Welcome to the Royal Hallamshire Hospital

Inpatient guide

Information for patients
Sheffield Teaching Hospitals
We want to make your admission to hospital as simple and comfortable as possible. This booklet is intended to give you some general information about the hospital so that you know what to expect.

It cannot cover everything you may want to know, so please feel welcome to ask the doctors, nurses or other hospital staff if you have anything which concerns you.
Contents

Welcome to Sheffield Teaching Hospitals 5

Your appointment 6
  Help us to help you
  Help for people who need an interpreter
  Help for people with a hearing impairment
  Information in other formats

How to get here 8
  By public transport
  By car
  Disabled parking
  By ambulance or medicar
  Help with your fares

Your stay 10
  What to bring with you
  What not to bring
  Clothing and laundry
  Ward accommodation
  Your meals
  Bedside television and radio
  Phone calls
  Mobile phones
  Visitors
  Accommodation for visitors
Other important information about your visit

Screening
Consent
Medication and other treatments
Hospital notes and confidentiality
Teaching at the hospital
Research at the hospital
Organ donation
Smoking
Zero tolerance
Benefits and pensions

Services available

Shops and cash points
Volunteer services
Hospital chaplains
Sheffield Hospitals Charity
Post

Leaving hospital

Sick notes

Your opinion is very important to us

Foundation Trust membership

Map

Useful numbers and websites
Welcome to Sheffield Teaching Hospitals

Sheffield Teaching Hospitals NHS Foundation Trust is one of the UK's largest NHS Foundation Trust caring for over a million patients each year. We are proud to be one of the top 20% of NHS Trusts for patient satisfaction. The Trust is made up of five hospitals including:

- Royal Hallamshire Hospital
- Northern General Hospital
- Charles Clifford Dental Hospital
- Weston Park Cancer Hospital
- Jessop Maternity Hospital

The Trust has been awarded the title of ‘Hospital Trust of the Year’ in the Good Hospital Guide three times in five years and is a recognised leader in medical research for bone, cardiac, neurosciences and long term conditions such as diabetes and lung disease.

As a foundation trust we have more freedom to develop our services for the benefit of patients and give people a much greater say in how we do this.

For details of how you can get more involved in the running of the hospital see page 24 on Foundation Trust Membership.
Your appointment

Details of your appointment are on your admission letter. If you have any queries at all about your appointment date, or if you need to change it, please telephone the number given on your appointment letter.

Please remember to let us know if you have changed your name, address, or your GP, so that we can update our records.

To help us find your appointment record, please have the following information to hand:

- The date you are coming into hospital
- Your hospital number (this can be found on your admission letter and starts with two letters followed by four numbers)

Help us to help you

We want to make sure your visit goes smoothly, so please let us know if you have any special needs before you come into hospital.

Help for people who need an interpreter

If you do not speak English and need to have an interpreter for your appointment, please ask someone who speaks English to telephone the ward or department you are visiting and they will carry out an assessment of your language needs. This telephone number should be on your appointment letter.

Most interpreting is now done via the telephone on the ward or clinic. Only in exceptional circumstances will we offer a face to face interpreter.

If you have difficulty understanding English whilst in hospital, please tell a member of staff who can arrange for an interpreter to help you.
Help for people with a hearing impairment

Most wards in the hospital have portable loop systems available. Please ask a member of staff if you would like to use the system.

We are also able to arrange for sign language interpreters. If you need one please let the staff at the clinic know and they will arrange this for you.

Information in other formats

If necessary patient information can be made available in alternative formats. This is only done on request but can include Braille, large print, audio, electronically and other languages.

For further details speak to a member of staff or email alternativeformats@sth.nhs.uk
How to get here

By public transport

The Royal Hallamshire Hospital is about a 25 minute walk from the city centre and is served by several bus routes. Details of these bus routes and other public transport options can be found in the Sheffield Hospital Travel Guide. The guide is available from Travel South Yorkshire and can be obtained by calling Traveline on 01709 51 51 51 or visiting their website www.travelsouthyorkshire.com.

By car

The hospital is on Glossop Road (B6069). If you are using SatNav the postcode for the hospital is S10 2JF.

There is a site plan at the back of this leaflet showing the hospital's multi-storey car park.

There is a charge for parking, for details of current charges telephone 0114 271 3140.

Parking is limited, so we recommend using public transport if at all possible.

Disabled parking

If you are brought into hospital by another driver they may drop you outside the department you are visiting but the car must then be moved to a designated parking area. Disabled car parking spaces are available near the main entrances to all major buildings.

By ambulance or medicar

If you feel that you need an ambulance or Medicar to get to hospital please telephone the number on your appointment letter and speak to a member of staff. Please note that this service is not available to all patients, only to those with a medical need.
Help with your fares

If you are entitled to certain means tested benefits you may be able to get help with your train or bus fares to the hospital. Further information and advice is available from the hospital cashiers on 0114 271 2060.

Alternatively please refer to the Healthcare Travel Costs Scheme which has been issued by the Department of Health and can be found on their website www.nhs.uk/planners/yourhealth/pages/travelcosts.aspx.
Your stay

What to bring with you

Storage is limited on the ward so we ask that you only bring what is necessary. Some things you will need to bring include:

Any medication you are taking, all in their original packaging, including:

- Tablets
- Medicines
- Inhalers

Plus:

- Pyjamas or nightdress
- Bed jacket or cardigan
- Dressing gown
- Slippers
- Toiletries (including contact lens cases, denture pot etc)
- Mobility aids (frames and sticks)
- Hearing aid
- Glasses

You might also want to bring something to do during your stay for example:

- A book
- Crosswords
- Knitting

For safety reasons, please don't bring any electrical items into hospital with you. The exception to this are electric razors.
What not to bring

There is a locker next to each bed in which to keep your personal belongings. You are strongly advised not to bring any valuables or money, other than a small amount to buy newspapers, pay for parking or telephone calls. The hospital cannot accept responsibility for personal property kept in lockers. If you cannot avoid bringing valuables or money into the hospital, give them to the senior nurse on the ward who will give you a receipt and put them in the hospital safe. They will be kept in the safe in the Cashiers' Department until you are ready to go home.

Please note that large sums of money can normally only be repaid by cheque and collected between 9.00am and 5.00pm on weekdays.

Clothing and laundry

The hospital is not able to provide facilities for washing your clothes. Please make suitable arrangements with your visitors to collect and return your laundry. If this causes difficulty please tell your nurse.

As space on the ward is limited it would also be helpful if you could arrange for someone to accompany you to the hospital when you come for admission so that they can take home any clothes and luggage that you will not need on the ward.

Ward accommodation

Wards are usually arranged in bays of six beds, we have some single rooms but these tend to be used in particular circumstances such as infection control.

The room where your bed is will only have patients of the same sex as you.
Your toilet and bathroom will be just for your gender, and will be close to your bed area, unless you need assistance where specialist bathroom facilities will be used.

It is possible that there will be both men and women patients on the ward, but they will not share your sleeping area. You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through opposite-sex areas.

You may share some communal space, such as day rooms or dining rooms, and it is very likely that you will see both men and women patients as you move around the hospital. This also includes visitors who may come onto the ward.

For further details about same-sex accommodation please see our website.

**Your meals**

Meals and drinks will be offered to you during your stay in hospital.

During your stay you will be given a choice of food at meal times. You will be given a menu card each day from which to select your meals.

If you have missed a meal for any reason you will be offered a snack or light bite.

The catering staff at the hospital make every effort to ensure that your meals are as appetising as possible. All hospital menus offer a range of balanced healthy and nutritional meals. The menu always includes at least one dish that does not contain any meat, fish or poultry. We also offer meals to suit Halal, Kosher or African Caribbean diets.

If you have been prescribed a special diet you will be given a special menu card and will be visited by one of the Dietitians.

All wards have slightly different meal times but there will be information about this on the ward.
Bedside television and radio

Each bed has a bedside television unit managed by a company called Hospedia (formerly Patient Line).

You can listen to a choice of national and local radio stations for free using the unit. For other facilities such as the television and telephone you will need to buy a card. The cards can be bought in denominations of £3.50, £5.00 or £10.00.

A member of staff from Hospedia will be able to help you access these services.

Phone calls

Your family and friends can find out how you are doing either by phoning the ward or by calling you directly on your Hospedia phone.

If your family and friends ring the ward, please could you ask that they choose one person to ring who can then pass on the news of your progress to everyone else; this helps us spend more time with patients and less time answering the phone.

Mobile phones

It is our hospital policy for mobile phones to be switched to silent when entering a hospital ward or department. This is to respect the hospital environment for patients and staff. If you need to receive or make a call, please do so away from the ward or clinical areas.

Many phones now have cameras. To protect patient confidentiality you should not take photographs/videos in areas where other patients are present.

There are some areas of the hospital where mobile phones can interfere with medical devices. Please follow local signs and switch off your phone in these sensitive areas.
Visitors

We welcome visitors but it is important to ensure that you and other patients are able to get sufficient rest. For this reason we have restricted visiting times at the hospital to between 2.00pm - 3.30pm and 6.00pm - 8.00pm. We only allow two visitors per patient and also ask that your visitors do not bring children under the age of 12. For more information about visiting please ask for a copy of the booklet 'Visiting Someone in Hospital' (PIL 1373).

Accommodation for visitors

For details of places to stay locally contact Sheffield's Tourist Information Centre on 0114 221 1900. They offer a booking service for a wide range of accommodation providers including hotels, bed and breakfasts and self catering apartments. Details are also available on their website http://www.welcometosheffield.co.uk/visit/stay.
Other important information about your visit

Screening

To protect all our patients from potential infections, we ask everyone coming into hospital or attending outpatients a number of questions about their health. These questions may include ones about Creutzfeldt-Jakob disease (CJD) and MRSA. Asking these questions doesn't mean that we think you may have these illnesses. The Department of Health requires us to ask these questions to protect all patients, so please don't worry.

In addition to this, we now routinely swab patients for MRSA when they are admitted to hospital. This is in line with national policy. If you haven't been swabbed within 12 hours of arrival, please speak to a member of staff.

Consent

Many of the treatments and procedures we use do carry some risk. We will talk to you about these risks before we do anything and ask you to sign a consent form that gives us the go ahead to give you your treatment. Only sign this form if you are happy that you understand what is going to happen and the risks involved.

Medication and other treatments

Some of the medicines and treatments we use contain ingredients that come from human or animal sources. If you have any concerns about this, please tell your doctor so that we can tell you if this applies to any medicines or treatments planned for you and discuss alternatives.
Hospital notes and confidentiality

To provide you with the best medical care we need to keep notes of your condition, treatment and progress. We would like to assure you that this information, which forms your medical record, is kept confidential at all times. For more details about how we use your records and what the law allows see www.nhs.uk/records or our leaflet 'Information about your health'.

You also have a legal right to see your medical records. If you wish to view your records or to have copies supplied, you should apply in writing to the following address (please note that we do charge for making copies of your records):

The Medical Records Manager  
Sheffield Teaching Hospitals NHS Foundation Trust  
Royal Hallamshire Hospital  
Glossop Road  
Sheffield  
S10 2JF

Teaching at the hospital

As a teaching hospital, we have a responsibility to train future doctors, nurses and other health professionals. This means that students may be present during your treatment and be involved in your care. All our students work under the supervision of a qualified member of staff.

By allowing students to be involved in your care you can make a valuable contribution to their training. If you prefer not to, please tell a member of staff as soon as possible. You have a right to do this, and your decision will not affect your treatment in any way.
Research at the hospital

Many of the treatments available today have been developed as a result of patients and families taking part in laboratory and clinical research. The Trust is one of the country’s leading centres of this research and undertakes studies across a vast range of specialties. In taking part in a study you can help improve treatments not just for yourself but for many others too. If you are interested in finding out what studies are taking place, please speak to a member of staff. Alternatively you may be approached to take part in a study – you do not have to agree and your decision will not affect the treatment you receive.

Organ donation

Organ transplantation saves and enhances people's lives. It is often the best or even the only treatment for many patients suffering from disease or failure of a major organ such as the kidneys, liver or lungs. Many patients each year benefit from a transplant, but this depends entirely on the generosity of donors and their families who are willing to consider organ and tissue donation. If you would like more information about joining the NHS Organ Donor Register visit the organ donation website www.organdonation.nhs.uk or call free on 0300 123 23 23.

Smoking

Smoking is not allowed anywhere within our hospital buildings or grounds. The only exception to this is where we have set up dedicated smoking shelters. These are situated:

- Near the outpatients entrance on A Road
- Near the main hospital entrance on B Road
- Outside the Jessop Wing on Tree Root Walk

If you would like help to stop smoking please telephone the Sheffield Stop Smoking Service on 0800 068 4490 or see their website www.sheffieldstopsmoking.nhs.uk.
Zero tolerance

Our staff are here to help you so please treat them with respect. Violent or abusive behaviour, either physical or verbal, is not acceptable and will not be tolerated; we will take appropriate action, which may include prosecution.

Benefits and pensions

When you or a member of your family go into or come out of hospital, the welfare benefits you get may change. What will happen to your benefits depends on the type of benefit you get.

A stay in hospital can also affect the benefits your partner or carer gets.

For further details contact the Benefit Enquiry Line on 0800 882 200.
Services available

Shops and cash points

There are the following shops and cash point on site:

- WHSmiths - B Floor (Main Entrance)
- Boots - C Floor
- NatWest cashpoint - B Road (outside the Main Entrance)

Volunteer services

We have over 650 volunteers providing a range of services including:

- Welcomer service
- Volunteer escort service (arranging parking, meeting you and taking you to your appointment)
- Patient support (running errands for patients, reading newspapers etc)
- Nutrition assistant
- Patient feedback
- League of friends (snack bar assistants)

All our volunteers have hospital identification badges and 'Welcomers' wear a maroon top.

For more information about the services our volunteers can offer or to find out about becoming a volunteer please contact the Volunteer Co-ordinator on 0114 271 5735 or WRVS on 0114 271 2680.

Hospital chaplains

The chaplains on the hospital staff are drawn from a range of faiths. They offer religious care to those from faith groups, plus broader support to anyone facing the deep personal issues that hospital often raises.
The chaplains will not automatically visit you, even if you belong to a faith group. If you would like to see a chaplain, please ask a nurse, relative or friend to leave a message on 0114 271 4999.

The hospital chapel on A Floor is available to all as a place of quiet or prayer. Patients can be brought to a Sunday service at 11.00am. Or you may wish to receive Holy Communion or prayers at the bedside.

There is a Muslim prayer room on B Floor and a multifaith room on the right-hand side of the chapel.

**Sheffield Hospitals Charity**

Sheffield Hospitals Charity helps to improve the care and treatment of thousands of local people by investing over £2million a year in vital equipment, pioneering research, patient support, buildings and people.

For more information, or to make a donation, visit www.sheffieldhospitalscharity.org.uk or call 0114 271 1351.

**Post**

Please ask your relatives and friends to address letters to you as follows:

Your full name
Ward number
Royal Hallamshire Hospital
Sheffield Teaching Hospitals NHS Foundation Trust
Glossop Road
Sheffield
S10 2JF

If you wish to write to someone, letters can be posted in the hospital post box which is in the lift hall (B floor).

There is a daily collection from Monday to Saturday.
Leaving hospital

We try where possible to enable patients to leave before 11.00am on the day of discharge.

When you go home your family doctor will be given details of your treatment and of any follow-up attention which you may need. It is important that you tell ward staff if you have changed your family doctor recently.

Before you leave check the following:

1. Please tell the nursing staff you are going before leaving the ward.

2. Give the duty nursing staff the address to which any correspondence should be forwarded.

3. If you have to come back to attend an Outpatient Clinic check the arrangements.

4. Make sure that you have collected any cash or valuables that you handed over for safe keeping, including pension books.

5. Ensure that you know what your transport arrangements are.

6. Make sure that you have collected all medicines and/or dressings which you need to take home. If you need a medical certificate for work then ask the ward staff to provide you with one.

7. Please check that you have not left any belongings in your bedside locker.

8. Arrange for a friend or relative to bring in suitable clothing for you to wear when you leave.

If you are at all worried about going home then please talk to your nurse who will be able to help you.
Sick notes

If you need a sick note after the first seven days of your illness please tell your nurse who will arrange this for you.

Remember, you may also need one to cover you once you have left hospital, make sure that you ask for one before you go home.
Your opinion is very important to us

Whether you are happy or unhappy with the care and treatment that you have received we’d like to know about it.

If we are not getting it right and you want to raise a concern, you can speak to any member of staff. If the problem can be resolved quickly we will do our best to put things right.

If you prefer, you can call the Patient Services Team on 0114 271 2400. They will be happy to listen to you and assist you by putting you in touch with the right person to address your concern.

Alternatively you can write to the Chief Executive at the following address:

Sir Andrew Cash
Chief Executive
Sheffield Teaching Hospitals NHS Foundation Trust
8 Beech Hill Road
Sheffield
S10 2SB

Friends and family test

When you leave hospital you will be given a Friends and Family Test post card so that you can tell us what you think about your experience. We always welcome feedback from patients as it helps us to improve on the service we provide. Please post your completed card in the post box on your ward. Alternatively you may respond online or by Smartphone.
Foundation Trust membership

Sheffield Teaching Hospitals NHS Foundation Trust is the organisation that runs the adult hospitals in Sheffield. Being a Foundation Trust means that our hospitals are no longer run directly by the Government. Instead, we are accountable to local people like you. For the foundation trust to work it needs your support and input by becoming a member. It's completely free of charge. Over 7,000 local people have already become members. Membership is open to anyone who has been a patient with our hospital or who lives locally.

As a member you will:

- Receive our free quarterly members’ newsletter 'GoodHealth' which is full of health tips and advice direct from our doctors and nurses as well as valuable information on our hospitals and what's going on in the NHS.
- Be invited to exclusive members’ events.
- Get the chance to have your say by taking part in surveys about the hospital or letting the Hospital Governors (who represent members) know your views.
- Get the opportunity to vote in elections for Hospital Governors - and even stand for election yourself if you want.
- Be helping us work with local people to improve the care and experience of our patients.

To become a member complete and return the form on page 26 or alternatively send an email to jane.pellegrina@sth.nhs.uk.
Membership registration

Please register me as a member of the Sheffield Hospitals NHS Foundation Trust, my details are as follows:

Title: □ Mr □ Mrs □ Ms □ Other

Family name: ____________________________

First name: ____________________________

Address: ______________________________

Postcode: ______________________________

Tel. No: ________________________________

Email address: __________________________

Date of Birth: _______________ Gender: □ Male □ Female

This section is optional but allows us to ensure that our potential membership reflects the diversity of our community.

I would describe my ethnic origin as:

□ White British □ White Other (non-British)

□ Asian or Asian British □ Mixed or Multi-heritage

□ Black or Black British □ Any other background

I declare that I am eligible* and would like to register my interest in becoming:

□ a public member □ a patient member

Signed: ________________________________ Date: ____________

*To be eligible for membership you must a) live in the Sheffield City Council area or b) have been a patient at one of our hospitals since 1998.
## Useful numbers and websites

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sheffield Teaching Hospitals</td>
<td><a href="http://www.sth.nhs.uk">www.sth.nhs.uk</a></td>
</tr>
<tr>
<td>Northern General Hospital</td>
<td>0114 243 4343</td>
</tr>
<tr>
<td>Royal Hallamshire Hospital</td>
<td>0114 271 1900</td>
</tr>
<tr>
<td>Jessop Wing</td>
<td>0114 271 1900</td>
</tr>
<tr>
<td>Weston Park Hospital</td>
<td>0114 226 5000</td>
</tr>
<tr>
<td>Charles Clifford Dental Hospital</td>
<td>0114 271 7800</td>
</tr>
<tr>
<td>Patient Services Team</td>
<td>0114 271 2400</td>
</tr>
<tr>
<td>Sheffield Stop Smoking Service</td>
<td>0800 068 4490</td>
</tr>
<tr>
<td>NHS Direct</td>
<td>111</td>
</tr>
<tr>
<td>NHS Choices</td>
<td><a href="http://www.nhs.uk">www.nhs.uk</a></td>
</tr>
<tr>
<td>Sheffield Help Yourself Guide</td>
<td><a href="http://www.sheffieldhelpyourself.org.uk">www.sheffieldhelpyourself.org.uk</a></td>
</tr>
<tr>
<td>Travel Line</td>
<td>01709 51 51 51</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.travelsouthyorkshire.com">www.travelsouthyorkshire.com</a></td>
</tr>
<tr>
<td>Sheffield Tourist Information</td>
<td>0114 221 1900</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.welcometosheffield.co.uk">www.welcometosheffield.co.uk</a></td>
</tr>
<tr>
<td>DirectGov</td>
<td><a href="http://www.direct.gov.uk">www.direct.gov.uk</a></td>
</tr>
</tbody>
</table>