

Feedback

We appreciate and encourage feedback. We know we cannot improve unless you share your experiences with us.

On discharge our patients can feedback to us by completing the Friends and Family Test. Relatives or carers are encouraged to assist patients if they are unable to complete this themselves.

The image shows two versions of the Friends and Family Test form. The left version is a standard A4 sheet with the NHS logo and the text: "We value your feedback and continuously look at ways to improve our services. We would like you to reflect on your recent experience of our service (please tick)." It includes questions about who the respondent is (patient or representative), how likely they are to recommend the ward, and the date of discharge. The right version is a larger, more detailed form with the same introductory text but includes additional questions: "In your own words, please could you share the reason given for your answer?", "What is your sex?", "What is your ethnic group?", "What age are you?", and "Are your day-to-day activities limited because of a health problem or disability which has lasted, or is expected to last, at least 12 months?". It also includes a comment box and a thank you message.

Please ask a member of nursing staff for further details.

Alternatively, if you need advice or are concerned about any aspect of a patients' care or treatment, please speak to a member of staff or contact the **Patient Advice and Complaints Team** on 0151 529 3287.



This leaflet is available in large print, Braille, on audio tape or disk and in other languages on request. Please contact: **0151 529 8564 / listening@aintree.nhs.uk**

Aintree University Hospital NHS Foundation Trust is not responsible for the content of any material referenced in this leaflet that has not been produced and approved by the Trust.



Aintree Visitors' Charter

Ward Visiting Times

Following patient feedback, our Visiting Times are

1:30pm - 7:30pm

If these hours are not suitable, you may visit outside of this period. Please discuss this with the nurse in charge.

Visitors are limited to 2 per bed at any one time.

We actively encourage carers and if you would like to support / help with care, you will be welcomed.

Please ask the staff for a copy of our **Carers' Passport**.



We all want our patients to receive the highest quality care in a safe, supportive and healing environment.

While we know that patients need rest, having loved ones nearby during their stay in hospital often makes patients' more comfortable and speeds up their recovery.

There are some ward areas that may need to put some visiting restrictions in place to ensure that patient care and treatment is not compromised. Where this happens, staff will talk to families and visitors to explain these restrictions.

The following information sets out the expectations we have with regards to visiting patients at our Trust.

We try to make sure that meal times are at approximately the same time each day.

Eating and drinking is important for a patient's recovery, so please do not visit at meal times, as patients need to be able to enjoy their meal in a quiet and relaxed atmosphere.

If you wish to help your relative or friend at meal times please arrange this with nursing staff.

Please ask the staff for a copy of our **Carers' Passport**.

For patient safety reasons, visitors should not consume their own food and drink whilst visiting a ward unless by prior arrangement with the Nurse in Charge. There are cafés on the ground floor of the hospital where visitors can eat.

For further information, please contact the Patient Experience Team:

Anna Morris, Lead Nurse for Patient Experience and Engagement

anna.morris@aintree.nhs.uk / 0151 529 8624

Karen Davies, Patient Experience Manager

karen.davies@aintree.nhs.uk / 0151 529 8142



We expect visitors to understand and respect the fact that **no information can be given without the patients' consent.**

To ensure consistent information is given, it would be helpful if you could arrange for one family member to be the contact between the ward staff, family and friends. This will mean the staff spend less time on the telephone and more time with patients.

If you feel that you have not been given enough information, please do not hesitate to discuss this with the ward staff.

Medical staff are available on the ward 9am - 5pm, Monday - Friday. If you wish to speak to one of the Doctors, please arrange a suitable time with the nursing staff.

Nursing staff are available on the wards 24 hours a day and will do their best to provide you with the information you need.

However, there are times during the day when the nurses should not be disturbed so that they can maintain patient safety, e.g. during medication rounds and nursing handover.

We would be grateful for your patience during these times.



We will be flexible in our visiting times and try to meet all our patients' needs whenever possible.

Please do not feel that you have to stay for the whole of the visiting period. The person you have come to visit needs to rest and recover.

We need to make sure that there is room for the staff to care for your friend/relative and other patients in the ward. For this reason we ask that no more than **two** people visit at one time.



We will be polite and courteous to you at all times.

We expect visitors to show the same courtesy to all Trust staff.

Behaviour that is unsafe or causes disruption, e.g. drinking alcohol, is not acceptable in ward areas and staff will ask those visitors to leave the hospital.



Private & Confidential

We may need to ask you to leave for a short time while we deliver care to patients or while ward rounds take place.

When visitors and carers visit someone who is in a bay with other patients, they are asked to be respectful and sensitive to other patient's privacy and confidentiality.



Any member of staff will always direct you to the nurse in charge if you have any concerns or questions.

All staff wear name badges and will introduce themselves.

Please **do not** use your mobile phone to take photographs or videos of patients or members of staff. If found doing so, you may be asked to leave the ward.



We try to create a calm and restful environment to help our patients to recover. For this reason, we ask that you keep noise to a minimum and remember that our patients are unwell and need to rest.

Please ensure children are supervised by an adult at all times and for safety reasons, please do not allow them to run around or climb on to beds.

Hospitals can be a difficult place to visit for a young child. If you wish to bring a child under 10 years old, please discuss this in advance with the Nurse in Charge.



We work hard to prevent any cross infection, so please do not visit if you are unwell.

Please make sure that you follow any infection control instructions on the ward, including using the hand gel available at the entrance to the wards. Please ask staff if they have washed their hands.

Please do not sit on patients' beds. Visitors chairs are available and we ask that you return them when you have finished your visit.

Please do not use the patients' toilets. The ward staff will be happy to direct you to the nearest public toilet.