

## Information for patients coming into hospital – November 2024

Oxford University Hospitals NHS Foundation Trust: 0300 304 7777 / [www.ouh.nhs.uk](http://www.ouh.nhs.uk)

Information can change at short notice – details are correct at time of posting this sheet on the OUH website. We also post updates via [@OUHospitals on X](#), [Instagram](#) and [Facebook](#).

### Consent to treatment

We may need you to sign a consent form for your treatment. You can withdraw consent at any time, even after signing.

### Personal information

Our staff will ask you to confirm your name, date of birth, address and GP details. This is to ensure correct identification, for your safety. Please also tell us if your GP or contact details change and give us details of who we should contact in an emergency.

### Information about you and how we use it

We have strict controls in place to protect your information – visit [www.ouh.nhs.uk/privacy](http://www.ouh.nhs.uk/privacy)

### Transport to hospital

There is travel information for each hospital site via [www.ouh.nhs.uk/hospitals](http://www.ouh.nhs.uk/hospitals) – if you need to use public transport, please check with the transport companies before setting out.

### Access

Our hospitals are accessible and accessible toilets are available in public areas and on wards. Please ask at reception if you need a wheelchair or assistance.

### Hearing/language difficulties

If you have difficulty hearing, or need an interpreter, please tell our staff as soon as possible. If you need this information in another format, first contact the department treating you.

### Face masks

Face masks must be worn in **some** areas of our hospitals – for the latest guidance please visit [www.ouh.nhs.uk/covid-19](http://www.ouh.nhs.uk/covid-19)

### Outpatients

**Do not attend your appointment if you have symptoms of COVID-19, another respiratory infection, or have diarrhoea / vomiting** – call us to re-arrange your appointment.

You can attend your outpatient appointment with **no more than two people**.

### Refreshments

Refreshments, hot meals, hot and cold snacks and drinks, takeaway food and vending machines are available on all hospital sites.

### Smoking and alcohol

Smoking and alcohol are not allowed anywhere on our hospital sites.

### Staying in hospital

Please bring your own toiletries, nightwear, dressing gown and slippers: **do not take hospital nightwear or linen home with you when you leave**.

### Radio

Hospital radio stations [RadioCherwell.com](http://RadioCherwell.com) and [RadioHorton.co.uk](http://RadioHorton.co.uk) broadcast for patients.

### *Visitors*

**Visiting rules vary** – visit [www.ouh.nhs.uk/covid-19](http://www.ouh.nhs.uk/covid-19). Wards have tablet computers for patients to use for free to contact family / friends – please ask staff. We have free WiFi, 'OUH-Guest'.

### *Medicines*

Please bring all medicines that you take, in their original containers, cards giving details of your current treatment (e.g. steroid card) and any non-prescription medicines, ointments or supplements you use, in the green medicines bag supplied with your admission letter.

### *Meals*

We offer inpatients three meals a day, snacks mid-morning and afternoon, and at least seven drinks during the day. If you feel hungry or miss a meal, please tell your nurse and we will arrange food and drink for you. We cater for many dietary requirements, including vegetarian, vegan, allergy-aware, dysphasic levels, finger food, halal, and kosher options. If you have specific dietary requirements, or need a menu in another language, please call the ward in advance so we can help.

### *Risk of blood clots*

Being admitted to a hospital can increase your risk of developing a **blood clot**. For information on blood clots and how to reduce the risk, download the app '[Let's Talk Clots](#)'.

### *Leaving hospital*

Please see [www.ouh.nhs.uk/leavinghospital](http://www.ouh.nhs.uk/leavinghospital)

### **Security**

Please do not bring valuables into hospital – Oxford University Hospitals is not responsible for their safety.

### **Privacy, dignity and respect**

We respect your privacy and dignity at all times, and we do not tolerate any abuse of our staff.

### **Feedback, issues or complaints – Patient Advice and Liaison Service (PALS)**

Visit [www.ouh.nhs.uk/patient-guide/feedback](http://www.ouh.nhs.uk/patient-guide/feedback), email [PALS@ouh.nhs.uk](mailto:PALS@ouh.nhs.uk) or call 01865 221 473

### **Pastoral care**

Our Chaplains support patients and families of all faiths and none. They are available to speak on the telephone – please ask a member of staff to contact them.

### **Pensions/benefits**

For advice about these while you are in hospital, contact the Department for Work and Pensions: 0845 606 0265

### **Oxford Hospitals Charity**

Oxford Hospitals Charity supports our patients and staff across all our hospitals.  
[www.hospitalcharity.co.uk](http://www.hospitalcharity.co.uk) | [charity@ouh.nhs.uk](mailto:charity@ouh.nhs.uk) | 01865 743 444

### **Foundation Trust**

Be part of our future and join us as a member of our Foundation Trust: [www.ouh.nhs.uk/ft](http://www.ouh.nhs.uk/ft)

### **Research**

We may offer you the chance to take part in medical research: [www.ouh.nhs.uk/research](http://www.ouh.nhs.uk/research)

### **Here for Health**

Our 'Here for Health' team offers advice on healthy living and how to reduce your risk of ill health: [www.ouh.nhs.uk/hereforhealth](http://www.ouh.nhs.uk/hereforhealth)