NHS
Oxfordshire
Clinical Commissioning Group

Information for patients coming into hospital – January 2021

Oxford University Hospitals NHS Foundation Trust: 0300 304 7777 / www.ouh.nhs.uk

We have measures in our hospitals to keep you safe. **If we have asked you to come in** to hospital for a face-to-face appointment, test, scan, procedure or surgery, **it is vitally important that you attend hospital to receive your treatment**.

Information can change at short notice, so in place of our usual information booklet we are enclosing this information sheet that can be quickly updated. Details are correct at time of posting:

- **For important updates visit www.ouh.nhs.uk/covid-19**
- **We also post updates on Twitter @OUHospitals and**
- **Facebook: www.facebook.com/OUHospitals**

Transport to hospital

There is travel information for each hospital site via www.ouh.nhs.uk/hospitals – if you need to use public transport, please check with the transport companies before setting out.

Disabled access

Our hospitals are accessible and accessible toilets are available in public areas and onwards. Ask at reception if you need a wheelchair or assistance.

Hearing/language difficulties

If you have difficulty hearing, or need an interpreter, please tell our staff as soon as possible. If you need this information in another format, first contact the department treating you.

Outpatients

Do not attend your appointment if you have symptoms of COVID-19 – call us to re-arrange your appointment.

Please wear a **face covering** at all times in our hospital buildings – this must cover your nose and mouth. **Keep a safe distance from other people**: where safe distancing is not possible during your treatment, staff will take measures to keep you safe. Wash your hands regularly and use hand gel wherever provided.

If someone drives you to hospital or accompanies you on your journey they must remain **outside**, ideally in their vehicle if they have one. One parent/carer may accompany a child and patients with special needs who cannot attend without a carer may bring a career with them.

If you arrive early, please wait outside and do not come in more than five minutes before your appointment time.

Refreshments

Takeaway refreshments (hot meals, hot and cold snacks and drinks) and vending machines are available on all hospital sites.

Smoking and alcohol

Smoking and alcohol are not allowed anywhere on our hospital sites.

Staying in hospital

Visitors

Visiting is limited: for the latest guidance please visit **www.ouh.nhs.uk/covid-19**. Wards have tablet computers for patients to use for free to contact family and friends via video call, social media or email – ask ward staff if you would like to use one. We have free Wi-Fi, 'OUH-Guest'.

Medicines
Please bring all medicines that you take, in their original containers, cards giving details of your current treatment (e.g., steroid card) and any non-prescription medicines, ointments or supplements you use, in the green medicines bag supplied with your admission letter.

Meals
We provide three meals a day and snacks are available 24 hours a day. Menus cater for all dietary needs, and include vegetarian, vegan, coeliac, halal and kosher options.

Radio
Hospital radio stations Radio Cherwell and Radio Horton are broadcasting for patients:

www.radiocherwell.com | www.radiohorton.co.uk

Leaving hospital
Please see www.ouh.nhs.uk/leavinghospital

Security
Please do not bring valuables into hospital – Oxford University Hospitals NHS Foundation Trust is not responsible for their safety.

Privacy, dignity and respect
We respect your privacy and dignity at all times, and we do not tolerate any abuse of our staff.

Feedback, issues or complaints – Patient Advice and Liaison Service (PALS)
Visit www.ouh.nhs.uk/patient-guide/feedback, email PALS@ouh.nhs.uk or call 01865 221 473

Pastoral care
Our Chaplains support patients and families of all faiths and none. They are available to speak on the telephone – please ask a member of staff to contact them.

Consent to treatment
We may need you to sign a consent form for your treatment. You can withdraw consent at any time, even after signing

Personal information
Please tell us if your GP or contact details change and give us details of the relative or friend we should contact in an emergency.

Information about you and how we use it
We have strict controls in place to protect your information: www.ouh.nhs.uk/privacy

Pensions/benefits
For advice about these while you are in hospital, contact the Department for Work and Pensions:
0845 606 0265

Oxford Hospitals Charity
Oxford Hospitals Charity supports our patients and staff across all our hospitals.
www.hospitalcharity.co.uk | charity@ouh.nhs.uk | 01865 743 444

Foundation Trust
Be part of our future and join us as a member of our Foundation Trust: www.ouh.nhs.uk/ft

Research
We may offer you the chance to take part in medical research: www.ouh.nhs.uk/research

Here for Health
Our 'Here for Health' team offers advice on healthy living and how to reduce your risk of ill health: www.ouh.nhs.uk/hereforhealth