

Getting to Know You

Patient Information

Whilst you, your friend or relative is a patient in this hospital, we would like to get to know you better to enable us to treat you with the respect and dignity you deserve. If you would like to share any information about yourself, it would help us to care for you as an individual and achieve our aim of getting to know you.

If you have a "This is me" leaflet, please let us know.



Derriford Hospital
Derriford Road
Plymouth
PL6 8HA
Tel: 0845 155 8155

Getting to know you

* What name do you prefer to be known by?

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* Tell us about the person who knows you best?

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* Who is important to you?

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* What did you do when you went to work?

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* What do you like doing?

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* What do you like to eat and drink?

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* What don't you like to eat and drink?

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During your stay you are likely to meet many health care professions who will participate in your care. We aim to provide high standards of care.

Our Patient Promises

I will... care for you compassionately and respectfully

I will... give you clear information and involve you in your care

I will... give you the best treatment I can when you need it

I will... make sure you are treated in a clean and safe environment

- ❖ Concerned but don't want to complain?
- ❖ Have a problem but don't know who to ask?
 - ❖ Worried and not sure what to do?

We can be contacted in several ways:

Please ask to speak to the **Ward Manager** or one of her deputy sisters.

Alternatively **Matron** can be contacted by the ward staff and would be only too happy to come and discuss your concerns with you.

You may wish to contact:

PALS

Patient Advice and Liaison Service

Ask a member of staff to arrange for one of us to visit you on the ward.
Phone us from the reception desk in the main entrance on 57657 and we will arrange a time to see you.

Phone us from home on 01752 517657
Email us at plh-tr.PALS@nhs.net