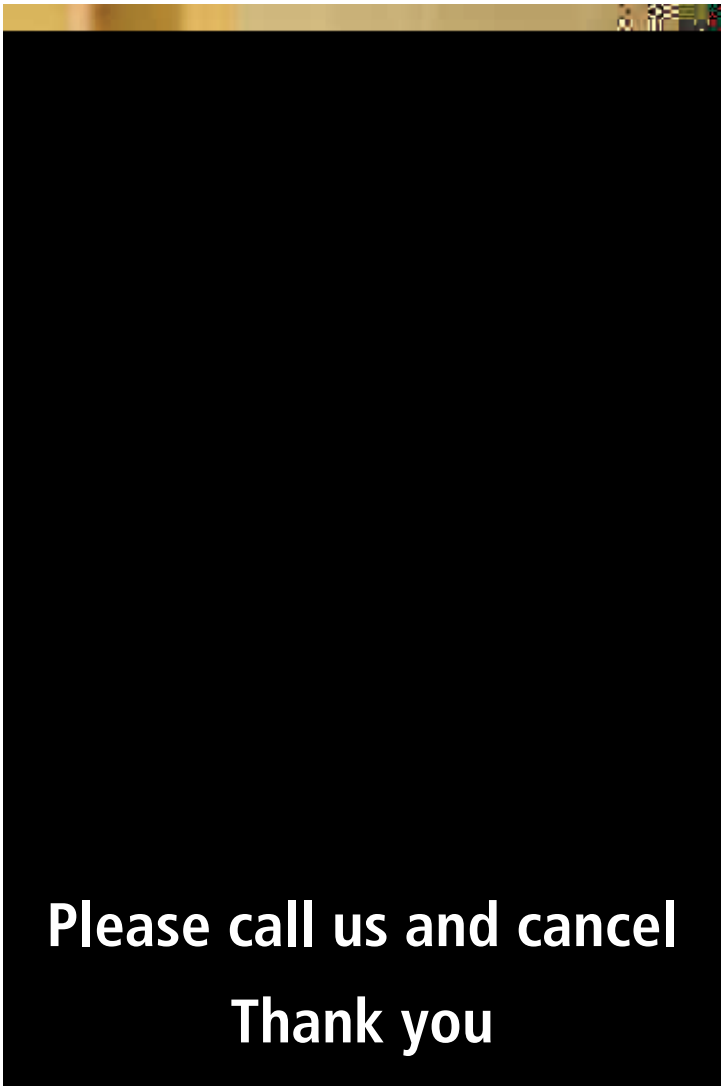




# What you need to do

Tell us as soon as possible if you cannot make the date we have given you.

If you receive a pension or state benefit you should inform the Benefits Agency that you are coming into hospital.



**Please call us and cancel**  
**Thank you**

# What to bring for your hospital stay

Any medicines, tablets or inhalers being taken or used, including prescriptions, medicines bought over the counter without GP prescription and any alternative or herbal remedies. Ideally this medication should be in the original containers and labelled.

Comfortable daywear and underwear. We encourage patients to get dressed in their day clothes as soon as they are able to as evidence shows that getting into your own clothes and mobilising as much as you are able to promotes better recovery and prevents loss of muscle mass.

Nightwear, dressing gown and slippers.

Toiletries – toothbrush, toothpaste, soap, deodorant, shaving kit and shampoo.

Sanitary products, such as tampons or towels, if required.

Mobility aids normally used, such as walking frame, spectacles, crutches, stick, wheelchair or prosthesis.

Items of religious or spiritual importance.

Something to read and a bottle of squash (if you wish).

Tissues (these are more hygienic than handkerchiefs) and wet wipes.

Private insurance details (if relevant).

## What to leave at home

Storage and space is limited around patient beds. Please bring only one bag/small case.

### Do not bring in:

Large amounts of cash or credit cards.

Jewellery of high sentimental or monetary value.

Television, radio or other electrical equipment.

Alcohol.

Tobacco or cigarettes – **the RD&E is a smoke-free site.**

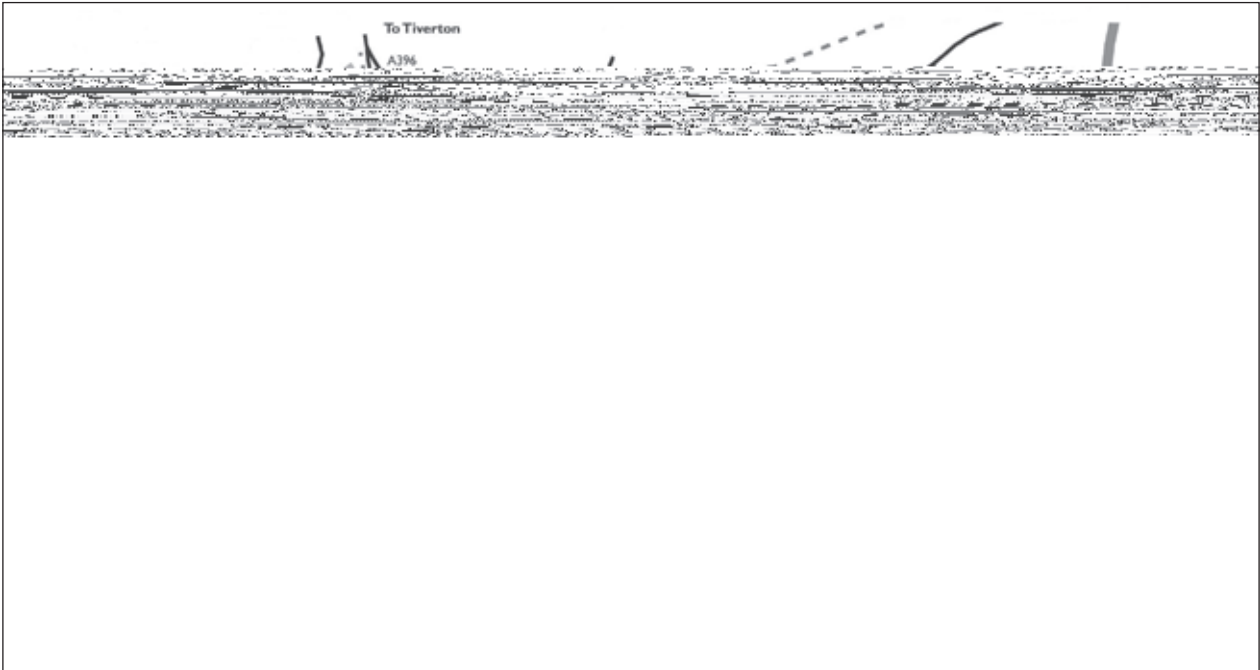
If you have to bring in valuable items please ask a nurse to store them safely and request a receipt for the items. You may not be able to have the valuable items returned if the time of discharge from hospital is out of hours. Please note, any items that exceed the value of £1000 i.e. hearing aids should be covered under your own insurance arrangements as the Trust will not authorise compensation for any such high value items.

If you wear glasses, dentures or hearing aids please be aware there are pink baskets provided for patients to keep smaller items in for safe keeping when not being used.

We are sorry but the Trust cannot accept responsibility for loss or damage to items not given for safe keeping.

# Getting to the hospital

Patients and visitors are encouraged, where practical and possible, to use the dedicated RD&E Park & Ride bus service, public transport or arrange a lift to and from the hospital.



## Park & Ride

The PR3 Park & Ride bus is a cheaper and hassle-free alternative to finding a parking space on the hospital sites. It runs to the RD&E Wonford from Sowton (EX2 5GL) and Digby (EX2 7QL) near Tesco. **The Digby car park is for permit-holding RD&E staff members only. Others can still catch the bus, but they are unable to use the car park.**

The frequency of the park and ride service is from 10 minutes at peak times to up to 30 minutes off peak.

## Bus

Bus timetables are available at [www.stagecoachbus.com](http://www.stagecoachbus.com) or telephone 01392 42 77 11.

## Train

Exeter Central and Exeter St David's rail stations are about three miles away from the RD&E Wonford. Stagecoach bus H runs from Exeter St David's station.

## Parking at the hospital

Is pay and display. Information about charges is on our website [www.rdehospital.nhs.uk](http://www.rdehospital.nhs.uk).

The Trust does provide permits for free parking for patients who regularly require treatment, for example, renal & cancer services.

Disabled permit holders can park free of charge in any of the hospital's public pay and display areas. There are also designated spaces for disabled badge holders at the entrance to most buildings.

# NHS patient transport

This service is available to patients with a medical need which prevents them from using other means of transport.

Living some distance from the hospital or being on low income is not included in the qualifying criteria for this service.

## Alternative community transport options

Advice on Supported Travel is available from your local SPoC (Single Point of Contact) of which contact details can be found below. As this service is limited, priority is given to vulnerable people in isolated and rural areas. You may qualify if you:

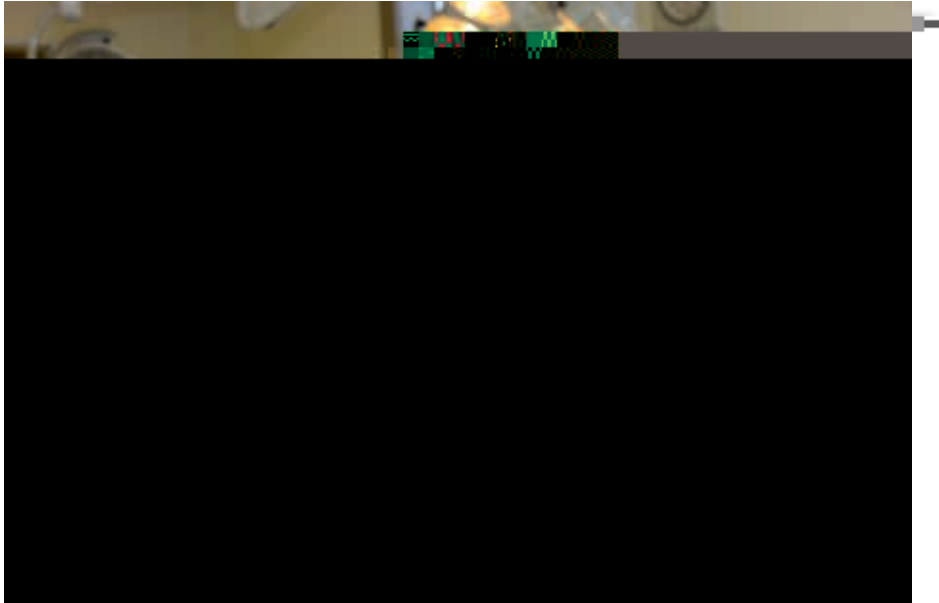
- Do not have or are unable for medical reasons to travel in your own transport.

- Cannot be driven to your healthcare appointment with friends, neighbours or relatives.

- Are medically unable to use public transport, or this is not practical due to your isolated/rural address.

It would be detrimental to your immediate health if you were not to attend t wounaighbours or o99aa9rgbli

# Your hospital stay



## At the Royal Devon & Exeter we want to give you:

A clear explanation of your condition and treatment. A language translation service can be arranged if English is not your first language and we can provide additional support for those with hearing problems.

The information you need to make informed decisions and consent about your care including possible benefits and risks of treatment.

Confidentiality about your care and the information in our records about your medical history in line with the current Data Protection Legislation.

Treatment with dignity and respect at all times. You will not share overnight sleeping, toilet or washing facilities with patients of the opposite sex. In exceptional circumstances where your care or clinical needs override the priority for same-sex hospital accommodation, staff will take steps to ensure your privacy and dignity is maintained.

Keeping your relatives and carers informed if you want this.

Work with other organisations involved in your care and share information only when necessary and to benefit the patient. Personal identifying detail will be removed where possible.

A clean and safe environment.

The opportunity to comment and share views (compliments & complaints) about the service received and patient experience.

The Royal Devon & Exeter expects patients to:

# Infection Control

Patients can help us to keep them and others in our care safe:



# Smoke free

The grounds, buildings and car parks at the Royal Devon & Exeter are totally smoke-free. Patients and visitors are asked not to smoke anywhere on RD&E property, this includes E cigarettes.

**Patients should not ask staff to take them outside so they can smoke.**

## RD&E staff

# Team RD&E uniforms



Chief Nurse

Deputy Chief Nurse

Trust Lead Nurses

Assistant Directors of Nursing

Head of Midwifery

Consultant Nurses



Matrons



Senior Nurses

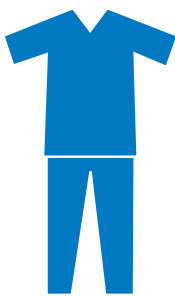


Sisters

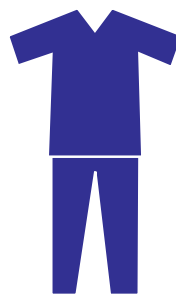
Charge Nurses

Specialist Nurses

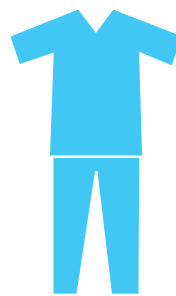
Nurse Practitioners



Registered Nurses



Midwives



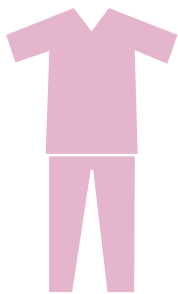
Advanced  
Critical Care  
Practitioners



ED Consultants  
and  
Middle Grades



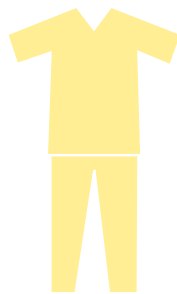
Doctors  
Dentists  
Orthodontists



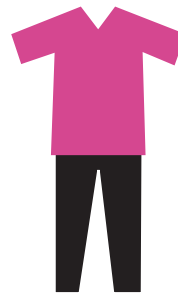
Cardiology  
Practitioners



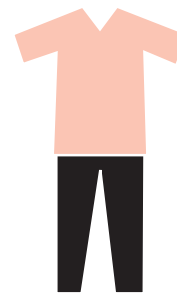
Allied Health  
Professionals



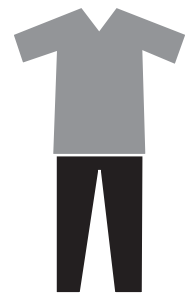
Oral Surgery  
Outpatient Nurses  
Dental Nurses



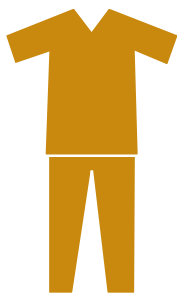
Ward Clerks  
Ward Based Administrators  
Clinic Department  
Receptionists



Maternity  
Support Worker



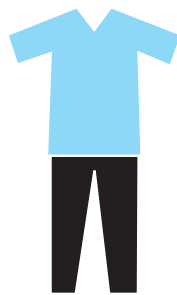
ED/AMU  
Support Worker



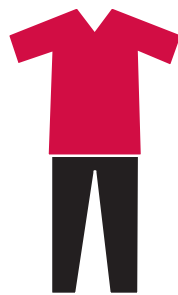
Learning and  
Development



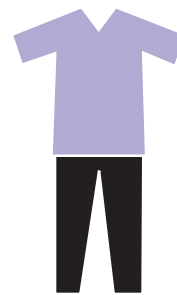
Ward  
Housekeepers



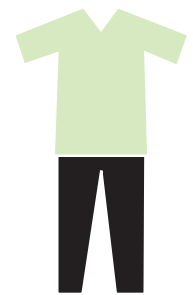
Ward Catering  
Assistants



Domestic  
Supervisors



Domestic  
Assistants

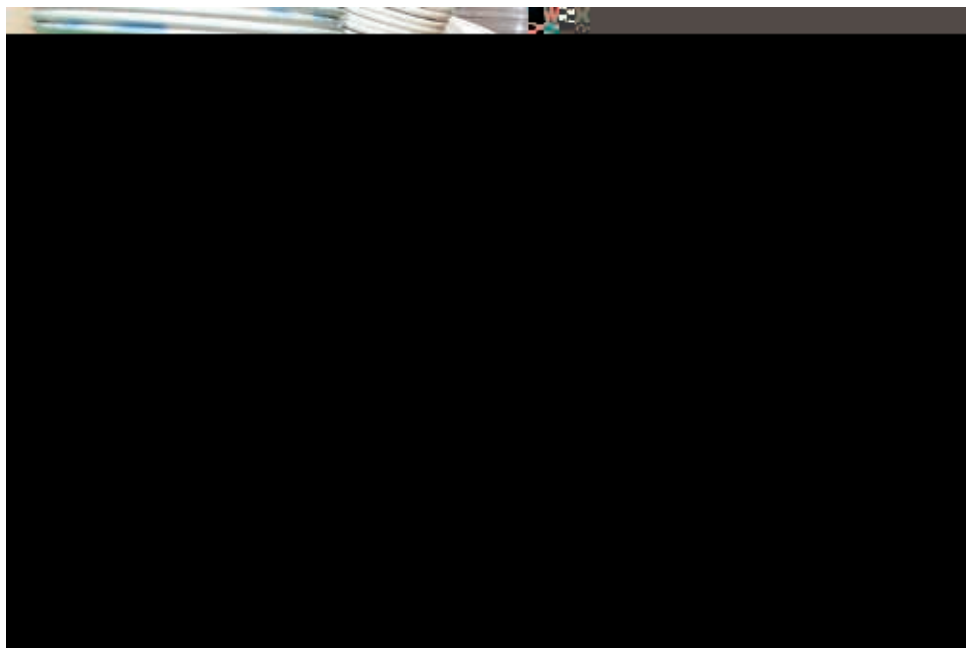


Linen Distribution and  
Patient Laundry Staff

# Ward food & drinks

Patient meals are served three times daily on wards. Bedside menu cards give patients choice for their meals and anyone with special dietary needs or who doesn't see anything on the menu that appeals to them, should discuss this with the housekeeper or a nurse. We would also like to know if you have a particular diet for religious or cultural reasons.

Snacks and hot drinks are available 24 hours a day. Sometimes patients will be advised they cannot eat or drink because of the operation or procedure they are having. This should be explained by the nurse.



# Other places to eat

Patients should check first with the nurse looking after them if they would like to leave the ward to visit the main hospital restaurant, cafes or the shops.

## Oasis restaurant

Oasis restaurant is on level 2. It is open from 7.30am until 7.45pm seven days a week.

Breakfast is served from 7.30am until 11.00am.

Lunch from 11.45 am until 2.15pm.

Supper from 5.45pm until 7.30pm.

## Fine Fillings cafés

The Catering Department operates six a la carte sandwich/baguette outlets called Fine Fillings:

Wonford 11.00am - 3.30pm Main concourse in Wonford.

Heavitree 8.00am - 3.25pm Main entrance in Heavitree.

RILD 8.30am - 4.00pm Main foyer at the Peninsula Medical School.

PEOC Outpatients 9.30am - 4.30pm Princess Elizabeth Orthopaedic Centre (PEOC) outpatient area.

CWH 8.00am - 5.30pm Foyer of the Centre for Women's Health (CWH) .

Waterside.

(Medical Outpatients) 9.30am - 4.30pm Opposite the ELF charity shop next to medical outpatients at Waterside.

## SAVOUR café

The Savour café is located in the Main Concourse, Wonford and provides a selection of sandwiches and baguettes.

Opening hours are:

7.00am - 8.00pm Monday - Friday.

9.30am - 4.30pm weekends.

# Religion & spirituality

Illness and injury can not only have an impact on your physical body. Being in hospital or not feeling well can cause anxiety or fear and sometimes it is difficult sharing or expressing feelings with close family and friends. The RD&E wants to support you, your carers and hospital staff with your spiritual or religious needs.

The hospital chaplaincy team has permanent chaplains mainly representative of the Christian denominations with trained volunteers. They welcome leaders and representatives of other faiths into the hospital to support patients and their families.

The ward nurse will be able to contact the chaplaincy service to arrange a visit or you may like to go to the hospital chapel on level 2 as a place for prayer or quiet reflection.

Chapel services are held and for patients unable to leave their beds, services can be heard on the Patientline hospital radio channel 6 free of charge.

More information about the chaplaincy service is available by calling 01392 402024 or the main hospital switchboard on 411611.



# Visitors

## Visiting

**The RD&E recognises the value of visiting for patients and their recovery. Visitors are welcome but reminded they are coming into hospital where the care, privacy and dignity of all our patients must be respected at all times.**

Visiting is allowed on wards between 10.30am and 8pm daily. There are some clinical areas, such as Intensive Care and the children's wards where there is a more flexible arrangement.

If a family would like to visit a patient outside the hospital visiting times they should discuss this with the matron or nurse in charge.

Visitors are asked to be mindful of respecting the needs of other patients and keep numbers and noise levels to a minimum. Babies and young children should, if possible, not be brought into the hospital.

Visitors are welcome to use the hand wash basins and hand gel dispensers on the patient's bed end.

# Support facilities

## Post

There is a red post box and a daily collection by The Royal Mail is made at 5.30pm. It is near the main front entrance doors on level 1.

Patients unable to get down to the post box themselves can ask a member of the ward team for assistance.

To receive post patients should ensure family or friends address it to the name the hospital has been given (not a nickname), the ward they are on and the hospital address of The Royal Devon & Exeter Hospital (Wonford), Barrack Road, Exeter, EX2 5DW.

Boots is situated on level 1, area P.

## Laundry

The hospital cannot take care of personal laundry. Family and friends of patients should be able to bring in clean clothing but if this is not possible discuss this with a member of the ward team.

## Volunteers

The Trust has trained volunteers who can assist with a range of duties on site including chaplaincy support, snack trolley and Library visits to wards and assist with completing forms or meal cards.

## Telephones

Mobile telephones should be kept on silent and must not be used to record or photograph anything. Please also be mindful of not disturbing fellow patients.

Patientline is the telephone, tv and radio service at each hospital bedside. To use the service a card can be purchased from a vending machine on the ward or in the main entrance on level 1 near the newsagent shop. Patientline is provided by an outside company, not the hospital. It can be used to make and receive calls but these are charged at premium rate. Call 0800 959 3100 for details about the costs or log on to [www.hospedia.co.uk](http://www.hospedia.co.uk).

## Hospital Radio

Patients can listen free of charge through Patientline.

## Security

The RD&E has its own 24-hour staff security service and a Devon & Cornwall police officer who works on the hospital sites.

Valuables should not be brought into the hospital.

Anyone with concerns about safety or security should speak to the nurse in charge.

# Giving the RD&E feedback

We are committed to providing the best possible service for everyone and welcome feedback from patients, their families and visitors to help us shape and improve the quality of our healthcare services.

Patients and their families do put in writing their thanks to staff for their skills and kindness.



# Becoming a Trust Member

The RD&E is part of the National Health Service but it was also one of the first in the country to become a Foundation Trust. This status has given the RD&E greater freedom and more control of the hospital services provided. It also means the hospital takes into account the views of patients, staff and the wider community when planning and improving services.

Membership is open to anyone aged 12 years and over living in Devon, Cornwall, Somerset and Dorset. Some become Members as former patients or staff feeling they would like 'to give something back' to the NHS or community.

To find out more about Trust Membership call 01392 403977, email: [rde-tr.foundationtrust@nhs.net](mailto:rde-tr.foundationtrust@nhs.net).

## Clinical Research

The RD&E carries out clinical research to improve healthcare. You may be approached now, or in the future to discuss possible participation in a research study. If you would like to find out more, please do not hesitate to ask your Dr or Nurse. Non-participation will not affect your care in any way.

This information can be offered in other formats on request, including a language other than English and Braille.

**RD&E main switchboard:**      **01392 411611**

**For RD&E services log on to:**    **[www.rdehospital.nhs.uk](http://www.rdehospital.nhs.uk)**

Smoking and second-hand smoke causes harm to patients and staff, and is not allowed on any Trust sites.