

## General information guide



**i** Important general  
information for all patients.

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## About this booklet

The purpose of this booklet is to give you general information about the Golden Jubilee National Hospital. This does not replace any information or advice we may give you in person.

If you have any questions or concerns, please speak to any member of your healthcare team.

## About your visit to the Golden Jubilee National Hospital

You have been sent a letter which tells you when to come in to hospital.

You may also have been sent an information booklet about your procedure or test. It is important that you read and understand all of the information which has been sent to you.

If you have any questions or concerns, please telephone the number on your appointment or admission letter.

## Appointment reminder call

The Golden Jubilee National Hospital uses an automated voice system to remind you about your appointments. This telephone number will display as 0141 951 5000.

We will call you on your preferred telephone number about one week before your appointment or admission. During this call, we will ask you to confirm that you will be attending your appointment. If you do not confirm your attendance, we will allocate your appointment to another patient. Please follow the instructions provided during the call.

## Contacting the hospital

You can now contact our Patient Coordination Centre for all Outpatient and Surgical appointments on **0141 951 5266**.

You can contact our Radiology Booking Office on **0141 951 5850**.

Please have your patient reference number when you contact us. You can find this on your appointment letter.

When you call the main Golden Jubilee National Hospital telephone number, **0141 951 5000**, you will be greeted with an automated system which will ask you to press '1' and say the name of the person, department or ward you wish to speak to.

The system will then automatically connect you to the requested person, department or ward.

If you do not know the name of the person, department or ward, simply hold on for a few seconds and you will be connected directly to a switchboard operator who will then connect the call appropriately.

## Bringing your medication

You may have been asked to stop taking certain medications. It is important that you follow this advice.

When you come into hospital, please bring with you all of the medication that you are currently taking, as well as those that have been stopped prior to your operation. If possible, please bring these in their original packaging. This includes: painkillers, creams/ointments, ear, eye and nasal preparations, inhalers, insulin, injections and medicines purchased over the counter.

All of your medication will be stored safely during your stay.

**Before you go home:**

- any alterations in your medication will be explained to you by a member of staff before you are discharged.
- medication you have brought into hospital will be returned to you, if appropriate.
- any new medication will be provided.

## Catering information

We provide a full catering service for all inpatients staying at the Golden Jubilee National Hospital.

**Breakfast**

Breakfast service begins at 8am every day.

You will be served a continental style breakfast. The breakfast menu is brought with your breakfast tray, so that you can order for the following day. This will be collected at the same time as your breakfast tray.

On the first morning following your procedure, if you have not had the opportunity to fill out a breakfast menu, you will be given cereal, a roll, margarine, marmalade/jam, and tea. If you would prefer something different – for instance, coffee to drink – please ask the catering assistant providing your breakfast, and they will be pleased to change it for you.

**Lunch and dinner**

In the early afternoon you will be given a lunch and dinner menu for the next day. This gives you time to choose your meals by filling in the tick boxes. These are collected at breakfast time the following day.

If for any reason you are unable to have the menu ready for collection, we will be pleased to serve you with soup and sandwiches for lunch and the catering assistant will collect your dinner menu at lunch time.

Lunch service begins at 12pm and dinner service at 5pm every day.

## **Tea and coffee**

These will be served at 10am, 3pm and 7pm.

## **Allergens and intolerances**

As we operate a fully functional catering operation, allergens may have been handled in the kitchen and at the servery.

If you have a food allergy or intolerance, please speak to a member of staff before you order your food and drinks.

## **General catering information**

Our menus are nutritionally assessed by the Dietetics department. They are designed to offer a balanced and healthy diet for all patients.

These are coded:



– vegetarian;



– healthy choice (suitable for patients with Diabetes and/or Heart Disease); and



– energy dense (for patients requiring more nutrition).

The Dietetics department will liaise with the Catering department for patients on medically prescribed diets.

If you have not already informed us of any special dietary requirements, including the need for Halal, Vegan or Kosher food, please do so as soon as possible.

If you require help with eating and drinking, please speak to a member of nursing staff, who will be happy to assist you.

Patients consuming food brought in from outside sources do so at their own risk. Please note that there are no facilities to prepare, refrigerate, or re-heat food brought in by visitors.

If, for any reason, you miss a meal, please inform a member of the nursing staff and you will be served as soon as possible.

Our patient questionnaire gives you the opportunity to comment on the catering and nutritional service.

If you have any questions, concerns or an issue you would like to raise, please speak to any member of the Catering team.

### **Nutritional supplements, vitamins and herbal remedies**

Nutritional supplements, vitamin preparations, and herbal/homeopathic remedies may interfere with some of the treatments given to you. You will not be given any of the above during your stay at the Golden Jubilee, but your GP may restart these following discharge, if appropriate to do so.

Grapefruit and cranberry juice can also interfere with effects of some medicines. Do not bring either of these juices with you. If you have any concerns, please ask to speak to a Clinical Pharmacist.

Alcohol must not be brought into the hospital at any time.

## Protected meal times

Our protected meal time service aims to help you get the most from the meals provided to prevent unnecessary interruptions. All emergency treatments will continue to be dealt with.

Lunch service begins at 12pm and dinner service at 5pm every day. During these times, our nursing and catering staff will be available to help, encourage, and monitor your food intake.

Relatives or friends should only visit at mealtimes if they are actively involved in helping to feed you and/or encourage eating. If you have any worries or concerns about this, then please speak to the nurse in charge of your care.

## Data Protection

We ask for information about you so that you can receive proper care and treatment. We keep this information, together with details of your care, because it may be needed if we see you again. We may use some of this information for other reasons: for example, to help us protect the health of the public generally, and to see that the NHS runs efficiently, plans for the future, trains its staff, pays its bills, and can account for its actions.

Your information will be treated confidentially at all times. It will only be seen by those who need access to it and those involved with your treatment to ensure consistency throughout your journey. This will sometimes include your Health and Social Care Partnership, who are responsible for providing any equipment you will need for returning home.



You have a right to see what has been written in your health records. If you wish to see your records, please download and complete the 'Subject Access Request Form' from the following link: <https://hospital.nhsgoldenjubilee.co.uk/general-information/data-protection> and return it to the address provided in the form.

For more information about your rights, you can view our privacy policy on our website at: <https://www.nhsgoldenjubilee.co.uk/site-information/privacy-policy>

## General information

### Mail

We deliver patient letters, cards and parcels daily. Unit staff will ensure that you receive mail as quickly as possible. Stamps can be purchased from the hospital gift shop. You can give outgoing mail to the unit staff.

### Personal items

Towels are provided in the ward but please bring your own:

- nightwear;
- dressing gown;
- well fitting slippers with a non slip sole;
- toiletries;
- loose clothing; and
- comfortable walking shoes.

As a guide, we would ask that you keep your luggage to one small suitcase/bag of around 10kgs or under. This will assist us in moving your possessions safely.

## **Shopping and dining facilities**

- You can buy newspapers, magazines, toiletries and gifts from the hospital shop, which is located on the ground floor next to the West lifts. Shop staff also visit the wards twice a day with a selection of items for sale. Opening hours are displayed on the shop front.
- The Golden Bistro is located on the ground floor and is open to staff, patients and visitors. Prices are displayed on the menu boards and opening hours are displayed at the entrance to the restaurant.
- Cafe Latte, located in the conservatory, sells a selection of hot and cold drinks and snacks.
- The Golden Jubilee Conference Hotel also provides a wide ranging menu.

## **Smoke-Free Grounds**

Smoking, including the use of e-cigarettes, is not permitted anywhere in the grounds of the Golden Jubilee National Hospital or Conference Hotel. This applies in all buildings and grounds for all staff, patients and visitors.

## **Spiritual Care**

Our Spiritual Care service is available to all patients, relatives and visitors alike. Whether your approach to life is based on faith or philosophy, we are here for you. Caring for the whole person – body, mind and spirit, can play a positive role in the process of healing and rehabilitation. We can arrange visits to patients who may be far from home, and can also arrange visits from representatives of local faith and belief communities if requested.

The Spiritual Care Centre is situated on the ground floor corridor, between the hospital and the hotel. The Centre is open all day every day and includes a lounge to relax in, quiet areas to pray and think, as well as information and inspirational literature for people of all faiths and beliefs.

## **Telephones and mobile phones**

Most inpatients can receive calls in their rooms, however some rooms may not have landlines available. Relatives and friends can check phone availability by calling the ward directly and giving your name. Please note that no calls will be put through to patients between 10pm and 2pm.

Payphones are located on the ground floor, behind hospital reception and across from the hospital shop.

You can also check with the Ward if mobile phones are permitted in that area. Patients can also make use of our free WiFi. This is available in most patient and public areas.

## **Valuables and electrical appliances**

We do not take responsibility for the loss of money, or for the loss or damage to valuable or personal items during your stay.

We allow small electrical appliances in patient rooms although our engineering staff must check these before you use them. If you need a hairdryer, please ask a member of nursing staff.

If you do need to bring valuables with you, please let staff know when you arrive, and they will arrange for them to be stored securely.

## Prevention and Control of Infection

Patients who come into hospital have a greater risk of infection because of the surgery or interventions required. It is not possible to avoid infection completely but, with your help, we can reduce the risks.

We are committed to providing a safe, clean environment that protects patients, visitors and healthcare workers from infection. We have a dedicated team responsible for all aspects of prevention and control of infection, including:

- providing prevention and control of infection information, education and advice to patients, visitors and staff; and
- monitoring the cleanliness of equipment and the environment.

### What you can do to help

- Keeping your hands clean is one of the most important things you can do to help prevent infection. Please wash your hands or use the alcohol based hand rub regularly. Encourage visitors to do the same, particularly on arriving and leaving clinical areas.
- Always wash your hands after going to the toilet.
- Ask visitors not to sit on your bed or use your toilet facilities.
- Ask your relatives and friends not to visit if they have a cold or flu, or have had diarrhoea or vomiting in the last 48 hours. Some infections such as Norovirus may be brought in from the community and spread rapidly between patients and staff.
- Supervise any children; do not allow them to touch any equipment in your room.
- Do not touch dressings, wounds, or equipment around your bed.
- Limit the amount of items brought into the hospital; they can cause clutter, making cleaning difficult.
- Clean hands are important for staff and patients alike. We encourage you to ask staff if they have washed their hands with soap and water or used the alcohol based hand rub.

## **Invasive devices used during your stay**

Invasive devices, such as drips and catheters, may be required as part of your care. To reduce the risk of infection, we aim to:

- remove them as soon as they are no longer required; and
- monitor these devices regularly to identify any signs of infection.

You should avoid touching any devices. Please let us know immediately if the insertion points are painful or inflamed.

Please report any concerns or issues to the Senior Charge Nurse or ask to speak to a member of the Prevention and Control of Infection Team.

Patient information leaflets are available on our website and are also displayed within the ward areas. Please feel free to take a copy home with you. If you have any questions, speak to a member of the nursing team.

## **Research**

The Golden Jubilee National Hospital participates in and hosts a number of clinical research studies.

During your stay, you may be invited to take part in appropriate research studies. Participation is voluntary and will not affect the standard of care you receive in any way.

## Treatment Time Guarantee

The purpose of this information is to tell you about your right to be treated within 12 weeks from when you agree to your inpatient or day case procedure.

All patients who are due to receive planned treatment have a right to receive it within 12 weeks of agreeing this with your consultant. This is subject to your availability to attend appointments from the agreed date.

### How long will you wait?

Your waiting time clock starts when:

- results of all required diagnostic tests are known; and
- you have agreed your treatment with your doctor.

We will try to give you a minimum of **seven days**’ notice of your appointment. This is considered a ‘reasonable’ offer.

If you refuse two or more reasonable offers of appointment, we may:

- refer you back to your General Practitioner (GP); or
- reset your waiting time clock to zero – this could result in you waiting a further 12 weeks for treatment.

Any decision will be communicated to you in writing.

## How can you help?

To help us arrange your treatment as quickly as possible, please:

- notify us if you change your name, address or telephone number to ensure we can contact you to confirm your date of appointment;
- let us know about any dates when you won't be able to go into hospital (for example because you are going on holiday) we will then explain to you the impact this has on your waiting time;
- let us know as soon as possible if you are unable to keep an appointment so we can offer it to someone else - at the time of cancelling your appointment we will explain the impact this has on your waiting time; and
- get in touch immediately if you feel you have been waiting too long.

## Contacting you

We will write to you to confirm your appointment time and date and provide any other necessary information. We will also write to explain how your treatment time will be affected, if you:

- refuse two or more offers of an appointment;
- do not attend an appointment;
- cancel an agreed appointment after previously accepting it;
- let us know about any period of unavailability e.g. if you are going on holiday.

Our letters to you will always include a contact number that you can use to get in touch with us.

While we aim to make sure that all of our patients are seen within the 12 week legal guarantee, there may be occasions where this is not possible. Therefore, if we exceed your treatment time guarantee, we will:

- offer you the next available appointment taking your availability and other relevant factors into account;
- provide you with an explanation of why we did not treat you within 12 weeks;
- provide you with details of the advice and support available; and
- provide you with information on how to give feedback, raise concerns or complain.

### **How can you find out more?**

More information, including the Charter of Patient Rights and Responsibilities, the Your Health and Your Rights factsheets, and other leaflets are available from:

- GP surgeries;
- Waiting Times Advice Line on 0800 028 2836;
- [www.nhsinform.co.uk](http://www.nhsinform.co.uk);
- NHS Inform Helpline on 0800 22 44 88 (lines open daily from 8am to 10pm); and
- Patient Advice and Support Service (PASS) at your local Citizens Advice Bureau.

This guidance is provided to help patients understand their right to the treatment times guidelines under the Patient Rights (Scotland) Act.



## Visitor information

Inpatients are welcome to receive visitors in their rooms. Children are also welcome, but must be accompanied at all times; they are not allowed to play in corridors.

Relatives and friends are asked to:

- check what kind of gifts or food to bring in (some wards don't allow flowers, and others may prefer you not to bring in food);
- stay away if they have an infection, cold, vomiting or diarrhoea;
- use only the chairs provided; and
- adhere to visiting times and the number of visitors allowed.

For up-to-date visiting times, speak to a member of your care team or visit our website: [www.nhsgoldenjubilee.co.uk](http://www.nhsgoldenjubilee.co.uk).

## When you go home

You may need someone to collect you from hospital and stay with you overnight on your first night home. More information is provided in the booklet you have been given about your procedure. Further advice can also be obtained from the nurse in charge of your care.

If you would like further information on anything in this booklet, or if you have any questions or concerns, please telephone the number on your appointment or admission letter.

## Notes

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## Notes

This image shows a single page of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

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