

St George's Hospital

General information booklet



**Living our values – excellent, kind,
responsible, respectful**

A welcome from the Chief Executive

Welcome to St George's Hospital. We hope to make your hospital experience as pleasant and comfortable as possible. By living out our core values, our staff aim to ensure that all patients feel safe, respected and informed whilst in our care. We promise to listen to you and your needs, and to deliver excellent and timely services with kindness and empathy.

This information leaflet is part of a suite of leaflets designed to provide patients with information about our hospitals. The four leaflets that make up this series are:

- **General information booklet**
- Your hospital appointment – Our outpatient services
- Your hospital stay – Our inpatient services
- Going home – Discharge information for patients

If you would like to read other leaflets from this series please ask a member of staff member or visit the patient information pages on our website.

Contents

| | |
|---------------------------------------|----|
| St George's Hospital – layout and map | 4 |
| Welcome to St Georges application | 5 |
| Your ward team | 5 |
| Meet the team | 6 |
| Visiting times | 7 |
| Patient safety | 7 |
| Facilities | 12 |
| Links to St George's University | 17 |
| St George's Hospital Charities | 18 |
| Additional services | 20 |

St George's Hospital layout and map

The hospital has five clinical wings, plus a sixth wing which houses St George's University of London. The hospital occupies a large plot of land and it takes time and energy to walk through the various hospital wings and sites. Maps and signs are available throughout the hospital and an additional map has been included in this booklet to help familiarise you with the site.

Welcome to St Georges app (for iPhone)

The Welcome to St George's smartphone app allows you to find the information you need about St George's Hospital at the touch of a button, providing information for inpatients, outpatients and visitors and including contact details for wards and services, as well as other areas of the hospital. At the moment this is available for iPhone only, and can be downloaded from the App Store. An Android compatible app will be launched soon.

Your ward team

All of our staff and volunteers wear identification badges featuring their photograph, name and job title. These should be worn at all times. If you cannot see a badge, do not hesitate to ask any members of staff to show you their badge. Ward staff should also introduce themselves by name.

You can also identify staff members by their uniform. The diagram overleaf shows the uniforms of key members of staff that you may meet during your time here. We have also developed a poster, entitled "Visible Leadership – Who is Who in Nursing" which should be displayed at the entrance of each of the wards.



Senior ward sister



Staff nurse



Matron



Therapist

Meet the team



Healthcare assistant



Doctor



Porter



Nurse

Visiting times

Usually, visiting times are between 3pm and 8pm, with two visitors per patient allowed at any one time. Ward staff will try to be flexible around visiting times, providing they do not interfere with patient care and ward activities. Please discuss your needs with the nurse in charge. Intensive care services and some wards may have different arrangements in place with regards to visiting times. All wards display visiting times at the entrance of the ward – please check the ward’s specific visiting times to avoid disappointment.

Patient safety

Hand hygiene and infection control

Visitors should not come to the hospital if they are experiencing vomiting or diarrhoea, chickenpox, shingles, any undiagnosed rash, flu-like symptoms or any other illness that is making them feel generally unwell. Some of our patients are very vulnerable to illness, and being exposed to infection could be detrimental to their recovery.

All staff, patients and visitors should wash their hands before and after touching food, touching another person or using the toilet.

You can help us stay clean and prevent infections by:

- following instructions to clean your hands with alcohol gel before you enter and leave wards and clinic areas
- asking your visitors to do the same
- asking your visitors to follow any special instructions, such as wearing aprons or gloves
- understanding that we may need to isolate some patients for infection control purposes, which might mean moving them to a side room
- cleaning your hands before eating and after using the toilet or commode
- avoiding touching any wounds or lines you may have
- asking staff attending to you if they have cleaned their hands
- asking visitors not to visit if they have any infections (including diarrhoea and colds)
- not sitting on patient beds or touching clinical equipment.
- putting your litter in the bin
- telling the staff member in charge if you see dirt, dust or rubbish.

Consenting to treatment

It's important you feel involved in decisions about your care. For some treatments, you will be asked to sign a consent form to say that you agree to have the treatment and understand what it involves. You can withdraw your consent at any time, even if you have said 'yes' previously. If you would like more details about our consent process, please ask the nurse or doctor caring for you.

Before you receive any treatment your doctor, nurse, therapist or health professional will help you to:

- understand more about your health issue(s) and the possible treatments
- understand the benefits and risks of treatment
- manage any side effects
- talk about your worries and answer questions you may have.

Treatment will not be carried out unless you have consented to such treatment or intervention. In cases of emergency or where you may be unable to give your consent, health professionals may have to take a decision based on what is believed to be in your best interest.

Domestic violence

Domestic abuse is defined as "any incident of threatening behaviour, violence or abuse between adults who are or have been in a relationship together, or between family members, regardless of gender or sexuality".

If you are afraid of someone close to you, you are not alone.

The hospital provides onsite support for patients experiencing domestic abuse. Please speak to your staff nurse, who can put you in contact with our team.

You can also contact:

- The Domestic Violence Helpline
t: 0808 2000 247
- National Centre for Domestic Violence
(legal advice)
t: 0844 804 4999
- Victim Support
t: 0808 168 9111

General safety information

- Smoking is not permitted anywhere within St George's Hospital grounds. If you wish to smoke you should do so outside the hospital perimeter.
- Fire alarms are tested weekly throughout the hospital. Staff will reassure you if what you are hearing is a fire test. In the case of a real alarm you will need to evacuate the hospital following the green fire evacuation signs.
- Mobile phones and other electronic equipment may interfere with hospital equipment. Always check with hospital staff before using your phone and electrical items on wards and in clinic areas.
- St George's has a 'zero violence and aggression' policy. This means that violence and aggression towards patients, visitors or staff will not be tolerated.
- We are aware that thieves operate in the local area and sometimes within hospital grounds. We work closely with local police and local authorities to reduce and prevent local crime. We recommend

you do not bring valuables to the hospital and monitor your personal possessions closely.

- If you are staying in hospital and have valuables that cannot be taken home, please speak to the ward staff to arrange the safe storage of your belongings.

Facilities

Shops and restaurants

The hospital has several cafés, shops and restaurants, listed below.

Grosvenor wing

- M&S Simply Food
- M&S Café
- Whistlestop newsagent and convenience store

Lanesborough wing

- Friends of St George's shop
- Ingredients restaurant (including Costa Coffee)

St James wing

- Costa Coffee

Atkinson Morley wing

- Ingredients restaurant
- Peabody's cafeteria

Hunter wing

- Peabody's cafeteria
- St George's University shop

Rose centre

- Rose centre café

Cashpoints

There are three cash points within the hospital. Two are located on the ground floor of Grosvenor wing, opposite main reception area, and another on the ground floor of Hunter wing, at the end of the corridor linking Hunter wing with Grosvenor wing.

Toilets and baby changing facilities

Public toilets are located in all wings, with disabled toilets in the main entrances of Grosvenor wing, Atkinson Morley wing, Knightsbridge wing, St James' outpatients department and Lanesborough wing outpatients department.

Baby changing facilities are located in the main entrances of Grosvenor wing and Atkinson Morley wing and outside Ingredients restaurant on the first floor of Lanesborough wing.

Cultural and religious needs

Our chaplaincy service provides 24 hour support to patients and relatives of all faiths (or no particular faith). There is a chapel, a Muslim prayer room and a multi-faith prayer room on the ground floor of Grosvenor wing opposite the Macmillan Information Centre and the Monckton Well lecture theatre. These areas are available to use for prayer or quiet reflection at any time. Please ask a member of staff to contact the chaplaincy team for you, or, in case of emergency, speak to the operator by dialling 1000 from a hospital phone.

Bereavement services

Should you experience the loss of a friend or family member, you may wish to visit our bereavement service, which is located on the ground floor of Grosvenor Wing (on the corridor leading towards Lanesborough Wing). The service is available from Monday to Friday between 8.30am and 4.30pm.

The service can provide advice and guidance on a number of topics, from registering the death to arranging the funeral. Please contact the service on **020 8725 3410/3411** for more information or to arrange an appointment.

Pharmacy

Medicines prescribed by doctors at St George's Hospital can be collected from the Lanesborough Wing outpatient pharmacy between 9am and 5.30pm, Monday to Friday, and between 9.30am and 4.30pm at weekends.

You can also contact the Pharmacy Patient Helpline with any medicine-related enquiries on **020 8725 1033** (Monday to Friday, 11am to 3pm).

The Patient Advice and Liaison Service (PALS)

If you have any questions or worries about any aspect of your care, you can contact the Patient Advice and Liaison Service (PALS). The PALS team is here to let you know about our services, listen to your experiences and help to resolve any problems.

To contact PALS, you can:

- **telephone:** 020 8725 2453
- **email:** pals@stgeorges.nhs.uk
- **visit:** the PALS office on the ground floor of Grosvenor Wing (Monday to Friday, 9am to 5pm).

If you wish to make a complaint we suggest that you first speak directly to the ward or service to try and resolve your concerns quickly and effectively. If this is not possible, the PALS team can provide you with additional information on how to complain formally and the timescales for complaint investigation and feedback.

Macmillan Cancer Information and Support Centre

The Macmillan Cancer Information and Support Centre is located on the ground floor of Grosvenor wing on the corridor leading to Lanesborough wing, and is open from Monday to Friday 10am to 5pm. Alternatively, you can call the centre on 020 8725 2677.

Staff at the centre can offer information, advice and support to anyone directly or indirectly affected by cancer. The centre also provides a friendly and quiet place where you can talk to cancer information and support specialists and access a wide range of written information, DVDs and guided internet access to cover all aspects of cancer, from specific diagnosis to health and social care issues.

Services for patients with learning disabilities

The hospital provides onsite support for any patient with a diagnosed learning disability. For further information, please contact the **learning disability liaison nursing team** on **020 8672 2217**.

Links to St George's University

Students

St George's is a teaching hospital, which means that medical, nursing and therapy students may be involved in your care as part of their training. We will always ask if you are happy for students to be involved in your care. We appreciate your support in assisting students' learning, but please tell us if you do not wish to be seen by a student or have a student present during your consultation.

Research studies

The hospital is often involved in research studies to assist the development of future treatments and care. As a patient, you may be asked if you would like to take part in a research study. Participation is entirely your choice. If you do not wish to take part, this will not affect your treatment or care in any way.

St Georges' Hospital charities

St George's is very fortunate to be supported by a number of charities, which:

- provide support to patients and their families, friends and carers
- fundraise to help us improve our facilities, environment and care.

For more information on the work they do and how you can help, please visit **www.stgeorges.nhs.uk/about/charities**.

Alternatively, you can visit the charities office and donation point located on the ground floor of Grosvenor Wing opposite the main reception desk.

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.stgeorges.nhs.uk

Additional services

NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health.

Web: www.nhs.uk

NHS 111

You can call 111 when you need medical help fast but it is not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Tel: 111

