

*What happens if
you go to
hospital in an
emergency.*

Easy English



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We hope this leaflet will help you.

This leaflet will tell you about what will happen in hospital.

Important Information

Stopping Infection

Please use the hand gel when you enter and leave the ward.
This will help stop people getting ill.



Questions

Please ask the staff if you have any questions.
Please tell the staff if you have any allergies or special needs.
They are there to look after you.



Identity Bracelet

While you are in hospital, you will wear a bracelet that says who you are.

Check you are always wearing it.
This will make sure you get the right treatment.



Keeping safe

It is very important that you feel safe when you are in hospital. All staff will have a badge with their picture, name and job title.



If you feel worried about anything, or you think you have been treated unfairly please speak to a member of staff.



Fire

If you hear the fire alarm, please do what the staff tell you.

If you find a fire, tell a member of staff. Do not try and put out the fire yourself.



Smoking

Smoking is not allowed inside or outside the hospital.



Packages

If you see a package you are worried about, tell a member of staff.



Arriving at hospital

Reception desks

The main hospital reception desk is at the main entrance. At all out-patient areas you will find a reception desk where a member of staff will help.



Wheelchairs

Wheelchairs can be found in the main In-patient and Out-patient entrances.



If one is not available, please ask a member of staff. You might need a £1 coin which you will get back when you return the chair.



Meet and Greet volunteers

Some hospitals have Meet and Greet volunteers.

They are there to help you find the department you need.



Accessible toilets / baby changing

The hospital has toilets in all the public areas.

There are accessible toilets for disabled people.



Translation into other languages

We can offer a translation service.

If you need help to understand, please let us know.



Chapel and Prayer Room

Our Chaplains can arrange care for all faiths. You can ask for a Chaplain to visit you at any time.

Anyone can use the Chapel or the Prayer Room.



Payphones / postboxes / cash machine

There are payphones in the hospital. You can make a free phone call to a taxi.



There are also postboxes and a cash machine on the hospital site.



Patient Advice and Liaison Service (PALS)

PALS is a confidential service.
This means they must not tell anyone else what you tell them.



You can speak to PALS if the staff cannot help with your questions or if you feel happier speaking to somebody else.



Complaints or Comments

If you do have any comments or complaints we want to know about them.

**You can find out more on
www.pals.nhs.uk**



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