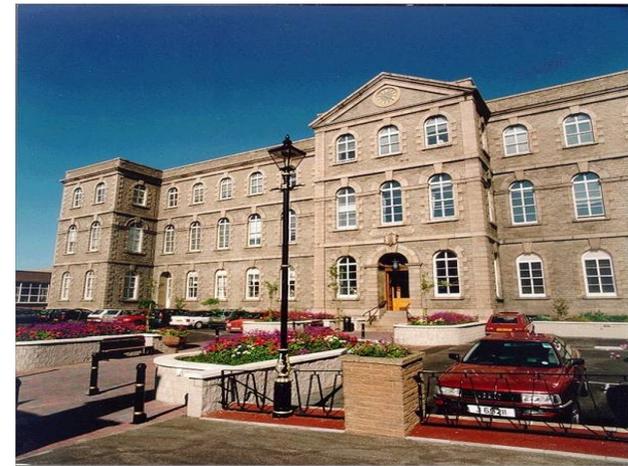


Jersey General Hospital
Gloucester Street
St Helier
Jersey
JE1 3QS

Tel: (01534) 442000

Website: www.gov.je/health

Jersey General Hospital Patient Information



Welcome to Jersey General Hospital

The Jersey General Hospital, Jersey's only hospital, provides care for approximately 90,000 Islanders and visitors to the island of Jersey.

Our aim is to deliver excellent clinical services and to make sure that your experience is of the highest quality.

The information in this booklet will give you an idea of what to expect during your stay. If it does not cover everything you need to know, our staff will be glad to answer any questions you may have.

The General Hospital switchboard telephone number if you have any questions is 442000.

Alternatively, you can find out more about the General Hospital and the services we offer by going to www.gov.je and typing in the search term 'General Hospital.'

Private Patient Services

There are two private wards at the General Hospital, Rozel and Sorel wards.

If you have private health insurance or wish to receive private medical care, please inform the nurse in charge of your care who will liaise with your consultant.

Hospital Counselling Service

The Hospital Counsellor is available for staff, patients and relatives.

If you would like to talk to the Counsellor please ask the nurse caring for you to contact them to make an appointment. You will be able to talk privately. The counsellor is also available for relatives if they have any anxieties they wish to share, again in privacy and in confidence.

The Counsellor sees patients in the wards, and also in her rooms when people are discharged if this is required by the patient.

The contact number for the counsellor is: 442116.

Confidentiality and Data Protection

Everyone working for the Health and Social Services Department has a legal duty to keep information about you confidential.

We ask you for information about yourself so that we can ensure you receive optimum care and treatment.

We keep this, together with details of your care, because it may be needed if we see you again. This information is kept in line with the requirements of the Data Protection (Jersey) Law 2005.

We may also use some of it for other reasons, for example to help us protect the health of the public generally and to see that HSSD runs efficiently, plans for the future, trains its staff, pays its bills and can account for its actions.

It may also be needed to help educate future clinical staff and to carry out medical and other health research for the benefit of everyone.

The leaflet 'How we use your health and social care record' explains how we use your information in more detail.

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Other Languages

Welcome if English is not your first language

If English is not your first language, you may require the services of an interpreter while in Hospital.

Please contact the telephone number on your letter so that the appropriate arrangements can be made before you come to hospital.

Bem-vindo ao Hospital Geral de Jersey



Se precisar de um/a intérprete, agradecemos que nos comunicasse, através do número de telefone que se encontra na carta com os dados da sua consulta, para que possamos tomar as devidas providências antes de chegar ao hospital

Witamy w Szpitalu Głównym na Jersey



Jeżeli potrzebujecie Państwo pomocy tłumacza, prosimy o kontakt pod numer telefonu podany w liście informującym o terminie wizyty u lekarza. Pozwoli to na wykonanie niezbędnych poczynąń, aby umożliwić to zanim dojdzie do wizyty.

Comments, Compliments and Complaints

HSSD welcome your views on its services. If you have been impressed with the care you have received, please let us know. It is important that we know when we are getting things right. Equally, we welcome comments on how we might improve our services. If you have a compliment or suggestion, you can let the relevant ward or department manager know directly.

Naturally, it is hoped that your stay in the hospital will be problem-free. However if you have any problems or questions please talk to the ward staff. If the ward manager is not able to help, or you feel they have not sorted out your problem, you can contact the Patient and Staff Liaison Officer on 444199.

Visitors to Jersey

If you are a visitor to Jersey from the UK, health care in Jersey is provided by the Health and Social Services Department. HSSD is not part of the NHS.

However, there is a reciprocal health agreement with the UK which means that UK residents who need medical treatment in the Island are entitled to it. The European Health Insurance Card (EHIC) is not valid in Jersey.

Leaving Hospital

Follow up care

You will be informed if you need any treatment or care by Family Nursing and Home Care. This will be organised and explained by the nurses. Leaflets are available on the wards and you can speak to the Family Nursing liaison sister. To access this service, you will need to be a member.

Respite care

This is a short term placement in a residential or nursing home. This may be available for patients with carers; it is set up to start after a patient has been home for at least 6 weeks. If needed, the arrangements for this service will be discussed with you before you leave hospital.

What if I am unable to return home?

If you are likely to have a problem coping at home, an assessment of needs will be carried out. Following this assessment, if it is agreed that you are unable to safely return home, alternative arrangements will be discussed with you. This may either be on a short term or long-term basis, and may be rehabilitation, residential or nursing home care. You will be offered support and information during this time.

About the Hospital

The General Hospital is open 24 hours a day. It is based in St Helier, opposite the Parade Park, and the main entrance is on the Parade, which is also where the Emergency Department entrance is.

The Outpatients entrance (known as the Gwyneth Huelin wing) in Newgate Street is open between 8 am and 7 pm.

Access to the hospital is restricted after 7pm, and after this time, the only entrance open is the Parade entrance. If the doors are locked, press the doorbell. You will be asked through the intercom system which area you require access to.

How to get to the Hospital

By Bus:

For details of bus time tables, which all terminate at Liberation Station near the Hospital, contact the local bus operator Liberty Bus on 01534 828555 or visit their website at www.libertybus.je

By Taxi:

A full list of all taxi companies is available in the Jersey phone directory. 5

How to get to the Hospital

Car Parking

The nearest public car park is Patriotic Street. The bottom floor is reserved for patients of the hospital, proof of your appointment may be needed for the bottom floor.

Pay cards must be displayed on all floors. There are some disabled parking spaces on level 2, as well as disabled spaces outside the entrance to Outpatients for short stay parking.

If you are parking at Outpatients, please take care as it is a very busy area.

Non-Emergency Patient Transport (PTS)

The non-emergency transport service is for people who are medically unfit to travel by any other means and have no alternative means of travelling to or from hospital.

It is provided by the States of Jersey Ambulance Service. Your GP or Hospital medical staff can assist in arranging this service if required. For further information please see the Non-Emergency Patient Transport leaflet.

Leaving Hospital

When you are ready to leave, hospital staff will arrange:

Medicines:

These may include new medications that you have started to take in hospital. The staff will explain all your medications to you. If you have any concerns, please tell the staff so that they can clarify anything for you and/or your carer.

Outpatients appointment:

We will make any appointments necessary, if possible before you go home, and give you an appointment card. Occasionally, appointments are made after you have left hospital. If this is the case, an appointment letter will be sent to you in the post. Full details of the clinic and anything that you need for the appointment will be provided.

Transport:

It is your responsibility to arrange transport for your discharge. However, if your medical condition or mobility makes it impractical to use normal modes of transport, please discuss this with your nurse.

Leaving Hospital

Early planning for your discharge is an important part of your stay in hospital. Please ensure that you have organised for someone to take you home when you have been discharged, as early as possible.

Once it has been confirmed that you can go home, please contact your relative or friend and inform them. You may be asked to wait in the day room on the day of your discharge, so that arrangements can be made for the next patient.

Before you leave hospital:

- Do you have clothes and footwear to go home?
- Will there be food at home?
- Will your house be warm?
- Have you got door keys?
- Have you collected any valuables you had locked away?
- Do you need to ask the doctor for a medical certificate?

Facilities at the Hospital

Toilets

Public toilets are available at various locations including the Parade entrance and outpatient entrance.

Disabled toilets are available in the Parade and outpatients entrances. There are baby changing facilities at the outpatients entrance.

Reception Desk

There is a reception/help desk at the Parade entrance and the outpatients entrance. Please approach the reception desks if you need assistance for any reason including a wheelchair.

Lifts

There are lifts situated close to the Parade entrance, two in the Outpatients department and in the Granite block (near x-ray)

Cash Point

There is a cash point machine outside the main Parade entrance which is available 24 hours a day.

Facilities at the Hospital

Telephones

The General Hospital telephone number is 01534 442000 or you can contact the ward directly on the number provided in the ward leaflet.

There is a public coin operated telephone in the Outpatients entrance and the Parade entrance.

Mobile phone use in some areas is not allowed due to specialised equipment or to prevent patients being disturbed. Please check with staff if you are unsure.

The use of camera and video options on mobile phones are not permitted, to ensure that the privacy and dignity of patients is maintained.

Smoking

Smoking is not permitted within the hospital building. The Help2Quit Service can offer advice and support to help you stop smoking. They can be contacted on 0800 735 1155, or if you are an inpatient you can ask the nurse caring for you to arrange a visit from a Stop Smoking Nurse Advisor.

Radio Lions

The Hospital has a hospital radio service, which can be accessed from your call bell system. Please ask staff for a set of headphones. ⁸

Visitors

Whilst you are in hospital, your visitors are very welcome. Your ward will have information on visiting times.

Children are welcome on most wards. However, we ask that you keep the number of visitors to two at any one time (including children). This is because a large number of visitors or noisy children may disturb other patients. Children should not be allowed to go to patients other than the one that they are visiting.

Visitors who are ill, or have recently been exposed to a contagious illness to which they believe they are not immune should not visit patients in hospital. It would also be helpful if any chairs that are moved are returned to their original place when visitors leave.

Fire Precautions

In the unlikely event of a fire, all hospital staff have been trained and will assist you accordingly. There are fire extinguishers on all floors. Please note that testing of the fire alarms takes place every Wednesday.

Flowers

Each ward has its own policy on flowers. Please see the individual ward leaflets. ¹⁷

Meals in Hospital

Mealtimes vary on different wards. Please see the ward leaflet for more information. You will have a choice of food at each mealtime. If you have special dietary requirement, please tell the nursing staff.

The catering services at the Hospital make strenuous efforts to ensure that they cater for all the needs of our patients. Food brought in for consumption may cause a risk and is therefore discouraged.

Spiritual and Religious Care

The Chaplaincy operate an on call service 24 hours a day, 7 days a week. Relatives or patients may ask ward staff to contact the Chaplain on call. The Chaplain offers an attentive, non judgemental accepting presence; A relationship that enables the process of finding meaning and value through whatever is being experienced; A point of contact with the appropriate faith community.

The Chapel

This is on the 2nd level. From the Parade entrance, take the lift to the second floor and follow the signs to the Chapel. The Chapel is open from 8am to 8pm. The Chapel is open to all individuals regardless of faith.

Facilities at the Hospital

League of Friends Shop

The League of Friends run a small shop selling newspapers, cards, magazines and confectionery. It is generally open between 9am and 4pm. A selection of items is also brought around the wards.

Refreshments

Bon Sante Restaurant: The Hospital restaurant is open between 8am and 11am for breakfast and 12pm and 2pm for lunch. The Restaurant sells a variety of hot and colds meals. It is located at the Parade entrance.

League of Friends Café: This café is run by volunteers and is generally open between 9am and 4 - 5pm. The café sell drinks and light snacks. It is located at the Parade Entrance.

Lil's Café: This snack shop sells hot and cold sandwiches. It is open between 7.30am and 4pm and is located at the Outpatients entrance.

Please note there are no refreshments available for visitors after 4pm or on weekends.

Your Outpatient Visit

Where are outpatient appointments held?

Most appointments are held in the Gwyneth Huelin wing of the General Hospital. However some are held in other areas of the hospital or at other locations.

Details of where your appointment will be held will be written in your appointment letter. If you are uncertain about any details please phone the contact number on the letter. If you are not sure where to go when you arrive please ask at the main reception desk.

How long will my appointment take and will I have to wait?

Every effort will be made to see you as near to your appointment time as possible. We can not always predict how long your appointment will take and delays can sometimes happen. Please allow plenty of time. For orthopaedic appointments please allow 2 hours especially if an x-ray or change of cast is required.

What if I can not attend my appointment?

If you cannot attend your appointment or you need to change the time or date, please phone the number on your appointment letter as soon as possible. This will allow us to rearrange your appointment and give your original appointment to someone else. This is important because every time a clinic appointment is wasted it costs HSSD approximately £70.

Staff on the ward

Other members of the Multi-Disciplinary Team

You will meet other members of staff, who help provide care, these will include, Occupational Therapists, Physiotherapists, Ward Pharmacists.

Protecting our staff

Assaults on staff will not be tolerated. We operate a zero tolerance policy to verbal or physical assaults on our staff. If an assault happens, HSSD will prosecute and may consider withholding treatment.

Infection Control and Hand washing

HSSD implement stringent policies aimed at minimising MRSA and other infections. Together patients and visitors can help staff to reduce the risk of infection or cross infection. MRSA and other hospital infections are usually passed on by human contact, often the hands. This is why hand hygiene is so important.

This can be achieved by washing your hands with liquid soap and water and then drying with a disposable towel (essential if hands are visibly dirty) **OR** if hands are visibly clean by using alcohol hand rub. Avoid contact with the eyes. Always decontaminate your hands before going to the bedside. Infection control information leaflet available from the ward manager.

Staff on the ward

On the ward you will see many different members of staff. If you are not sure who they are, please ask them. All staff should be wearing name badges.

Ward/Department Sister or Charge nurse

The ward sister (female) or charge nurse (male) manages the whole ward.

Nursing staff

You will have a nurse who is responsible for your nursing care on each shift. As this is a teaching hospital student nurses may also be present on the ward and are supervised at all times.

The Medical Team

You will have a consultant in charge of your care. You will meet a member of his/her medical team.

Health Care Assistants (HCAs)

HCAs are trained to support the nursing staff in your care.

House Keeping Staff

Housekeeping staff assist the ward manager to maintain a high standard of cleanliness. If you have any worries about this, you can speak to the nurse in charge.

Your Outpatient Visit

What should I bring?

Please read your appointment letter very carefully. It might ask you to bring certain items or ask you to visit another department for tests before your clinic appointment.

You should remember to bring:

- Your appointment letter and any other information we have sent to you
- All medications you are taking including prescriptive medications, medicines you have bought or alternative medicines such as herbal remedies
- A small amount of money in case you need to buy a drink or snack
- Information about any change in details, e.g. if you have a new address or a new GP
- Any samples requested by your doctor or nurse

Please call the number on your appointment letter if you think you have been exposed to an infection such as chicken pox, or develop diarrhoea and vomiting within the three days prior to your appointment

What if I need an interpreter?

If you require an interpreter and this was not booked at the time you arranged your appointment please call the contact number on your letter.

Preparing to come into Hospital

You will need to bring several things with you to hospital, if your going to stay overnight. The following list is a guide:

- Any medicines or tablets you are taking (in the original boxes or containers) including homeopathic medicines, vitamins and herbal remedies, so that staff know what you are taking.
- Pyjamas or a nightdress and underwear
- Dressing gown and well fitting slippers.
- Daywear - tracksuit or comfortable clothes.
- Toiletries to include toothbrush, toothpaste, soap and deodorant, flannel or sponge and wet wipes.
- Hairbrush or comb and small mirror.
- Shaving equipment
- Sanitary products
- Something to pass the time, a book, magazines or knitting.
- Glasses, hearing-aid and batteries
- Small change for newspapers and telephone calls.
- Tissues.
- Bottle of squash.
- Walking aid, or frame, or stick, or crutches

If you have private insurance please inform a member of staff.

Preparing to come into Hospital

If you have any questions about your stay in hospital, your condition or your treatment, you can make a note of these for a member of staff to answer.

This might help save you from unnecessary worry and make staff aware of your concerns.

Please don't bring:

- Large amounts of money or credit cards
- Valuables such as jewellery
- Alcohol or cigarettes
- A hairdryer

There is no wi-fi in the hospital.

Please do not bring valuable items into the hospital, as there are no storage facilities on the wards.

If you have to bring valuables into hospital, please let a nurse know, who will be able to send small items to the hospital safe. We cannot accept responsibility for loss or damage to items that you do not hand in for safekeeping.