Welcome to Rutland Memorial Hospital inpatients

Cold Overton Road
Oakham
Rutland
LE15 6NT
Telephone 01572 722552
Contents

Contact details.................................................................................................3
How to find us..................................................................................................3
Welcome to Rutland Memorial Hospital .....................................................4
Smoking policy.................................................................................................4
Interpretation....................................................................................................5
Our commitment to you ................................................................................5
What we expect from you ...........................................................................5
What to bring with you ...............................................................................6
Patients’ property............................................................................................7
Inpatient lead nurse and care team.............................................................8
Therapy services.............................................................................................8
Calling for assistance......................................................................................9
Your medication..............................................................................................9
Chaperone Policy...........................................................................................10
Preparing to leave hospital (discharge)......................................................10
Guide to who’s who.......................................................................................11
Staff uniforms................................................................................................11
Patient Champion..........................................................................................12
Student training and research.......................................................................12
Privacy and dignity/same-sex accommodation........................................12
Visiting.............................................................................................................13
Meals...............................................................................................................14
Hygiene...........................................................................................................15
Effective hand washing...............................................................................16
Facilities..........................................................................................................17
Laundry...........................................................................................................17
Entertainment................................................................................................18
Chaplaincy......................................................................................................18
Pensions, benefits and medical certificates............................................19
In the event of fire..........................................................................................19
Arrangements for leaving hospital...............................................................19
Check list.........................................................................................................20
Gifts and donations.......................................................................................20
Customer services........................................................................................21
Voluntary services........................................................................................22
Further information.......................................................................................22
Accessing your medical records.................................................................22
Comments and compliments form...............................................................23
Useful information at a glance......................................................................24
Contact details
Rutland Memorial Hospital
Cold Overton Road
Oakham
Rutland
LE15 6NT

Rutland Ward: 01572 772015/2054
Ward Manager: 01572 772088
Day Hospital: 01572 772066
Patient phone: 01572 722395

Visiting Hours (see page 13)
2.30pm - 4.30pm
6.30pm - 8pm

How to find us
By road:
We are approximately 20.5 miles from the Leicester Royal Infirmary, 17 from the Leicester General Hospital and 24.5 miles from Glenfield Hospital.

From Leicester:
Take the A47 (Humberstone Road). After approximately 9 miles turn left onto Melton Road (B6047). After 2 miles turn right onto Main Street, then take the 1st left onto Oakham Road. Continue onto The Wisp, then onto Knossington Road, then onto High Street. The High Street turns slightly left and becomes Oakham Road. Continue onto Braunston Road and onto West Road. Turn left onto Cold Overton Road, then right into the hospital.

Free on-site car parking is located directly in front of the hospital. Disabled parking is also available.

By public transport: contact Traveline on 0871 200 2233
Welcome to Rutland Memorial Hospital
This booklet has been produced to help and guide you. It contains useful information, whether you are coming to stay as an inpatient or visiting a relative or friend.

Rutland Memorial Hospital is a small, friendly hospital situated on the western side of Oakham town centre. The hospital is wheelchair friendly with all patient areas situated on the ground floor. Outside seating is available. We hope that your stay in Rutland Ward is a comfortable one. If you have any questions or difficulties, please do not hesitate to contact a member of staff.

Rutland Ward is a 22 bedded ward providing medical, rehabilitation and palliative care. The ward offers patient centred care, working in partnership with yourself and other disciplines, to provide treatment, care and emotional support of a high standard.

You will be given a leaflet on admission which asks for your comments on our services. You can use this or the comment and compliments form on page 23 of this booklet to tell us about improvements we can make to the services in the hospital, or what is good about it. Feedback from you will help us to improve our services. If you do not receive one or you need another, please ask a member of staff or alternatively pick one up from the ‘Your Thoughts on Our Services’ notice boards, which are throughout the hospital.

Smoking policy
Rutland Memorial Hospital is a smoke-free environment. In line with government policy, smoking is not allowed in any part of the hospital or its grounds.

If you would like help to stop smoking please let the nursing staff know and they will contact the Smoking Cessation Team for you. Alternatively for free confidential advice and support to quit, call 0845 045 2828.
Interpretation
If your first language is not English, an interpreter is available. Please ask a member of the ward staff.

Our commitment to you
When you are in hospital, you can expect to:
• have a clear explanation of your condition and the treatment options available to you
• be asked for your informed consent to any procedure
• see your patient records if you wish
• be sure that the information in your records will remain confidential
• be treated with respect and dignity at all times
• be informed about different aspects of your treatment and what procedure(s) are being carried out
• keep relatives or carers informed of your progress, if you wish

What we expect from you
In return, we ask you to:
• provide us with the necessary information about your condition, symptoms or medication in order to provide appropriate care
• treat our staff with the same respect you expect from them
• help, as far as you are able, in feeding yourself, keeping mobile, and meeting your personal hygiene needs
• arrange for your transport home. If you have problems organising this please talk to a member of staff
• arrange with your family or friends to take care of your personal laundry. You are encouraged to wear your own clothes whilst in hospital. Please tell your nurse if you have nobody to do this for you. Further information about clothing/laundry is detailed on page 17.
What to bring with you
You will need to bring several things with you to hospital, or have a friend or relative bring them. Please avoid a large amount of personal belongings since storage space in your bedside locker is limited. We ask that you only store essential items on your locker and bed table to enable cleaning. A plastic box is provided to store other items. The box should remain on your locker at discharge. The following list is a guide:

Do bring: ✓

- Any medicines or tablets you are taking (including over the counter medicines). For safety reasons the nurse will need to take these into safekeeping until your discharge date
- District Nursing and Intermediate Care Team Notes
- Pyjamas or night-dresses
- Dressing gown and slippers
- Underwear
- Daywear – comfortable clothes
- Shoes
- Toothbrush and toothpaste
- Soap and deodorant
- Shaving equipment if appropriate
- Sanitary products if appropriate
- Continence supplies if appropriate
- A book or magazines
- Spectacles & hearing aids if you need them
- Small change for newspapers and telephone
- Mobile phone (your relatives will need to charge your phone for you). Please be sensitive to other patients when using your phone.
- Tissues
- Bottle of squash
- Walking aids and wheelchair – frame, stick, crutches – if you need them
We would rather you didn’t bring…

- Large amounts of money
- Valuables such as jewellery
- Television or radio
- Electrical equipment
- Cut flowers

It will be your responsibility to keep your belongings safe whilst you are in hospital.

**Patients’ property**
Leicestershire Partnership NHS Trust wishes to help prevent the loss of or damage to patients’ property and discourages patients from bringing valuables or large amounts of cash into hospital. The only money you will need is small change for phone calls, newspapers and so on. If you have to bring money or valuables with you, please hand them into the nurse in charge of the ward who **will give you a receipt**. When you leave the hospital, any money and valuables you handed in for safekeeping will be returned. If you handed in more than £50, you will be given £50 back in cash with the rest sent to you in the form of a cheque.

**Personal Property Disclaimer Notice**
All patients and visitors should be aware that Leicestershire Partnership NHS Trust cannot accept any responsibility in respect of theft, loss or damage to any items of property brought onto and/or left on the premises.

Please be aware that any essential electrical equipment you have agreed with the ward nurse, will have to be checked over before you will be able to use it. This can take a little time to arrange.
Inpatient lead nurse and care team
The Ward Manager, who is a nursing sister, is in charge of the ward and is supported by a team of nurses and other professional staff who are dedicated to providing 24 hour care.
On the first day of your admission, you will be allocated a lead Registered Nurse, who will be responsible for your care. Other members of the day and night nursing team will help and support your nurse.
Your personal care plan will either be held at the end of your bed (if you have agreed to this) or at the nurses station. You can read it at anytime. If you need help with this, have any issues or concerns or would like to discuss any part of your care or stay, please talk to your nurse.
This hospital is run by highly experienced nurses and doctors visit regularly to see individual patients as necessary.

Therapy services
On admission you will be referred to the therapy services you require to assist in your rehabilitation and discharge planning from hospital.
Once referred, one of the therapy team will discuss your goals and the treatment plans required to achieve them with you. Your treatment plan will be explained to you and may include:
• An individualised exercise programme, some of which you may need to perform independently outside your therapy sessions, with or without supervision from the nursing staff.
• Activity practice to improve your skills with daily activities of living such as washing and dressing, cooking, etc.
• Mobility practice aiming to get you as independent as possible including getting in and out of bed, standing from a chair, walking, etc.
• Discussion about your needs for discharge, highlighting any concerns you may have about returning home. Adaptations may be implemented with your consent in your home environment to enable safe discharge. Measurements of furniture/doorways may be requested from family or friends who could supply them.

• An Access or Home Visit may be arranged to assess your ability in your home.

**Calling for assistance**

We use a nurse call system to enable you to call for assistance. There are 3 grades of calls - routine, assistance and emergency. A nurse will explain how it works. We aim to acknowledge all calls within 2 minutes and immediately in an emergency.

**Your medication**

On admission you will be asked about your medication. All medication that you bring in to the ward will need to be kept in a locked cupboard. This is to ensure patient safety. Your medication will be returned to you at discharge. If there have been changes from your usual prescription, the nurses will discuss this with you and can arrange for disposal of the medicines you have brought in with you that you no longer need. This will reduce the risk of you continuing to take medicines that you no longer require.

In order to ensure your safety when giving you your medicines, the nurses wear a red tabard with ‘Do Not Disturb – Administering Drugs’ printed on it. This is to reduce the number of routine interruptions which can be distracting for the nurses and can lead to errors. We welcome your and your visitor’s co-operation with this request. The nurses will of course be happy to deal with non-urgent requests after completing the medicines round. Please feel free to question any medications you are given.
Chaperone policy
All patients are entitled to have a chaperone present for any consultation, examination or procedure if you would like one. The chaperone may be a family member or friend. On occasions you may prefer a formal chaperone to be present, such as a nurse or other trained member of staff. Sometimes, your healthcare professional may also require a chaperone to be present for certain consultations in accordance with our chaperone policy. If you would like someone to be with you, to see a copy of our chaperone policy or have any questions or comments regarding this, please ask a member of staff.

Preparing to leave hospital (discharge)
Following your admission to the ward you will be given a discharge date and this will be reviewed daily. As the multidisciplinary team work with you towards this date it may be possible to bring the date forward, or if necessary, we may need to extend it. For most of our patients the date given will be your date of discharge.

You and your family are an essential part of the discharge planning process and as such we will involve you at key stages and keep you informed of your progress. As mentioned above, if you are returning to your home, we may need to arrange a home visit to help plan your safe discharge.

Your stay in hospital can only be as long as is medically necessary. If you are moving to a residential or nursing home and the one you want does not have any vacancies, you may have to move into another one on a temporary basis. If you or your family have any concerns or comments, please talk to one of your nurses.
Guide to who’s who

Whilst on the ward, you will see many different staff wearing a variety of uniforms. The following list will help you to recognise the staff you are most likely to see. You may also see doctors, consultants, the hospital manager, dieticians, speech therapists, social workers, chaplain and volunteers. Although none of these are in uniform all of our staff wear name badges and will introduce themselves to you. Please ask if you are not sure who someone is.

**Staff uniforms**

<table>
<thead>
<tr>
<th>Role</th>
<th>Uniform Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Matron</td>
<td>blue polka dot dress or tunic/ navy trousers and navy jacket</td>
</tr>
<tr>
<td>Ward Manager/Deputy</td>
<td>navy blue dress white trim or navy blue tunic/trousers</td>
</tr>
<tr>
<td>female:</td>
<td></td>
</tr>
<tr>
<td>male and female:</td>
<td></td>
</tr>
<tr>
<td>Staff Nurse - female:</td>
<td>blue and white striped dress/ tunic/navy blue trousers</td>
</tr>
<tr>
<td>male:</td>
<td>white tunic, blue trim/navy blue trousers</td>
</tr>
<tr>
<td>HCA/HCSW*</td>
<td>beige dress/tunic white trim</td>
</tr>
<tr>
<td>female:</td>
<td>white tunic top/navy trousers</td>
</tr>
<tr>
<td>male:</td>
<td></td>
</tr>
<tr>
<td>Physiotherapist</td>
<td>white top/navy trousers</td>
</tr>
<tr>
<td>Physiotherapy assistant/</td>
<td>pale blue top/navy trousers</td>
</tr>
<tr>
<td>Technical Instructor (TI)</td>
<td></td>
</tr>
<tr>
<td>Occupational therapist</td>
<td>white top/green trousers</td>
</tr>
<tr>
<td>Occupational therapy assistant/TI</td>
<td>green polo shirt/green trousers</td>
</tr>
<tr>
<td>Housekeeper</td>
<td>green striped tunic/navy trousers</td>
</tr>
<tr>
<td>Domestic staff - female</td>
<td>lilac dress/tunic</td>
</tr>
<tr>
<td>male</td>
<td>dark blue shirt/trousers</td>
</tr>
<tr>
<td>Catering staff</td>
<td>white</td>
</tr>
<tr>
<td>Porters</td>
<td>maroon polo shirts</td>
</tr>
</tbody>
</table>

*HCA: Health care assistant  
HCSW: Health care support worker*
**Patient Champion**
One of our staff is designated as our patient champion. Please speak to a nurse if you wish to know more.

The patient champion may give you a Patient Satisfaction Questionnaire to complete as you reach your discharge date. If you need help in completing this, please do not hesitate to ask.

The results of the questionnaires provide useful evidence of how our services meet your needs, including what we do well and how we can improve.

**Student training and research**
We train nurses, doctors, physiotherapists and occupational therapists in our hospital. We will not allow any student to help with your care unless we have your permission. We hope you will give your consent because it will widen the student’s experience of patient care. Teaching students enables us to improve our standards and keep up to date with changes in healthcare. **If you do not want a student to assist with your care, please tell your nurse.**

You may be asked if you are willing to take part in research. **If you say no, your care and treatment will not be affected.**

**Privacy and dignity/same-sex accommodation**
We are committed to making sure that all patients receive high quality care that is safe, effective and focused on their needs. On Rutland Ward, men and women are cared for separately in different rooms. Bathrooms and toilets are designated male or female with appropriate signs. The nursing staff will ensure that your privacy and dignity will be maintained throughout your stay. If you have any concerns about this, please talk to a member of the ward staff. We will try to provide care in surroundings that take account of your personal and/or religious needs.
Visiting
Visiting hours are: 2.30pm - 4.30pm, and 6.30pm - 8pm (Unless by prior arrangement with the ward staff)

Your visitors, including children, are welcome at these times. If your nurse thinks you are getting too tired, they may ask your visitors to leave and come back another day.

May we remind you that:

• Only two visitors are allowed per patient, unless by prior consent with the nurse-in-charge.
• No visitors are allowed to sit on the patient’s bed.
• ALL visitors must use the alcohol hand gel on entering and leaving the ward and wash their hands thoroughly before and after contact with patients.
• To protect patients, friends and relatives should not visit if they are themselves suffering from sickness, diarrhoea or any other contagious illness, or have done so in the previous 48 hours.
• Other patients on the ward may be very ill and too many visitors or too much noise can upset them.
• Friends and relatives may phone the ward for information. If the patient agrees, they will be kept up-to-date with the progress of treatment.
• By prior arrangement with therapy staff, it may be possible for your friend or relative to see your progress in a therapy session. Please ask a member of staff.
• It is helpful if any chairs that are moved around could be returned to their original place when visitors leave.
• You and your visitors are welcome to walk or use a wheelchair in the grounds - however please speak to a nurse before leaving the ward.

The day room and quiet room are available for patients and their visitors to use. In certain circumstances, we can arrange for members of your family to stay in the hospital, for further information please talk to a member of the ward staff.
Meals
You will be asked to choose your meals from a menu covering your nutritional needs. If you need any help to choose your meals, or if you would like the menu in large print, photographic format, another language or Braille, please ask a member of staff.

Please tell us if you cannot eat certain foods or you need a special diet, or if you require assistance with eating. Our catering service can provide diets such as vegetarian, kosher and halal. A member of the dietetic team visits the ward regularly and may be involved if you have a problem with your appetite or need special meals. It is helpful for us to monitor your weight and what you are eating. With your consent we will check these regularly. You will notice that a red tray is used for meals to help us achieve this. If your condition dictates, we may need to modify the texture of your meals and diet, but you will be kept fully informed about this by the speech and language therapist.

If it would be helpful, you can speak to our dietician or catering manager about your diet.

We serve meals at approximately the following times:

<table>
<thead>
<tr>
<th>Time</th>
<th>Meal</th>
<th>Time</th>
<th>Meal</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.30am</td>
<td>breakfast</td>
<td>5pm</td>
<td>tea</td>
</tr>
<tr>
<td>mid morning</td>
<td>hot drinks</td>
<td>mid afternoon</td>
<td>hot drinks</td>
</tr>
<tr>
<td>hot drinks</td>
<td>mid morning</td>
<td>12.45pm</td>
<td>bedtime</td>
</tr>
<tr>
<td>main meal</td>
<td>12.45pm</td>
<td>hot drinks</td>
<td>bedtime</td>
</tr>
</tbody>
</table>

Hot drinks are available at meal times. Late night snacks (eg biscuits) are available on request. Unless there are clinical reasons why not, water is available at any time.

Your relatives or friends are requested not to bring in items of food (including alcohol) unless this has been discussed with your nurse or ward manager.

We have protected meal times and therefore ask visitors to avoid these times to ensure patients can eat without
interruption - this is really important. However, if you would like to have a meal with your relative or would like your relative to assist you during this time, it is possible to do so by prior arrangement with the nursing staff. We may request that your relatives do not bring in any food during your stay. All food brought in is consumed at the patient’s own risk. There are some restrictions to enable us to comply to food hygiene regulations - guidance is displayed on the notice-board. A fridge is available for storage of refrigerated items, but these can only be retained for 24 hours. Please ensure these are clearly labelled with your name and the date. Supply of hot foods is discouraged because safety risks are involved and staff cannot reheat food. Please do not bring in any of the following: raw meat, poultry, fish, eggs, unpasteurised milk, pate, soft cheeses, shellfish or unwashed salad or vegetables. Sometimes, because of an operation or as part of your treatment, you will not be allowed to eat or drink. Your nurse will explain this to you.

**Hygiene**

It sounds simple but the vast majority of people don’t know how to wash their hands properly. For example, after going to the toilet most people just rinse their fingertips quickly under cold water and that does not get rid of the germs which can make people ill. Some germs can stay alive on our hands for up to three hours and in that time they can be spread to all the things we touch – including food and other people. It’s particularly important that people wash their hands before eating, including taking medicines. Hand washing is the simplest, cheapest and most effective way of preventing germs being passed from one person to another. By following the steps on the next page you can help to prevent cross infection.

- Always use warm water.
• Alcohol hand sanitiser can be used on hands that are visibly clean. However hand washing must be undertaken for patients who have a diarrhoeal disease as the sanitiser is not effective against certain diarrhoeal spores.

• ALL visitors must use the alcohol hand sanitiser on entering and leaving the ward and wash their hands thoroughly before and after contact with patients.

If you need help washing your hands before and after a meal, please speak to a nurse.

Effective hand washing

<table>
<thead>
<tr>
<th>Wet</th>
<th>It’s better to wet hands before applying soap as this prevents irritation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Soap</td>
<td>Apply soap to wet hands</td>
</tr>
<tr>
<td>Wash</td>
<td>Rub hands together vigorously making sure both sides of the hands are washed thoroughly, around the thumbs, between each finger and around and under the nails</td>
</tr>
<tr>
<td>Rinse</td>
<td>Rinse with clean running water</td>
</tr>
<tr>
<td>Dry</td>
<td>Germs spread more easily if hands are wet so dry them thoroughly.</td>
</tr>
</tbody>
</table>
Facilities
The hospital has certain facilities for the benefit of you, your family and friends.

• If you use a mobile phone please have consideration for other patients within the ward. Please speak to a nurse if this is a problem.
• A quiet room is available for your use.
• If you would like your usual hairdresser to visit, please let a nurse know.
• Please speak to a nurse if your visitors would like to purchase a cup of tea or coffee. A small donation is welcomed.
• The housekeeper will take your order for a daily paper. This service may be restricted at weekends and bank holidays. The correct change is helpful.
• If your visitor requires a meal, please speak to a nurse. A small fee may be charged.
• Speak to a nurse if you have any correspondence you wish to post. The last collection for mail on the ward is 4pm. Please make sure the correct value of stamps is affixed.

Laundry
We encourage you to dress in your usual daywear. It is advisable for you to have three sets of clothing including nightwear with you.

It is advisable to ensure all personal items, including clothing, are labelled clearly. We also ask that you make your own arrangements for laundry unless this is unavoidable as the hospital can only process personal laundry in the event of an emergency.

Soiled clothing will be placed in a special plastic bag which is designed to go straight into the washing machine without being opened. The pink strip will dissolve during the wash cycle and the plastic bag can then be disposed of after washing. This reduces the risk of spreading infection to staff and visitors alike.
Entertainment
A television, video, DVD, stereo system and radio are available for your use in the day room. Viewing the television is free. If you are unable to go to the day room and require access to a television please speak to a nurse for availability. A selection of books are available to borrow.

Chaplaincy
Your religious and spiritual needs are important to us. A chaplain from the Hospital Trust visits regularly, usually on a Tuesday or Wednesday, and is assisted by chaplaincy volunteers on other days. Chaplains are available to see patients, relatives, carers or staff. If you would appreciate a visit, please ask a member of staff who will be able to contact the chaplain on call or inform the chaplain when he/she attends. The chaplain will be pleased to see you just to talk or pray with you or if required give you Holy Communion. This can take place quietly at the bedside or in the day room.

A short service – “Prayer and Praise” is held every 4th Tuesday in the afternoon in the day room. This includes hymns, readings and Holy Communion. A longer service, involving members of the local community is held at Christmas and Easter. Inpatients are also welcome to attend the hymn singing sessions in the day hospital at the front of the main building.

Gideon Bibles are available at the bedside. Large print editions and hymn books are in the day room and available on request. Scriptures from other traditions are also available and our Chaplaincy leaflet gives prayers from the main faiths.

Chaplains will also be able to contact your own minister or religious leader of any denomination or faith. They are available not only for regular worshippers but for all people, of any faith or none, who would appreciate the time spent with them. Information on local religious groups is also available.

Please do not hesitate to ask if you would like to see a chaplain.
Pensions, benefits and medical certificates
Your state pension will be paid in full for the whole time you are in hospital, no matter how long you stay. If you are getting pension credits or benefits, you need to tell the Benefits Agency. If you are entitled to sickness benefit, the Benefits Agency will want a medical certificate to cover your period in hospital. Please tell your nurse if you need one.

In the event of fire
It is extremely unlikely that this will happen. If it does, don’t panic. Your ward staff are well trained and know what to do. If you see a fire, or smell smoke, alert a member of staff immediately.

On Friday mornings there is a routine fire alarm test - the bell usually sounds for a few seconds only.

Arrangements for leaving hospital
Early in your hospital stay we will talk to you about the services you will need when you leave. Please make sure that you have organised for someone to take you home, as we cannot normally provide transport. If you are finding it difficult to arrange transport, please talk to a member of the ward staff.

We usually need 24 - 48 hours notice to arrange for your discharge medicines to be received from the pharmacy that supplies the hospital.

When you are discharged, you will be given a patient’s information letter which summarises the care you received, any outstanding appointments, equipment, etc. It also includes a list of your discharge medication and contact numbers for agencies you may need to get in touch with after you have gone home, e.g. your GP, community nurses etc. The nurses will discuss the contents of the summary with you a few days before you go home. Your GP will have a copy of your discharge summary forwarded within one working day.
Check list
Have you got all your belongings?
This sheet is a reminder for you to make sure you have all your belongings with you.

☐ Clothes
☐ Shoes/slippers
☐ Glasses
☐ Hearing aid
☐ Dentures
☐ Medication
☐ Keys
☐ Toilet bag/razors
☐ Handbag/wallet/suitcase
☐ Anything you’ve left with the ward staff for safekeeping
☐ Have you left us your contact details if any of your property is lost?

Gifts and donations
Staff are not allowed to accept gifts of money or other items from patients, except small ‘thank you’ gifts such as chocolates etc.

If you would like to make a donation to the hospital, please send it directly to the Ward Manager. Donations can also be made to Charitable Funds. If you want us to use your gift for a particular purpose, please talk to the Ward Manager who will make sure your wishes are respected. Please make cheques payable to: LCR Charitable Fund.
Customer Services - we’re here to help

We can:
• provide advice and support to patients, their families and carers
• listen to your concerns, suggestions, queries or compliments (contact us directly or complete the form on page 23 and hand it to a member of staff)
• provide information on our services and local support groups
• help sort out health concerns on your behalf
• give advice on how to make a complaint, and support you through the complaint process
• provide information on how you can get more involved in developing our services

All of our staff strive to provide the best possible service to the people they treat and care for. However, sometimes things go wrong and you may not be happy with the treatment or care you have received. The first thing you can do is talk to your named nurse or the ward manager straight away. We often find that by talking things through, problems can be resolved there and then.

If you are unable to resolve your concerns this way then you can contact the customer services team who can help you decide how you would like your concern to be handled. This can be done informally or you can make a complaint if you prefer, we will support you through either process. You can be assured that your complaint will be treated confidentially and will not affect your future care or treatment.

The customer services team are available Monday to Friday.

Customer Services Department
Lakeside House
4 Smith Way
Grove Park
Enderby
Leics  LE19 1SS

Telephone:  0116 295 0830
Fax: 0116 295 0843
E: complaints@lcrchs.nhs.uk
Voluntary services
Volunteers are an important part of hospital life. They help out in many ways including:

- Patient transport
- Raising money for special causes
- Guiding patients around the hospital
- Visiting patients

If you would like to get involved, please ask your nurse to put you in touch with the Voluntary Services Manager, or telephone them directly on: 01664 854 836.

Further information
You will be able to find further information in the leaflet racks and notice boards. Alternatively, please ask a member of staff.

Accessing your medical records
If you would like to see your medical records please apply in writing to: Request for medical records, at the address on the front of this leaflet. There may be a charge for accessing this information, but you will be told in advance if this is the case.
Comments and compliments form

We are constantly trying to raise the quality of care we provide, and welcome your comments on any improvements you feel we could make to improve our services. We would also like to know if we have provided a good service.

Please fill in the form below and hand it to a member of staff. Alternatively you can write or telephone our customer services (details on page 21).

Have your say

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

If you would like a response, please include your name, address and telephone number:

Name  ____________________________________________

Address  ____________________________________________

Telephone  ____________________________________________

Email  ____________________________________________
Lead nurse

Telephone numbers

- Rutland Ward: 01572 772015/2054
- Ward Manager: 01572 772088
- Day Hospital: 01572 772066
- Patient phone: 01572 722395

Visiting Hours

- 2.30pm - 4.30pm
- 6.30pm - 8pm

If you would like this information in another language or format, please contact the Patient Information Officer on 0116 295 0903