



PATIENT INFORMATION GUIDE

Harrogate District Hospital
Lancaster Park Road, Harrogate HG2 7SX
Telephone: 01423 885959
www.hdft.nhs.uk

Private Patient Care
The Harlow Suite is a dedicated private patient facility within Harrogate District Hospital.

The Suite offers excellent accommodation for patients undergoing major surgery, day cases and minor treatment and offers:

- En suite rooms with bath or shower, all with radio, satellite TV and direct dial telephone
- 24 hour specialist medical staff or manage ongoing patient care
- Access to theatres equipped with the latest medical technology, diagnostic facilities including MRI and CT scanning, a full range of Allied Health Professional Services and specialist nursing support
- Experienced nursing team delivering high quality care
- Excellent catering facilities - providing a choice of freshly prepared meals.

The income earned by the Harlow Suite helps to support a wide range of the foundation trust's NHS services. For full details contact the Private Patient Coordinator or feel free to visit the Suite.

Fixed Price Surgery

The Harlow Suite can provide fixed price, all inclusive packages, whatever the operation, offering guaranteed quoted prices and no hidden extras (subject to medical condition).

For more details contact the Private Patient Coordinator on (01423) 555430.

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

Message from the Chief Executive

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 to help you find the clinic or ward you require as quickly and easily as possible. Please do not hesitate to ask for help, should you require it.

During your visit we will endeavour to:

- Treat you with skill, care and consideration
- Treat you as an individual with individual needs
- Provide a warm welcome, whether you are from our local area or further afield.

Richard Ord, Chief Executive
Harrogate and District NHS Foundation Trust

How to Get Here

Directions to Harrogate District Hospital are signposted on all major routes leading into Harrogate. From the train and bus stations in Harrogate town centre the hospital is approximately 10 minutes by road or around 25 minutes walking distance. There are frequent bus services operated by Harrogate and District Travel, contact (01423) 566061 or visit the website at www.harrogateanddistrict.co.uk for more information or email an enquiry to enquire@harrogateanddistrict.co.uk There are also taxi ranks outside the bus and train stations and a freephone telephone service is available at the hospital for booking return journeys.

Car Parking

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 visit, 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.

The first 30 minutes are free and all those dropping off or collecting visitors or patients are advised to make use of this free 30 minute facility to avoid congestion in the car park. There are 7 spaces allocated to disabled 'blue badge' holders who should present their car park ticket at the front reception desk to obtain free parking. Other concessions are available and patients and visitors should ask in the department or ward for more details.

What to Bring With You

Outpatients, inpatients and day surgery patients:

- Any letters relating to your appointment
- All medicines, tablet, inhalers and other medication you are currently using
- Your spectacles and hearing aids
- Any specimens as requested
- Your Income Support or Family Credit Book if you are eligible to claim travelling expenses
- Any questions you wish to ask hospital staff.

Inpatients only

- Night clothes - including dressing gown and slippers
- Toiletries
- Change for the Hospedia bedside entertainment system.

Day Surgery patients only

- Dressing gown and slippers

Do not bring valuables or jewellery when you visit the hospital.

Outpatient Appointments

The date and time of your appointment will be on the enclosed letter. Should this not be suitable, please telephone the number in the letter so we can rearrange another time. This will also mean all appointment times are fully utilised. If you do not attend your appointment without telling us, you may not be offered another appointment and your GP will be informed.

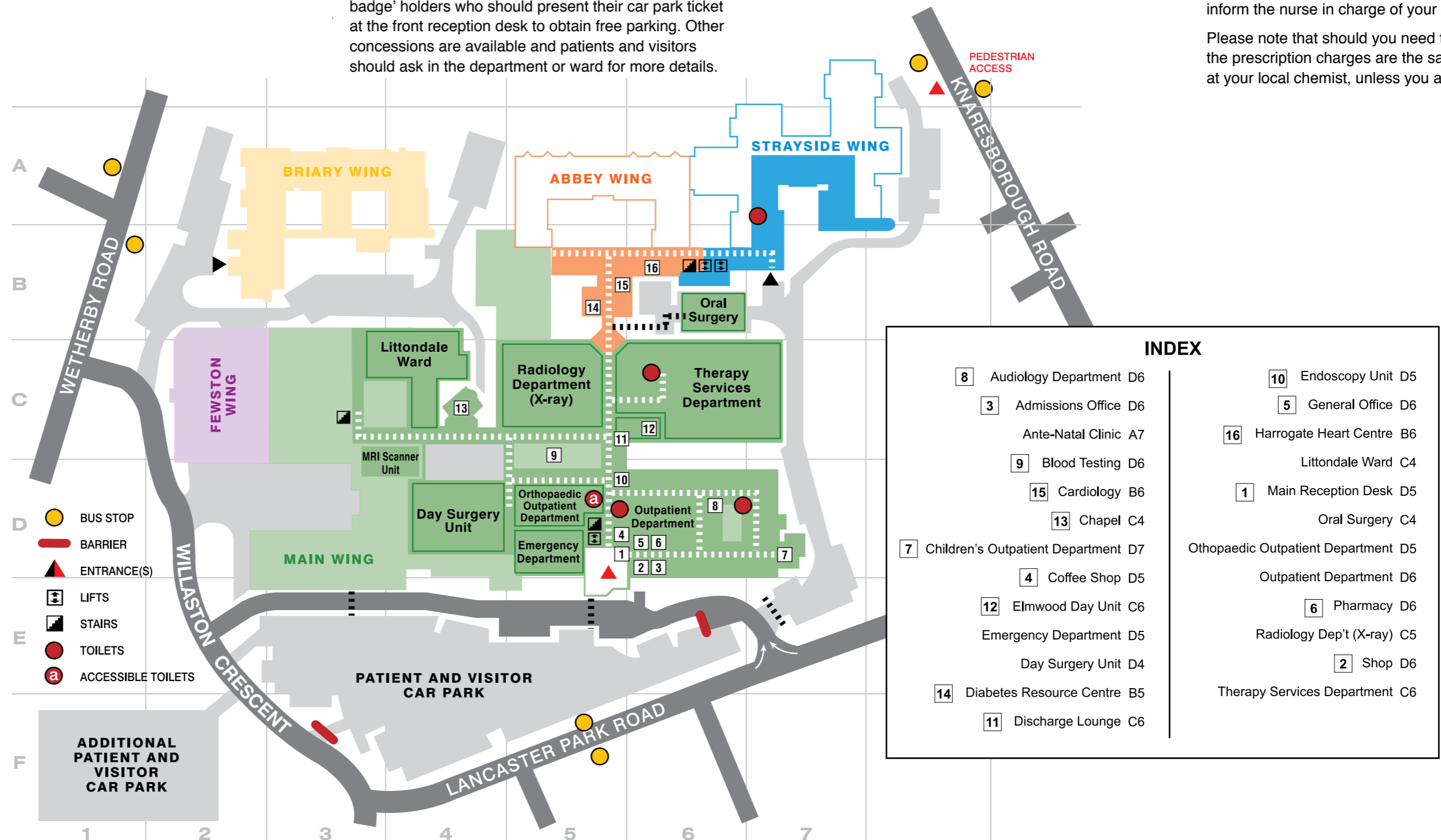
We make every effort to ensure you are seen as quickly as possible, but delays can occur for a number of reasons. Staff will endeavour to keep you informed of any delays, where possible.

On arrival, please report to the appointments desk 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 appointment desk at the end of your 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 and nurse working with them and you will be seen by a member of the team. This may not be the Consultant every time. As the hospital is allocated medical students there may also 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.



Inpatient Information

If you are to be an inpatient, 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 Office 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 patients in their care.

Visiting hours are strictly 2-4pm and 6-8pm and children under the age of 12 are discouraged from visiting.

Day Surgery Information

If you have an appointment to attend the Day Surgery Unit, please report there directly for your surgery. Should you have any queries, please contact the Unit directly using the number on your appointment 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 ensure that a new date is given for your operation as soon as possible.

If you are suffering from diarrhoea and sickness before your admission date, we ask that you report these symptoms to the hospital before you attend.

It is not advisable to undergo an operation if you are unwell and you could spread the germs to other patients and staff who would then become unwell also. Your appointment will be re-scheduled after your recovery.

Non-attendance at Appointments

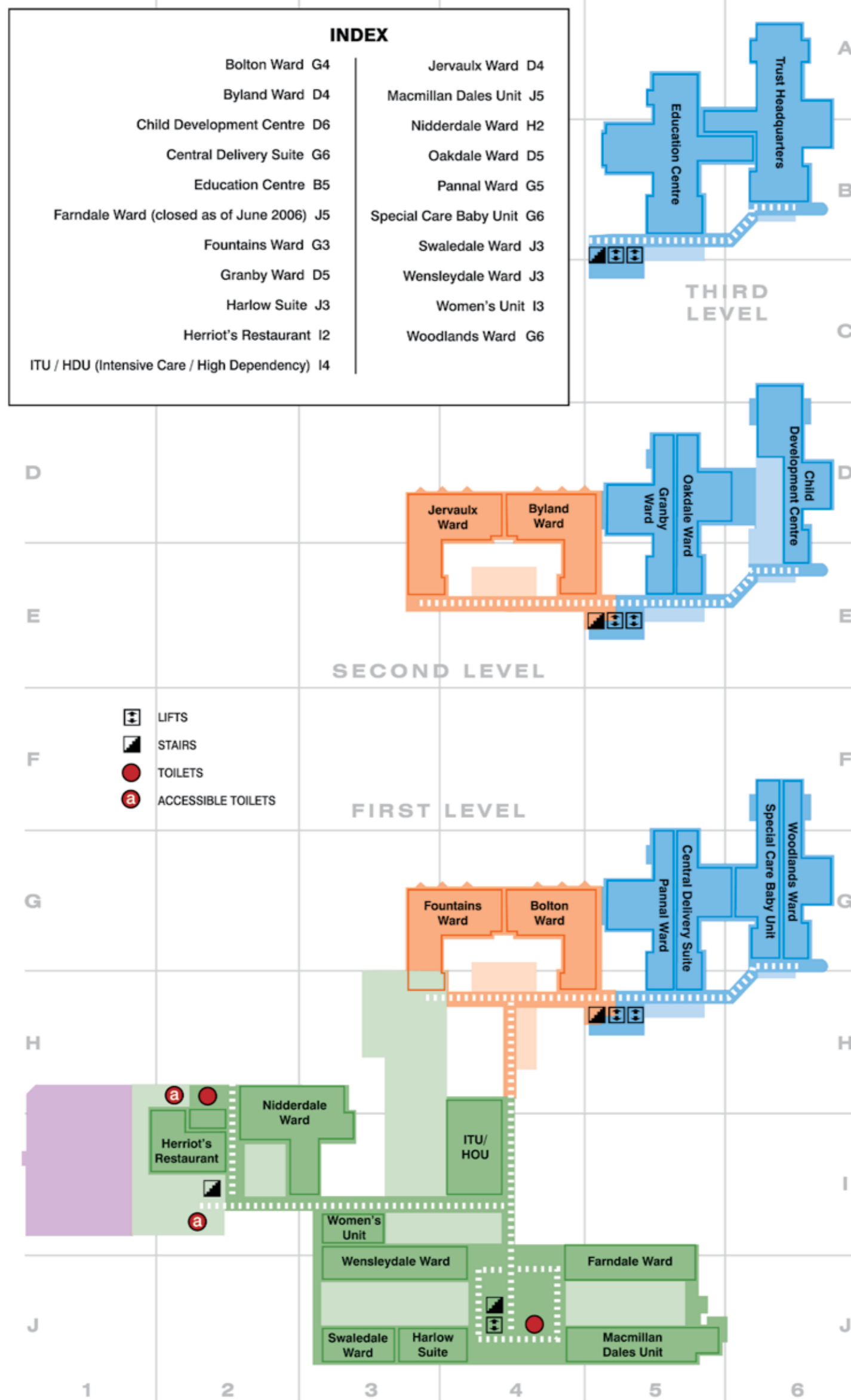
Always remember to inform the hospital if you are unable to attend your appointment for any reason, using the details on the enclosed letter. Early cancellation enables another patient to be offered this valuable appointment time.

Volunteer Services

A volunteer scheme is run for the benefit of staff and patients providing a variety of services around the hospital. The foundation trust is very grateful to the many volunteers who provide their skills and fundraise for the benefit of the hospital. For further information regarding volunteering please contact the Voluntary Services Coordinator on (01423) 555736.

The WRVS offers a number of services in the hospital including the coffee shop located in the main entrance foyer.

Harrogate Hospital and Community Friends carry our much appreciated fundraising activities enabling the purchase of equipment to benefit the hospital. The Friends have notice boards throughout the hospital displaying further information.



Amenity Beds

Amenity beds are single patient rooms within the general wards for those who may require extra privacy during their stay. These are sometimes available at a small cost. Please contact the Private Patient Coordinator on (01423) 555430 for more details.

Chaplaincy

The hospital Chaplaincy service cares for the spiritual needs of patients, visitors and staff of all faiths, and no particular faith. There is 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. Regular services are held, details of which can be found on the Chaplaincy notice board or ask on the ward. Should you wish to see a Chaplain at any time please ask or telephone (01423) 553045. Provision is also made for other faiths, please contact the Chaplaincy service.

Other Facilities

Herriot's Restaurant is open to staff and visitors for breakfast, lunch, afternoon tea and dinner and is located on the first floor. Please ask a member of staff for opening times. United News have a shop in the main entrance foyer that sells newspapers, magazines, snacks and confectionery and a number of other items. Vending machines with soft drinks, snacks, sandwiches etc are located throughout the hospital.

Hospedia Bedside Entertainment System

The Hospedia system is operational in wards throughout the hospital. The system allows bedside access to 20 television channels, free radio 24 hours a day, a personal telephone and answer machine, access to email and the internet, and six games to play. Please remember to bring change or a debit / credit card to use this facility. Calls to the Customer Care Centre are free from the bedside and it is open 24 hours a day / 365 days year. You can also pre-register by telephoning 0845 414 1234. You can also find Harrogate Hospital Radio free on Channel 2 which broadcasts music for all tastes 24 hours a day as well as numerous request programmes.

Smoke Free Policy

From 1st January 2008 the trust's smoke free policy will be extended and smoking will not be allowed in the hospital buildings or indeed on any other area of the hospital site, including entrances and pathways. Patients will continue to be able to smoke in the smoking shelter in the grounds of the hospital. The trust hopes that many patients will take the opportunity afforded by a spell in hospital to consider giving up smoking and help from hospital staff will be provided if individual patients wish to do so. Patients who wish to smoke are advised to speak with a member of staff on their ward or department with regard to the location of the smoking shelter.

Patient Confidentiality

All information held by the trust regarding your care is kept in complete confidence, 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 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 Medical Records Department on 01423 553578, available Monday to Friday 8am to 4pm.

Special Needs

The foundation trust will try to meet the special needs of our patients, such as sight loss, hearing difficulties or to provide a translator. 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 area to assist you. If this information is required in other languages, other formats (e.g. Braille or audiotape) or in larger text size, please contact the hospital on 01423 885959.

NHS Foundation Trust

Harrogate and District NHS Foundation Trust was authorised on 1st January 2005 and allows patients and the public to get more involved and have a greater say with regard to how hospital services are run. Members receive regular information about developments at the foundation trust, obtain invites to special events, contribute to forums, vote in elections for the Board of Governors and stand for election themselves. For more information about free membership telephone 01423 554489 or join online by visiting www.hdft.nhs.uk

Further Information

If you have any concerns, compliments or comments, please contact either main reception, the nurse in charge, or the Patient Experience Team. If you or your relatives are unhappy with any aspect of your care, or the service you receive, please speak to a member of the ward or department staff as soon as possible. Should you require more information about your health or particular condition, please ask about our patient information centre in the main reception.

The Patient Experience Service is available to support patients, relatives and cares to represent their views and resolve local difficulties on-the-spot with foundation trust staff. Please contact the Patient Experience Team on (01423) 555499 or ask a member of staff for help.

Should you wish to make a formal complaint or suggestion, please contact the Chief Executive, Trust Headquarters, Harrogate District Hospital, Lancaster Park Road, Harrogate, HG2 7SX. Alternatively you can contact the Head of Risk Management on (01423) 554436. Further information regarding the complaints process is available on request.