

# Welcome to the Royal Hallamshire Hospital

Inpatient guide



**Information for patients**  
Sheffield Teaching Hospitals



**PROUD TO MAKE A DIFFERENCE**

SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST



## **Foreword**

We want to make your admission to hospital as simple and comfortable as possible. This booklet is intended to give you some general information about the hospital so that you know what to expect.

It cannot cover everything you may want to know, so please feel welcome to ask the doctors, nurses or other hospital staff if you have anything which concerns you.

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# Welcome to Sheffield Teaching Hospitals

Sheffield Teaching Hospitals is one of the UK's largest NHS Foundation Trusts and one of the largest and busiest teaching hospitals. We have over 16,000 staff caring for over two million patients each year at our five hospitals and in the local community:

- Royal Hallamshire Hospital
- Northern General Hospital
- Charles Clifford Dental Hospital
- Weston Park Cancer Hospital
- Jessop Wing Maternity Hospital

We offer a full range of local hospital and community health services for people in Sheffield as well as specialist hospital services to patients from further afield in our many specialist centres.

Thanks to the hard work and commitment of our staff and volunteers, Sheffield Teaching Hospitals NHS Foundation Trust has been given an overall rating of 'Good' by the Care Quality Commission (CQC) with many services rated as 'Outstanding'. This means the Trust is one of only 18 (out of 174 Trusts) to have achieved a Good rating in every one of the five domains which the Care Quality Commission use to rate a NHS organisation: Safe, Caring, Responsive, Well led, Effective.

The Trust plays a key role in the training and education of medical, nursing and dental students with our academic partners, including the University of Sheffield and Sheffield Hallam.

As a Foundation Trust we have more freedom to develop our services for the benefit of patients and give people a much greater say in how we do this.

For details of how you can get more involved in the running of the hospital see page 32 on Foundation Trust Membership.

For more information visit: **[www.sth.nhs.uk](http://www.sth.nhs.uk)**

## **Your appointment**

Details of your appointment are on your admission letter. If you have any queries at all about your appointment date, or if you need to change it, please telephone the number given on your appointment letter.

Please remember to let us know if you have changed your name, address, or your GP, so that we can update our records.

To help us find your appointment record, please have the following information to hand:

- The date you are coming into hospital
- Your hospital number (this can be found on your admission letter and starts with two letters followed by four numbers)

## **Help us to help you**

We want to make sure your visit goes smoothly, so please let us know if you have any special needs before you come into hospital.

## **Help for people who need an interpreter**

If you do not speak English and need to have an interpreter for your appointment, please ask someone who speaks English to telephone the ward or department you are visiting and they will carry out an assessment of your language needs. This telephone number should be on your appointment letter.

Most interpreting is now done via the telephone on the ward or clinic. Only in exceptional circumstances will we offer a face to face interpreter.

If you have difficulty understanding English whilst in hospital, please tell a member of staff who can arrange for an interpreter to help you.

## **Help for people with a hearing impairment**

If you need a sign language interpreter for your appointment please call the clinic before your visit and they will arrange this for you. Please provide as much notice as possible.

As well as face-to-face British Sign Language (BSL), the Trust is also using video BSL where appropriate and this may be used for your appointment.

## **Accessible information and communication**

If you have an on-going communication support need as a result of a disability, impairment or sensory loss, please do tell us. If required, patient information can be made available in alternative formats. This is only done on request but can include Braille, large print, audio, electronic formats and other languages.

You can tell us about your needs by calling the Patient Services Team on **0114 271 2400** or by emailing **sth.pals@nhs.net**

You can find out more about accessible information and communication by reading our leaflet 'Do you have a disability, impairment or sensory loss?' (PIL2998) and completing the requirements form inside. This can be found on our website: <https://publicdocuments.sth.nhs.uk/pil2998.pdf>

## **DisabledGo access guide**

Sheffield Teaching Hospitals worked in partnership with DisabledGo to produce online access guides for all departments, wards and services at:

- Northern General Hospital
- Royal Hallamshire Hospital
- Jessop Wing Maternity Hospital
- Charles Clifford Dental Hospital
- Weston Park Hospital

The access guides cover such information as automatic doors, ramps, lighting, colour contrast, signage, background noise and much more.

Please visit the DisabledGo website to search for the relevant hospital / department:

[www.disabledgo.com/search-places-to-go](http://www.disabledgo.com/search-places-to-go)



# How to get here

## By public transport

The Royal Hallamshire Hospital is about a 25 minute walk from the city centre and is served by several bus routes. Details of these bus routes and other public transport options can be found in the Sheffield Hospital Travel Guide. The guide is available from Travel South Yorkshire and can be obtained by calling Traveline on **01709 51 51 51** or visiting their website: [www.travelsouthyorkshire.com](http://www.travelsouthyorkshire.com)

The **H1 Hospital Shuttle Bus** service is a public bus service running between the Royal Hallamshire and Northern General Hospitals. The service operates between 0600 and 1800 on weekdays, with the exception of bank holidays. There is no weekend service. The buses leave from both the bus turning circle (at the end of B Road) at the Royal Hallamshire Hospital and from the turning circle (outside the Clock Tower) at the Northern General Hospital. At off-peak times the buses run half hourly leaving the termini on the hour and half hour. During peak hours the buses are at 45 minute intervals at: 08.15, 09.00, 09.45 and 10.30 in the morning and 15.45, 16.30, 17.15 and 18.00 in the afternoon.

The buses travel via Herries Road, Penistone Road, Netherthorpe Road, Western Bank and Glossop Road and will stop, by request, at any stop on the route. The fare for the full journey between the 2 hospitals is £2 and £1 for any part journey.

## By car

Parking is extremely limited at all our sites and spaces can fill up very early. We cannot guarantee a space for you on arrival so please, wherever possible, use alternative transport methods. Both our hospital campus sites have extremely good public transport links as well as drop-off areas immediately adjacent to most entrances.

The Royal Hallamshire hospital is on Glossop Road (B6069). If you are using SatNav the postcode for the hospital is S10 2JF.

There is a site plan at the back of this leaflet showing the hospital's multi-storey car park. There is a charge for parking in the multi-storey car park, including disabled parking. For details of current charges telephone: **0114 271 3140**.

There is also an alternative car park, run by Q-Park, on Durham Road. This is just a short walk away from the hospital.

## **Disabled parking**

If you are brought into hospital by another driver they may drop you outside the department you are visiting but the car must then be moved to a designated parking area. Disabled car parking spaces are available near the main entrances to all major buildings.

## **By ambulance or medicar**

If you feel that you need an ambulance or Medicar to get to hospital please telephone the number on your appointment letter and speak to a member of staff. Please note that this service is not available to all patients, only to those with a medical need.

## **Help with your fares**

If you are entitled to certain means tested benefits you may be able to get help with your train or bus fares or car mileage, including a £2.00 contribution to car parking at the multi-storey car park at the Royal Hallamshire Hospital. Further information and advice is available from the hospital Cashiers on **0114 271 2060** or **271 2545**.

The method of payment for travel expenses is in the form of cash and BACs (payment direct into your account).

You are advised to claim any travel expenses in cash at the Cashiers window within the three month period. The Cashiers office is situated on Level B at the Royal Hallamshire Hospital.

You will be required to show your most up-to-date benefit letter along with your attendance certificate which you can collect from the outpatient clinic. It is essential that you produce your bus tickets and train tickets as evidence of the amount.

Car mileage will be worked out by the use of AA Auto route.

Alternatively please refer to the Healthcare Travel Costs Scheme which has been issued by the Department of Health and can found on their website: [www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx](http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx)

# Your stay

## What to bring with you

Storage is limited on the ward so we ask that you only bring what is necessary. Some things you will need to bring include:

Any medication you are taking, all in their original packaging, including:

- Prescribed medicines from your GP (including tablets, liquid medicines, inhalers and creams)
- Over-the-counter medicines (including herbal preparations)
- Associated items (e.g. pen devices, blood monitoring meter and compatible strips)

Plus:

- Pyjamas or nightdress
- Bed jacket or cardigan
- Dressing gown
- Slippers
- Toiletries (including contact lens cases, denture pot etc)
- Mobility aids (frames and sticks)
- Hearing aid
- Glasses

You might also want to bring something to do during your stay for example:

- A book
- Puzzle book

For safety reasons, please don't bring any electrical items into hospital with you. The exception to this is an electric razor.

## **What not to bring**

There is a locker next to each bed in which to keep your personal belongings. You are strongly advised not to bring in any valuables or money, other than a small amount to buy newspapers, pay for parking or telephone calls. If you do bring with you property such as mobile phone, spectacles, handbag please take them with you when you leave your bedside. If you are taken off the ward for an investigation or operation please ensure that you hand over your valuables to the nurse in charge of your care.

If you cannot avoid bringing valuables or money into the hospital, please give them to the senior nurse on the ward who will give you a receipt and put them in the hospital safe. They will be kept in the safe in the Cashiers' Department until you are ready to go home. Please note that the Trust's preferred option is to repay sums of money as BACs payments (payment direct into your account). If this causes any difficulty please let us know. The opening hours for the Cashiers Office are 9.00am - 4.00pm.

## **Disclaimer**

The trust accepts no responsibility for the loss of, or damage to, personal property of any kind unless deposited for safe custody. Please leave valuables at home. If you need to bring personal items that are expensive please be aware that you do so at your own risk.

## **Clothing and laundry**

The hospital is not able to provide facilities for washing your clothes. Please make suitable arrangements with your visitors to collect and return your laundry. If this causes difficulty please tell your nurse.

As space on the ward is limited, it would also be helpful if you could arrange for someone to accompany you to the hospital when you come for admission, so that they can take home any clothes and luggage that you will not need on the ward.

## **Ward accommodation**

Wards are usually arranged in bays of four beds. We have some single rooms but these tend to be used in particular circumstances such as infection control.

The room 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, unless you need assistance where specialist bathroom facilities will be used.

It is possible that there will be both men and women patients on the ward, but they will not share your sleeping area. You may have to cross a ward corridor to reach your bathroom, but you will not have to walk through opposite-sex areas.

You may share some communal space, such as day rooms or dining rooms, and it is very likely that you will see both men and women patients as you move around the hospital. This also includes visitors who may come onto the ward.

Sharing with members of the opposite sex will only happen when clinically necessary, for example where patients need specialist equipment, monitoring or care, such as in an intensive care area.

For further details about same-sex accommodation please see our website.

## **Your meals**

Meals and drinks will be offered to you during your stay in hospital.

During your stay you will be given a choice of food at meal times. Ward staff will take your order at each meal time.

If you have missed a meal for any reason you will be offered a snack or light bite.

The catering staff at the hospital make every effort to ensure that your meals are as appetising as possible. All hospital menus offer a range of balanced healthy and nutritional meals. The menu always includes at least one dish that does not contain any meat, fish or poultry. We also offer meals to suit Halal, Kosher or African Caribbean diets.

If you have been prescribed a special diet you will be given a special menu card and will be visited by one of the Dietitians.

All wards have slightly different meal times but there will be information about this on the ward.

## **Bedside television, radio and telephone**

Each bed has a bedside television unit managed by Hospedia. These multimedia units are there to provide you with a range of entertainment options, as well as a number of other patient services.

Many of the services are free to use, including free TV between 8.00am and 12noon, free radio, and free outgoing landline calls (to 01, 02 and 03 numbers) 24 hours a day.

In addition, there are a number of premium TV and film services available, with a range of mini-bundles and value packages available (from £1.50 a day) by either buying a viewing card, or by calling the customer support centre on the units telephone.

## **Phone calls**

Your family and friends can find out how you are doing either by phoning the ward or by calling you directly on your Hospedia phone.

If your family and friends ring the ward, please could you ask that they choose one person to ring who can then pass on the news of your progress to everyone else; this helps us spend more time with patients and less time answering the phone.

## **Mobile phones and mobile devices**

It is our hospital policy for mobile phones and mobile devices to be switched to silent when entering a hospital ward or department. This is to respect the hospital environment for patients and staff. If you need to receive or make a call, please do so away from the ward or clinical areas.

Mobile phone chargers must not be plugged in on Trust property as the Trust cannot guarantee the safety and integrity of this equipment.

To protect patient confidentiality, mobile phones and devices with cameras should not be used to take photographs/videos in areas where other patients are present. Any other photographs/videos taken should be with the permission of the individuals. The photographing/videoing of clinical records, x-rays, scans or examinations is not permitted.

It is also hospital policy that you should not display or play any material on a mobile device which might cause offence to other people.

There are some areas of the hospital where mobile phone and mobile device usage is forbidden or restricted. These areas are generally where specialist medical equipment is being used to treat a patient e.g. critical or intensive care wards and units. Please follow local signage. If you are in an area where you are not allowed to use your mobile device, you must switch it off and not leave on silent or vibrate as this can still affect medical equipment.



## Free Wi-Fi

Sheffield Teaching Hospitals offers a free, browsing only Wi-Fi service for all patients and guests on Trust premises. To connect to the internet, select 'Guest Wi-Fi' from the list of available networks listed on your device (Settings >> WiFi >> Guest WiFi). This will load a login page. Simply accept the terms and conditions. Upon acceptance, you'll be redirected to the Sheffield Teaching Hospitals website, and connected to the internet.

Please note that this service is restricted to browsing only, and some sites are restricted to align with the Trust commercial obligations and policies.

The Guest Wi-Fi service is free, but patients and visitors must supply their own devices, headphones, and chargers. Sheffield Teaching Hospitals cannot provide technical support for patient and visitor devices, so please check the 'Guest Wi-Fi Access - Common Problems' user guide prior to your stay, to ensure that your device settings are compatible with the service. This guide can be found on our main website: [www.sth.nhs.uk/wifi](http://www.sth.nhs.uk/wifi)

## Visitors

We welcome visitors but it is important to ensure that you and other patients are able to get sufficient rest. We therefore ask that any visitors follow our Visitors' Code:

- Visiting times are normally between 8.00am - 8.00pm. However, some wards have different visiting times to suit the needs of their patients. Information about visiting times for the ward is displayed at or near to the ward entrance.
- Outside the normal ward visiting times, visiting may be possible if it is agreed with the ward staff in advance.\*
- Only two visitors are allowed to be with a patient at any one time. If larger groups of visitors arrive; they should take it in turns.
- Children under the age of 12 years will be asked not to visit unless it is felt to be in the patient's best interest.\* Brothers and sisters to babies born at the Jessop Wing are allowed to visit.

\* We will always take into consideration the individual needs of patients. If you need help with visiting outside of the guidelines given in the Visitors' Code, please speak with the ward manager. For more information about visiting please ask for a copy of the booklet 'Visiting Someone in Hospital' (PIL1373) or see our website:  
[www.sth.nhs.uk/patients/patient-information](http://www.sth.nhs.uk/patients/patient-information)

## Accommodation for visitors

For details of places to stay locally contact Sheffield's Tourist Information Centre on **0114 275 7754**. They offer a booking service for a wide range of accommodation providers including hotels, bed and breakfasts and self catering apartments. Details are also available on their website: [www.welcometosheffield.co.uk/visit/stay](http://www.welcometosheffield.co.uk/visit/stay).

# **Other important information about your visit**

## **Screening**

To protect all our patients from potential infections, we ask everyone coming into hospital or attending outpatients a number of questions about their health. These questions may include ones about Creutzfeldt-Jakob disease (CJD) and MRSA. Asking these questions doesn't mean that we think you may have these illnesses. The Department of Health requires us to ask these questions to protect all patients, so please don't worry.

In addition to this, we now routinely swab patients for MRSA when they are admitted to hospital. This is in line with Sheffield Teaching Hospitals' policy. If you haven't been swabbed within 12 hours of arrival, please speak to a member of staff.

## **Consent**

A large number of the treatments and procedures we undertake have an associated risk. We will inform you of these risks beforehand, and give you the opportunity to ask questions, as you require. You may also be asked to sign a consent form, to acknowledge that you clearly understand what is going to happen to you and the associated risks.

## **Second opinions**

Advice from a different healthcare professional either here or elsewhere is usually available. We would be happy to advise you how to go about this if necessary.

## **Medication and other treatments**

Some of the medicines and treatments we use contain ingredients that come from human or animal sources. If you have any concerns about this, please tell your doctor so that we can tell you if this applies to any medicines or treatments planned for you and discuss alternatives.

## **Hospital notes and confidentiality**

To provide you with the best medical care we need to keep notes of your condition, treatment and progress. We would like to assure you that this information, which forms your medical record, is kept confidential at all times. For more details about how we use your records and what the law allows see [www.nhs.uk/records](http://www.nhs.uk/records) or our leaflet 'How we use your personal information' (PIL3040) on our website <http://publicdocuments.sth.nhs.uk/pil3040.pdf>.

You also have a legal right to see your medical records. If you wish to view your records or to have copies supplied, you should apply in writing to the following address (please note that we do charge for making copies of your records):

The Medical Records Manager  
Sheffield Teaching Hospitals NHS Foundation Trust  
Royal Hallamshire Hospital  
Glossop Road  
Sheffield  
S10 2JF

## **Teaching at the hospital**

As a teaching hospital, we have a responsibility to train future doctors, nurses and other health professionals. This means that students may be present during your treatment and be involved in your care. All our students work under the supervision of a qualified member of staff.

By allowing students to be involved in your care you can make a valuable contribution to their training. If you prefer not to, please tell a member of staff as soon as possible. You have a right to do this, and your decision will not affect your treatment in any way.

## Research at the hospital

Many of the treatments available today have been developed as a result of patients and families taking part in laboratory and clinical research. The Trust is one of the country's leading centres of this research and undertakes studies across a vast range of specialties. In taking part in a study you can help improve treatments not just for yourself but for many others too. If you are interested in finding out what studies are taking place, please speak to a member of staff. Alternatively you may be approached to take part in a study; you do not have to agree and your decision will not affect the treatment you receive.

## Organ and tissue donation

Organ transplantation saves and enhances people's lives. It is often the best or even the only treatment for many patients suffering from disease or failure of a major organ such as the kidneys, liver or lungs. Many patients each year benefit from a transplant, but this depends entirely on the generosity of donors and their families who are willing to consider organ and tissue donation. If you would like more information about joining the NHS Organ Donor Register, visit the organ donation website [www.organdonation.nhs.uk](http://www.organdonation.nhs.uk) or call free on 0300 123 23 23. Please also speak to your family and friends about your donation decision so that they are aware of your wishes in the event of your death.

## Smoking

Smoking is not allowed anywhere within our hospital buildings or grounds. Vaping is allowed within the grounds away from entrances.

If you would like help to stop smoking please telephone Yorkshire Smokefree Sheffield on **0800 612 0011** (free from landlines) and **0330 660 1166** (free from mobiles) or see their website: <http://sheffield.yorkshiresmokefree.nhs.uk/>

## **Zero tolerance**

Our staff are here to help you so please treat them with respect. Violent or abusive behaviour, either physical or verbal, is not acceptable and will not be tolerated; we will take appropriate action, which may include prosecution.

## **Benefits and pensions**

When you or a member of your family go into or come out of hospital, the welfare benefits you get may change. What will happen to your benefits depends on the type of benefit you get.

A stay in hospital can also affect the benefits your partner or carer gets.

For claim forms, guidance and further advice check the benefits pages of the Government website: [www.gov.uk](http://www.gov.uk)

# Services available

## Refreshments for visitors

There are various places to eat and drink with a range of hot and cold options:

- Café - A Floor (Outpatient Entrance)
- Café - B Floor (Main Entrance)
- Main hospital dining room and coffee shop - D Floor

There are also vending machine facilities around the hospital site.

## Shops

There are the following shops and cash point on site:

- WH Smiths - B Floor (Main Entrance)
- Boots - C Floor

## Cashpoint

- NatWest cashpoint - B Road (outside the Main Entrance)

## Volunteer Service

The Volunteer Service in the hospital is delivered in partnership with Sheffield Hospitals Charity. Volunteers play a vital role within Sheffield Teaching Hospitals and giving your time helps make a big difference to our patient's lives.

We have around 600 volunteers carrying out many different roles including:

- **Ward Volunteers** who talk to patients or involve them with activities to help pass the time on the wards. They can also support patients at mealtimes.
- **Welcomers** who provide a friendly and courteous welcome to patients and visitors and help them find their way around the hospital.
- **Outpatient Volunteers** who provide a friendly and welcoming presence to patients and help to make the visit for their appointments comforting and pleasant.
- **Accident & Emergency Support Volunteers** who provide support to nursing and medical staff, housekeepers, patients and their relatives. This could include providing companionship for vulnerable patients.
- **Patient Feedback Volunteers** who carry out surveys and audits across the hospital.
- **Clothing Project Volunteers.** The Clothing for Patients project offers clothing to patients who have no suitable clothes to travel home in on discharge. Volunteers help run the project and make sure wards are fully stocked.
- **Arts in Health Volunteers.** Volunteers assist in arts sessions on different wards in the hospital, helping patients to get involved.

All our volunteers will have hospital identification badges and wear a distinctive blue and yellow volunteer uniform.



If you are interested in becoming a volunteer and would like more information please visit our website [www.sth.nhs.uk/work-for-us/volunteering](http://www.sth.nhs.uk/work-for-us/volunteering), call the Voluntary Services Team on **0114 271 5735** or email us at **[sth.volunteer@nhs.net](mailto:sth.volunteer@nhs.net)**

## **Hospital chaplains**

The chaplains on the hospital staff are drawn from a range of faiths and beliefs. They offer broad support to anyone who is facing the deep personal issues that hospital may raise, as well as religious care to those from faith groups.

Please do not assume that the chaplains will automatically know that you would like a visit. If you would like to see a chaplain, ask a nurse, relative or friend to leave a message on **0114 271 4999**.

The hospital chapel on A Floor is available to all throughout the day as a place of quiet or prayer. Christian patients may wish to receive Sunday ministry at the bedside. There is also a Muslim prayer room on B Floor and a multi-faith room on the right-hand side of the chapel. At Weston Park Hospital, there is a chapel on the first floor.

## **Sheffield Hospitals Charity**

Help your local doctors and nurses to deliver the best possible care for patients. Your support will enable them to continue delivering world class care by funding state-of-the-art equipment, pioneering research, patient support services and the transformation of your hospitals into more comforting and welcoming spaces.

For more information, or to make a donation, visit us in the Fundraising Hub based in the Huntsman entrance at the Northern General Hospital, call **0114 226 7351**, email **[charity@shct.nhs.uk](mailto:charity@shct.nhs.uk)** or visit [www.sheffieldhospitalscharity.org.uk](http://www.sheffieldhospitalscharity.org.uk)

## **Post**

Please ask your relatives and friends to address letters to you as follows:

Your full name

Ward number

Royal Hallamshire Hospital

Sheffield Teaching Hospitals NHS Foundation Trust

Glossop Road

Sheffield

S10 2JF

If you wish to write to someone outside the hospital, letters can be posted in the hospital post box which is in the lift hall (B floor).

There is a daily collection from Monday to Saturday.

# Leaving hospital

We try where possible to enable patients to leave before 10.00am on the day of discharge.

When you go home your family doctor will be given details of your treatment and of any follow-up attention which you may need. It is important that you tell ward staff if you have changed your family doctor recently.

Before you leave check the following:

1. Please tell the nursing staff you are going before leaving the ward.
2. Give the duty nursing staff the address to which any correspondence should be forwarded.
3. If you have to come back to attend an Outpatient Clinic check the arrangements.
4. Make sure that you have collected any cash or valuables that you handed over for safe keeping.
5. Ensure that you know what your transport arrangements are.
6. Make sure that you have collected all medicines and/or dressings which you need to take home. If you need a medical certificate for work then ask the ward staff to provide you with one.
7. Please check that you have not left any belongings in your bedside locker.
8. Arrange for a friend or relative to bring in suitable clothing for you to wear when you leave.

If you are at all worried about going home then please talk to your nurse who will be able to help you.

## **Sick notes**

If you need a sick note after the first seven days of your illness please tell your nurse who will arrange this for you.

Remember, you may also need one to cover you once you have left hospital. If so, make sure that you ask for one before you go home.

## **Your opinion is very important to us**

Whether you are happy or unhappy with the care and treatment that you have received we'd like to know about it.

If we are not getting it right and you want to raise a concern, you can speak to any member of staff. If the problem can be resolved quickly we will do our best to put things right.

If you prefer, you can call the Patient Advice and Liaison Service (PALS) on 0114 271 2400. They will be happy to listen to you and assist you by putting you in touch with the right person to address your concern. PALS can also give you further advice on how to make a complaint.

### **How to make a complaint**

We can send you a complaint form or you can complete one online using our website [www.sth.nhs.uk/patients/tell-us-what-you-think](http://www.sth.nhs.uk/patients/tell-us-what-you-think). Or if you prefer you can write to us regarding your concerns by sending your letter to the Chief Executive using the address below:

Chief Executive  
Sheffield Teaching Hospitals NHS Foundation Trust  
8 Beech Hill Road  
Sheffield S10 2SB

Your complaint will be treated confidentially and will not affect your current or future care and treatment in any way.

### **Support with making a complaint**

If you need further help and support to make your complaint you can contact the NHS Complaints Advocacy Service on:

- free phone: 0800 035 0396
- textphone: 0796 002 2939
- email: [info@sheffieldadvocacyhub.org.uk](mailto:info@sheffieldadvocacyhub.org.uk)

Further information is available at:

- [www.nhscomplaintsadvocacy.org](http://www.nhscomplaintsadvocacy.org)
- <https://sheffieldadvocacyhub.org.uk/>

## **Further help and support**

If you are still unhappy after you have received our answer to your complaint you can contact the Parliamentary and Health Service Ombudsman on 0345 015 4033 or visit [www.ombudsman.org.uk](http://www.ombudsman.org.uk).

You can also have your say about how Health Services are delivered in Sheffield by contacting Healthwatch on 0114 253 6688 or visiting [www.healthwatchsheffield.co.uk](http://www.healthwatchsheffield.co.uk).

## **Patient experience feedback**

The Trust values your feedback and undertakes a number of surveys to get a better understanding of the experience of our patients and to improve services. To do this we may pass your contact details to our approved surveys contractor and you may be asked for feedback via text message, telephone, email or letter. You will never be contacted for any reason other than in relation to our services and your care.

Data is shared in line with Caldicott requirements and is the minimum necessary to process the survey. It is provided through a secure network and all data is deleted on the Trust servers within 30 days.

Participation in surveys is voluntary and all feedback provided is anonymous and confidential and will not affect any future care.

If you do not wish to participate in a survey then please contact our Patient Advice and Liaison Service (PALS) on 0114 271 2400 or [sth.pals@nhs.net](mailto:sth.pals@nhs.net).

For further information please visit <https://www.sth.nhs.uk/about-us/general-data-protection-regulations> for our most up-to-date GDPR information and Privacy Notice.

## Friends and Family Test

When you leave hospital you may be contacted either by SMS or an automated telephone survey asking you to tell us what you think about your experience. You will be asked **“Overall, how was your experience of our service?”**

We always welcome feedback from patients, or their friends and family, as it helps us to improve on the service we provide. Responses are free and anonymous and participation is voluntary. Your response will not affect your treatment or care.

You can also give feedback online by following this link <http://ratenhs.uk/0nonrj>. Some wards may have electronic devices to support you giving feedback via the Friends and Family Test online survey while you are in the hospital.

You can also access the survey via the QR code with any smart device. Simply hold your camera over the QR code and a link to the survey will appear.



If you receive the survey and you do not wish to take part, you can simply reply STOP when you receive the SMS message, or follow instructions on the call to opt-out of the survey.

If you do not want us to contact you with this question then please inform a member of staff and we will ensure you are not contacted for the Friends and Family Test.

Thank you for your help.

## Foundation Trust membership

Sheffield Teaching Hospitals NHS Foundation Trust is the organisation that runs the adult hospitals in Sheffield. Being a Foundation Trust means that our hospitals are no longer run directly by the Government. Instead, we are accountable to local people like you. For the Foundation Trust to work it needs your support and input by becoming a member. It's completely free of charge. Over 11,000 local people have already become members. Membership is open to everyone.

As a member:

- You will be invited to exclusive member's events such as open evenings where you get to listen to some of our medical experts.
- You will receive our free quarterly member's newsletter 'GoodHealth' which is full of health tips and advice direct from our doctors and nurses as well as valuable information on the hospitals and what's going on in the NHS.
- You will get the chance to have your say by taking part in surveys about the hospital or letting the Hospital Governors (who represent members) know your views.
- You will be eligible to stand for election as a Governor.
- You can vote in elections for Governors.

To become a member complete and return the form over the page or alternatively send an email to [jane.pellegrina1@nhs.net](mailto:jane.pellegrina1@nhs.net)



No  
stamp  
required

NHS Foundation Trust Office  
Sheffield Teaching Hospital NHS  
Foundation Trust  
FREEPOST NAT9274  
SHEFFIELD S5 7ZZ

Fold along this line -----



## Membership registration

Please register me as a member of the Sheffield Teaching Hospitals NHS Foundation Trust, my details are as follows:

**Title:**                      ? Mr                      ? Mrs                      ? Ms                      ? Other

**Family name:** .....

**First name:** .....

**Address:** .....

**Postcode:** .....

**Tel. No:** .....

**Email address:** .....

**Date of Birth:** .....

**Gender:**                       Male                       Female

This section is optional but allows us to ensure that our potential membership reflects the diversity of our community.

### I would describe my ethnic origin as:

White British                       White Other (non-British)

Asian or Asian British                       Mixed or Multi-heritage

Black or Black British                       Any other background

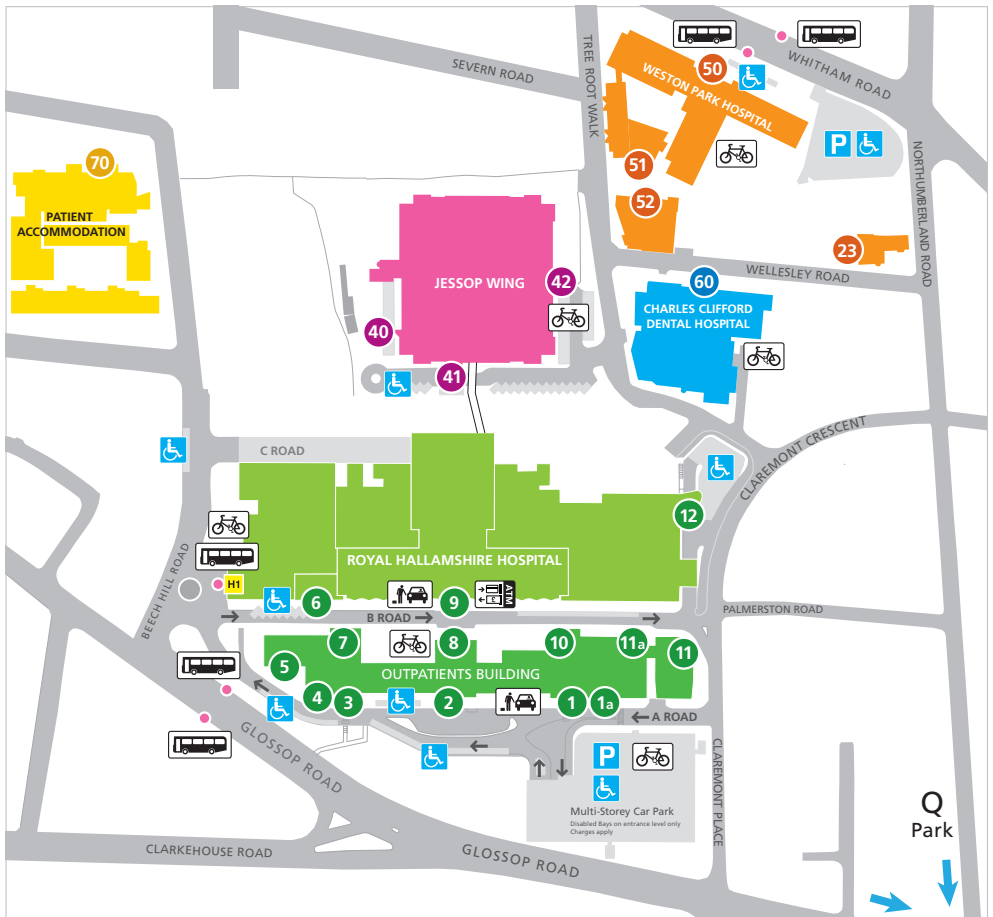
### I would like to register my interest in becoming:

a public member living in Sheffield                       a public member living outside Sheffield                       a patient member

Signed: .....                      Date: .....

## Useful numbers and websites

Sheffield Teaching Hospitals	<a href="http://www.sth.nhs.uk">www.sth.nhs.uk</a>
Hospital leaflets	<a href="http://www.sth.nhs.uk/patients/patient-information">www.sth.nhs.uk/patients/patient-information</a>
Northern General Hospital	0114 243 4343
Royal Hallamshire Hospital	0114 271 1900
Jessop Wing	0114 271 1900
Weston Park Hospital	0114 226 5000
Charles Clifford Dental Hospital	0114 271 7800
Patient Services Team	0114 271 2400
Yorkshire Smokefree, Sheffield	0800 612 0011
NHS 111 (non-emergency service)	111
NHS Choices	<a href="http://www.nhs.uk">www.nhs.uk</a>
Traveline	01709 51 51 51
Gov.uk	<a href="http://www.gov.uk">www.gov.uk</a>



### Key to symbols

-  Pay & display parking
-  Disabled parking
-  Hospital shuttle bus
-  Entrance number
-  Bus stop
-  Bicycle parking
-  Drop-off zone
-  Cash machine

## How to use this map




All the entrances to our hospitals are numbered on your appointment letter, on this map and on the entrances themselves, to help you find your way to your destination.

Further help is available at our reception points or entrances to help guide you to the department or ward you are looking for.

### ROYAL HALLAMSHIRE HOSPITAL

	<b>1</b> Eye Clinic		<b>7</b> Medical Audiology Hearing Services Speech and Language Therapy
	<b>1a</b> Children's Eye Clinic		<b>8</b> Outpatients
	<b>2</b> Sheffield Vision Centre Outpatients and Sheffield Vision Centre		<b>9</b> RHH Main Entrance
	<b>3</b> Medical Outpatients		<b>10</b> Urology
	<b>4</b> John Ward Diabetes Centre		<b>11</b> Sexual Health Sheffield (Formerly GU Medicine)
	<b>5</b> Theatre Admissions Unit		<b>11a</b> Sexual Health Sheffield (Formerly GU Medicine)
	<b>6</b> Day Case Centre		<b>12</b> Anti-Coagulation Minor Injuries Unit Rheumatology

### JESSOP WING

	<b>40</b> Assisted Conception Unit
	<b>41</b> Jessop Wing Main Entrance
	<b>42</b> Maternity Emergencies

### WESTON PARK HOSPITAL

	<b>23</b>  Cancer Support Centre
	<b>50</b> WPH Main Entrance
	<b>51</b> Cancer Research Centre
	<b>52</b> Broomcross Building

### CHARLES CLIFFORD DENTAL HOSPITAL

	<b>60</b> CCDH Main Entrance
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**Sheffield  
Hospitals  
Charity**

To help support your local hospitals visit  
**[sheffieldhospitalscharity.org.uk](https://sheffieldhospitalscharity.org.uk)**

Registered Charity No. 1165762



**Yes I donate**  
ORGAN DONATION

**Alternative formats can be available on request.  
Please email: [sth.alternativeformats@nhs.net](mailto:sth.alternativeformats@nhs.net)**

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