



Spire

Bristol Hospital
The Glen

Patient room brochure



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Spire

**Bristol Hospital
The Glen**

On behalf of all the staff I would like to welcome you to Spire Bristol Hospital.

We understand that when you first arrive you may feel a little unsettled in unfamiliar surroundings. Please be assured that all our staff know you are anxious about your operation and we will do everything we can to ensure your stay is as comfortable as possible. We aim to give you a first class service in a caring and professional environment.

This booklet has been specifically designed for your use and to provide you with information regarding the facilities available to you and your visitors during your stay. If you require any additional information or assistance please don't hesitate to ask any member of staff who will be more than happy to help you.

If for any reason you have a comment or concern which you should like to discuss with a Manager, we have a Duty Manager in place throughout the week. Please ask any member of staff to contact the Duty Manager on your behalf. Alternatively, should you wish to discuss any aspect of your stay with myself or with Matron, please do not hesitate to contact us on extension 4002.

I would like to take this opportunity to wish you as comfortable a stay as possible.

Yours sincerely

**Rob Anderson
Hospital Director**

Information for patients and visitors

Fire alarm

The fire procedure is based around progressive horizontal evacuation. This means that if there is a fire, everyone in the hospital should be able to move away from the fire, assisted as appropriate, using the stairways and corridors to a place of safety. In the first instance this should be within the building and only if necessary outside. Do not use any of the lifts. The fire alarm system works as a two stage system;

- **There will be a continuous signal in the areas directly affected by the incident**
- **An intermittent signal in all other areas**

Our fire alarms are tested every Thursday morning during which you will hear a brief alarm. In the unlikely event if there is a continuous signal or an intermittent alarm signal at any other time stay where you are, be aware that there is an incident within the hospital and await further instructions from your nurse.

Pain management

Following your operation / procedure you may have some discomfort or pain. To control your pain we need to measure it. After your operation you will be asked how much pain you have (although you may not have any). The nurses will help you to score your pain:

- 0 – None
- 1 – Mild
- 2 – Moderate
- 3 – Severe
- 4 – Worst imaginable

We score your pain levels after any treatment or investigation. Your answers help us choose the best pain relief for you. **Please be honest and do not suffer in silence.**

If you have a general anaesthetic, your consultant anaesthetist will prescribe your pain relief. For local anaesthetic cases the consultant surgeon undertaking the treatment or investigation will prescribe your pain relief.

If your pain score remains high despite using the prescribed pain relief, the nursing team will ask our resident doctor to assess and correct your pain. He or she will contact your consultant for further advice if your pain score stays too high.

We are very keen to hear your views about how your pain / discomfort was managed whilst you were with us. Please add any comments to the patient satisfaction survey found in your room.

Nurse call button

This system is in place for your use, if you need any help or attention not just for an emergency, please do use it.

Mobile phones and cameras

If you need to use your mobile we would ask that you avoid doing so in a public place or in the clinical areas of the hospital. Whilst we understand that it is important for you and your visitors to keep in touch with friends and family, we would like to ensure that unnecessary noise in the hospital is kept to a minimum and that all our patients' privacy is respected.

Therefore could you please keep your mobile on silent mode and refrain from using cameras and mobile cameras within the hospital.

Phone calls

We would ask that relatives try to make calls to you between the hours of 11.30 - 14.00 or 16.00 – 19.00 as these are times when the reception areas are least busy and able to manage calls more effectively the direct numbers are:

Level three	0117 980 4088
Level four	0117 980 4085

Valuables

Please do not keep items of special value on you whilst you are here. Please let the nurse or receptionist know if you would like us to place any valuables including jewellery, wallets, mobile phones etc in the ward safe.

Waiting times

Due to the number of patients we admit everyday our nursing staff will try to see each patient in the order of the operating lists. This will mean that you may be left alone in your room for a while when you first arrive. We are aware that you may be anxious at this time and would suggest that you watch television or read. If you need anything else such as a newspaper, please let your receptionist know.

Make-up, jewellery, nail varnish and hair

We would be grateful if you remove all jewellery, make-up and nail varnish in preparation for your operation. If your hair is longer than shoulder length, please tie it back.

Your room

Nurse call system

The nurse call system enables you to summon help whenever you need it. It is particularly important that you use your call bell to ask for assistance the first time you get out of your bed following your operation. You can do this by pressing the orange button on the handset mounted in the holder on the wall. A red strip at the top of the handset indicates that your call has been activated. This then activates the personal bleep that is carried by each nurse. The orange button and red pull cord in the bathroom also activates the nurse call system.

Telephone

A telephone is provided in your room so that you can keep in touch with family, friends and colleagues. If you have hearing problems an amplified phone is available.

Calls will be charged to your personal account on a metered basis, at the following rates:

Local calls	21p per minute
National calls	21p per minute
International calls*	80p per minute
Calls to mobile phones	45p per minute

Local and national calls can be dialled direct by dialling 9 before the number you require.

* For international calls, contact the operator on 0 who will be able to connect you. If at any time you do not wish to receive incoming calls, the nurse in charge can intercept these at your request.

Useful numbers

Duty Manager	4111/0
Main reception	4111/4110
Level 3 pantry	4253
Level 3 reception desk	4285
Level 4 pantry	4252
Level 4 reception desk	4283

Television

Your room has a colour television that can be operated by the separate remote control unit, or manually on the set itself.

You are welcome to use the television at any time during the day or night, however in the interest of other patients, we ask that between 1.30pm and 2.30pm and after 10pm, you reduce the volume.

The pre-set channels on the television are:

1 BBC 1	7 BBC 3
2 BBC 2	8 True Movies
3 ITV	9 Action movies
4 Channel 4	10 E4
5 Channel 5	11 ITV 2
6 BBC News	12 CBBC Extra

Radio (provided via the television)

There are four pre-set radio stations:

13 Radio 1
14 Radio 2
15 Radio 3
16 Radio 4

Personal property

We recommend that you do not keep articles of value with you during your stay. The hospital cannot accept responsibility for loss of, or damage to, personal property of any description brought into the hospital. If this is unavoidable you may, at your own risk, deposit them with a member of the nursing staff who will place them in the ward safe and give you a receipt. Please remember to ask for your belongings back before leaving the hospital.

Bathroom

Your en-suite bathroom has a bath or shower for your convenience. The shower is operated by using the mixer tap, which also controls the temperature. Fresh towels are provided daily and there is a shaver point in the bathroom. If you require a rubber bath mat please ask your nurse or a housekeeper.

Lights

The lights in your room can be switched on and off using either the main switch, located by the door to your room, or the cords which hang above the bed and above the bedside table.

Smoking

For your comfort and safety, Spire Hospitals operate a strict no-smoking policy throughout the hospital and grounds and we ask all patients and visitors to observe this.

Visitors

Visiting hours

Visitors are welcome at any time, between 10am and 9pm. They are also welcome at other times, but as the hospital doors are locked outside these hours, we ask that you let the nurse in charge of your ward know when any visitors are due. All visitors are asked to report and sign both in and out at the hospital's main reception, every time they come to visit you.

Please note that if undisturbed rest periods are required to help your recovery, the nurse looking after you will make appropriate arrangements to prevent disturbances. This can also apply if you do not wish to receive visitors at any time during your stay. To aid your recovery, we do also ask that medical treatment, including physiotherapy sessions, take precedence over visitors.

Visitor's menu

If your visitors require hot beverages, complimentary tea and coffee is available, please ask your hostess.

Visitors are welcome to eat with you in your room, if you wish and they too can choose from your menu. Please ensure that you have placed any orders for visitors' meals by 5.30 pm.

You or your visitors may order meals through the ward hostess and these will be charged to your account. Alternatively, your visitor may pay separately at the main reception desk. Charges for visitor's meals are detailed below:

Continental Breakfast	£5.50
Lunch / Dinner	£10.00 - two courses £12.00 - three courses
1 Course lunch / Dinner	£7.50
Sandwich with hot beverage	£3.50
Soup with roll & butter	£2.50
Desserts from	£2.00

Drinks as per the list in the meals and drinks section on page 7.

Meals and drinks

We know how important food and nutrition are in helping your recovery. We cater for a range of tastes and appetites, and will be happy to adapt meals to suit special dietary requirements including vegetarian, kosher and gluten sensitive. If you have any questions about our menu, please ask the ward hostess who will be pleased to help and advise you on the choices available.

Meals are normally served at the following times:

Breakfast	7.00am – 9.00am
Lunch	12.30pm – 1.30pm
Dinner	5.30pm – 6.30pm

Each day a member of the hotel services team will visit your room with details of the day's menu to take your order.

The kitchen closes at 6.30pm, however, if you would like to order late meals or light snacks, please ask your nurse or call room service on 4252 (Level 4) or 4253 (Level 3) and they will be happy to take your order before 6.15 pm. If you would like to order meals for your visitors, please inform your hostess.

Dietary requirements

We will normally be aware if you have any special dietary requirements from the information you provided on your medical questionnaire. However, please let your ward hostess know if you have any other dietary needs and we will make appropriate arrangements in consultation with our chef.

Specialist dietary advice can be arranged with a dietitian on request; a charge will be made for this service, for which insured patients may not be covered (please check your policy details). Prices are as follows:

Initial consultation	£80.00
Follow-up consultation	£60.00

Helpful notes

- We serve semi-skimmed milk, but skimmed or full fat milk is available on request
- A choice of sunflower margarine or butter, and white or brown bread, is available
- Small or larger portions may be served on request
- A starter may be chosen as a main course

If you would like any help, please contact your ward hostess on extension 4252 (Level 4) or 4253 (Level 3). Alternatively, if you would like to speak to the chef, please ask any member of staff.

Before and after your operation

It is likely that there will be some restrictions on what you can eat or drink before and/or after your procedure.

It is important that you do not eat or drink anything just before or directly after your operation, unless you have been specifically advised to do so by your consultant or a nurse. However tempting our meals may be, it is important that you always follow medical advice.

Additional refreshments

Beverages are served at the following times throughout the day:

- at breakfast
- mid-morning
- lunchtime
- mid-afternoon
- with your evening meal
- late evening

You can order additional beverages at any time - simply contact the ward hostess on extension 4252 (Level 4) or 4253 (Level 3).

Snacks

A selection of snacks and beverages are available. Please speak to your hostess for further details.

Patient services

There are a number of services that we can arrange for you during your stay. Simply let a member of your care team know of your requirements. Details of the charges are available on request; services will be charged to your personal account, to be settled on discharge.

Newspapers and magazines

You can request these to be delivered to you each day through the ward receptionist via telephone extension number 4285 (level 3) or 4283 (level 4).

Mail

Let us know if you have any mail you would like us to post for you. Any incoming mail will be delivered to your room.

Business facilities

We can arrange for any photocopying or faxing on your behalf. You are welcome to bring a laptop computer as the hospital is covered by Wi fi but please note that all personal appliances have to be checked first (see health and safety section, page 10).

Wi fi remote access

To gain access to the Internet, you will need to do the following;

Users must search for the network - spirehospital
The security key is - spirebristol

Clergy visits

If you do not have a minister of religion who you are able to contact then please don't hesitate to ask. All denominations can be accessed by a member of the ward team.

A regular priest visits the wards each Sunday morning at 9.30am to give communion. Please ask the nursing staff if you would like a visit from a Anglican or Catholic priest.

Hospital services

Head of Clinical Services

At Spire Bristol Hospital, our clinical team is led by our Matron, Louise Daniel, who is supported by our team of clinical managers. Louise can be contacted via her secretary on extension 4002, or via your nurse.

Physiotherapy

Some patients require treatment by a physiotherapist during their hospital stay. This may take place in your room, on the ward, in our physiotherapy department or the hospital's gym.

Highly trained physiotherapists carry out assessments and treatment using modern equipment and facilities.

Nurse chaperone

If you are to be examined by a doctor and would like a nurse to chaperone you, please ring your nurse call bell and ask a member of the nursing staff to be present during the examination.

Pharmacy

Our pharmacy is open:

Mondays to Fridays	9am - 5pm
Saturdays	8.30am – 12.30pm

The fully qualified pharmacy team provides a service to the wards, theatres, out-patients and other departments. They dispense prescriptions for in-patients, out-patients and for patients to take home. They also sell a small selection of 'over-the-counter' items.

Self-medication

During your stay it is possible for you to administer your own medication if you wish to. Some patients find this helps them retain their independence during their stay. It can also be good practice for taking drugs you may need to continue taking when you return home.

To ensure self-medication is carried out safely and conforms to legal requirements we have strict guidelines which must be adhered to. These are outlined overleaf:

- You will not be able to self-medicate for 48 hours following your operation. During this time your medication will be locked away in the Ward Medication Trolley (or the fridge if necessary).
- You must be over sixteen years of age to self-medicate.
- A qualified nurse will assess you to ensure that it is safe for you to self-medicate. This assessment ensures that you have recovered from your anaesthetic and that your medication regime has become stable. Your nurse will also check that you understand what medication you are taking and why.
- Once you have been assessed and it has been confirmed that you may self-medicate you will be asked to sign a consent form at which point you will accept responsibility for administering your medication.
- When you take your medication you must inform the nurse looking after you. The nurses will check that you have taken your medication during their drug rounds.
- If you have been prescribed any pain relief your nurse will administer it. This is to ensure that you have adequate pain relief and that any amendments may be easily made.
- Any medication that you bring into the hospital will be assessed to ensure that it is suitable for use. It must be in the original box with your name and the original pharmacy label and instructions on it. It must also be in date and have been dispensed within the last 3 months.

- If any of your medication is classed as a “controlled drug” you will not be able to self-mediate for this item. We will either return it to your family or carer to take home or lock it in a secure cabinet on your admission.
- If you place your medication into a “dossett box” we will not be able to use it as we cannot easily identify the medication and we will not be able to check the items or expiry dates.

After reading the guidelines outlined, if you wish to self-medicate during your stay then we will endeavour to accommodate you. However, if for any reason we do not feel that it is safe or appropriate for you to do so then we will let you know why.

Complaints procedure

If you are unhappy with any aspect of your care at the hospital please contact the Duty Manager, Matron or Hospital Director. All complaints will be managed within the framework of Spire Healthcare complaints procedure. Please ask for a copy of this if appropriate.

Patient representative

The patient representative for Spire Bristol Hospital is Mrs. Frances Bateman. She has been a patient at this hospital on many occasions and is happy to take calls from anyone who would like to make comments about their care whilst in hospital. These will be treated in total confidence.

To contact Frances, please call 01454 316103.

Health and safety

Medication

Any medicines that you are currently taking, including any that you have purchased over-the-counter from a pharmacy, and any herbal remedies or vitamins that you take regularly, should be handed to the nurse on admission. Your consultant will generally continue to prescribe your normal medicines, but it is important for him/her to be aware of what you take. Should you require more information about any of the medicines that you are taking, leaflets are available from the hospital's pharmacy. Please seek medical advice before drinking any alcohol.

Emergency fire drill

If you discover a fire:

Call a nurse immediately by pressing the orange button on the nearest nurse call control or sound the alarm at the nearest 'break glass' point.

The hospital has been designed and equipped to minimise the risk of fire. Every room is protected by smoke detectors that automatically set emergency procedures in action. Fire protection barriers prevent the spread of fire from one area to another.

Security

All external doors are locked at 9pm and anyone who needs to enter the hospital after this time can only do so by pressing the intercom outside the main reception. The main reception doors are electronically activated and can only be opened by the nursing staff at ward level. You can open your bedroom window, however it is restricted to how wide your window will open, and it can also be locked. Please ask a member of the nursing staff to assist you.

Personal electrical appliances

You are welcome to use your personal electrical appliances. In the interests of safety, however, we ask that you first allow our hospital engineer to check your appliances. Normal domestic equipment can cause the hospital's electrical safety equipment to cut out, interfering with the supplies. The hospital engineer can be contacted via your nurse or ward receptionist.

Reducing the risk of infection

Hospital acquired infection is a cause of concern for many people visiting hospitals and at Spire Bristol Hospital we take infection control extremely seriously. Promoting effective hand washing by staff, patients and visitors is an important part of this. Hand washing prevents the transmission of illness and infectious disease. By frequently washing your hands you wash away germs that you have picked up from other people, animals, contaminated surfaces and objects such as money. One of the most common ways people catch colds is by rubbing their noses or eyes after their hands have been contaminated with the cold virus. The Infection Control Nurses Association (ICNA) has provided some useful tips to help reduce the risk of acquiring infection, which is outlined in the leaflet beside your bed.

Going home

If your operation is planned as a day-case, you will need to rest on your bed for a few hours before going home. You will be discharged once your consultant is happy for you to leave and when you feel sufficiently recovered, have had something to eat, and have passed urine.

Alternatively you may have been booked in for several nights. This is an estimate based on the average length of stay for the procedure. Please ask your consultant whether he/she is satisfied with your progress and he/she may allow you to leave early.

When you are ready to go home, your nurse will provide you with a discharge pack, which includes some important information to help with your recovery. This pack will contain information relevant to the type of treatment you have received, however please feel free to ask any questions before you go home to ensure that you understand the next step.

We also advise that you check your room to ensure that you have taken your personal belongings, including any medication, which you may have brought with you to the hospital when you were admitted. You should make arrangements to be collected from the hospital between 9 am - 9.30 am on your day of discharge unless otherwise instructed by your consultant or nurse.

Please note that you should not drive for 48 hours following a procedure carried out under general anaesthetic otherwise your car insurance may be void.

Suitable medication will be dispensed to you on discharge and this can be paid in full when you leave or it will be billed to the card we swiped on admission.

If you have any queries or concerns regarding the medicines prescribed please do not hesitate to ring the pharmacy department on 0117 980 4045.

On discharge you will be given a discharge folder and a follow-up appointment to see your consultant if required.

Thank you for choosing Spire Bristol Hospital



How to find us

For more detailed directions to the hospital, please visit www.spirehealthcare.com/bristol

Telephone 0117 980 4000

Fax 0117 974 3203

Email cservice-br@spirehealthcare.com



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Registered Certificate No. P03000070