

VISITORS' CHARTER

We have a policy of 'open visiting' (8am-8pm) for all our inpatient areas, as we recognise the important role friends and loved ones play in supporting patients with their recovery. Our visitors' charter explains what you can expect from us during your visit, and what we would like from you in return.

YOU CAN EXPECT OUR STAFF TO	WE EXPECT VISITORS TO
<p>Be polite and courteous to visitors at all times.</p>	<p>Be polite and courteous to staff, patients and other visitors. Be respectful – our patients are poorly so please keep noise to a minimum and put phones on silent.</p>
<p>Be supportive of visitors who wish to participate in the care of their relative or loved one.</p>	<p>We politely ask you to only visit at mealtimes if you would like to help your relative or friend to eat their meal – please see posters for protective meal times within the ward area.</p>
<p>Do our best to create a calm and restful environment to help patients recover.</p>	<p>Ensure that no more than two people visit at any one time. Use the chairs provided instead of sitting on patients' beds. No flowers or potted plants allowed in ward areas. Talk to the Ward Manager before bringing children to visit. Allow your relative the opportunity to rest for periods throughout the day. Be respectful of other patients' rest times. Please be aware that you will be asked to leave if a medical emergency occurs.</p>
<p>Use our skills to prioritise caring for all patients, and communicate these decisions with visitors. Keep each patient's next of kin/named contact well informed (with the patient's permission). Support patients' next of kin who wish to speak to a member of the medical team.</p>	<p>Understand and respect that information cannot be given out unless the patient has given their permission. If you feel you do not have sufficient information please let us know. You may be asked to leave the ward during doctors' rounds to ensure other patients' confidentiality. Avoid disturbing nursing staff when they are giving out medication.</p>
<p>Work hard to provide a clean hospital Do all we can to protect patients from infection – on occasions this may mean restricting visiting times or moving patients to a side room.</p>	<p>Wash your hands on entering and leaving the ward by using the alcohol gel provided, and follow all hygiene rules. Stay at home if you are unwell and don't visit for at least 48 hours after your last episode of diarrhoea and vomiting. Use the public toilets and bathrooms instead of patient facilities. Ask a member of staff for directions.</p>
<p>Give visitors' loved ones all the care they need, while also meeting the needs of other patients.</p>	<p>Provide your relative with their toiletries, dentures, glasses, suitable clothing and footwear. Smoke cigarettes and e-cigarettes in designated smoking areas only, not within the hospital. Please ask a member of staff for directions.</p>

Ref: 110488

We know that when things go wrong you want us to act quickly to put them right. If you are not happy with something:

Speak to the ward manager or Matron. If you are in a clinic, ask for help at reception. In most cases, staff will be able to deal with your concerns then and there.

If this isn't possible or your concerns are not resolved after talking to staff, contact the Patient Advice and Liaison Service (PALS). They will work with you to try to resolve your concerns as quickly as possible. PALS is located in the main corridor between Grosvenor and Lanesborough Wing near the lift foyer or Email: pals@stgeorges.nhs.uk or telephone **020 8725 2453**

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