand over decision-making from Government to local organisations and communities. We do this through an elected Council of Governors which works closely with the Trust’s Board of Directors.

Our Trust is an associate teaching hospital of the University of London.

We provide healthcare services to around 370,000 people from north east Essex and south Suffolk.

In addition we provide radiotherapy and oncology services to a wider population of about 670,000 across north and mid-Essex.

Our hospitals
The Trust’s main acute hospital site is Colchester General Hospital. The Trust also owns Essex County Hospital in Colchester.

Additionally, the Trust provides a range of consultant outpatient services and maternity services from community hospitals in Halstead, Harwich and Clacton.

We spend more than £250m every year and employ more than 4,000 people.

You can read more about our Trust on our website under “About Us“: www.colchesterhospital.nhs.uk
Map of the hospital

Buildings, wards and other useful facilities to help you find your way around

**Key**

(G) Ground floor
(1) 1st floor
(2) 2nd floor
£ Cashpoint (G)
Post box (G)
Chapel (1)
Pharmacy (G)

Accident and Emergency (G)
**Acute Cardiac Unit (2)**
Bereavement Suite (G)
Blood tests (G)
**Brightlingsea Ward (1)**
Children’s Unit (G)
**Children’s Ward (G)**
Critical Care Unit (1)
Elective Care Centre (1)
Emergency Assessment Unit (G)
**Langham Ward (2)**
**Mersea Ward (1)**
**Nayland Ward (2)**
Pharmacy (G)
Outpatients Department (G)
Shop (G)
**Restaurant (1)**
West Bergholt Ward (1)
Wivenhoe Ward (1)
X-ray Department (G)

**Aldham Ward (1)**
**Copford Ward (2)**
**Fordham Ward (1)**
**Great Tey Ward (2)**
**Lexden Ward (1)**
**Neonatal Unit (G)**
Shop (G)
**Stanway Ward (1)**
Theatres (2)
Ultrasound (G)

**Birch Ward (2)**
**D’Arcy Ward (2)**
Dietitians (G)
**Easthorpe Ward (1)**
**Layer Marney Ward (1)**
Occupational Therapy (G)
**Peldon (1)**
Physiotherapy (G)
Shop (G)
Speech and language (G)
**Stroke Unit (G)**
**Tiptree Ward (1)**
Visitors can park free of charge for 20 minutes either in the Main Public Car Park or the drop-off point by the hospital’s Main Entrance.

**Parking charges and concessions**
There is one large pay on exit car park. Charges are listed on the pay machines and the fees are used by the Trust to further improve patient services.

Patients or visitors can save money by buying either a five-day (£10) or seven-day (£12) pass. These passes can be used if you come for treatment on consecutive days or at regular intervals. Ask ward staff or reception for more details.

**Blue Badge holders**
There are about 60 designated parking spaces for patients and visitors displaying a valid disabled badge (Blue Badge).

See map opposite. If all of the disabled parking spaces are full, cars displaying a valid disabled badge can park free of charge in the Main Public Car Park. Pick up an exit ticket from Main Entrance reception.

**Bus and minibus services**
The bus services 8, 8a and 65 provide a service every 10 minutes from the town centre via North Station to the hospital. The 84 (from Sudbury) and 5 (from Lexden) provide an hourly service via the hospital.

Weekdays, the Colchester Hospital Hopper minibus travels from Tendring to St Helena Hospice, Colchester General, The Oaks Hospital and Essex County Hospital. The Harwich Hospital Hopper travels from Harwich to the same hospitals. Both are wheelchair-accessible and free for concessionery bus pass holders.
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Useful telephone numbers

Wards and department telephone numbers inpatients and their visitors may need

Code is 01206

Main telephone number..................747474
Main Block phone numbers
Brightlingsea Ward..........................742510
Children's Assessment Unit ...............746200
Children's Elective Care Unit ............744476
Children’s Ward .......................746209 or 742958
   Reception ..............................742156 or 746176
Critical Care Unit .........................742386 or 742387
Dedham Ward..............................742718
Elective Care Centre .......................742940
Emergency Assessment Unit .............742162
...........................................or 742182 or 742639
Isolation Ward ..............................745299
Langham Ward..............................742599
Mersea Ward ..............................746252 or 746253
Nayland Ward ..............................742716

West Bergholt Ward........................742504
Wivenhoe Ward..............................742198

Constable Wing phone numbers
Aldham Ward ................................742046
Fordham Ward ...............................742042
Great Tey Ward ..............................742037
Lexden Ward ..................................742032
Neonatal Unit ..................................742950
Stanway Ward ..................................742035

Gainsborough Wing phone numbers
Birch Ward ....................................745918
D’Arcy Ward ....................................742694
Easthorpe Ward ..............................746571
Layer Marney Ward .........................742915
Peldon Ward ....................................742177
Occupational Therapy Department .......742172
Physiotherapy department .................742530
Stroke Unit ......................................742282
Tiptree Ward ....................................742260

Don’t forget you can receive phone calls from your friends and family to your own bedside entertainment system (see page 17).

Visit our website www.colchesterhospital.nhs.uk | and look for “Patient information” | 31
If English is not your first language

This document is about things you need to know about being in hospital. If you have difficulty understanding it, because English is not your first language, you can request a translation in your own language by pointing to your language here.

Translations

Essex County Council has undertaken research to identify the main non-English languages spoken in the county of Essex, and consequently we provide this booklet in these languages.

Adult family members must not be used for interpreting on grounds of privacy unless the option of professional interpreting has been offered and declined or it is an emergency situation. Children can never be used as interpreters.

A quick way for staff to talk with non-English speaking patients or relatives is the confidential Language Line telephone interpreting service available 24-hours-a-day. For a face-to-face interpreter, staff will check the patient notes to see how the GP has communicated with them.

Details are in the Accessing an Interpreter Procedure in the Trust’s intranet’s e-library

Colchester General Hospital  |  Turner Road  |  Colchester  |  CO4 5JL
Switchboard............01206 747474
Website ..................www.colchesterhospital.nhs.uk
Email.......................info@colchesterhospital.nhs.uk