

The Mission of Harrogate and District NHS Foundation Trust is to provide, maintain and develop local health services for local people.

We aim to offer access to a comprehensive range of high quality patient services that are of the highest standard.

INFORMATION GUIDE

HARROGATE DISTRICT HOSPITAL
LANCASTER PARK ROAD
HARROGATE HG2 7SX
TELEPHONE: 01423 885959
WEBSITE: www.hdft.nhs.uk

PRIVATE PATIENT HEALTHCARE

The Harlow Suite is a dedicated private healthcare facility within Harrogate District Hospital.

THE SUITE OFFERS:

- The comfort and care expected in a private hospital
- The clinical expertise and experience of an NHS Trust
- All rooms en-suite with bath or shower, all with radio, satellite TV and direct dial telephone, plus in-house catering
- 24 hours a day medical cover to deal with any problems which may occur
- Access to top clinical facilities at parent hospital - theatres fully equipped with latest medical technology
- Full in-house diagnostics (incl. CT and MRI scanning) and unrivalled, comprehensive support services

For full details telephone our Private Patient Co-ordinator or come in to visit.

FIXED PRICE SURGERY

The Harlow Suite has the answer with a Fixed Price inclusive package, whatever your operation, offering guaranteed quoted prices and no hidden extras (subject to medical condition).

FURTHER DETAILS CAN BE OBTAINED FROM:
Private Patient Coordinator
Harrogate (01423) 555430

Alternatively, ask at the Admissions Office upon your arrival or contact any of the ward staff during your stay.

MESSAGE FROM THE CHAIRMAN...

Welcome to Harrogate and District NHS Foundation Trust. This Information Guide provides you with useful information to assist you during your visit to the hospital. There are direction maps included so that you may find the clinic or ward you require as quickly and easily as possible.

DURING YOUR VISIT, THE HOSPITAL WILL ENDEAVOUR TO:

- Treat you with skill, care, consideration and respect**
- Treat you as an individual with individual needs**
- Welcome you whether living locally or further afield**

DR ALBERT DAY
CHAIRMAN
HARROGATE AND DISTRICT NHS FOUNDATION TRUST

HOW TO GET HERE

Directions to the hospital are clearly sign-posted on all major routes leading into Harrogate. There are frequent bus services to the Hospital. For up to date information please contact Harrogate and District Travel Ltd on **01423 566061** or visit their website at: www.harrogateanddistrict.co.uk

If you require a taxi for your return journey, a free-phone service is available in main reception.

CAR PARKING

Limited parking available at the hospital means that there can be difficulties finding a parking space. Please take this into consideration when attending or visiting.

The Trust operates an airport-style payment system so that on approaching the barrier the driver takes a ticket to gain entry. On completion of your business, tickets should be taken to one of two pay stations located in the main hospital foyer, inserted into the pay station and the required fee should be paid for the time spent in the car park. This will then validate the ticket to insert into the exit barrier and allow departure of the car park.

Drivers who are dropping off patients at the main entrance should ensure they park in the visitor's car park if they intend to wait, as it is important to keep all emergency routes clear.

WHAT TO BRING WITH YOU:

OUT-PATIENTS, IN-PATIENTS AND DAY SURGERY PATIENTS

1. Any letters relating to your appointment
2. All medicines, tablets, inhalers and ointments you are currently using
3. Your spectacles or hearing aids
4. Urine specimens if requested
5. Your Income Support or Family Credit Book if you are eligible to claim free travelling expenses
6. A list of any questions you wish to ask the Doctor

IN-PATIENTS ONLY

1. Night clothes (including dressing gown and slippers)
2. Basic toiletries
3. Change for the Patientline system (TV and telephone)

DAY SURGERY PATIENTS ONLY

1. Dressing gown and slippers

Do not bring your valuables and jewellery when you attend the hospital.

OUT-PATIENT APPOINTMENTS

The date and time of your appointment will be on the enclosed letter. Should this not be convenient please telephone the number in the letter to arrange a suitable time. It is very important to us that all available slots are fully utilised. If you do not attend your appointment without previously informing us, you may not be offered a further appointment and your GP will be informed.

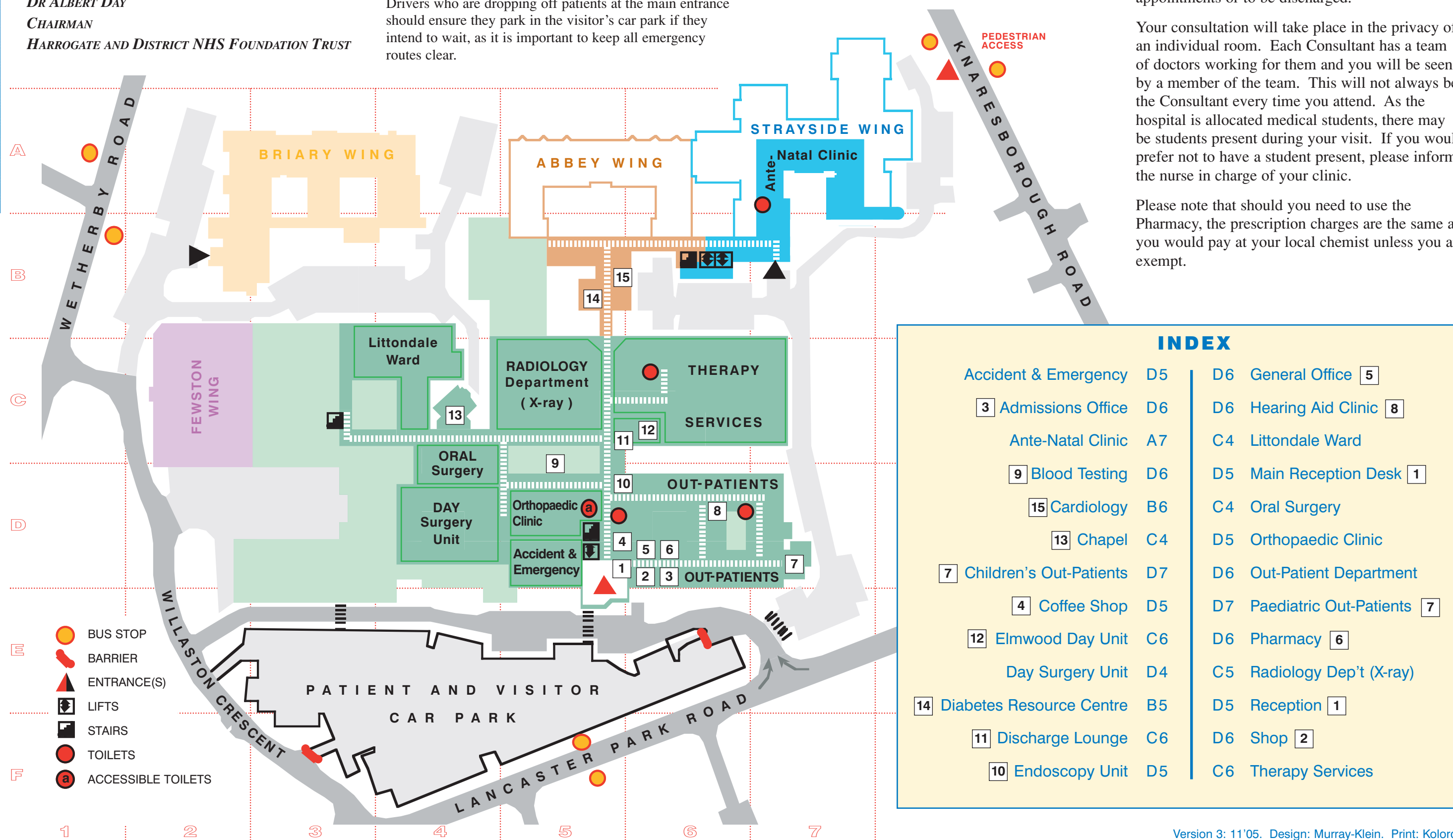
We make every effort to ensure that you will be seen as speedily as possible, but there are times when delays occur for a number of reasons. Staff will endeavour to keep you informed at all times of delays.

On arrival, please report to the appointments desk which is located on the far right-hand side, once you have entered the main foyer. You will be booked in here and your details confirmed.

Please return to the appointments desk at the end of the consultation in order to make any further appointments or to be discharged.

Your consultation will take place in the privacy of an individual room. Each Consultant has a team of doctors working for them and you will be seen by a member of the team. This will not always be the Consultant every time you attend. As the hospital is allocated medical students, there may be students present during your visit. If you would prefer not to have a student present, please inform the nurse in charge of your clinic.

Please note that should you need to use the Pharmacy, the prescription charges are the same as you would pay at your local chemist unless you are exempt.



CHOOSE AND BOOK SYSTEM

Harrogate and District NHS Foundation Trust is now booking many patient appointments via the new Choose and Book system. The system means a patient can have the choice of a number of providers and also select a date and time for their appointment whilst in their GP surgery or at a later date, should they wish to consider the options on offer.

IN-PATIENT INFORMATION

If you are to be an in-patient then the letter enclosed with this leaflet will provide full details of where and when you are requested to attend. Please inform us if you are unable to attend at this time for any reason and we shall do our best to meet your needs. The contact details of the ward and the Admissions Officer are in the enclosed letter. On arrival at the hospital, please make your way to the ward as directed. You may find the maps in this information guide useful.

We recommend that when your family contacts ward staff for information following surgery, that only one member of the family telephone the ward. This allows the ward staff to devote more of their time to the patients in their care.

Visiting hours are generally between 2pm and 8pm. This can vary, so please ask your relatives to contact the ward beforehand.

DAY SURGERY INFORMATION

Please report directly to the Day Surgery Unit to await your surgery. Should you have any queries, please contact the Day Surgery Unit directly on the telephone number in the enclosed letter.

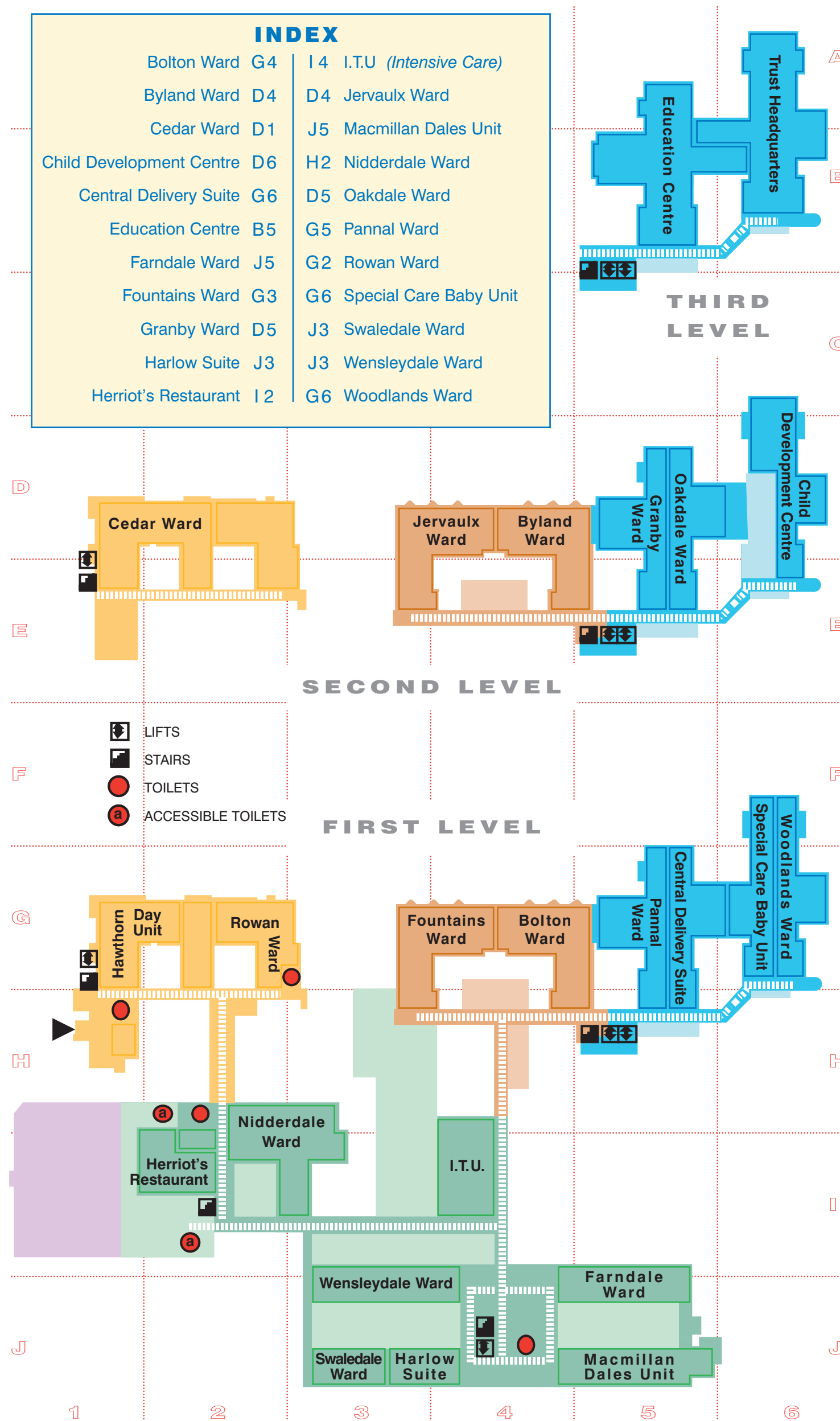
CANCELLATION OF OPERATION OR TREATMENT

Whilst every effort is made to prevent any unnecessary inconvenience to patients, there are circumstances where cancellation is unavoidable (e.g. if a patient requiring urgent surgery is admitted). We will endeavour to carry out your operation as soon as possible.

If you are suffering from diarrhoea and sickness before your admission, we ask that you report these symptoms to the hospital before you attend. It is not advisable to undergo an operation whilst unwell. You could also spread the germs, causing other patients and staff on your ward to become unwell. Your admission will be rescheduled after your recovery.

NON-ATTENDANCE AT APPOINTMENTS

Always remember to inform the hospital if you are unable to attend your appointment for any reason, using the contact details on the enclosed letter. Remember, it could be you or your family who are waiting for an appointment.



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Bolton Ward G4	I 4 I.T.U. (Intensive Care)
Byland Ward D4	D4 Jervaulx Ward
Cedar Ward D1	J5 Macmillan Dales Unit
Child Development Centre D6	H2 Nidderdale Ward
Central Delivery Suite G6	D5 Oakdale Ward
Education Centre B5	G5 Pannal Ward
Farndale Ward J5	G2 Rowan Ward
Fountains Ward G3	G6 Special Care Baby Unit
Granby Ward D5	J3 Swaledale Ward
Harlow Suite J3	J3 Wensleydale Ward
Herriot's Restaurant I 2	G6 Woodlands Ward

VOLUNTEER SERVICES

A volunteer scheme is run for the benefit of staff and patients, providing a variety of services around the hospital.

For further information about volunteering, contact the Voluntary Services Coordinator on **01423 553014**.

The Woman's Royal Voluntary Service (WRVS) offers a number of services in the Hospital, including the WRVS Coffee Shop situated in the main entrance.

Harrogate Hospital and Community Friends carry out much appreciated fundraising activities throughout the community, enabling the purchase of equipment across the hospital. The Friends have notice boards situated around the hospital where you can access further information.

The Trust is grateful to all the many volunteers who provide their services and fundraise for the benefit of the Hospital.

HARLOW SUITE

The Harlow Suite is a dedicated private patient facility within Harrogate District Hospital, providing private facilities combined with NHS services and expertise.

For further information contact the Private Patient Coordinator on **01423 555430**.

AMENITY BEDS

These are rooms within the general wards which offer a personal room off the main ward for patients who require extra privacy during their stay. These are sometimes available on request at a minimal cost.

Details can be obtained from your ward on admission or from the Private Patient Coordinator on **01423 555430**.

CHAPLAINCY

The Hospital Chaplaincy service cares for the spiritual needs of patients, visitors and staff of all faiths, and of no particular faith. Should you wish to see a Chaplain at any time please ask a member of staff.

We have a chapel on the ground floor next to Littondale Ward, which is open 24 hours a day as a place for quiet prayer and meditation. The Chaplaincy offers services throughout the week – please check the Chaplaincy notice board for times of regular and special services, or ask on the ward.

FACILITIES

Herriot's Restaurant is open to staff and visitors and is situated on the first floor. Please contact a member of staff for information on opening times. United News have a shop in the main entrance of the hospital which sells newspapers, limited groceries and a variety of other items. Vending machines with soft drinks, light snacks, etc can be found in many areas of the hospital.

PATIENTLINE

The Patientline system is operational in wards throughout the hospital. The system allows bedside access to 16 television channels, free radio, a personal telephone and answer machine, and access to email and the internet. Watching TV costs up to £3.50 for the whole day. Phone calls to friends and family cost only 10p per minute. Please remember to bring change to access the facilities available. You can also pre-register by telephoning **0845 414 0414**.

SMOKE FREE POLICY

The Trust operates a smoke free policy whereby smoking by patients and visitors is only permitted in two designated areas. Smoking is not permitted in hospital buildings or around entrances. In-patients can seek advice at ward level as to the location of the patient smoking area. Smoking is harmful to your health and patients who smoke will be offered full support to limit their smoking.

PATIENT CONFIDENTIALITY

All information held by the Trust regarding your care is kept in complete confidentiality, whether held on computer or in case notes. Your information is very important to us to ensure you receive the appropriate treatment. For information about how the NHS uses your details please consult the ward information folder or contact your clinic staff.

As part of the initiative to improve and strengthen the communication between health professionals and patients, patients may request copies of letters written about them by health professionals employed by the Trust. Patients may also request access to their medical records. For further information please contact the Information Governance Coordinator on **01423 885959** extension **3995**, available Monday to Friday during office hours.

SPECIAL NEEDS

The Trust will try to meet any of the special needs of our patients, such as sight loss or hearing difficulties. To help us to help you please inform the ward or department as soon as possible of any needs you may have. Volunteers are also available in the Main Reception to assist you.

NHS FOUNDATION TRUST

Harrogate and District NHS Foundation Trust was authorised on 1st January 2005 and offers patients and the public the opportunity to get more involved and have a greater say with regard to how the hospital's services are run. Members receive regular information about developments at the Trust, obtain invites to special events, contribute to forums, vote in elections for the Board of Governors and can even stand for election themselves.

For more information about free membership telephone **0870 703 0157** or join online by visiting <http://www.peppersrm.com/nhs/register.php>

FURTHER INFORMATION

If you have any concerns, compliments or comments, please contact one of the following: Main Reception, the Nurse in Charge, or the Patient Advice and Liaison Service (PALS). If you or your relatives are unhappy with any aspect of your care, or the service you receive, you should speak to a member of the Ward/Department Staff as soon as possible. Should you require more information about your health and illness, please ask about our patient information centre in reception.

The Patient Advice and Liaison Service (PALS) is available to support patients, carers and relatives, represent their views and resolve local difficulties on-the-spot with Trust staff. Please contact PALS on **(01423) 553158, 0845 650 0303** or ask a member of staff.

Should you wish to make a formal complaint or suggestion please contact the Chief Executive, Strayside Wing, Harrogate District Hospital, Lancaster Park Road, Harrogate, HG2 7SX.

Alternatively, please contact the Head of Risk Management on **01423 554436**.

Further information regarding the complaints process is available upon request.