

# Staying overnight in the hospital

## Easy Read Patient Information



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## Staying overnight in the hospital

People who stay overnight in a hospital are called In-Patients

### When you come to our hospitals:



The room in the hospital where you will be staying is called a ward

### Getting ready for your stay in hospital

Please bring with you



- Nightdress or Pyjamas
- Dressing gown



- Slippers



- Toiletries



- Towels



- A little bit of money to buy a newspaper or snacks

**If you need them, please also bring with you:**



- Glasses



- Hearing aid



- False Teeth



- Any medicines you are taking

Please do not bring with you:



Anything that is worth a lot of money



Alcohol



Televisions or radios (as we have these)



Cigarettes or Electronic Cigarettes

Please discuss your needs with staff.

## When you arrive at hospital



Go to the main reception and show them your appointment letter.

They will tell you where to go.



A nurse will say hello when you get to the ward and explain everything to you.

Let them know if you have any communication or information needs.



We will need to write down information about you so that we can give you the care that you need.



We will share this information with other people who are looking after your health.

These people are not allowed to share your personal information unless the rules say they can.

You are allowed to see what we write down about you.

You can tell us if you do not want us to use this information.

You can tell us if we have got the information wrong.



## Agreeing to treatment



We might ask you to sign a **consent form**.

This means you are saying OK for us to treat you.



Please ask any questions you want to before you decide whether to sign the form.

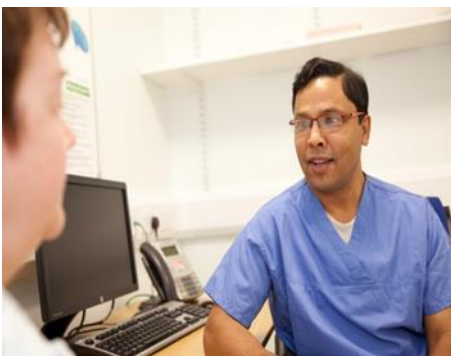
Please ask the doctor or nurse to explain anything that you do not understand and discuss anything that is worrying you.

## Visiting Times



Visiting Times can vary from ward to ward, so please check times with your ward nurse.

## Leaving hospital



Leaving hospital is called **discharge**.

The doctor will decide and tell you when you can go home.

We will help you to plan for this and make sure you can manage when you get home.



On the day you are going home, you will be moved to the Discharge Lounge.

A nurse will make sure all the necessary arrangements are completed.

You will be given a discharge letter and medication (if required).



You can then telephone your relative or friend to collect you.

If you need transport to take you home, please let the nurse know on the day you come into hospital.

## Patient Relations – Complaints, Concerns and Compliments

### Let us know what you think



If you want to thank the staff.....



Or if you are unhappy.....



Or if you have a question.....



Or if you have an idea to make the hospital a better place.

Talk to the Patient Relations Department who will try to sort things out for you.

Telephone: 01942 822376  
E-mail: Patient.Relations@wwl.nhs.uk

### You can get more information from our website



[www.wwl.nhs.uk](http://www.wwl.nhs.uk)

This leaflet is also available in audio, large print, braille and other languages upon request. For more information please ask in department/ward.

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