

YOUR GUIDE TO STAYING IN HOSPITAL

Your Health. Our Priority.

www.stockport.nhs.uk

Stepping Hill Hospital



Welcome to Stepping Hill Hospital. The care of our patients is our priority and we are committed to providing high quality and safe care, and a good experience.

We appreciate that this may be an anxious time for you, but hope that the information contained in this folder will help make your stay in hospital as comfortable as possible.

This folder has been compiled to give you information about coming into our hospital. There is also information about services provided for you and your family and friends whilst you are here. If you have any questions regarding any aspect of your admission to hospital, the doctors and nurses involved in your care will be happy to help you.

Services for patients with special communication needs

We aim to ensure that our patients, visitors and staff are treated with dignity and respect at all times and that the services we provide are accessible to everyone.

For patients whose first language is not English we have access to a 24 hour interpreting service. We can also provide interpreters for patients who communicate using British sign language or lip reading. Please speak to the ward staff who can arrange this for you.

There are fixed induction loops in most of our main reception areas. We also have a number of portable induction loops, which can be brought to the ward to assist patients with hearing aids.

All wards have stickers that can be placed above your bed to alert staff of your special requirements, for example if you are partially sighted or hard of hearing. Please ask the ward staff to facilitate this.

For patients with learning disabilities we have a liaison support nurse who is available to provide support and advice to patients, their carers and staff. Please ask the ward staff to contact her or alternatively contact her directly on 07875 990095.

If you would like any of the hospital information in different formats, e.g. in large print, audiotape, or easy read please ask the ward staff or contact the patient and customer services department on 0161 419 5678.

Services for mobility impaired patients

We have a range of facilities available for patients who are mobility impaired. These include electronic beds and accessible bathroom facilities, hoists and slide sheets. Individual manual handling care plans are put in place for patients with mobility impairment, which include a full risk assessment.

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Welcome

Our mission is to provide a high quality, accessible and responsive service by putting you, the patient, at the heart of everything we do. We want to ensure that you have the best possible experience during your stay, and this is reflected in our values:

QUALITY & SAFETY

We deliver safe, high quality care. Clean and safe environment for better care.

COMMUNICATION

We communicate in a clear and open way. We treat people with dignity and respect.

SERVICE

We provide effective and efficient care. Right care, right place, right time.

What you can expect from us

You can expect the following from us:

- Prompt, safe and appropriate treatment
- To be treated with respect and dignity regardless of your age, gender, race or religion
- Staff who clean their hands prior to patient contact
- Confidentiality about your personal and medical details
- To receive full explanations regarding your condition, treatment, risks, alternative treatments and possible outcomes at all times but especially before you decide to give consent
- Privacy in your care
- Support for your family and friends during your stay with us
- Involvement in the planning of your discharge from hospital

What we ask from you

We ask that you:

- treat staff and your fellow patients with respect and consideration at all times
- keep the team caring for you informed if you have any special needs so that they can ensure that appropriate arrangements can be made for you
- make sure we hold the correct details about you, for example, your current address or name of GP
- inform your doctor or a member of your nursing team if there is any change in your condition
- provide our staff with all relevant information regarding past illnesses, allergies, medication or any other treatments you are undertaking

- observe our 'smoke free' policy
- observe our hand hygiene policies
- ask staff to clean their hands prior to touching you
- inform a member of staff if you are not happy with any aspect of your care so that attempts can be made to rectify the situation as soon as possible.
- are not aggressive, violent or verbally abusive to staff

Alcohol

Consumption of alcoholic drinks is not permitted on hospital premises by staff, visitors or patients.

No smoking

Smoking is not allowed by staff, visitors or patients anywhere on the hospital site, which includes outside hospital buildings, at bus stops, in cars parked on the hospital site etc. Anyone seen smoking will be asked to stop and if they refuse, are violent or use aggressive language they may be escorted off the premises.

Your Stay

Cash machine

This is situated near the hospital restaurant and is free to use.

Carers

If you have a main carer who would like to continue assisting in your care at agreed times during your hospital stay please discuss this with the nurse in charge. They are welcome to help at meal times or with personal hygiene. For information regarding carer support services please contact the patient and customer services department on 0161 419 5678.

Cleanliness

We pride ourselves on our cleanliness and our ratings reflect this, however you and your visitors can help us keep the hospital safe and clean by telling staff about any areas that appear untidy or not clean enough.

If you find that any of our facilities, particularly toilets and bathrooms, are not clean please point this out to a member of staff as soon as possible. Arrangements will then be made for this to be rectified by our domestic services staff.

Alternatively you can ring the freephone cleanliness hotline on 0800 783 2995 or simply dial *700 from a Hospedia telephone to report any areas that need cleaning.



Confidentiality and use of your records

Information that we hold about you may be written down (manual records) or held on computer.

Everyone working for the NHS has a legal duty to keep information about you secure and confidential. Anyone who receives information from us also has a legal duty to keep it secure and confidential.

Your records are used to guide and administer the care you receive. Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to try to ensure that individual patients cannot be identified.

We will assume that we have your consent to use your information for any health care related purpose, including clinical audit. Where we need to use your information for other purposes, such as teaching or research, you will be asked if you agree to this. If you do not agree this will be recorded, but will not affect your care and treatment in any way. In some circumstances we may be required to pass on information if the law requires us to or to protect the health of the general public.

Your records will be held in line with the requirements set out under the Data Protection Act 1998.

Please ask a member of staff for a copy of our patient information leaflet: 'How we use your personal information' for more information.

Access to health records

The Data Protection Act 1998 allows you to see the information written in your health records. Applications should be in writing. If you wish to apply for access, application forms are available from the following address and on our website:

Stockport NHS Foundation Trust Medico-Legal Services Patient and Customer Services Stepping Hill Hospital Poplar Grove Stockport, SK2 7JE

0161 419 5425 or 0161 419 5726 email: medico.legal@stockport.nhs.uk

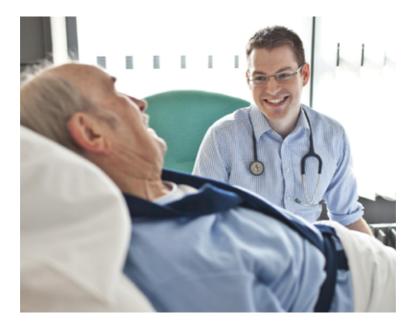
Applications should be processed within 40 calendar days of receipt of a written request. Please note that a charge may apply.

If you wish to look at your health records whilst on the ward we will be pleased to arrange this for you. However, ward responsibilities may mean that you will have to wait until an appropriate member of staff is available to go through them with you. Please note that staff will only be able to discuss notes relating to your current episode of care and that notes cannot be left with patients.

Consent

Before any doctor, nurse or therapist examines or treats you they must seek your consent (permission). This could simply mean following their suggestions, such as a doctor asking to examine your throat and you showing your consent by opening your mouth.

Sometimes staff will ask you to sign a form, explaining what the test or operation is and whether there are any risks, as well as the benefits.



Fire

If you suspect a fire, or something which may cause a fire, please inform a member of staff immediately.

In the unlikely event of a fire you will hear a continuous fire alarm. All staff are aware of what to do in such an event and will tell you what to do.

Identification of patients

You have to wear a wristband (identity band) at all times. This ensures staff can identify you correctly and give you the right care.

For some patients we may use additional coloured wristbands to alert our medical and nursing staff to particular needs. If you have not been given a wristband, please tell one of the nursing staff.

Identification of staff

All staff wear Stockport NHS Foundation Trust name badges. If you do not know who people are, please ask them to introduce themselves.



Infection prevention

We work hard to prevent infections so that all our patients have a clean and safe environment. Our staff wash their hands, use hand gels and personal protective equipment as part of this.

If you see a member of staff caring for you not washing their hands or using gel please ask them to do so.

Laundry

The hospital cannot launder any personal items of clothing. Please ask a relative or carer to do this for you.

Leaving the ward

You must always ask a member of staff if you want to leave the ward for any reason. This is so they can make sure you are well enough to do so and know where you are at all times.



Meals for patients

We will provide a well balanced nutritional diet with a choice of dishes for each meal. You will be able to choose your meals from a menu in advance. Breakfast usually consists of cereal and rolls, whilst the lunch and dinner menu gives a choice of a hot meal, salad or sandwiches. Meal times are:

Breakfast	7.30am to 8.15pm
Lunch	11.45am to 12.45pm
Dinner	4.45pm to 6.00pm

If you are away from your ward having a procedure or test and you miss your meal, then the staff will order you a snack box as an alternative.

We are able to offer you help with your meal, so please do not hesitate to ask a member of staff if this is needed.



If you need help your meal will be served on a red tray to remind staff that you need help with feeding. This help may be provided by a specially trained volunteer.

We aim to provide protected meal times so visitors are not permitted on the ward during meal times unless they are your carer and it has been agreed that they can help you at these times. Special diets are provided for health, religious or cultural reasons. Please let the ward staff know on your arrival if you have any special requirements as you may need to see the hospital dietician about this. It is important that you tell the ward staff if you have any food allergies. You will be able to bring in fruit juices or cordials; however alcoholic drinks are not permitted.

We strongly advise against bringing food into the hospital as it is difficult to ensure safety of products not provided by our caterers. For safety reasons you must not bring in eggs, raw meat or food which requires reheating.

It is best to check with the ward staff about any other food items and the sister or charge nurse of the ward must be informed if visitors are bringing in food items for patients, as there are strict guidelines regarding food storage.

Medication

If you are taking medicines at home, we need to know what they are. Please bring all your medicines into hospital with you, together with any lists from your GP or any medicine record cards you may have. We try to use these medicines during your stay in hospital.

On some wards you may be given the choice of keeping and taking your own medicines as you do at home. Ward staff will explain this to you.

Electronic Prescribing

Electronic prescribing is a new computer system which is replacing paper prescriptions in the hospital. Electronic prescribing helps your doctors and nurses prescribe and give you your medicines in the most advanced, effective, efficient and safe way. The prescription can then be more easily reviewed by a pharmacist, as well as being ordered from pharmacy online.

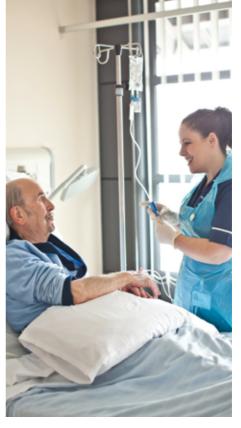
On wards using the electronic prescribing system the nurses have a computer trolley with them when preparing and giving your medicines. This computer displays the medicines you are prescribed and helps the nurse record what you have taken. All of the nurses, doctors and pharmacists have been trained in using the computers, but please be patient with staff if they are new to the system.

Modern technology means that this is now the safest and most secure way of prescribing, which is why hospitals across the country like ours are introducing electronic prescribing.

Same sex wards

During your stay every effort will be made to respect your privacy and dignity at all times. In most of our wards we provide same sex accommodation with separate toilet and washing facilities.

There may be exceptional circumstances when mixing men and women in the same area is unavoidable for reasons of clinical emergency, for example in intensive care, our high dependency unit, and the emergency department. If



you are in these areas, we would like to reassure you that safeguarding your privacy and dignity is a high priority for all our staff.

Mobile telephones

We know that when a patient is in hospital, keeping in touch with family and friends is essential in terms of support and comfort.

Mobile phones can be used in all areas except where signs show that they cannot be used because they will interfere with medical equipment. Please give consideration to other patients when using a mobile phone.

Where mobile phones cannot be used, alternative facilities usually exist, for example through the bedside telephone service provided by Hospedia.

Moving to another bed, ward or hospital

Sometimes it may be necessary to move you to another bed on the same ward; from one ward to another or even to another hospital. The reasons for any move will be clearly explained to you and we will give you as much notice as possible; however in some circumstances it may not be possible to give very much notice.

Ward staff will notify your nominated next of kin at the earliest opportunity if you are moved to another ward or hospital.

Not for resuscitation policy

Sometimes it is necessary to make difficult decisions about your future care. There is a leaflet 'Decisions about Cardiopulmonary Resuscitation' available to help patients and relatives on such matters. Please ask the ward staff if you would like to see a copy.

Hospedia - television, radio and internet access

Hospedia provides television, radio, telephone, internet and games services at the bedside. To activate the unit simply pick up the phone, press the green operator button and give the operator your name and postcode. Current charges will be displayed on the ward.

Patient information leaflets

There are written information leaflets available about most aspects of your care. If you are unsure about any matter please do not hesitate to ask if we have an information leaflet.

Patient surveys

To ensure that your experience of our care and services is a positive one, we regularly seek the views of patients, relatives and carers through feedback leaflets and surveys, usually by our volunteer staff. During your stay someone may ask if you would be willing to help, or you may be given a feedback leaflet to complete. Your involvement is completely up to you, and any information you give will be treated anonymously.

Personal belongings

Only bring into hospital essential items for your stay. These include:

- night wear/slippers
- dressing gown
- toiletries, including soap and shampoo, toothbrush, toothpaste, denture cleaner, towels, flannel and shaving kit if required
- dentures/hearing aids/spectacles
- newspapers, books etc.

Please mark all your personal items and remember that storage space on the ward is limited, so please only bring necessary items with you.

Please take special care of spectacles, hearing aids and dentures as these can be easily lost on a busy ward. We cannot take responsibility for any lost or missing items or patients' personal property.

Privacy and dignity

We aim to respect your privacy and dignity at all times and ask that you respect that of other patients.

Religious and spiritual care - the chaplain service

We recognise that you may have spiritual needs. A team of chaplains and chaplaincy volunteers who represent a variety of faith traditions are here to help you and visit the ward regularly.

If you wish to speak to a chaplain, or a member of your own faith community, ask a member of staff to contact the chaplaincy team.

The chaplaincy centre, on the main hospital corridor, has a chapel and a multi-faith prayer room (with ablution facilities) for private prayer.



There is a service every Sunday at 10.00am and a Roman Catholic Mass is held at 3.30pm in the chapel on the first Sunday in the month. Ask a member of staff if you need help in getting there.

Holy Communion is distributed on the wards by request.

Staff

Consultants

A consultant is responsible for your medical care whilst in hospital. The consultant leads a team of doctors who may all discuss your medical treatment with you. Your consultant may not visit the ward every day; however you will have access to other members of the consultant-led team. If you or your family would like to see the consultant please ask a member of the ward staff who will arrange this for you.

Nurses

There will be a team of nurses on the ward led by a ward sister or charge nurse. The nursing team is responsible for all aspects of your care so please ask if you are unsure about anything.

Student nurses and doctors

We have medical and nursing students who may be present for clinical teaching and who may carry out procedures under supervision as part of their training. You will be introduced to students and will be asked if you have any objection to them being in attendance.

Other staff

Other staff you may see on the ward include physiotherapists; occupational therapists; radiographers; pharmacists; speech and language therapists; dieticians; porters and domestics.

Social services - social workers

Social workers can help you and your relatives/carers look at different ways of solving practical problems that can arise from your admission to hospital. They have access to a wide range of information and can provide practical help, which you may need. If you want to see a social worker please ask the nursing staff.

Local authority welfare rights officer

If you want to see a welfare rights officer about any benefits issues this can be arranged either while you are in hospital or when you return home. Please ask the nursing staff on the ward to arrange this for you, and a referral will be made.

A relative or friend may deal with any pension or benefit matters on your behalf while you are in hospital, providing this is acceptable to you and the appropriate arrangements are made with the Department of Work and Pensions.

If you are staying in hospital for a period of time your benefit entitlement may change during your stay. Therefore it is advisable that someone contacts the Department of Work and Pensions on your behalf to inform them of your admission to hospital. It is equally important to tell them when you are discharged so that your normal benefits can resume.

Travel expenses

As a patient you may be able to claim your travelling expenses to and from the hospital. You qualify for financial help if you are receiving income support, family credit or already covered by the low income schemes.

You will be required to show your bus ticket when claiming your bus fare. To receive your travel expenses you must have proof of benefits and a hospital appointment.

Valuables/Money

Please do not keep large amounts of money, or valuables with you.

If you do have a large amount of money or valuables it is advisable to leave them with your relatives. If this is not possible, you should hand them to the ward staff for safekeeping. Your valuables will be placed in a red pouch with a numbered security seal and taken to the general office and locked in the hospital safe. They will be returned to you before your discharge, or on request if you wish. We will give you a receipt.

We cannot take responsibility for valuables or money not handed in for safekeeping during your stay in hospital.

Visitors

Guidelines for visitors can be found on the notice board at the entrance of each ward and our website. Please make sure your visitors comply with the guidelines.

Most wards have the following daily visiting times:

2.00pm to 4.00pm and 7.00pm to 8.00pm

If your visitors wish to see you outside these times they will need to agree this with the nurse in charge but this will only be considered in exceptional circumstances.

All patients on the ward need rest, so we ask that visitors do not spend too long with patients as long visits can be stressful and tiring. Visitors are not permitted on the ward during mealtimes unless they are helping with your care.

Please keep the number of visitors to a maximum of two at any one time. Chairs for visitors are provided within ward areas. Visitors should not sit on patients beds.

Children can visit if agreed with ward staff, but their visits should be for very short periods and they must be supervised at all times. Please be aware of their behaviour as it may disturb other patients.

Visitor hand hygiene

It is important that patients and visitors clean their hands, either by washing or using the hand gel, when entering and leaving the ward or department. This is to help prevent infections. Hand gel dispensers are located in wards and are also available at each bedside.

If your visitors have had contact with infections such as flu, diarrhoea or vomiting, they should not visit.



Visitor toilets

Visitors are asked not to use ward toilets for patient privacy and respect. Public toilets are situated around the hospital. Please ask staff for directions.

Visitor flowers

We ask that patients have only one vase of flowers or plant, for infection prevention reasons.

Visitors' enquiries

We appreciate that your relatives and friends will want to know about your progress, but it would help staff on the ward if they could avoid ringing before 10.30am and during the lunch period between 12pm and 1.00pm.

It would also be helpful if one named person made enquiries on behalf of family/friends and then passed the information on, rather than each family member and friend ringing the ward.

Visitor refreshments

If your visitors require refreshments, these are available in the restaurant which is open from 8.00am – 2.00pm.

There are vending machines around the hospital for the purchase of drinks, confectionery, etc. In some parts of the hospital there are shops where sweets and hot and cold drinks can be purchased.

Our Take 5 Café is situated in the hospital main entrance where a range of items are on sale until 5.45pm. There is also a café in the entrance to the women's unit and in both outpatient departments A and B. Your visitors are respectfully requested not to eat and drink on wards. The consumption of alcohol is not allowed on hospital premises.

Visitor and patient parking

Visitors can park in any of the visitor pay and display car parks. There is a charge and tickets can be obtained from the ticket machines located in every car park; a valid ticket should be clearly displayed on the vehicle before leaving the car.

If patients/visitors need to park at the hospital frequently it may be possible to purchase a short-term parking permit. Please ask ward/clinic staff for more details or go to the patient and staff travel office in the Rowan suite, just off the main corridor of the hospital.

There are a number of disabled car parking spaces around the hospital site. A valid blue badge must be displayed clearly on the vehicle.

Taxi

Visitors may use the free direct-line telephones to our local taxi company. These are located in the main hospital entrance, in the emergency department and outpatients departments. Please ask a member of staff if help is required.

Ward trolley service

A trolley service runs to the adult wards every day, selling small items such as toiletries, stationery, sweets and drinks.



Leaving hospital

You will be given a discharge information leaflet on admission to the ward which explains the arrangements for your discharge from hospital. It also ensures that issues relating to your discharge are discussed at the earliest opportunity with the staff responsible for your care.

As soon as you have been assessed as being medically stable you will be discharged. Every effort is made to try to discharge you by 10.00am. However, if there is a short delay you may be asked to leave your bed early and wait in the transfer unit, where staff can give you any help you may need before you go home.

Prior to discharge you need to:

- Arrange transport home
- Ask any questions you need about your care or follow up
- Collect any valuables that have been stored in the hospital safe
- Take home any personal property
- Take home any medicines that you have been prescribed
- If you have more than one bag of personal belongings, please make arrangements for these to be taken home for you.

An ambulance will only be arranged if you have a medical need for this type of transport. No definite time can be guaranteed for the ambulance to arrive which could arrive anytime from 9.00am to 6.00pm, or later. If you need some extra help after your discharge, this will be arranged by a discharge co-ordinator, ward staff or multi-disciplinary care team.

Discharge letter

You will receive a copy of the discharge letter sent to your GP.

Sick notes/certificates of sickness

Certificates of sickness (sick notes) for employment or benefit purposes will be provided by the ward. Please speak to a member of the ward staff about this prior to your discharge.

Take home medicines

If you are prescribed medication to take home we will give you a sufficient supply. Included with your medicines will be the leaflet '*Taking your medicines*'. Please make sure you take the time to read it.

If it is necessary for you to continue your treatment you will need to contact your GP for a repeat prescription for further supplies. Your discharge letter containing information about your medication will also be sent to your GP either by post or electronically. Please inform your usual chemist about any changes to your regular medication.

Follow up appointments

If you require a follow-up appointment this may be organised before you leave the ward, alternatively you will receive this information in the post soon afterwards.

We would be grateful if you could inform us if you are unable to attend any appointments as each year thousands of appointments are wasted when patients fail to attend. This costs the NHS millions of pounds and results in longer waits for patients.

Patient and customer services

Patient and customer services provide guidance to any patient/relative or carer who requires assistance.

Comment and compliments

We welcome both your comments and compliments about our services. Please remember your views are valuable and help us to make improvements.

Concerns and complaints

During your stay, we hope that you are happy with the care you receive, however we appreciate that there may be times when you might want to raise a concern or talk to someone about your care.

We also recognise that addressing your concerns as soon as possible can be of benefit to the staff that care for you, but more importantly you. If for any reason you have concerns or wish to speak to someone, please speak to the ward or department manager. If they are not available please ask to speak to the nurse in charge.

If you would prefer, you can ask to see the head of nursing who can be contacted between 8.00am and 5.00pm Monday to Friday. Outside these times or during the night, the site cover manager can be contacted via our switchboard. Again please ask a member of ward staff to arrange this for you.

You can visit our patient and customer services department between 8.30am and 5.00pm Monday to Friday, or you can telephone between 10.30am and 3.30pm. The department is located off the main hospital corridor. Complaints can also be made in writing and sent to:

The Chief Executive Stockport NHS Foundation Trust Stepping Hill Hospital Poplar Grove Stockport SK2 7JE

If you would like help or further information on the complaints procedure or have any questions, please contact our patient & customer services department. The department is located off the main hospital corridor, is open Monday to Friday between 8.30am and 5.00pm for visitors to the department and 10.30am and 3.30pm for those wishing to telephone.

Telephone: 0161 419 5678

Email: pcs@stockport.nhs.uk

You will not be discriminated against if you raise a concern or register a formal complaint and it will not affect your current or future care in any way. Complaints cases are registered and kept separately from your medical records.

Independent Complaint and Advocacy Service

If you want free, independent and confidential advice about the NHS complaint procedure you can contact the Independent Complaint and Advocacy Service (ICAS) on telephone 0845 120 3735 (all telephone calls to the 0845 number are charged at local rates).

Donations

Should you wish to make a donation to the hospital ward or a specific fund, please complete a donation form at the general office situated just off the main hospital corridor in the Rowan Suite.

Getting involved in your hospital

Becoming a Foundation Trust member

Any individual over the age of 11 who lives in our catchment area can become a member of our organisation. Membership is free.

Being a member means that you can help shape how we run our services. You can have as little or as much involvement as you would like.

As a member you can:

- Give your views on how our services are run and developed
- Take part in surveys and focus groups
- Find out about our latest developments e.g. through our quarterly Stepping Up newsletter
- Receive invitations to events e.g. Open Day, annual members meeting and information seminars
- Vote for your governor
- Stand as a governor
- Receive NHS staff discounts

To register a member, please complete a membership form, available throughout the hospital or by contacting the membership office on 0161 419 5166. You can also register online at www.stockport.nhs.uk

Volunteering

We have a very active team of volunteers who provide invaluable service and support for the whole hospital. If you would like to get involved as a volunteer there are a variety of different roles you can undertake.

For more information please contact the voluntary services manager on 0161 419 5400, or ask ward staff for more details.



League of Friends

The League of Friends raises money to provide additional comforts, amenities and services for patients and staff, which cannot normally be provided from hospital resources. Membership is open to all who are interested in helping. If you would like further information, or would like to send a donation, please write to:

The Secretary League of Friends Oak House Stepping Hill Hospital Stockport, SK2 7JE

Tel: 0161 419 5164

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If you would like this leaflet in a different format, e.g. in large print, or on audiotape, or for people with learning disabilities, please contact patient and customer services.

Your local contact for more information is patient and customer services at Poplar Suite, Stepping Hill Hospital, Tel: 0161 419 5678 or

www.stockport.nhs.uk

A free Interpreting Service is available if you need help with this information. Please telephone the LIPS Service on 0161 922 5149, E-mail: tam-pct.LIPS@nhs.net	ENGLISH
هناک خدمة مجانية للمترجمين متوفرة اذا أردت مساعدة بخصوص هذه المعلومات. الرجاء الاتصال بخدمة ليبس أو LIPS على الرقم 1499 2013 أو عن طريق الايمايل <u>tam-pct.LIPS@nhs.net</u>	ARABIC
এই তথ্য বুঝতে সাহায্যের প্রয়োজন হলে বিনামূল্যে দোভাষী বা ইন্টারপ্রিটার সার্ভিস রয়েছে আপনাকে সাহায্য করার জন্য। দয়া করে লিপ্স সার্ভিসকে টেলিফোন করুন 0161 922 5149 এই নম্বরে অথবা ই-মেইল করুন: <u>tam-pct.LIPS@nhs.net</u> এই ঠিকানায়।	BENGALI
如欲得知更多資料,或你有意索取這本小冊子的其他版本,例如:大字體印刷、錄音 帶或為有學習障礙人士提供的資料副本,請致電0161 922 5149 聯絡語言翻譯及病人 支持服務(LIPS)。	CHINESE
اگر بر ای فهبیدن این اطلاعات به کمک احقیاج دارید می توانید از خدمات ترجمه بصورت مجانی استفاده کنید. اطغا با LIPS از طریق شماره تلفن 1499 922 0161 یا ایمیل LIPS <u>@nhs.net</u> تماس بگیرید.	FARSI
Bezpłatny Serwis Tłumaczeniowy jest dostępny, jeśli potrzebujesz pomocy z tą informacją. Proszę zadzwoń do Serwisu LIPS na 0161 922 5149, e-mail: <u>tam-pct.LIPS@nhs.net</u>	POLISH
اگرآ پ کو بیصلومات سیجھنے میں مدد کی ضرورت ہوتو متر جم کی مفت سروں موجود ہے۔ براہِ کرم ایل آئی پی ایس LIPS کو 0161 922 5149 پرفون کریں۔ای میل: <u>tam-pct.LIPS@nhs.net</u>	URDU

Hospital Nursing Staff - Wards

On the ward you will see many different members of staff. If you are unsure who they are please ask them to introduce themselves.

Most of our staff wear uniforms and all our staff wear a name badge which contains the Trust Logo. If you are unable to see the badge, please ask them to show it to you.

The person in charge of your care and treatment is called a consultant, and he or she will have a group of doctors who work with them. While on the ward, a team of nursing staff, including both qualified (registered) nurses and health care assistants directed by a ward manager will help look after you throughout your stay.

Guide to Staff Uniforms

The Trust has produced a quick guide to some of the uniforms seen around our hospital to help you identify those caring for you.



Head of Nursing/Senior Nurse (black with grey pinstripes)

These staff are in charge of a number of wards, and aim to ensure that the highest standards of care are maintained. They are also available to deal with any problems if the ward staff are unable to do so.



Ward Manager/Ward Sister/ Charge Nurse (navy blue)

Ward Managers lead their ward teams in maintaining high standards of patient care, ensuring a positive patient experience and maintaining patient safety.



Staff Nurse (hospital blue)

Staff Nurses have responsibility for the assessment of care needs and the development of care plans. They are also responsible for delivering high quality care to patients, and are able to take charge of the ward in the absence of the ward manager.



Nurse Specialist (royal blue)

Nurse Specialists are experts in a particular area of nursing and play a vital role in helping improve quality of care by educating the patient on the management and control of symptoms.

Advanced Nurse Practitioner - ANP (plain grey)

Advanced Nurse Practitioners provide expert nursing practice across wards and clinical specialties, providing professional and clinical support to the medical and nursing teams. These staff have undertaken additional training to enable them to carry out examinations, order tests, and prescribe medication.



(female light blue/white pinstripe, male white with blue epaulettes)

Assistant Practitioners work within multi-disciplinary teams to deliver and manage the treatment of patients with specific conditions, by providing high quality care to meet patients' needs.





Health Care Assistant - HCA (pastel blue)

Healthcare Assistants work under the supervision of registered nurses, and have a variety of duties including maintaining patients' comfort and monitoring their conditions.



Ward Clerk (pale blue)

The ward clerk has administrative responsibilities and can help you with general enquiries.