

Information for patients

Coming into hospital

Welcome to Derriford Hospital. This leaflet provides information to help you prepare for your stay in hospital. More detailed information about the ward and hospital facilities will be available on the ward.

Derriford Hospital
Derriford Road
Plymouth
PL6 8DH

Tel: 0845 155 8155
www.plymouthhospitals.nhs.uk

Getting to Derriford Hospital

Public Transport

Derriford Hospital is well served by buses from Plymouth and the surrounding area. For information on timetables and fares contact:



<http://www.traveline.org.uk>

Walking and Cycling

Walking or cycling to the hospital may be an option for you or visitors. Cycle parking is located by the main entrance. For a Plymouth cycle map contact Plymouth City Council on 304316 or pick one up from the hospital foyer.

Car parking

There are several short-stay pay and display car parks for patients and visitors.

Parking is free between 21.00 hrs and 07.00 hours

Length of stay	Cost
Up to 45 minutes	Free – please see note below
45m–2hr	£2.20
2-3 hrs	£3.30
3-4 hrs	£4.40
4-6 hrs	£6.60
6-8 hrs	£8.00

Important Notice to Patients

There is a period of up to 45 minutes free parking. This is designed for picking up/dropping off only and is not enough time for attending a hospital appointment. If you are attending a hospital appointment, then please pay for a minimum of two hours or access one of the concessionary parking tickets available for patients from the parking office in car park A.

Free Parking

The following groups are entitled to free parking:

- All registered disabled patients who hold a disabled badge or drivers who are transporting a patient who holds a disabled badge
- Parents of children in hospital or parents whose babies are being cared for in the Neonatal Intensive Care Unit. Please take a letter from the ward to the parking office.
- Relatives of those patients who are being cared for on the Liverpool End of Life Care Pathway. The ward will ring the parking office.

Concessions

- Patients attending clinics for Radiotherapy, Renal, Chemotherapy, Physiotherapy, Dermatology, Blood Donors and Oncology or those who are parents or carers of children attending the Derriford Children's Cancer Service or Early Bird's Childrens Diabetes will continue to be able to pay £1.20 per day.
- Discounts are available for stays of a week or longer:

£24 for a 5 day ticket (2 days free parking)

£32 or a 7 day ticket (3 days free parking)

£96 for a 1 month ticket (7 days free parking)

All concessionary tickets can be shared between different vehicles

For more information on these concessions please ring 01752 763949 or go to the parking office in car park A. The parking office is open Monday – Friday 9am – 4pm; Saturday & Sunday 3pm – 3.30pm and closed on bank holidays

Unexpected Stays

If a patient's stay is longer than expected for any reason please ask the ward/department to contact the parking office on 53949 giving the patient's car details and which car park they are parked in.

Travel Expenses

Some patients in receipt of certain state benefits may be entitled to a refund of their parking costs and travel expenses. Patients who are entitled to claim back their parking costs must collect a receipt from the parking office in car park A and take this receipt to the cashier's office on level 7.

For further information about refunding parking and travel expenses please visit the Cashier's Office on level 7 of Derriford Hospital or telephone 0845 155 8170.

Hospital Car Service

If you are not fit enough to come to hospital by private car or public transport, contact your GP. You may be eligible to use the Hospital Car Service. There will be a charge for this, which will be collected from you by the driver but you may be able to get this reimbursed if you are on benefits.

Travel expenses

Transport will be available at a reduced rate for patients who receive:

- Income Support
- Job Seekers Allowance - income based only
- Working Tax Credit with disability element
- Low Income Certificate AG2/3
- Child Tax Credit
- War pensions (claim direct from War Office)
- Asylum Seekers

On the day you come into hospital

On the morning of your operation please follow the instructions given in your admission letter.

Our aim is to care for you in a bay with patients of the same sex. In exceptional circumstances this may not be possible, for example if you need special medical observation and care.

Hospital Guides

There are volunteer Hospital Guides at the reception desk inside the main entrance who can show you to your ward. There are signposts to all wards, yellow signs indicate clinical areas.

Special needs

Please tell us if you or your family have any special needs e.g. a disability and we will do our best to help. If you require a special diet or food, please let the ward know 24 hours before your admission.

What to bring

- any tablets or medicines you are taking
- night clothes, slippers (non-slip) and dressing gown
- comfortable clothes or tracksuit
- toiletries (e.g. towel, soap, flannel, toothbrush, hairbrush, shaving kit, cosmetics, etc.)
- spectacles/hearing aids if you use them
- change for phone calls, trolley purchases, newspapers etc.
- something to read

Please do not bring valuables into hospital.

If this is not possible, give them to your nurse for safe keeping. Remember, the hospital does not accept responsibility for loss or damage to any personal property you choose to keep with you.

Single rooms

Sometimes single rooms (amenity beds) may be available. There is a charge for this facility. For further details contact: Administration 01752 245055.

Visiting times

These are usually during the afternoon and early evening. Some wards have visiting restrictions to allow patients enough time for rest and recovery. Please ask staff the on your ward about visiting times.

Use of mobile phones in hospital

Please note that mobile phones must not be used in many areas of the hospital as they can interfere with medical equipment. Areas where mobile phones can be used will be clearly signed.

Payphones are available for making calls on each ward.

Smoking

Smoking is not allowed within the hospital. Staff will advise you of the designated smoking areas. They will explain the policy and give you advice. The NHS Smoking Advice Service is able to help patients and their relatives to give up smoking. Nicotine Replacement Therapy is free to patients wanting to stop or for withdrawal relief while in hospital.

Patientline

Many of the hospital wards have a Patientline unit at each bed. This can be used to watch TV, listen to the radio, make and receive telephone calls and more. Details will be available when you arrive and a member of Patientline staff can show you how to make use of the system. Once you get to your bed, simply press the operator button on the telephone handset to tell Patientline that you have arrived. You can use a credit or debit card to pre-buy services, as well as buy Patientline cards from cash vending machines. Please ask the ward staff if the Patientline system will be available during your visit.

Agreeing to what happens to you

You should expect things to be explained to you whenever possible. You will not be asked for your formal agreement for everything that may happen to you. However, in the following situations **you can expect to be asked for your consent beforehand**:

- **Procedures carrying a potential risk**

For example: an operation requiring an anaesthetic.

Someone capable of carrying out the procedure will discuss it with you and get your written consent. This will always happen except in an emergency if you are not in a position to agree in advance.

- **Information about you**

If it needs to be given to anyone other than the people who have a genuine need to know, your written consent will be obtained. Whenever we can, we shall remove details which identify you. The Trust has strict rules of confidentiality that apply to all your information. Further details are available in a separate leaflet "Your Health Records"

- **Photographs of you**

If a photograph or video recording is taken of you for the education of doctors, nurses and other health professionals, your written consent will be obtained.

The exception to this is when your permission cannot be obtained whilst you are unconscious. In that situation your permission would be sought as soon as possible afterwards for its use for education.

- **Research**

You will be asked for your written consent to be involved in research beforehand.

Stored tissues obtained at operation may sometimes be used anonymously for subsequent research. However, this would only be done if you had agreed in writing to future research on the consent form. You may say 'no' to any research without having to give any reason and without your care being affected in any way. You will only be asked to participate in research that has been approved by the Local Research Ethics Committee.

- **Students**

Plymouth Hospitals NHS Trust is a teaching hospital and medical students often join qualified doctors as a part of their training. Their presence will be explained to you. If you do not wish to have a student there during your examination or treatment, please tell us. Your wishes will be respected and this will not affect the standard of care you receive in any way.

You should not expect to be asked to give your consent beforehand in the following situations:

- **Straightforward procedures**

For example, a chest X-ray

- **Checking standards of care, and public health surveys**

Your details may be used without your consent to check on the standards of care you received from members of staff, or for public health surveys of health problems. This includes tissues and other samples. Wherever possible any samples will be anonymised.

- **Tissues, samples and recordings**

Tissue and other samples, and copies of X-rays and similar tests obtained as part of your care may be used for the education of doctors, nurses and other health professionals in such a way that your identity would not be revealed. If you do not wish these to be used for this purpose, please tell someone at the time they are obtained. Tissues and samples are otherwise kept for varying periods as defined by national or local guidelines, and then disposed of, ultimately by incineration.

Remember

- You always have the right to decline any aspect of treatment.
- There are other leaflets available which can give you more details on the process of consent, and about the use of information.
- If you wish to discuss any aspect of your care that you are concerned about, please let a member of staff know so that you can be fully counselled.

Going home

Arrangements for discharging you from hospital will begin as soon as you arrive. Your discharge plan will be agreed with you so that the right arrangements can be made.

Please think about what your needs will be. Will you need any help at home? Is there anyone who can give you some support while you recover? How will you travel home?

We will talk to you about any follow up appointments you will need.

If you think there might be problems when you are discharged it is **essential** that you tell the nursing staff at the pre-operative assessment clinic or when you are admitted.

We will try to avoid delays on the day of your discharge. We hope that you will be able to go home by midday. If you are being collected please ask the ward staff what time you will be able to go.

Advice and information

If you have any concerns about the care you or a relative has received please contact PALS (Patient Advice and Liaison Service). They will discuss how they can help and work with other hospital staff to resolve your problem.

PALS can be contacted Monday - Friday 9am - 4pm in their office in the main concourse on level 6. They can also be contacted by phone (01752) 517657.

What do you think?

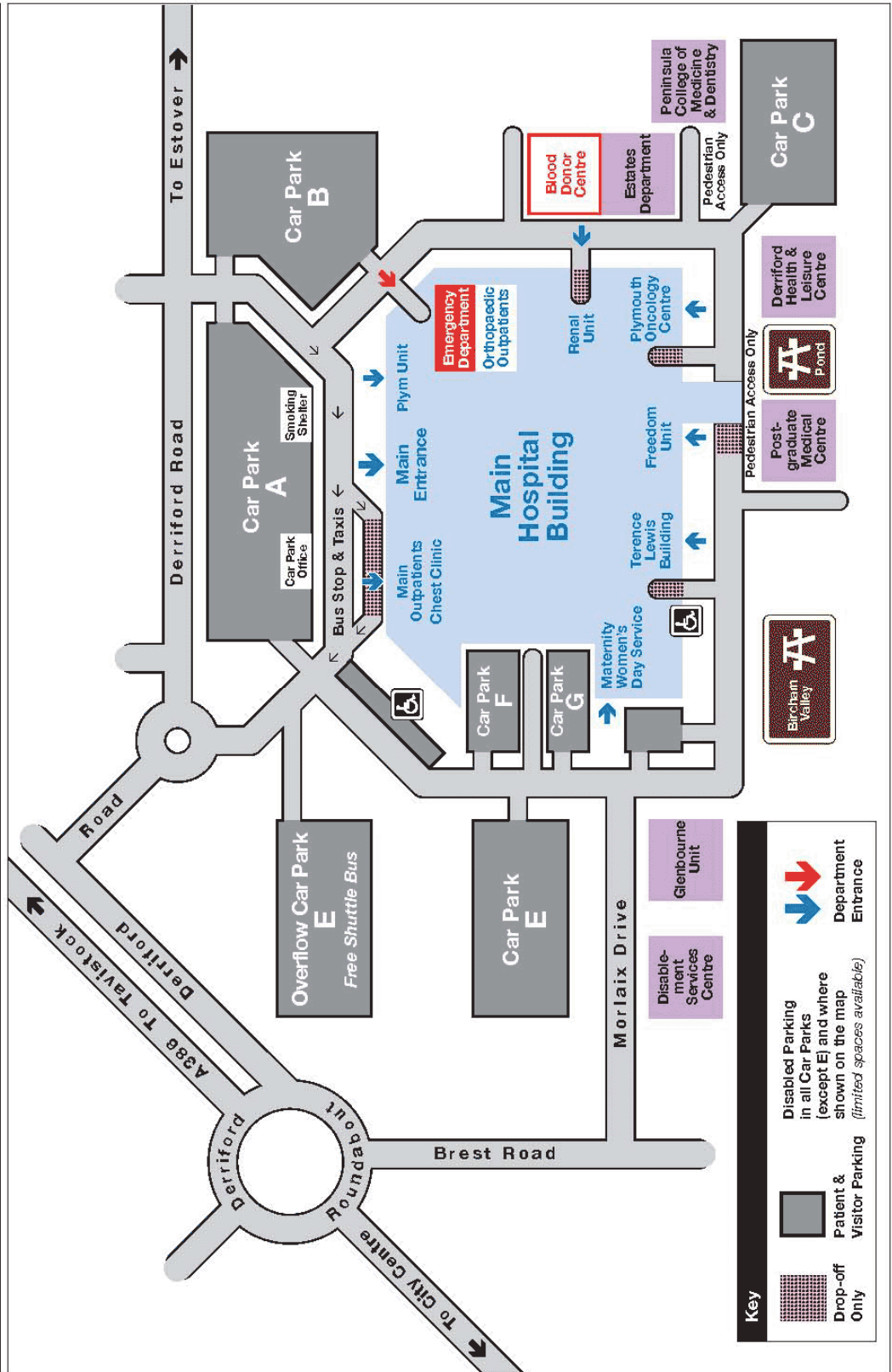
We do our best to make your stay in hospital as comfortable as possible. If you have any comments, suggestions or complaints about our services - please let us know.

- Speak to our staff
- Contact PALS
- Write to Patient and Consumer Affairs at the hospital address

This leaflet is available in large print and other formats and languages.

**Please contact: Patient Services
Tel: 01752 763031**

Welcome to Derriford



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