

New Visiting Times

The Visitors' Code of Conduct aims to create a restful environment for patients. We are piloting new visiting hours – **from 1st June 2010** – as follows:

Monday to Friday
6.00 pm – 8.00 pm

Saturdays, Sundays and Bank Holidays
2.30 pm – 8.00 pm

Visitors may still visit in the afternoons by arrangement (with Matron/Nurse in Charge or Ward Sister) particularly in the following circumstances:

- Visiting patients who are critically ill
- Those who feel uncomfortable driving at night
- Those living far away
- Those reliant on public transport
- Disabled visitors reliant on others
- Parents who need childcare cover
- Those who work when the new visiting times would apply.

The following areas are **not** proposing to change their current visiting times:

- Maternity
- Ash Ward (children/adolescents) and NICU (Neonatal Intensive Care)
- Medical Assessment Unit
- Intensive Care



We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



اگر نیاز بہ ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.
 ਜੇ ਤੁਹਾਨੂੰ ਭਰਜਮੇ ਦੀ ਲੋੜ ਹੈ ਤਾਂ ਖਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ: 01932 723553
 اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤزر کم اس فون نمبر 01932 723553 پر رابطہ کریں
 Se precisa de uma tradução por favor contacte: 01932 723553
 আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
 यदि आपको अनुवाद की ज़रूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553
 Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital,
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

A Code of Conduct for Visitors

Putting Patients First



- What you can do for us
- What we will do for you
- Introducing new visitor times at **St Peter's Hospital**

Trial period:
1st June – 31st August 2010



Thank you for helping us put patients first by following our visitors' code. We want to create quiet time for our patients to help recovery, while respecting your wishes to

see your relatives or friends when they are unwell.

We would like to ask for your help in limiting visitors wherever possible to no more than two at a time, and to only bring children who are under 10 years old where really necessary.

We are also about to trial new visiting times for most of our wards at St. Peter's Hospital, to give patients more recovery time and to help staff give the best possible care.

From 1st June we are piloting new 'evening only' visiting during the week (6.00 – 8.00 pm) with more relaxed visiting on Saturdays and Sundays (2.30 – 8.00 pm), which will also help parking congestion on the site during the week.

There are always exceptions of course, and we will always try to be as responsive as possible, as we know that seeing loved ones also helps recovery.

Caroline Becher, Chief Nurse

What you can do for us. Please ...

- use the hand gel when entering and leaving the ward
- respect other patients and keep noise to a minimum
- no more than **two visitors** at the bedside and only bring young children if you really need to
- help us minimise infection – **don't visit if you are unwell**, use the chairs and please don't sit on a patient's bed
- do not use mobile telephones, cameras etc in patient areas
- only bring in essential items for patients to keep areas clutter free
- do not use physical violence, verbal aggression or threatening behaviour towards staff as this will not be tolerated
- your relative or friend may have agreed for you to ask questions about their condition or treatment – if you wish to speak to a member of staff please ask at the start of your visit so this can be arranged.

What we will do for you ...

- create a clean, calm and restful environment for our patients
- we have changed our visiting times to take into account our patients' needs
- keep mealtimes free from interruptions so we can help patients who need it
- we will wash our hands between patients and provide gel dispensers at the entrance to every ward, bay and bedside
- protect the privacy and dignity of all patients, ensuring men and women don't share their accommodation
- be welcoming and polite
- keep relatives well informed
- our Matrons will respond as quickly as possible to any concerns you raise
- if you are the patient's designated contact we will respond as promptly as possible to telephone enquiries about their condition.

If you would like to discuss your relative or friend's care with a doctor, please ask the Ward Sister, Matron or Nurse in Charge and we will arrange this for you.