

**NORTH HIGHLAND
COMMUNITY HEALTH PARTNERSHIP**
**CAITHNESS GENERAL HOSPITAL
WICK**



PATIENT'S HANDBOOK



Working with you to make Highland the healthy place to be

February 2003
Revised October 2005

WELCOME

Dear Patient

Welcome to Caithness General Hospital (CGH). We understand that admission to hospital, and treatment, can be stressful. However, we will do our very best to make your stay as pleasant as possible.

We hope this booklet will help you during your stay in Caithness General Hospital, but if you have any questions please do not hesitate to contact the Nurse-in-Charge of your ward, or your Consultant.

Best wishes for your stay in hospital.

Mrs Sheena Craig

General Manager
North Highland Community Health Partnership
Caithness General Hospital, Wick
Tel: (01955) 880228

CAITHNESS GENERAL HOSPITAL aims to provide the highest standards of care and service for you

Our aim is to ensure that:

- You are treated as an individual person, with dignity and respect
- You receive clear explanations regarding your diagnosis and treatment
- Wherever possible you will be given choices and be involved in making decisions about your health
- Any information you give to our staff will be treated in strictest confidence
- You can get as much information as you want about your condition, assisted by access to appropriate information held about you in your medical records
- There are close links between people who provide your care
- You have information to help your stay as healthy as possible
- Any comments or complaints you make are treated fairly and quickly

SOME USEFUL VOLUNTARY ORGANISATIONS - cont'd

Diabetes UK - Caithness Branch - Donald Mackay, Secretary,
79 Upper Burnside Drive, THURSO KW14 7XB Tel: 01847 892756

Enable - Caithness Branch - Catherine Mappin, Secretary,
"Mundays", Banks Road, WATTEN, Wick KW1 5YL
Tel: 01955 621720

Highlands & Islands Kidney Patients' Association
Mrs Jane Bryce, Secretary, 56 Loch Avenue, NAIRN IV12 4TF
Tel: 01667 454804

Linking Education & Disability - Maggie Coupland, Local Or-
ganiser, Rockhead, Ramsraigs, DUNBEATH KW6 6EY
Tel: 01593 731235

Multiple Sclerosis Society - Caithness Branch
Jean McLennan, Secretary, 31 Whitehouse Park, WICK KW1 4NX
Tel: 01955 6023002

Parkinson's Disease Society - Jane Coll, Welfare Visitor, Loch-
side, Dunnet, THURSO KW14 8XQ Tel: 01847 851480

Ross-shire Women's Aid - 10 Ross Place, DINGWALL IV15
9SY Tel: 01349 863568

NOTES:

SOME USEFUL VOLUNTARY ORGANISATIONS - cont'd

Caithness Citizens Advice Bureau - Koreen MacDougall (or any advisor), Welfare Rights Officer, 123 High Street, WICK

Tel: 01955 605989

And 7A Brabster Street, THURSO

Tel: 01847 894243

Caithness Deaf Care - Mrs Deirdre Aitken, Co-ordinator, 11 Harbour Terrace, WICK KW1 5HB

Tel: 01955 606170

9 Riverside Place, THURSO KW14 8BZ

Tel: 01847 895636

Caithness Heart Support Group - Mrs Doris Godfrey, Secretary, "MoDhachaidh", REAY KW14 7RR

Tel: 01847 811344

Caithness Kidney Dialysis Support Group

Robert Doull, Chairperson, 10 Murray Avenue, WICK KW1 4PH

Tel: 01955 605458

Caithness Mental Health Support Group

Mrs M Durrand, Centre Manager, The Haven, Bankhead Road, WICK KW1 5LB

Tel: 01955 605264

And Mrs B Smith, Centre Manager, The Stepping Stones, THURSO KW14 8BU

Tel: 01847 892177

Caithness Spina Bifida - Catherine Bremner, Chairperson, 16 St Clair Avenue, SCRABSTER, Thurso KW14 7UR

Tel: 01847 895434

Chest, Heart & Stroke Association - Mrs Janice Falconer, Local Co-ordinator, 2 Grant Avenue, Lower Ormlie, THURSO KW14 7LE

Tel: 01847 895158

Crossroads (Caithness) Care Attendant Scheme

Maggie Page, Co-ordinator, Scrabster Harbour Business Centre,

SCRABSTER, Thurso KW14 7U5

Tel: 01847 895483

01955 606606

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CONFIDENTIALITY

All staff employed by NHS Highland are governed by the Scottish Executive, Department of Health Code of Practice relating to all personal health information.

The Code of Confidentiality is based on the principles that information about the health and welfare of a patient

- ◇ is confidential in respect of the patient and to those providing that patient with health care or directly concerned with the social welfare and after care of that patient
- ◇ will only be disclosed in connection with the purposes of health care and social welfare to those who would be unable to provide effective treatment and care without the information
- ◇ will not be disclosed to other persons without the consent of the patient except in certain specific circumstances

NOTES FOR PATIENTS

Patients often talk to each other about confidential matters or occasionally may overhear a conversation between another patient and a member of staff. In these circumstances, all patients are requested to observe the privacy of others and not repeat anything to any other person.

In the course of your stay it may be necessary to have confidential talks with medical, nursing or other staff. If you wish to have these talks in private, please inform a member of staff and appropriate arrangements will be made.

USEFUL ADDRESSES - cont'd

Hospitals

Caithness General Hospital, Wick, KW1 5NS	Tel: (01955) 605050
Town & County Hospital, Wick, KW1 5NQ	Tel: (01955) 880389
Dunbar Hospital, Thurso, KW14 7XE	Tel: (01847) 893263
Lawson Memorial Hospital, Golspie, KW10 6SS	Tel: (01408) 633157
Lawson Memorial Hospital - Cambusavie Unit Golspie, KW10 6SS	Tel: (01408) 633182
Migdale Hospital, Bonar Bridge, IV24 3AP	Tel: (01863) 766211

SOME USEFUL VOLUNTARY ORGANISATIONS

Action Research - Mrs N Manson, Secretary, 7 Duncan Street,
THURSO KW14 7HZ Tel: 01847 892379

Alzheimer Scotland - Action on Dementia

Cathy Mackay, Services Manager, The Couthie Corner, Bayview House, Orlig Street, THURSO KW14 7JZ Tel: 01847 892152
And Helen McClymont, Services Manager, Longberry, Pultney House, North Murchison Street, WICK KW1 5HL Tel: 01955 609193

Arthritis Care - Mrs Webster, Secretary, 2 Corner Crescent, WICK
Tel: 01955 604017

ARC (Arthritis Research Campaign)

Margaret E Miller, Secretary, "Moulin", 38 West Banks Avenue, WICK
Tel: 01955 602627

CAITHNESS PATIENTS COUNCIL

The Patients Council was established in Caithness in April 2000. The Council comprises of 15 volunteer members of the public and 4 representatives from the Trust.

The aim of the Council is :-

- To be involved in the design and organisation of patient services
- To provide feedback from the community about services
- To assist with correspondence audits
- To act as a sounding board for new ideas
- To generate ideas for further action.

If you wish to contact us with your views and suggestions write to us at:-

CGH Patients Council
Caithness General Hospital
Bankhead Road
WICK KW1 5NS

USEFUL ADDRESSES

Assistant General Manager, North Highland Community Health Partnership, Caithness General Hospital, WICK KW1 5NS Tel: 01955 880228

Chief Operating Officer, NHS Highland, John Dewar Building Inverness Retail & Business Park, INVERNESS IV2 7GE Tel: (01463) 717123

The Health Service Commissioner, 28 Thistle Street, EDINBURGH EH2 1EN Tel: (0131) 225 7465

GETTING TO HOSPITAL

Patients normally arrange their own transport to hospital but if you do not feel fit enough to come to hospital by private or public transport please contact your General Practitioner who might be able to arrange ambulance transport. Taxis and private cars can set you down at the main entrance to the hospital and parking is available for visitors. Due to shortage of space we request that cars are not parked in the car park for the duration of your stay in hospital. The Trust cannot accept responsibility for vehicles or belongings left in the Hospital Grounds.

ON ADMISSION TO CAITHNESS GENERAL HOSPITAL

You should report to the Receptionist, in the entrance foyer who will direct you to the ward

AMENITY BEDS

Single rooms are available at Caithness General Hospital for patients whose medical condition require it. However, when the rooms are not required for these patients they can be allocated to other patients who are willing to pay for the additional service. The charge varies from time to time, details of this and booking arrangements are available from the Hospital Medical Records Department. There is no additional charge for your treatment.

You must remember, however that the needs of ill patients come first and even if you are allocated a single room you may be moved to a multi-bedded ward if the room is required for another patient on medical grounds. Your charge would, of course, be adjusted in these circumstances.

WHAT TO BRING WITH YOU

On admission to your Ward you will be given a bedside locker of your own in which to keep personal belongings. It should be noted that the bedside locker is not lockable. Please do not bring large sums of money and any valuables with you.

Please bring with you:

- ◆ Any medicines you are taking (including oral contraception)
- ◆ Nightwear including dressing gown, slippers, toiletries and underwear
- ◆ Regularly used equipment (eg walking frame, stick etc) - contact the Nurse-in-Charge if you are in doubt
- ◆ A small amount of money might be required for shops, newsagent facilities and hospital trolley service telephone (see "Shops and Facilities" for more details)

WHAT NOT TO BRING WITH YOU

Valuables or large amounts of money unless it is absolutely necessary. If you cannot avoid bringing valuables they should be handed to the Nurse-in-Charge who will ensure that they are placed in safe custody and give you a receipt. The hospital cannot be held responsible for loss of, or damage to, your property unless an official receipt is obtained. You must produce the official receipt when you reclaim your property. Do not bring your mobile phone. The use of mobile phones is prohibited as they can interfere with equipment.

MEDICINES

It is important that you let the hospital staff know about the tablets and medicines you are taking, please take them and your repeat prescription card with you to hospital. It would also be useful if you could obtain from your GP a list of the drugs you are taking and any recent infections or inoculations you have had, with dates, as these may have some bearing on your treatment. You must also let the Nurse-in-Charge know if there is anything to which you are known to be allergic, eg Penicillin, certain foods, adhesive dressings, etc **ROSEBANK WING** and **QUEEN ELIZABETH ASSESSMENT & REHABILITATION UNIT** have a policy of using your own medication, a form of consent is signed by yourself and on discharge the Pharmacist issues your prescribed medication (own/new prescription, as appropriate).

NATIONAL HEALTH SERVICE HELPLINE

Freephone 0800 22 44 88

This provides basic information in the following areas:-

Health Education Information
Information on Specific Illnesses/Conditions
Patients' Rights
Waiting Times
Primary Care Services (GP's, dentists, pharmacists, opticians)
Community Services
Hospital Services
GP Fundholding
Trusts
Care in the Community
Medicines

Confidentiality - callers are under no obligation to provide information, except when a written reply is asked for.

SCOTTISH HEALTH COUNCIL

Telephone: 01463 723930

The members of Scottish Health Council are drawn from a wide section of the Community so that they can represent the interests of the public in the National Health Service.

If you have any general comments or suggestions to make about the Health Services in Caithness and Sutherland contact Scottish Health Council.

Scottish Health Council
Highland Local Office
Larch House
Stoneyfield Business Park
INVERNESS
IV2 7PA

COMPLAINTS

Informal

If you are unhappy about the treatment or services you have received and wish to make a complaint please raise the matter with the person in charge of the ward or department. They will try and resolve your concerns there and then.

Formal

1. If you are not satisfied with the answer you get, contact the Assistant General Manager at CGH who will listen to your complaint and suggest a way of resolving it.
2. If you remain unsatisfied with the response you have received you should write to the Chief Operating Officer (see "Useful Addresses" at rear). We acknowledge formal complaints within three working days of receiving them. Your complaint will be fully investigated and you will receive a written reply within 20 working days, or if the investigation is taking longer than usual, you will receive a letter explaining the delay and indicating when a final response should be expected.
3. If you remain unsatisfied with our reply you may ask for a meeting with our Chief Operating Officer.
4. If you are dissatisfied with our response you may request (within 28 days of receiving the response) that an independent review be carried out. Details of this stage will be provided to all complainants.
5. If you need help with making your complaint, your Scottish Health Council may be able to help (see Section on "Scottish Health Council").

THE HOSPITAL TEAM

MEDICAL STAFF

The Senior Hospital Doctors are known as Consultants. The Consultant will usually be assisted by other medical staff known as Senior House Officers.

The Ward Sister or Charge Nurse is responsible for the management of the ward, and is assisted by other registered nurses, enrolled nurses, non-registered nursing auxiliaries and student nurses in training. They wear name badges giving their name and role.

You will also meet a wide range of staff from other Departments, all essential to your care. Each will wear a badge telling their name and role.

Some of the staff (uniformed) you are most likely to come in contact with are:-

Pharmacists	White Laboratory Coat
Physiotherapist	Navy Trousers and White Tunic
Physiotherapy Assistants	Navy Blue Trousers and Pale Blue Tunic
Occupational Therapists	Bottle Green Trousers and White Tunic with green trim
O/T Assistants	Bottle Green Trousers and Pale Green Tunic
Radiographers	White Tunic with Black Trim and Black Trousers
Medical Records Staff	Pale Blue Blouses with Navy/Black Skirts/Trousers
Domestic Staff	Dark Blue Trousers and Pale Blue Tunic
Portering Staff	Navy Polo Shirt and Trousers

SMOKING

Stopping smoking in good time allows the various poisons you absorb from tobacco smoke to clear from your blood as well as from your lungs and heart.

CONSENT TO TREATMENT

Your medical care is supervised by a Consultant who has other doctors to help him/her. It is important that you should understand the nature of any treatment or operation. This will be explained to you by a doctor and if you are to have an operation you will be asked to sign a consent form. In the case of young people under the age of 16 years, the consent of their parents or guardian will be requested.

VISITORS INFORMATION

VISITING TIMES

Caithness General Hospital

Rosebank Wing	
Bignold Wing	3.00pm to 5.00pm 6.30pm to 8.00pm
Queen Elizabeth Assessment & Rehabilitation Unit	
Henderson Wing	3.00 to 5.00pm 6.30pm to 7.15pm (Fathers Only) 7.15pm to 8.00pm

TRANSPORT

Transport is the responsibility of the patient or relative. If you foresee any difficulties, please inform your nurse as soon as possible (preferably when you arrive). Ambulances are essentially an emergency service but can be arranged on the recommendation of a doctor.

FORWARDING ADDRESS

If not going to your home address on discharge, please leave a forwarding address for mail.

QUALITY

Questionnaires

To assist in monitoring the quality of services provided to you whilst in hospital, it would be helpful if you could complete the In-Patient questionnaire, preferably prior to discharge. A relative may complete the questionnaire for you if you are unable to do so. On completion, your questionnaire can be left with the Nurse in Charge or be posted directly to:

Clinical Audit Assistant
Raigmore Hospital
Inverness
IV2 3UJ

Please feel free to comment on any aspect of the services which you have valued or you would like us to improve upon. It is our aim to provide the highest standards of care to each and every patient.

TREATMENT ON DISCHARGE

If you require treatment or assistance when you return home, relevant community/voluntary based services will be informed by nursing staff.

You will be given, if required:-

- ◆ A letter for your GP
- ◆ A letter for your District Nurse
- ◆ An appropriate supply of medication
- ◆ Information regarding out-patient clinic for follow up consultation.
- ◆ Medical Certificate - which should be completed and sent to your employer. Failure to do so may result in the loss of sickness benefit.

If necessary, the Physiotherapist and/or Occupational Therapist can arrange a temporary loan of equipment eg walking stick, crutches, dressing aids, etc which should be returned to the appropriate department as soon as possible.

MEDICAL CERTIFICATES

To obtain sickness benefit you must send medical certificates to your employer. Hospital medical certificates will be supplied by the Nurse-in-Charge. You may require other certificates at intervals during your stay and on discharge you will require one showing the date of leaving hospital. If required following discharge further medical certificates will be issued by your General Practitioner.

BELONGINGS

Ensure you have all your belongings (including money and valuables) as the hospital cannot be responsible for articles left behind. Remind the person who is taking you home to bring in suitable clothes for you to travel in.

VISITING OUTSIDE NORMAL HOURS

Visits to the Hospital outside normal visiting hours may be arranged at the discretion of the Nurse-in-Charge prior to the visit. At certain times visitors may be asked to leave the bedside, eg during a Doctor's round or at treatment times, etc. Extended visiting hours may be arranged if a patient is very ill.

GENERAL INFORMATION ABOUT VISITING PATIENTS IN HOSPITAL

Only **TWO** visitors are allowed at your bedside at any one time. Children may visit at the discretion of the Nurse-in-Charge and under the supervision of an adult. Your visitors will be expected to limit their visits to thirty minutes, as long visits and too many visitors are apt to tire patients, not just yourself but others around you. Please advise your friends not to visit if they are suffering from coughs, colds, influenza, diarrhoea or any infectious illness.

FACILITIES FOR PARENTS OF CHILDREN IN HOSPITAL

A limited amount of overnight accommodation can be provided for parents of children in hospital with use of bed/recliner chair. Parents can also buy meals in the dining room.

OVERNIGHT ACCOMMODATION

Relatives wishing to stay with very ill patients overnight should speak to the Nurse-in-Charge of the ward.

ENQUIRIES ABOUT YOUR PROGRESS

It is more convenient for staff if **one** member of your family or friends passes news of your progress to others. Apart from the difficulty which staff would have in dealing with numerous enquiries about each patient, there is a risk of confusion and misunderstanding. Should you be undergoing an operation, the Nurse-in-Charge will be pleased to suggest to your family and friends the earliest times for enquiries to be made.

Staff are instructed to give general information only when telephone enquiries are received and cannot give details of operations, diagnosis, etc. The Nurse-in-Charge can best deal with personal enquiries during visiting hours. If relatives wish to speak to the doctor they should ask the Nurse-in-Charge to arrange an appointment for them.

Direct Dial Numbers

Bignold Wing (Surgical)	01955 880311
Henderson Wing (Maternity)	01955 880331
Queen Elizabeth Assessment & Rehabilitation Unit	01955 880343
Rosebank Wing (Medical)	01955 880308

TOILET FACILITIES FOR VISITORS

Please ask staff for directions. NB - Ward toilets are **not** for visitors use.

MEDICAL RECORDS

For the purpose of your present and future medical treatment details of your medical care will be recorded, some may be processed on computer. At all times great care is taken to ensure that high standards of confidentiality are maintained in respect of all information held.

ACCESS TO MEDICAL RECORDS

The law gives you the right to see your personal healthcare records. You can ask your doctor or other professional healthcare practitioner to show you your records and explain them to you. Please contact your doctor or other professional healthcare practitioner direct to arrange this.

If you prefer, you can apply for your own copy of your healthcare records. If you would like to apply for access to this information please write to:

Medical Records Manager
Caithness General Hospital
Bankhead Road
WICK
KW1 5NS

DISCHARGE ARRANGEMENTS

The Nurse-in-Charge of your care will advise you of your discharge and any arrangements for aftercare. You **must** see a nurse before being discharged where he/she will go through a Discharge Summary with you. You should contact your own General Practitioner within seven days for further supplies of medicines or dressings.

LEAGUE OF FRIENDS

There is a League of Friends at Caithness General Hospital who raise funds for additional items which will benefit patients but are not readily available from normal hospital funds. They also visit patients in hospital, upon request, together with any other relevant tasks that you may wish undertaken eg shopping, telephone calls, paying bills etc. The League of Friends can be contacted by writing to the Secretary, League of Friends, Caithness General Hospital, Wick KW1 5NS.

FIRE PRECAUTIONS

For your own safety and that of others you are asked to take every possible precaution to avoid any risk of fire in the Hospital. If you suspect a fire you should immediately inform the nearest member of staff.

All hospital staff are trained in fire procedures and should the fire alarm sound you should remain in or by your bed until Nursing Staff instruct you what to do.

Please inform the Nurse-in-Charge when you leave and return on the ward.

The fire alarm system is tested weekly (Wednesday am) and you will be informed before tests begin.

PENSIONS AND SOCIAL SECURITY BENEFITS

If you are receiving a pension or allowance from the Benefits Agency, you should inform your local office of your admission to hospital. The instructions pages in your order book explain how to do this. You should also let your local office know when you are discharged even if only for a short period.

MEALS

The following times apply to the Hospitals in Caithness:

Breakfast	-	8.00am
Morning Tea	-	10.00am
Lunch	-	12 noon
Afternoon Tea	-	3.00pm
Supper	-	5.00pm
Evening Drink	-	8.30pm

You will be able to select your meals from a varied menu in advance. A member of the catering staff will always attend to any suggestion/complaint you may have.

There is a vending service for hot and cold drinks beside the lifts on the first floor. The hospital dining room is open between **9am to 6.45pm for drinks (hot & cold), 12.15pm to 2.00pm for Lunch and 5.45pm to 6.45pm for evening meals.** Relatives and visitors are welcome to use these facilities.

BUS SERVICE

Hospital Bus Service from Thurso to Wick -
this service is free, a donation may be given to the driver

Wednesday Evening

Leave: Departs 6.10pm from Woolworths, via Mace Shop, High Ormlie, via Halkirk

Return: Departs 8.05pm from Caithness General Hospital

Sunday Afternoon

Leave: Departs 2.10pm from Mace Shop, High Ormlie, via Woolworths, via Castletown

Return: Departs 4.00pm from Caithness General Hospital

HOSPITAL SHOP

The WRVS run a shop which is situated in the entrance foyer selling tea, coffee, soft drinks, confectionery, toiletries, etc. A Trolley-Shop service, also run by the WRVS visits the wards on Monday to Friday afternoons.

NEWSPAPERS

A Newsagent visits the wards every morning selling magazines and newspapers.

HOSPITAL CHAPLAINS/CHURCH SERVICES

The Hospital Chaplains visit the wards regularly and would be pleased to visit you at any time during your stay in hospital. Please let the ward staff know if you, or your family, would like to see one of the Chaplains. The Chaplains provide a 24 hour caring service.

Your own Minister/Priest can also be contacted if you wish him to visit.

At Caithness General Hospital a short service is held each Sunday in the Chapel at 2.15 pm. Patients, staff and their relatives are welcome to attend these services. The service can also be heard on channel four of the hospital radio network.

MAIL

Patients' mail is delivered twice a day. Outgoing mail can be handed to a member of staff.

TELEPHONE

Trolley telephones (coin operated - 10p, 20p, 50p & £1) are available in all hospitals. At Caithness General Hospital there are also pay-phones situated in the Entrance Foyer and at the Entrance to the Henderson (Maternity) Wing.

TELEVISION

Television sets are available in wards or dayrooms in Caithness General Hospital. Portable television sets are usually available for patients in single wards.

If patients bring their own television into hospital they must be checked by the Estates Department. Patients require a licence for their own set.

RADIO REMEDY

Radio Remedy is a Hospital Radio Service which is available at Caithness General Hospital. Programme schedules are available from ward staff. They broadcast from 7pm—10pm Monday to Friday on Channel 4 and be heard using the earphones provided. Requests are taken on a Tuesday evening by a member of Radio Remedy staff.



Infection Control Information for Patients and Visitors

This section gives you information about infection in NHS Highland healthcare settings and advice on how we can all help to reduce the risk of infections.

Health Protection Scotland produces fact sheets on infections, which you can access before admission at www.hps.scot.nhs.uk

- In hospital staff will provide information leaflets and advice about infections you may want to know about such as MRSA, C. Diff and Norovirus, including how they are spread, precautions and symptoms and what to do if you are told you have an infection. Staff will advise about how you can reduce infections spreading, such as how to care for personal laundry and hand hygiene.
- Hand hygiene is the most simple and effective way to prevent infection. People who are unwell may be more likely to catch infections. Hand washing and alcohol gel can be used to clean hands. You will find alcohol gel for you to use near each wash basin and at the entrance to all wards and departments. If you cannot find gel, or if a gel dispenser is empty, please tell a member of our staff.
- Visitors are important too. If your visitors have a cold or have been in contact with any infectious disease such as measles, chickenpox or flu, please ensure they postpone their visit.
- Always ask the ward staff before visiting any patient in a single room.
- Please don't sit on beds or touch medical equipment.
- If you visit two or more patients, please wash your hands or use the alcohol gel available, immediately after each patient.

If you would like to make a comment or can suggest ways in which infection control could be improved in the hospital special forms are available in every ward and department and we will do our best to act on your ideas.