

## FIRST TRUST HOSPITAL

### INFORMATION FOR VISITORS

Welcome to First Trust Hospital.

**CAR PARKING** – The car parking facilities are free with no time restrictions providing that you are visiting a patient.

**FOOD** – There are facilities for food and drink for visitors between the times of 10am and 4pm. The menu is available at the reception. Please order your food at the reception desk. We are unable to accept credit card payments so please ensure you have cash to pay for your food. At particularly busy times there may be a wait whilst the patient's needs are attended to first. If you require food and drink outside of these times, there are a number of facilities nearby including a supermarket and a number of pubs on the A6. Please refrain from bringing food into the hospital.

**ACCOMODATION** - We are unable to provide accommodation for relatives overnight. Please ensure that you leave the building no later than 9pm at night.

**INTERNET** - There is an internet connection service available for visitors. Please make enquiries at the reception desk to access the password.

**PATIENT CONFIDENTIALITY** - On admission to hospital the nursing staff will need to take details from the patient before they go to surgery. These details are confidential and are only shared with hospital staff and the referring cosmetic company. For this reason, we ask all visitors to wait in reception whilst we take details from the patient. If the patient specifically asks for a visitor to be present to accompany them or to provide a chaperone during an examination, this is completely acceptable

**VISITING** – **Visiting times are 8am to 9pm.** Visitors are restricted to one visitor in the patient's room at any one time. This give the nurse's and doctor's space to move around the room to care for the patient. When a patient comes back from surgery, the nurses have many tasks to do to provide safe care. Having more than one visitor in the room restricts the space making it difficult for staff to look after the patient safely. Any additional visitors are welcome to wait in the day room or the reception area and alternate the visiting with other family members/friends. Unfortunately, we are unable to accommodate children visiting unless prior arrangements have been made in advance

**INFECTION PREVENTION** - Everyone has a vital part to play in helping to prevent and control infection. Please remember to: -

- **Leave infections at home** - If you have suffered diarrhoea or vomiting, or have a cough, cold or the flu, please stay away from the hospital until you have recovered and have been free of symptoms for 48 hours.
- **Wash and clean your hands carefully** - Wash your hands before entering the hospital. Please do not touch a patient's drip or wound
- **Use the hand gels** - Please use the alcohol gel provided at the entrance to the ward and the hand gel in the patient's room after contact with a patient.
- **Please don't clutter up the room** - You can help by not bringing in lots of belongings that can clutter the area around beds, and prevent adequate cleaning taking place. Please take away things that are not required.
- **Please don't sit on the beds** - Please use the chairs provided.

**STAFF** – The hospital employs a wide variety of staff ranging from doctors and nurses to theatre technicians, cleaners, caterers and office staff. All staff will wear a badge showing their name and their role.

**OUTSIDE THE HOSPITAL** – There is a number of things to do nearby whilst you wait for your friend, relative to leave the hospital. Guy's Court is a nearby pub serving food and drink throughout the day. There is Preston town centre and Deepdale Retail park nearby if you want some retail therapy. Barton Grange is a beautiful garden centre nearby with an excellent café and gift centre. Asda supermarket, McDonalds and Subway are all just a few minutes driving away. Please ask the reception staff for details on postcodes and directions if required

**TELL US ABOUT ANY PROBLEMS** - Report any problems, such as litter or spillages to ward staff. All of our staff are responsible for making sure the rooms are clean and hygienic. If you want to talk to the manager or matron regarding any problems that you encounter during your visit to the hospital please feel free to ask a member of staff or telephone us on 01772 860884.

**SUGGESTIONS** – If you have any suggestions on how we can improve the environment or the care we provide to our patients and the visitors, please use the comment cards and post them in the suggestion box at the reception.

**Please do not hesitate to ask any questions you may have at reception or on the ward.**