

Welcome to

Homerton University Hospital



Welcome to Homerton University Hospital

Homerton hospital is based in the east London borough of Hackney and provides general hospital services to the people of Hackney and the City of London. We also provide specialist care in obstetrics, neonatology, fetal medicine, fertility, laparoscopic surgery, obesity surgery, allergy treatments, HIV and neurorehabilitation.

- we were one of the first 10 NHS Foundation Trusts created in England five years ago
- rated as an excellent and excellent hospital
- university status reflects our role in teaching and research
- focused on the needs of our local Hackney community, but providing specialist services for further afield
- designated the 2012 Olympic hospital
- major new rail service coming to our door step
- our staff say care of the patient is a top priority for the Trust
- major building programme underway to provide a state of the art mother and baby unit
- we boast one of the most modern IVF units in the UK
- leading the way in research and treatment of HIV



Welcome to Homerton Hospital

Your information pack

We hope this pack, which is yours to keep, will be helpful

Any stay in hospital can be difficult enough without having to remember lots of information that staff are giving to you!

Having this pack will, we hope, give you an idea of life on our wards and the day to day routine of the hospital. You can read the information in your own time, maybe discuss some of it with your family or friends, or perhaps you just can't take it all in at the moment and will want to look at it later on.

You can find information on most matters, from how to arrange to speak to a doctor, to mealtimes and visiting, about how to tell us about your experience, and about what to do if you have a problem.

If you think there is anything missing that you feel would be useful for future patients, please let us know. See the page about giving us your feedback for ways to let us know or mail a suggestion card to Matron.



Life on the Ward...

Your arrival on the ward:

Hospital wards can seem very daunting and confusing when you first arrive. Please let us know if there is anything you don't understand or any way we can help. When you arrive on the ward, a nurse will help you to settle in. Together you can discuss and plan the care you will need. This is a good opportunity to tell the nurse about any worries or concerns you may have about your stay or treatment. You will be shown or told where things are and what happens on the ward.

Your contact details: As many of your family and friends will be concerned about you whilst in hospital, we suggest that you nominate one person who can talk to the ward staff about you and then update your family and friends.

Patient confidentiality: All NHS employees have a legal duty to keep your records confidential. At Homerton, confidentiality about your treatment is a top priority for us.

On the ward: Most patients who come into hospital through the Accident and Emergency department are admitted to the Acute Care Unit (ACU) in the first instance. Here you are looked after by the 'on-call' team of doctors for the first 24 - 48 hours. If you want to speak to one of the doctors please ask the nursing staff to arrange this for you.

After the ACU, if you are not being discharged home, you will most likely be moved to a different ward where your specific problems can be best cared for. The nurse will tell you who your new medical team will be and which ward you are moving to. You will then meet



2 Life on the Wards...

your new doctors and nurses after arriving on the ward. The doctors are usually on the main wards Mondays to Fridays between 9am and 5pm and they will generally visit you every day. However, they do have other commitments outside the wards such as clinics in the outpatient department; if you want to be certain of speaking to them then again ask the nursing staff to arrange this for you.

Outside of the Monday to Friday hours your own doctors may not be available. We have a Clinical Site Manager (senior nurse) and on call doctors who will continue to ensure you receive the care you need. If you need to see a doctor outside of hours then please ask a nurse. Your family can also make an appointment to see a doctor or arrange to telephone at a particular time if visiting is difficult. Please remember that our doctors will only discuss your condition with your family or any other individual designated by you if you have given permission.

Your doctors or nurses may also provide you with further written information or a leaflet about your condition and relevant treatment.

You can add this information to your pack.

Flowers on the ward: You are welcome to have potted plants or dried flowers on the ward but we don't allow fresh flowers in the hospital as they can be hazardous to both patients and staff especially if there is electrical equipment nearby but also because of the risk of infection in stale water.

A smoke-free hospital: Homerton is a smoke-free hospital and smoking is not permitted in the buildings, entrances or gardens. There are smoking shelters at the back of the hospital. If you are a smoker perhaps coming into hospital is a good time to consider stopping? Speak to your nurses or doctors or contact our smoking cessation adviser on 020 8510 7248.

Posting letters: Staff can post your stamped and addressed letters for you. Stamps are sold at the shop in the main entrance.

Other languages: The hospital employs a team of advocates and interpreters who are available to

help patients who do not speak English very well. Your ward nurse can put you in touch with them if necessary. We also have a telephone translation service.

Refreshments for visitors: We do not offer refreshments to visitors on the ward. There are two cafés and a tea bar where your visitors can buy hot and cold drinks, snacks and meals. The ward staff will be able to direct you to these. There is a selection of halal and kosher food available in 'Chatter's' on the first floor. For hot kosher food, two hours' notice is required.

Our League of Friends: tea bar is based in outpatients department and is open Monday - Friday 9am - 3pm.

Shop: There is a newsagent in the main entrance, open from 8am to 8pm every day. It sells newspapers, magazines, greetings cards, cold drinks, light snacks, sandwiches, confectionery and a small selection of toiletries. The shop also delivers newspapers and confectionery to wards.

Trolley service: A trolley service selling newspapers and confectionery visits each ward every morning.

Same sex accommodation: Every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity. The Homerton University Hospital NHS Foundation Trust is committed to providing every patient with same sex accommodation, because it helps to safeguard their privacy and dignity at a time when they are often at their most vulnerable. Patients who are admitted to our hospital will only share the room where they sleep with members of the same sex, and same sex toilets and bathrooms will be close to their bed area. Sharing with members of the opposite sex will only happen by exception based on clinical need; for example where patients need urgent specialist equipment such as in our cardiology or acute stroke units.

What do I do if I think I am in mixed sex accommodation? We want to know about your experiences. There are a number of

4 Life on the Wards...

ways you can tell us if you have any comments or concerns.

- Ask to speak with the nurse in charge or matron for your ward.
- Use our 'message to matron' cards available on all our wards.
- Speak to one of the advisers in our PALS department or call them on: 020 8510 7315.
- Write to the Deputy Director of Nursing, who is our lead for mixed sex accommodation.

Please see our separate sheet about same sex accommodation

Meal times: During your stay we will provide you with three meals a day and can also provide lunch box snacks if you have missed a meal.

Breakfast:	8am - 9am
Lunch:	11.30am - 1pm
Dinner:	5pm - 8pm

We offer hot drinks after each meal. Please ask a nurse or the housekeeper if you would like a hot drink between meals.

Menu cards are provided for you to choose your meal, though depending on what time you are

admitted it may be that you are offered a meal that has been ordered 'in case' or by a previous patient. You may wish to have what was ordered; however, if your meal is not suitable please let a member of staff know so that we can offer an alternative for you.

Special diets: We offer special diets related to specific clinical needs such as diabetes and also kosher, halal and vegetarian. We also offer a dietitian service if your doctor or nurse feel that you need advice with your diet.

Please do not hesitate to discuss your nutritional and dietary needs with your nurses and doctors. Your nutrition is important to your recovery and health and we will help you in any way we can; from assisting you with selection to practical assistance at mealtimes.

Equally your hydration or liquid intake is very important to your health. Water jugs are available by every bed and changed and refreshed regularly. If you need more water or want yours changed in between set times then please ask your nurse or the housekeeper.

Medications: The medications given to you are an important part of your care. They will be given to you at set times during the day. Please use this opportunity to ask any questions you have about the medications you have been prescribed.

Acute pain service: Research shows that good pain management leads to a quicker recovery time and may reduce complications. Our ward staff works closely with our Acute Pain Team to help effectively control any pain a patient may be suffering. You can speak to the ward staff at any time about any pain or discomfort you are experiencing and they can contact the acute pain team on your behalf.

Security measures

We have security officers on site 24 hours a day, seven days a week; you will probably see them walking around the site. In addition, there are a wide range of measures in operation to ensure your safety including:

- closed circuit cameras monitored 24 hours a day with recording and play back facilities

- security doors with intercom buzzer access on all wards.

We ask that you and your visitors do not give access to anyone that they do not know. Doors must be shut firmly behind you to prevent unauthorised access to the wards.

Access at night: Entrances to the hospital are locked between 10pm and 6am. Access outside of these hours is through the main entrance and the A&E department only.

Valuables: We suggest that you do not bring more money or valuable items into hospital than you need for your stay and you may wish to get your family or a friend to take them home for you. Any money or valuables that you do bring in with you can be stored in the ward safe; you will be issued a property form when depositing items here. The bedside lockers have a locked cabinet for medication and small valuable items. The Trust cannot accept responsibility for any damage to or loss of personal property, or any items of value that have not been deposited or listed.

Violence and aggression: We are committed to providing a safe and secure environment where staff can care for patients, free of the risk of violence, aggression and verbal abuse. We will not tolerate any acts of violence, verbal or actual, against our staff or patients. Incidents of verbal or physical abuse will be dealt with by the security department or the police as required. The Trust may withdraw treatment if necessary or prosecute.

Visiting: Below are the normal visiting hours although visitors may be asked to leave or to wait if you are being seen/treated by a member of staff for any reason.

Main wards:

11am to 12.30pm & 4pm to 8pm

Intensive Care Unit:

2pm to 3pm and 5pm to 8pm

Maternity:

8am to 1pm husband / partner only, 3pm to 8pm open visiting.

Neonatal unit:

open visiting for mothers and partners, 8.30am to 8.30pm for family and friends.

Starlight Children's Unit:

8am to 8pm parents and family only.

Mobile phones: Mobile phones can be used on public corridors, but we ask that they be switched off in clinical areas to respect the privacy of other patients.

Payphones: There are several payphones positioned in the main corridors around the hospital. These accept all coins. Ask any member of staff to direct you to the nearest one to your ward.

Bedside televisions, radios and telephones

Telephones and televisions with headsets have been installed by most bedsides. Through the bedside system, you have access to 15 television channels, dedicated movie channels and a selection of radio channels. You can make and receive phone calls, and family and friends can also leave you messages. The system is operated using a "smart card", which can be purchased at pay stations located in the main entrance and in the main corridors near the wards.

Smartcard pay station:

Smartcards can be purchased for any amount between £5 and £30; they also require a 50p deposit. If you are unable to get to a pay station to purchase or top-up a card, or if you need help with the system, a member of the bedside entertainment company will assist you. They can be called between 9am and 9pm by pressing the operator button on the telephone handset.

Costs

- Outgoing telephone 10p per minute local and national calls
- TV package £2.50 for a 24 hr period
- Movies £2.50 per channel per 24 hr period
- Radio channels free of charge
- £2.50 gives you unlimited time over 24 hours, once the next 24 hour period commences a further £2.50 is deducted from your card.
- When you leave hospital any unused credit can be claimed back, along with your 50p deposit, by inserting the card into a pay station.

Your discharge from hospital (please also see our separate leaflet about leaving hospital).

We are sure that you will be keen to go home as soon as you are fit. To do this, you will want to start thinking about your arrangements for going home early in your hospital stay, and discuss your plans with your family and other people who help and support you.

When does planning for my discharge start?

Planning for your discharge may start either before your admission, if your stay in hospital is planned, or when you arrive in hospital. Your medical team will ask you about your own plans and arrangements for when you leave hospital, so we can best plan for your discharge.

Who is responsible for making the arrangements for my discharge?

Your ward nurse is responsible for your discharge arrangements. He or she will ensure that all the professionals looking after you, for example your doctor, physiotherapist, occupational

therapist and, if required, your social worker will plan your discharge with you, your relatives, carers or designated friends.

What is the discharge lounge?

The hospital has a discharge lounge that allows patients to relax away from the ward on the day that they are being discharged.

Transfer to the lounge is an expected stage in a patient's journey home.

What time will I be discharged?

Except where there are specific reasons, such as waiting for a final blood test or result of an investigation we try and discharge people before lunchtime. This is so we can in turn accept new patients into the ward as well as not wanting you to go home late in the day.

Do I need to organise my own transport?

Yes, unless you need special transport for clinical reasons, in which case the hospital will arrange transport for you. If you are leaving by hospital transport, you will be moved to the main entrance by a porter just before

you are due to leave. If you have any questions regarding your transport, there is a member of the transport team available to assist you at the enquiries desk. If you require a taxi to make your way home, there is a taxi free-phone located within the main entrance by the seating area.

What do I do if I'm not happy about my discharge arrangements?

If you, your family, carer or designated friend are unhappy about any of the arrangements for your discharge, please speak to your nurse or matron immediately. If you need further nursing care, a district nurse (or community midwife) will be notified and they will contact you within 24 hours of your return home.

The ward team will provide you with information about looking after yourself at home and about any medicines you have been prescribed. If you need any further tests or investigations, the details will be sent to you.

Who do I contact if I have problems once I have left hospital?

Your ward nurse and, if required, your social worker will ensure that you know who to contact for help after you've left hospital. You will be given contact telephone numbers.

Security ID badges: All staff wear identity badges showing their name, job title and photograph. Do not allow anyone without an identity badge to treat you, take details from you, or remove/have any access to your property. If you see anyone behaving in a suspicious manner, please alert the nearest available member of staff.

Spiritual & religious care: Many patients find they have spiritual needs whether or not they have a religious belief. We aim to provide for the spiritual care of patients, relatives, friends and staff, whether or not they have a religious faith. Coming into hospital can be a difficult experience. We would like to help make your stay as easy and comfortable as possible, and our chaplaincy team can help provide for your spiritual care, regardless of

whether you have a religious faith. This might include:

- helping to reduce stress or anxiety
- being a listening ear
- supporting your relatives, friends and staff
- exploring issues such as "why me?" & "why now?"

Religious care: For some people spirituality is expressed through a religious faith. Our chaplains, who represent many different faiths and denominations, are available for: prayer, Holy Communion, to talk about your faith, advice (including food provision), and times of religious services.

The Sanctuary and Shabbat

Room: The chaplains are based in the Sanctuary complex (opposite X-Ray 1, near the main entrance).

The Sanctuary is a shared space for quiet thought and contemplation as well as prayer, and is open all day from Monday to Friday.

At other times, it may be opened by the security department, located by the main reception. As well as using the Sanctuary for quiet reflection, regular religious

services are held. Please contact the chaplains or visit the Sanctuary noticeboard for times.

If you would like to speak to a chaplain from our multi-faith team, including our Imam and Rabbi, please ask a member of the nursing staff who will contact them for you, or alternatively call us on 020 8510 7773 or 7385. Otherwise you can visit the Sanctuary near the front of the hospital. A chaplain is also available to respond to emergencies out of normal office hours; please contact a member of the ward staff.

The Health Shop: is a drop-in health and cancer information centre based at the main entrance of the hospital. It provides:

- free and confidential information about health and health services in and around Hackney
- free and confidential information, practical advice and support for people with cancer, their families and friends
- details of national and local voluntary organisations, self-help and support groups
- leaflets, fact-sheets, audio and video information on cancer diagnosis and treatments, and a range of other health topics
- information on health topics which can be accessed from the internet by the health shop staff
- a range of information in languages other than English
- a range of information for people with disabilities.

Citizens Advice Bureau: (CAB) for patients and their relatives.

Appointments should be booked by ringing CAB on 020 8525 6367.

Derman: a local voluntary organisation primarily for the Turkish / Kurdish speaking community. The welfare rights adviser is available on Monday mornings. Appointments should be booked by ringing Derman on 020 7739 7893 on Fridays only between 9am and 1pm.

Comments, complaints and suggestions: At Homerton we welcome your views on the care we provide, as this can help us make improvements.

What if I have a problem? As soon as possible, you should tell someone close the cause of your problem – the doctor, nurse, receptionist or senior sister/charge nurse for example. In most cases, it should be possible to sort out the problem straight away.

However, if you would prefer to talk to someone who is not involved in your care, you can contact the Patient Advice and Liaison Service (PALS), based in the hospital's main entrance. Whoever you ask to look into your concerns will do their best to sort out the problem as quickly as possible, and they will ensure that any

information about you is kept strictly confidential.

The Patient Advice and Liaison Service (PALS): provides confidential, on-the-spot advice and support, helping patients, relatives and other visitors to sort out any concerns they may have about the care provided at the hospital. PALS is based inside the health shop at the main entrance to the hospital.

Opening times:
Monday-Friday 9am to 5pm

To contact PALS:
Tel: 020 8510 7315
(answerphone outside office hours)

E-mail: pals@homerton.nhs.uk

Visit: Homerton health shop

Complaints: If you have spoken to a member of staff and are still not satisfied with the outcome and want to make a formal complaint about your care and treatment or that of your relative or friend, please ask one of the nursing staff to give you a copy of our complaints leaflets which are available on the wards and in departments.

Is there anything missing from this information pack? We hope we have included all the important information you may need as a patient; however we may have missed or forgotten something, so please tell a member of staff if you can think of anything else we could add.



Help us...

Help us to get better too!

Hearing your views and understanding your experience is very important to us and we have a number of ways for you to give us your feedback. Your views and stories are used to help us to improve our services and ensure we provide the best possible standards of care.

Patient experience tracker:

All of our wards and most of our departments have these electronic survey devices. They are very easy to use and we would be very grateful if you could spare a minute to answer our questions. Your responses are confidential and we collect and analyze the answers people have given and use them to plan how to improve. On the wards nursing staff will offer you the device to use before you leave – if they have forgotten to do so then feel free to ask them!

Message to Matron: As our matrons cover more than one ward or clinical area you may not get the chance to speak with them every day and our 'message to matron' postcards are one way to tell them how things are, or raise an issue that you may have. You will see the special postboxes on the wards and the matrons will collect their cards when they come onto the ward. And remember, if you want your matron to come and see you then please ask one of the nursing staff.

Comments & suggestions: as well as message to matron we also have comments and suggestion cards; these are in a blue box on all the wards, usually near to the entrance.



Surveys & questionnaires: In the Discharge Lounge we have a paper questionnaire asking you a few questions about your stay. This again only takes a moment to complete and gives us very important information about how your stay with us has been.

Every year the Care Quality Commission (CQC) who are the regulators that monitor how healthcare services are provided undertake a national survey of patients who have had a stay in hospital. This is quite a lengthy questionnaire and patients are selected at random and receive the survey by post. The whole survey is run independently by an external research company and they analyze the results and send us our reports. All Trusts are then assessed against these results, showing how important your experience as a patient is extremely important to us.

Sadly at Homerton many of our patients do not return the questionnaires so we consistently have a very low response rate. There are a number of possible reasons for this, but we know that one of the reasons is that some

people feel spending the time answering the questions would make no difference. We would like to assure you that this is not the case and we would really value your time and your opinion.

So, if you do receive a postal questionnaire, please try and find the time to complete it and return it so that we have a greater understanding of what is important to you and where we can focus our continued improvements.

You can see that we have a number of different ways to get your feedback and understand your experience and we hope you can see that we value your time in telling us and will use your feedback in developing and improving our services.

Getting involved: Homerton is an NHS Foundation Trust. This means that we have members and governors from the local community to support our work. We are always keen to increase our membership and to know what our members think about our services. We would welcome your support as a member.

This means that you can:

- get involved and have a say
- influence proposed changes to services and future plans for the development of the hospital
- vote in the election for the Council of Governors
- stand for election as a governor
- attend our series of members' educational talks
- take part in members' forums
- be involved in the production of our patient information, making sure it is clear, appropriate and what you need.

Am I eligible to join? If you are over the age of 16 and live in Hackney, the City of London or surrounding boroughs and have an interest in our hospital, you can join.

How do I join? Pick up a membership application form, which is available from displays throughout the hospital. Alternatively, contact our membership office on 020 8510 5221, or email members@homerton.nhs.uk

Does it cost anything to join?

Membership is free and requires very little commitment from you, but means that we will keep you updated on news and developments through regular newsletters and meetings.

Discounts: 'NHS Discounts' is a website and service that provides discounts exclusively for NHS staff but it also embraces those working closely with the NHS and has now been extended to our members.

Volunteers: we are developing our programme for volunteers within the hospital. This covers a whole range of ways that you can get involved. Check out our website for more information: www.homerton.nhs.uk

Comments



Controlling infection...

Infection prevention & control:

Infections that occur in a hospital or similar healthcare environment are called Healthcare Associated Infections or 'HCAIs'

The most common are MRSA (Meticillin Resistant *Staphylococcus Aureus*) and *C.diff* (*Clostridium difficile*). Homerton has very low rates of MRSA and *C.diff* and the Trust is committed to ensuring that they remain low and where possible reduced further. There is a Director of Infection Control and Prevention who reports to the Chief Executive and a dedicated Infection Control and Prevention Team. The team provide specialist advice and support to all trust staff on issues relating to infection prevention and produce policies and procedures to ensure that patients, visitors and staff are protected from acquiring infections.

Preventing infections

Please let staff know if:

- you have been in any hospital in the last 12 months
- you have previously been told that you have MRSA
- you have had *C.diff* diarrhoea in the past
- you develop any diarrhoea and/or vomiting prior to admission or whilst in hospital.

When you are in hospital it is important to use good hygiene, which includes washing your hands before meals and after going to the toilet. If you cannot do this yourself then ask one of the nurses to help you.

If you are visiting someone in hospital it is important that:

- you use the alcohol hand gel when entering and leaving the ward or use soap and water if you are visiting someone with *C.diff* or diarrhoea



2 Life on the Wards...

- you do not visit if you are feeling unwell or discuss with one of the nurses if you are unsure
- if you want to bring children into the wards, please discuss this first with the nurses and do not bring them in if they are unwell.

Screening

To help control the spread of MRSA, patients will be screened on admission to the hospital or in the pre-assessment clinic.

This involves taking swabs from the nose, throat and groin area and sending to the laboratory to test if MRSA is present. This is a painless procedure.

If the swabs are positive and the person is not yet in hospital they will be contacted and necessary arrangements will be made to have treatment before being admitted. If the person is in hospital, they will be given treatment and may be moved to an isolation area.

Isolation

If a patient has an infection that can be passed onto another person, for example, *C.diff*, they will be isolated either in a single

room or nursed with other patients with the same infection in a bay.

This is to protect other patients, visitors and staff and they are closely monitored by the Infection Control team.

Hand hygiene

Alcohol hand rub is available at the entrance of every ward and at the ends of patients' beds. The Trust takes part in the National Patient Safety Agency, 'Clean Your Hands' campaign.

This involves poster displays, education and promotional work around hand hygiene for both staff and visitors to the hospital. We do not expect patients or visitors to have to ask if staff have cleaned their hands, however sometimes staff can be very busy or may have used a sink out of sight, so if you haven't seen someone clean their hands, or think they may have forgotten then please do ask.

It's OK to ask our staff if their hands are clean before they start caring for you.

If you would like a leaflet on MRSA or *C.diff* please ask a member staff.

Single sex accommodation...

Every patient has the right to receive high quality care that is safe, effective and respects their privacy and dignity. Homerton Hospital is committed to providing every patient with same sex accommodation, because it helps to safeguard their privacy and dignity at a time when they are often at their most vulnerable.

Patients who are admitted to our hospital will only share the room where they sleep with members of the same sex, and same sex toilets and bathrooms will be close to their bed area. Sharing with members of the opposite sex will only happen by exception based on clinical need; for example where patients need urgent specialist equipment such as in our cardiology or acute stroke units.

Other than in the circumstances set out above, patients admitted to Homerton can expect to find the following:

Same sex accommodation means:

- The **room or bay where your bed is** will only have patients of the same sex as you.
- Your **toilet and bathroom** will be just for your gender, and will be close to your bed area.

At Homerton we have some wards that are entirely single sex such as on our surgical floor where Thomas Audley Ward is female and Halley Ward is male. Our other wards provide care for both men and women but in single sex bays and have a bathroom opposite which have signs that can be changed to either male or female depending on the needs of that particular bay.



2 Single sex accommodation...

A bay is a sleeping area that is enclosed on three sides with solid walls. The fourth side may be open or partially closed. Bays typically consist of four to six beds each. A hospital ward can be made up of a number of bays. This is the type of accommodation most patients will see in a modern English hospital.

Will you be admitted to mixed sex accommodation?

This would only happen if there was an urgent need to admit you into a bed, for example if you needed special equipment and we were unable to find you a single sex bed immediately. A senior manager has to authorise such a decision and ward staff and bed managers will aim to move you as soon as possible to a same sex ward or bay.

Why doesn't Homerton have all single sex wards?

Patients often benefit from being treated in the same area as other patients with similar clinical conditions, so that they can be treated by the appropriate specialist staff; for example patients with respiratory problems on a respiratory ward and those

with diabetes on a diabetes ward. This means that wards are often arranged by specialty rather than gender. However, men and women can still be segregated if they are placed in separate bays within the ward. This allows patients to preserve their privacy and dignity, while accessing the highest standards of care.

Will the staff looking after me be the same sex as me?

You will be cared for and treated by the staff with the most appropriate skills and training, and not necessarily by someone of the same sex. If you have concerns, talk to the staff providing your care.

What about visitors?

During visiting hours, visitors of both sexes may be present within the ward. It's important that patients are able to spend time with friends and family while in hospital.

What do I do if I think I am in mixed sex accommodation?

We want to know about your experiences. There are a number of ways you can tell us if you have any comments or concerns.

- Ask to speak with the nurse in charge or matron for your ward.
- Use our 'message to matron' cards available on all our wards.
- Speak to one of the advisers in our PALS department or call them on: 020 8510 7315
- Write to the Deputy Director of Nursing, who is our lead for mixed sex accommodation.

4 Single sex accommodation...

privacy and dignity for all
same sex accommodation



About your treatment



We hope you have a comfortable stay with us

This wallet holds all the information you will need during your stay. We also value your comments so please fill in the Message to Matron card and post it in the ward post box.

Homerton University Hospital



NHS Foundation Trust



Please note that there is limited pay and display parking in streets around the hospital. After 5pm and at weekends on site parking is available.



Homerton University Hospital, Homerton Row, London E9 6SR.

Telephone: 020 8510 5000

www.homerton.nhs.uk