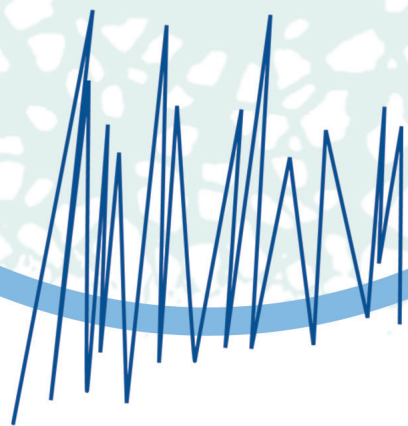




Royal Papworth Hospital
NHS Foundation Trust

Handbook for inpatients





Welcome

Whether you are already in our hospital or due to be admitted soon, I want to send you a very warm welcome from Royal Papworth Hospital.

We moved into our new hospital in May 2019 and I hope you will experience many of the benefits of this during your stay. As an inpatient you have your own en suite bedroom, a flatscreen TV comprising a wide range of TV and radio channels to make you feel at home, free WiFi, and an extensive, healthy menu of food and drink options. In addition, we also have facilities on site including WHSmith, a restaurant, and a coffee shop on our ground floor.

Having individual bedrooms helps us to protect our patients and provide the highest quality care, but on some wards we also have a day room where you can relax and enjoy the company of other patients should you wish to. We have state-of-the art, large theatres and cath labs in which to carry out our operations and procedures, with modern equipment and technology.

However it is our people, our staff, and our volunteers who make our hospital what it is

through their unwavering commitment to provide excellent, specialist care to patients with heart and lung disease, championing our values of compassion, excellence and collaboration. We want to do everything we can to make your stay in hospital as pleasant and comfortable as possible.

This booklet gives you information about preparing for your stay, what to expect in terms of your clinical care and how we will help you make arrangements for going home.

If, while you are in hospital, you have any questions about something not covered in this booklet, please feel free to ask a nurse or another member of staff for help.

If you need any further information before you are due to arrive in hospital, please contact our Patient Advice and Liaison Service (PALS) on **01223 638896** or the nurse in charge of the ward indicated on your appointment letter. They will be happy to help you.

With best wishes



Eilish Midlane, Chief Executive

Preparing to come into Royal Papworth Hospital

Your admission letter will give you specific information including the date of your admission and the name of the unit or ward on which you will be an inpatient. It may also include instructions as appropriate, such as asking you not to eat or drink, or take certain medicines, before you come in.

If you do not understand any of these instructions, please phone the number on your appointment letter for advice.

This handbook provides general information which we hope you find useful, but please also read your admission letter carefully as that will give you more specific information.

Contacting us

You can call the hospital switchboard on **01223 638000**. The switchboard team will be able to put you through to the ward or department you need.

In order for relatives and carers to contact you, the hospital operates

a policy whereby if a caller telephones the switchboard and asks for you by name, the operators will confirm which ward you are on. Everyone working in the NHS has a legal duty to keep information about you confidential and if you would prefer us not to give out this information, please inform a member of staff on your arrival.

Wards and visiting

Please find details of visiting times overleaf. We understand how important it is to receive visits from friends and family members during your stay, and will do our best to accommodate visits outside of these times.

To minimise disruption to other patients, please limit the number of visitors you have at any one time. Please speak to the nurse in charge to check whether children under the age of two will be allowed to visit you.

Visitors are asked not to lie down or sit on the beds and to return all spare chairs to their designated storage area after use.

All visitors will be asked to use the hand hygiene gel located to the entrance to each ward.

Visiting times

Critical care including enhanced recovery unit (ERU):

- 10:00 to 22:00 (no visiting between 14:00 - 15:00 to allow for patient rest).
- A maximum of two visitors are allowed per patient at any one time, though these visitors can change each day.

3 North:

- Open visiting.

3 South, 4 North, 4 South, 5 North and 5 South:

- 11:00 – 20:00 (With the exception of protected mealtimes from 12:30 – 13:30 and 17:30 – 18:30).

Day ward:

- One visitor allowed in bays/ side rooms per patient for **pre-procedure only**.
- Unfortunately we cannot accommodate visitors in the treatment lounge or discharge lounge due to capacity reasons.
- Patients' visitors/next-of-kin will be contacted when the patient is ready for discharge.

All visiting times and restrictions are subject to change (ie. in the event of a flu or COVID-19 outbreak). Our latest information is always available at:

royalpapworth.nhs.uk/visiting

Special requirements

If you have any special requirements, please let us know before you are admitted to hospital and remind your nurse when you arrive on the ward. These might include, for example, accessibility requirements, dietary requirements or the need for translation services. Please also mention any known allergies.

For the hearing impaired, a hearing 'loop' system operates in the main reception area, outpatients reception and on each ward reception.

Large-print versions of hospital information booklets (including this one) are available on request.

What to bring with you

You may wish to use this checklist as a guide:

- Medication
- Clothes and underwear

- Night clothes (front opening/buttoning)
- Dressing gown
- Slippers
- Hairbrush or comb and shampoo
- Liquid soap (not a bar)
- Toothbrush, toothpaste and denture cleaner
- Paper tissues
- Glasses and/or contact lenses
- Shaving equipment (any electrical equipment may need to be tested by hospital staff before use)
- Walking stick (if you normally use one)
- Hearing aid and batteries
- Mobile phone and charger
- Things to keep you entertained, e.g. iPad, tablet, book and/or magazines.

What not to bring with you

Personal property

A bedside locker is available for your personal belongings. However, storage space is limited so please only bring the items you will need during your stay.

Valuables

Please do not bring in a lot of money or valuables - just a small amount of change that you may need for newspapers, drinks etc.

We regret that the hospital cannot be held responsible for any money or valuables which are not handed over for safe-keeping.

Our restaurant, coffee shop, WHSmith and vending machines all support card payments.

Please do not bring the following into hospital:

- Alcohol
- Knives
- Towels
- Flannels/face-cloths

Medicines

Please bring your regular medicines with you into hospital. These should include all those prescribed by your general practitioner: eye drops, inhalers, patches, creams, injections etc, and any medicines that you take regularly but purchase from your local pharmacy including any herbal or homeopathic preparations. The medicines

should be in their original packaging and it is advisable to bring in at least a week's supply.

These must be shown to your nurse or doctor when you arrive. Your nurse will arrange for them to be stored securely on the ward during your stay.

If you have an anticoagulant record book, methotrexate or lithium monitoring booklet, please bring this with you. At no time during your stay should you take any medicines (including herbal or complementary therapies or food supplements such as vitamins and minerals) not prescribed by, or known about and agreed by, your hospital doctor.

If you are participating in the 'self administration of medicines' programme you will be advised by nursing staff how and when to take your medicines. Your own medicines will be returned to you on discharge provided that you are still instructed to continue with them.

Any medicines no longer prescribed will be destroyed for your convenience. If you do not wish to consent to the destruction of medication in this way then please alert a member of nursing or pharmacy staff

at the beginning of your stay.

The hospital will provide you with any additional necessary medicines for you to take home on your discharge from hospital.

During the course of your admission you may be prescribed various medicines. Occasionally it may be necessary to prescribe a medicine which does not have a product licence. Your doctor will explain why this unlicensed medicine is being recommended and any possible side-effects.

If you have any queries or concerns about any aspect of your medication, please ask your doctor, nurse or pharmacist. Pharmacists visit all inpatient wards daily (Monday-Friday).

Arrival at Royal Papworth Hospital

On arrival at Royal Papworth Hospital, please follow the instructions in your appointment letter and either go the main reception on the ground floor or directly to your ward.

There are four lifts in the main waiting area on the ground floor with clear signs about which wards are on each floor. Please try to arrive on time. We

will make your admission as quick and easy as possible, but delays may occur if others need to be admitted in an emergency.

When you arrive on the ward, a member of staff will show you to your room.

During this time you will be kept informed by staff, and provided with refreshments. Some patients are asked to come 'starved' for a procedure and in these circumstances refreshments will not be offered.

Patient identification

When you are in hospital, you will be required to wear identity wristbands at all times. This ensures that staff can identify you correctly and give you the right care. A member of staff should put wristbands on you as soon as you are admitted to hospital and you should wear these throughout your stay.

If a wristband comes off or is uncomfortable, please ask a member of staff to replace it.

If you have crowned, bridged or loose teeth

During certain surgical operations, there is a slight risk of damage to crowned teeth, dental bridge work or loose

teeth. If you have crowned teeth, bridge work or loose teeth please discuss this when you see the anaesthetist before the operation.

Nail varnish and nail extensions

Please remove any nail varnish, gel nails and false nails before coming into hospital.

Cancellations

Royal Papworth Hospital works extremely hard to avoid cancelling procedures wherever possible. It fully recognises how frustrating and inconvenient cancellation can be. However, regrettably, due to medical emergencies or unforeseen circumstances, cancellation is sometimes unavoidable. If this is the case we will organise a new appointment or admission date for you as soon as possible.

If your invasive procedure or surgery is cancelled at the last minute – that is, on the day you were due to be admitted, or after you have been admitted, or on the day of your operation – it will be rearranged for within 28 days, as set down by guidelines issued by the Department of Health.

The hospital always regrets and apologises for any inconvenience caused by cancellations, although it cannot be held responsible for any costs incurred.

Staff at Royal Papworth Hospital

On the wards

During your stay you will of course meet various doctors and nurses, but also many other staff. You will be under the care of a consultant and a team of doctors. Because of other commitments, the consultant may be unable to visit the ward every day but they will be in close contact with the resident doctors who are always available for medical attention or to explain things to you.

On the wards you will be cared for by senior nurses such as ward sisters and specialist nurses, and by more junior nurses, such as staff nurses.

Healthcare support workers and housekeepers will also help with your care. The different roles are distinguished by different uniforms, and they will all be wearing identity badges.

Matrons

The matrons are experienced senior nurses who support the ward / department staff in managing and delivering patient care. They are responsible for ensuring that services influencing the patient experience are of an acceptable standard. For example, they monitor the cleanliness of the care environment, the standard of nursing care delivery, the housekeepers and the meal delivery service.

Matrons wear a navy-blue uniform with white polka dots and you are most welcome to ask for their help to answer any questions or address any concerns.

If at any time during your stay you would like to speak to a matron, please ask your ward nurse who will contact them.

All our staff – both on the wards and elsewhere – wear identity badges, and you are encouraged to ask to see them if you want to.

Patient Advice and Liason Service (PALS)

Our PALS team provides confidential, on-the-spot advice and support to help you and your family deal with any questions or concerns you may have about the care we provide.

The team can offer help and support if things go wrong and will listen to your concerns, suggestions and queries so that we can improve our services. PALS advisors can also tell you about the hospital's complaints process and how to contact other organisations that might be able to help or advise you.

You can contact the PALS team by phone on **01223 638896**, by visiting their office on the ground floor of the hospital or by email to **papworth.pals@nhs.net**

Life on the ward

The hospital day can begin early, with scheduled tests, investigations or operations commencing at 08:00. During ward rounds, patients are seen by the medical staff working with their consultant.

If you or your relatives would like to speak to the consultant

privately, please ask your nurse who will give you contact details so you can arrange an appointment.

If you are uncomfortable or in pain, please let the staff know.

Never be worried about using the call bell beside your bed; your safety is our main concern, so please use the call bell if you need to.

Asking about your treatment

We want you to feel informed and involved in your care throughout your stay in hospital. Please do not hesitate to ask anyone involved in your care about the following subjects:

- What is the matter with me?
- What is going to happen next?
- When am I going to be discharged?
- What needs to happen before I leave?

Well-informed patients are more likely to have a better experience in hospital and to return to their daily lives, so please feel able to ask these questions.

Preventing venous thromboembolism (VTE)

VTE is caused by the formation of blood clots; most commonly in a form called deep vein thrombosis (DVT). This is a blood clot that forms in a deep vein, most commonly in your leg or pelvis. It can result in pain and swelling, and if part of the clot breaks off and lodges in the arteries that supply the lungs, can result in pulmonary embolism (PE), which causes coughing (with blood-stained phlegm), chest pain and breathlessness.

VTE requires immediate treatment: if you develop any of these symptoms, either in hospital or after discharge, please seek medical advice immediately.

Admission to hospital can increase a patient's risk of developing VTE as inpatients tend to lie or sit still for long periods of time. On admission, and again as necessary during your stay, you will be assessed for your VTE risk. Most patients admitted to Royal Papworth are given preventative treatment as a matter of routine unless this is for some reason inappropriate. You may be given exercises to

perform, special support stockings to wear, and/or anticoagulant medicine (blood thinners).

There are also ways in which you yourself can reduce your risk of VTE:

- Try to get up and walk about as soon as possible and as much as possible – our physiotherapists and nurses will help you with this in the early stages of your recovery.
- Unless you are placed on a fluid-restricted regime, drink plenty of fluid to keep hydrated.
- Try to remember not to sit or lie with your legs crossed. The nurses will remind you!

As with all aspects of your stay, if you have any queries or concerns, please ask a member of staff.

Teaching

Royal Papworth Hospital provides important teaching facilities for clinical staff. You may be asked to allow students to be involved in your care. We hope you will give your permission if your cooperation is requested, but you are under no obligation to do so and should you decline, your treatment will not be affected in any way.

Fire alarm

The fire alarm makes a loud, continuous sound. On hearing the alarm you are advised to stay in your bed area. Patients will be given instructions and/or assistance to evacuate the building by one of the nursing staff if the need arises. In some areas an intermittent alarm may sound – this indicates a fire in another part of the building.

Lifting

Royal Papworth Hospital has introduced a minimal lifting policy in order to reduce the risk of injury to its staff. Wherever possible, when a patient needs lifting, for example to change their position in bed or into the bath, an appropriate lifting aid or hoist will be used.

Meals and diets

During your stay in hospital, we will provide you with a varied selection of meals to choose from. Our menus are coded to allow you to select higher energy, vegetarian, soft, and healthier choices as required.

Other specialist menus are available. If you have a particular dietary requirement, it is

important to let the nurse know when you are admitted to the ward. Some of the meals on the menu may contain allergens, so it is important to let us know if you have an allergy.

If you require a special diet during your stay in hospital, we will advise you of this and you may be visited by a dietitian. In addition to breakfast, lunch and dinner meals, snacks are served on the wards twice a day. If you miss a meal, you can ask for a snack box at any time of the day (or night).

Restaurant

Patients are also welcome to visit the public restaurant on the ground floor of the hospital, but please check with the nurse looking after you before leaving the ward. The restaurant is open from 07:30 to 19:00, seven days a week.

Patient's own food

As part of its responsibility to its patients, the hospital is committed to ensuring that patients receive a healthy diet and that food is safely stored, prepared and served in accordance with legislation and other standards.

We understand that sometimes relatives and friends might want to bring food gifts or that you might ask for food to be brought in to you. People who are unwell or recovering from surgery are more prone than usual to gastric infections, and even food seen as low-risk for food poisoning (such as sweets, fruit and biscuits) can in some cases interact with medication or go against dietary advice a patient has been given.

We therefore ask that you always seek advice from the nurse in charge before bringing in, or eating, brought-in food.

Where appropriate, food will need to be clearly labelled with the patient's name and the date, and be placed in the ward fridge by the housekeeping staff. Two information sheets are available for patients / relatives who wish to bring food in - please ask the nurse for these.

The hospital cannot be held responsible for any illness or adverse effect arising from food brought in for patients from outside the hospital. It can only accept responsibility for food provided by its own catering department.

Shop and coffee shop

A WHSmith shop is located on the ground floor of the hospital, selling a range of newspapers, magazines and essential items such as toiletries. You will also find a coffee shop located in the outpatient waiting area.

The chaplaincy service

Pastoral and spiritual care

Whatever your circumstances or beliefs, hospital chaplains are available to support you and your friends and relatives. We provide the opportunity to talk in confidence about thoughts and feelings. We also provide the opportunity for individual prayer and communion for patients on the ward.

You do not have to be 'religious' to talk to a chaplain. Our chaplains are committed to caring for each individual and respecting all people regardless of race, religion, creed, gender and culture.

Chaplaincy staff can assist patients and relatives in making contact with a member of their own faith community should they so wish. Chaplains are also available to offer bereavement support to relatives.

If you would like to contact a hospital chaplain, please call the switchboard on **01223 638000** and ask to be put through to the chaplain. Alternatively, you can email the team at: **papworth.chaplaincy@nhs.net**

Accommodation for relatives and friends

Our hospital is based in the city of Cambridge, within easy reach of a number of hotels and B&Bs.

Post

There is a regular delivery of post to the wards. Please ask your friends and relatives to address letters and parcels clearly with your name, surname and the ward or department to avoid delay. For example:

Mr A N Other
Ward 5 South
Royal Papworth Hospital
Cambridge Biomedical Campus
CB2 0AY

Telephones

There are no telephones in patient bedrooms. However, all areas of the hospital benefit from a good mobile signal. If you do not have a mobile phone and need to make an urgent call,

please inform a member of staff on the ward.

In order to help protect the privacy and dignity of all our patients, please never use your mobile phone's camera, voice recording or video functions without speaking to a member of staff. No photography or video recording will be permitted on the ward unless approved by the Trust's communications team.

Television

There is a television screen in all patient bedrooms, which provides access to a wide range of TV and radio stations free of charge.

Internet connection

Free Wi-Fi is available to all patients and visitors throughout the hospital. Please ask a member of staff if you have difficulty connecting to the Wi-Fi network.

Smoking

Cambridge Biomedical Campus is a non-smoking area. Smoking is not permitted anywhere within the hospital buildings or campus grounds.

Infection prevention and control

The prevention and control of infection within the hospital is extremely important.

Some infections, which may not cause concern in the wider community, can be very hazardous for frail patients, those who have recently undergone an operation or those with certain medical conditions.

This is one reason why it is so important that even fit and healthy visitors take certain precautions against infection.

You as a patient, and any visitors you have, are asked to play your part in the fight against infection:

- You may be asked to keep your bedroom door closed for infection control reasons – if so, please comply with this request. It is important that door closure and any other requirements, such as staff wearing gloves and aprons, are adhered to. If you are being 'barrier nursed', doors must be kept closed.
- Hand hygiene plays a vital role in helping to prevent infection. Alcohol gel is provided at the entrance to wards and at each bedside

for use by patients, visitors and staff. Please use it yourself, and encourage your visitors to use it, too. In addition, don't hesitate to remind any member of the team, if the need arises, to clean their hands.

- If you are coming in for surgery, please do not shave the operation area prior to admission.
- Please do not bring flannels or sponges into hospital; disposable wash-cloths are available from ward staff.
- Well-fitting slippers or similar footwear should be worn when walking around the hospital wards.
- We ask that your visitors do not use patient toilet facilities.
- Keeping the amount of personal belongings to a minimum will allow domestic staff to clean more easily.
- If you, or any member of your household, have suffered symptoms of diarrhoea and /or vomiting within 72 hours prior to admission please telephone the ward (phone number on your admission letter), as soon as possible for advice.

Library services

During your stay in hospital you can access eBooks, eAudiobooks and online magazines/newspapers using your mobile phone or tablet. This is provided through a partnership between the hospital and Cambridgeshire public libraries.

If you do not own a smartphone or tablet, the Library has a number of iPads which can be borrowed by patients for the duration of their stay.

Library staff are able to visit the wards to register patients who are interested in this service and to help them access the resources for the first time. If this is something you would like to use during your stay in hospital, please ask a member of staff to contact the library when you are admitted to the ward, and someone will come and see you as soon as possible.

Library staff can also help you find health information from a range of reliable sources. The Patient and Public Health page on our website has been created by the library team. This has links to health and wellbeing websites which you may find useful as a starting point:

[royalpapworth.nhs.uk/
research-and-development/
library-services/Patient-and-
Public-Health-Information-1](http://royalpapworth.nhs.uk/research-and-development/library-services/Patient-and-Public-Health-Information-1)

You can also contact the library team by phone on: **01223 638606**, or by email to: papworth.library@nhs.net

Planning for future care

Both before and during your admission to Royal Papworth Hospital, you will be given the opportunity to discuss the care you will receive here. As part of this discussion, you may be offered the opportunity to discuss what medical care and treatment you would wish to receive in an emergency situation, if you were unable to express your wishes at that time. Here at Royal Papworth Hospital, we use a resource called the 'ReSPECT' process to assist with these discussions.

ReSPECT

ReSPECT stands for 'recommended summary plan for emergency care and treatment'. It is a process by which a person and healthcare professionals work together to create personalised recommendations for that person's medical care or

treatment. These recommendations are documented on a ReSPECT form by the doctor or specialist nurse.

In a future emergency, if the person was unable to participate in decision-making at the time, the ReSPECT form would be used to communicate those recommendations to healthcare professionals.

The ReSPECT form is recorded in our electronic patient notes, but it is a patient-held document and so a paper copy would be given to you when you go home.

The ReSPECT process enables patients and healthcare professionals to work together to develop a shared understanding of the person's health problems and needs but also of that person's values, priorities and concerns.

There is a section on the form that gives you the opportunity to indicate what you most value and what you'd most like to avoid when considering your own emergency care.

A ReSPECT form will never be documented without your knowledge or involvement, unless at the time you lack the mental capacity to be involved in making

these decisions, in which case the medical team will always involve your next of kin or representative.

A ReSPECT form is not a legally binding document; it acts as guidance or recommendations only.

For many people who are cared for here at Royal Papworth Hospital, the right thing to do in an emergency situation will be to give all possible medical and surgical treatment and this can be what the form says. However, it can still be useful to complete the sections on values and priorities so that, if all the treatment given isn't successful, we have some indications of what is important to that person.

Most surgery here at Royal Papworth involves a general anaesthetic (which constitutes a loss of mental capacity) and in the event of rare complications the ReSPECT form can help guide treatment.

The ReSPECT process does include a discussion on whether attempted cardiopulmonary resuscitation (CPR) would be recommended, and this is documented on the form along with the clinical reasoning for this

decision. CPR involves chest compressions to maintain some circulating blood and electric shocks if appropriate to try and re-start the heart. We know that CPR can be lifesaving in the context of a sudden and unexpected cardiac arrest but that it is unlikely to succeed in someone who is dying of an incurable illness or long-term condition. We recognise that this can be a difficult conversation to have but it is an important conversation to have.

For people who are dying of an incurable condition, it is much more important to allow them to die naturally than to carry out a resuscitation attempt that is unlikely to be successful.

However, discussions about CPR are only a part of the ReSPECT process. It is really important to understand that a ReSPECT discussion should be a process of shared decision-making between a person and the clinicians looking after them.

If the team looking after you feel that a ReSPECT conversation would be helpful, they will open this discussion with you. However, if you would like to have these conversations with your team before it is raised by them, you should ask when you feel ready.

For more information, please look on the Resuscitation Council website [resus.org.uk](https://www.resus.org.uk)

When you are discharged from the hospital

When you are ready to be discharged from hospital, our discharge coordinators and social workers will work with you to make the necessary preparations in a safe and timely manner.

We prefer to plan your date of discharge in advance so that all the necessary arrangements (for example with regards to carers, medication and transport) can be properly planned. Occasionally, we may need to change your expected date of discharge if you are not well enough to leave the hospital, but staff will keep you informed if this is the case.

Discharge assessments

An assessment of your care needs and any support services you may require on discharge can be made by various health care professionals, including doctors, nurses, social workers, occupational therapists and discharge coordinators.

The discharge team will liaise with social services or other support services local to your home to plan for your discharge. Any needs and options will be discussed with you and, if you agree, with your family, carer or other representative. The team will look at how to help you either return to live independently or with support services.

Planning your discharge - moving to a community bed

Following assessment, some patients may benefit from a period of rehabilitation before returning home. This will take place in a community bed or NHS-funded nursing home bed depending on the provision in your local area.

If you require rehabilitation, you will be transferred to the first available bed in a unit that meets your needs. This may not be the closest unit to where you live. Our priority is to transfer you as soon as possible so that you can start your rehabilitation.

Planning your discharge: repatriation to your local hospital

As Royal Papworth Hospital is a specialist cardiothoracic hospital, you may need to be transferred to your local district general hospital for further treatment that may not be available here. Your local hospital will then make arrangements for your safe discharge when you are well enough.

Discharge lounge

The discharge lounge at Royal Papworth Hospital is a comfortable, staffed area where patients can wait for transport home once they no longer require the level of nursing care offered on an inpatient ward.

Refreshments are available for patients in the same way as they are on the wards. Patients can be collected from this area by family members or transport services to take them home.

The discharge lounge is located on the ground floor of the Royal Papworth Hospital. You can contact the discharge lounge through our hospital switchboard by calling **01223 638000**.

Things you could do to help your discharge

Please let us know if you need help with any of the following:

- Remind the person collecting you to bring clothes for you to go home in.
- Make sure you have a door key.
- Make sure everything is ready for you at home. For example, ensure you have enough food and drink and the heating is on.
- If possible, have someone stay overnight with you. We know this isn't always possible but it can help you feel less anxious.
- Make sure you inform ward staff if you require any medical certificates.
- If you require a follow up appointment make sure you know time and date of your appointment.
- Please take all your personal belongings with you when you leave.

If you or your relatives have any questions or concerns about your discharge arrangements, please speak to the nurse caring for you as soon as possible.

How will I get home?

We ask that you make your own arrangements with family, friends or by public transport or taxi. Some help may be available – please contact our patient transport officer on **01223 638721** for more information.

Patient-recorded outcome measures (PROMS)

Our patients' views on the treatment and care they receive here help us to measure and improve the quality of the services we provide.

You may be invited to complete a questionnaire before and after your treatment. Your participation is voluntary and any data we collect will be held and stored by our audit department so that we can send the questionnaire for you to complete approximately 12 weeks following your operation.

We adhere to strict guidelines when handling and storing personal information and published reports will not contain any personal data.

Please let us know if you would prefer us not to keep your personal information for this purpose.

You can view our patient privacy policy in detail on our website at: royalpapworth.nhs.uk/privacy

Quality of service

We welcome any comments you might have on any aspect of your stay, and any suggestions on how we might improve our services. We carry out patient surveys from time to time and you may be asked to participate, which is of course entirely voluntary.

While we hope you will not have cause to complain about any aspect of your stay, all complaints are thoroughly investigated to ensure that lessons are learnt for the future.

If you would like to make a complaint, or pay a compliment to an individual who has provided a high standard of care, please email: papworth.viewpoint@nhs.net or speak to a member of staff involved in your care.

You can also contact Healthwatch Cambridgeshire and Peterborough – a local, independent champion for people who use healthcar services in Cambridgeshire. Please visit their website for more details: healthwatchcambridgeshire.co.uk

Patient safety

Patient safety is a top priority for Royal Papworth Hospital and we have a duty to provide a safe environment for patients, visitors and staff. The hospital has an excellent safety record with very few accidents/incidents occurring. When any such incident does occur it is reported and investigated so that lessons can be learnt to prevent a recurrence.

If you are unfortunate enough to have an accident or suffer an injury, please tell your nurse, who will then arrange for any care or treatment you need as a result and also make sure the incident is formally reported so that it can be investigated.

If you have a suggestion about how the hospital could improve the safety and quality of any aspect of service, please contact any member of staff who will ensure the appropriate action is taken.

Royal Papworth Hospital is required by the Care Quality Commission (CQC) to report all patient safety incidents to the National Reporting and Learning System (NRLS), to inform and improve the safety of healthcare. While the NRLS operates on an

anonymous basis, information which constitutes the personal data of patients, staff or visitors may, in some cases, be passed to the NRLS. Where this is recognised, it will be deleted, as the NRLS does not intentionally hold personal identifiable information.

Your personal and clinical data and how it will be used

We collect and store information about you in order to ensure that the healthcare we provide is appropriate and that follow-up care, medication provision, home care support etc is provided adequately and effectively. We have a clear legal basis (provision of healthcare) for the collection and storage of this data under the GDPR legislation.

The use of this data throughout the hospital is vital to ensure that the right decisions are made about your care, that your treatment is safe and effective, that ongoing healthcare provision is seamless and can be planned in advance to meet your needs.

This data is also important in helping us to evaluate patient safety and care, ensuring that our services can be planned to meet the service needs of future

patients, to allow us to evaluate healthcare and develop new treatments, prepare statistics on NHS performance and how we spend public money. This allows evaluation of the NHS as a whole and government policies, which in turn supports the health programme for the general public.

You can read our full patient privacy policy on our website at royalpapworth.nhs.uk/privacy

Your right to receive copy letters

If you would like to receive copies of the letters written about you to your GP and other health professionals, please let the receptionist know on your arrival at the hospital. If you go straight to the ward, tell your nurse. Once you have requested letters, we will continue to send them unless you ask us to stop.

A focus on research

As a specialist centre we are committed to high-quality research to help improve the diagnosis and treatment of heart and lung disease. Our research is often of national and international significance

and results are not only used to improve care at Royal Papworth, but worldwide.

We make the results of all research undertaken at Royal Papworth widely available through publication in high impact medical and nursing journals.

We ask all patients who come to Royal Papworth to be aware of the importance of research to the hospital and to take time to consider participating in our studies.

Many patients are pleased to have the opportunity to make this worthwhile contribution. All research carried out at Royal Papworth has been subjected to approval by an NHS Research Ethics Committee whose duty is to protect the welfare of patients taking part.

Before a study can start, the Committee scrutinises the research protocol so that patients can be assured that the study will be conducted to the highest standards, and that their personal details will be kept confidential.

Normally, patients are asked to consider taking part in a research study while waiting to come into

hospital. If approached, you will be given detailed information and the opportunity to discuss the study with a member of the research team. All patients are given plenty of time to decide whether or not to take part.

If you decide to take part, we will ask that you provide written consent. This may include permission to access your medical records in order to carry out the research.

For further information on research at Royal Papworth, please contact research and development by email to: **papworth.randdadmin@nhs.net**

There is no obligation to take part and your treatment will not be affected in any way if you say 'no', or if you say 'yes' but then change your mind at some later date and withdraw.

NHS patients who wish to pay for additional private care

Royal Papworth Hospital complies with guidance from the Department of Health where NHS patients wish to buy additional private treatment not funded by the NHS.

Where a patient opts to pay for private care, their entitlement to NHS services remains and will not be withdrawn. Please be assured that Royal Papworth staff will exhaust all reasonable avenues for securing NHS funding before suggesting a patient's only option is to pay for care privately.

Where a patient does opt to pay for additional private healthcare while continuing to receive care from the NHS:

- It should always be clear whether an individual procedure or treatment is privately funded or NHS funded.
- Private and NHS care should be kept as clearly separate as possible.

Royal Papworth Hospital Charity

Royal Papworth Hospital Charity exists to support the ground-breaking work of Royal Papworth Hospital. With the increasing pressures on NHS resources, the charity plays a vital role in ensuring the hospital continues to provide the highest standards of care, whilst also ensuring the development of new ways of treating heart and

lung disease. Royal Papworth Hospital Charity is fortunate to receive the support of many thousands of people each year and is enormously grateful.

This generosity enables us to support the hospital by providing additional amenities for patients and their families, provide additional equipment for the hospital and assist our medical staff with their training needs. It also allows the hospital to undertake pioneering research programmes to identify new ways of treating heart and lung diseases.

There are various ways our supporters assist the charity in the work we do; some choose to make a donation, others want to support us over a period of time with regular giving, and some want to remember us in their will or take part in one of the charity's events.

Many of our supporters even go the extra mile to get more involved and organise their own events – whether it be taking part in a fun run, charity swim, a marathon or hosting a coffee morning, for example. Whatever they do we make sure that they receive full support from the charity to ensure they have everything they need.

If you would like to offer your support to Royal Papworth Hospital Charity you can get in touch with the Charity team via a member of staff or by emailing: **papworth.charity@nhs.net**

You can also find out more about our work at:

papworthhospitalcharity.org.uk

Volunteering

Royal Papworth Hospital has an active team of volunteers who help our staff and patients in a number of ways. Volunteer tasks could include visiting patients, supporting our charity or helping with events.

For more information about volunteering, please contact our PALS team on **01223 638896** or visit:

royalpapworth.nhs.uk/volunteer

Contact with the media

We ask that patients, their families and relatives speak to us before contacting the press.

Any media-related enquiries can be sent to the communications team at:

papworth.communications@nhs.net

To protect the privacy and dignity of other patients, please do not take any photos or create videos in clinical areas of the hospital, including wards. Please speak to the communications team if you would like to create any social media content about your stay in hospital.

If you are unhappy with any aspect of your treatment, we ask that you speak to us first to give us the chance to resolve the issue, before sharing it on social media or with the media.

Become a Foundation Trust member

If you would like to stay in touch with the hospital, you may wish to consider becoming a Foundation Trust member of the hospital.

As a Foundation Trust member, you will have the chance to share your views and opinions about the future of the hospital, receive regular news and information and even stand for election to the Council of Governors. You will also be invited to events including our Annual Members' meeting.

To become a Foundation Trust member please visit:

royalpapworth.nhs.uk/ftm or call us on **01223 638000** and ask to speak to the communications team and we will send you a form in the post.

Anyone over the age of 16 who lives in England and Wales can join.

Our public membership constituencies are:

Cambridgeshire, Norfolk, Suffolk, and the rest of England and Wales.

For details about how we store and process information about our members, please visit: **royalpapworth.nhs.uk/privacy**



Royal Papworth Hospital NHS Foundation Trust

A member of Cambridge University Health Partners



Papworth Road
Cambridge Biomedical Campus
CB2 0AY



royalpapworth.nhs.uk



01223 638000

Large print copies and alternative language versions of this leaflet can be made available on request.

View a digital version of this leaflet by scanning the QR code.



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