



Brighton and Sussex
University Hospitals



Welcome

to Brighton and Sussex University Hospitals



With our partner



brighton and sussex
medical school

interpretation



If you do not understand this leaflet, we can arrange for an interpreter.

إذا كنت لا تستطيع فهم محتويات هذه النشرة فيمكننا عمل الترتيبات لتوفير مترجم شفوي لك.

এই প্রচারপুস্তিকাটি যদি আপনি বুঝতে না পারেন, তবে আপনার জন্য আমরা একজন অনুবাদকের ব্যবস্থা করে দিতে পারি

如你不明白本單張的內容，我們可安排口譯員服務。

如你不明白本传单的内容，我们可安排口译员服务。

اگر مندرجات این جزوه را نمی فهمید، ما می توانیم مترجم در اختیارتان بگذاریم.

Jeśli masz trudności w zrozumieniu tej ulotki, możemy zorganizować tłumacza.

contact details

You can use this form to make a note of the names of the staff who care for and treat you, so you have a reminder to refer to during and after your hospital stay

Hospital.....

The Royal Sussex County Hospital (01273 696955)

The Princess Royal Hospital (01444 441881)

Ward name.....

Ward extension number.....

Consultant.....

Ward Sister/Manager.....

Matron.....

Nurse.....

Other members of staff.....

.....

.....

.....

.....

This booklet has been designed to help you prepare for your hospital stay. I hope you find it useful. If it does not cover everything you need to know, our staff will be glad to answer any questions you may have. Patient information and advice can also be found on our website at www.bsuh.nhs.uk



Page 3 of this booklet provides space for you to make a note of the names of staff that treat and care for you during your stay. Your consultant has overall responsibility for your medical treatment and you will see them or a member of their team regularly. Your Ward Sister/Charge Nurse is accountable for the day-to-day running of your ward, and is supported by a Matron who is responsible for the overall quality of the nursing care you receive.

As important as the safety and quality of our clinical services is our commitment to treating all our patients and their carers with kindness and compassion. Please talk to the nurse in charge of your ward, or the doctors treating you, if there is anything we can do to make your stay with us better.

[Sherree Fagge, Chief Nurse](#)

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Brighton and Sussex University Hospitals (BSUH) is the regional teaching hospital working across two sites: the Royal Sussex County Hospital in Brighton and the Princess Royal Hospital in Haywards Heath. The Brighton campus includes the Royal Alexandra Children's Hospital and the Sussex Eye Hospital, and the Haywards Heath campus includes the Hurstwood Park Regional Centre for Neurosciences.

We provide general acute services to our local populations in and around the City of Brighton and Hove, Mid Sussex and the western part of East Sussex and more specialised services for patients from across Sussex and the south east of England.

Both hospitals provide many of the same acute services for their local populations. In addition, the Princess Royal Hospital is our centre for elective surgery and the Royal Sussex County Hospital is our centre for emergency and critical care. Our specialised services include neurosciences, paediatrics, cardiac, cancer, renal, infectious diseases and HIV medicine.



what to bring

You will need to bring several things with you to hospital, or ask a friend or relative to bring them. The following list is a guide.

- Any medication that you are currently taking
- Nightwear
- Dressing gown and well-fitting slippers
- Comfortable leisurewear e.g. tracksuit (and underwear)
- Toothbrush, toothpaste, denture pot and cleaner
- Soap, shower gel, deodorant, moisturiser etc
- Bath towel, flannel or sponge
- Hand wipes and tissues
- Shampoo, hairbrush or comb
- Shaving equipment
- Sanitary products such as tampons
- Books and magazines
- Glasses, hearing and walking aids
- Small change for bedside TV and phone
- Bottle of squash

Don't bring

- Large amounts of money or credit cards
- Valuables such as jewellery
- A television or radio
- Alcohol or any illegal substances
- A hairdryer (hairdryers are available on most wards)

If you have any questions about your stay in hospital, your condition or your treatment, you can write these down and bring them with you to talk them through with a member of staff. This might help save you from unnecessary worry and will also make staff aware of your concerns.

The Royal Sussex County Hospital

The following **buses** run from outside the main entrance on Eastern Road to and from central Brighton: 1, 1a, 7, 14c, 25a, 25c, 37, 47 and 52.

There is a **taxi** rank in Paston Place opposite the main hospital entrance, and a free taxi phone near the reception desk in the main entrance of the Barry Building.

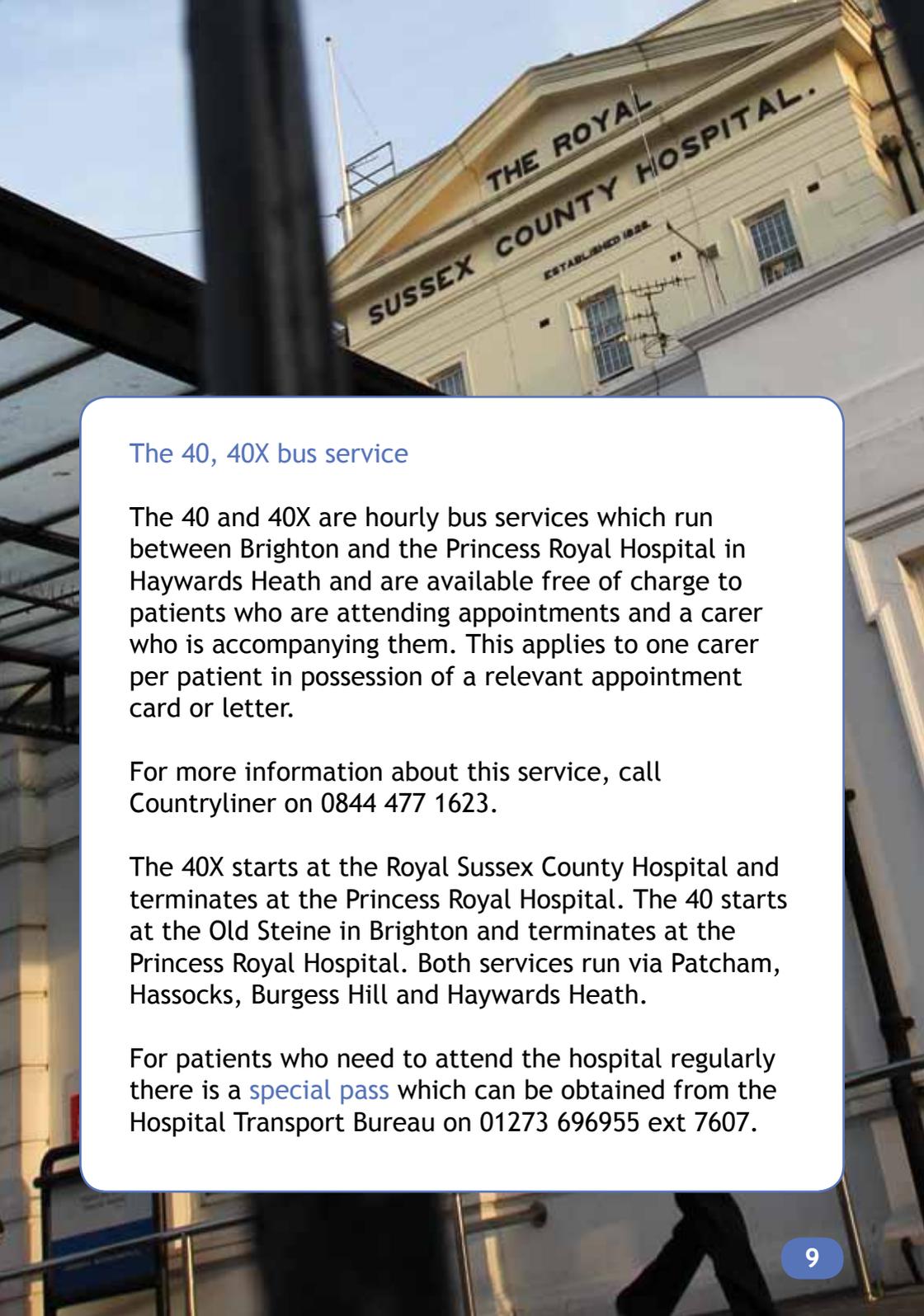
The nearest **train** station is Brighton, which is a 40-minute walk from the hospital.

The Princess Royal Hospital

There are several **bus** services which stop outside the Princess Royal Hospital site on Lewes Road. For details, please contact:
RDH - Tel: 01273 479819
Metrobus - Tel: 01273 449191
Compass - Tel: 01903 690025

The nearest **train** station is Haywards Heath which is a 30-minute walk from the hospital. The station is on the London to Brighton line with frequent trains.





THE ROYAL SUSSEX COUNTY HOSPITAL. ESTABLISHED 1838

The 40, 40X bus service

The 40 and 40X are hourly bus services which run between Brighton and the Princess Royal Hospital in Haywards Heath and are available free of charge to patients who are attending appointments and a carer who is accompanying them. This applies to one carer per patient in possession of a relevant appointment card or letter.

For more information about this service, call Countryliner on 0844 477 1623.

The 40X starts at the Royal Sussex County Hospital and terminates at the Princess Royal Hospital. The 40 starts at the Old Steine in Brighton and terminates at the Princess Royal Hospital. Both services run via Patcham, Hassocks, Burgess Hill and Haywards Heath.

For patients who need to attend the hospital regularly there is a [special pass](#) which can be obtained from the Hospital Transport Bureau on 01273 696955 ext 7607.

The Royal Sussex County Hospital

Car parking is very difficult so please use other forms of transport if at all possible.

The multi-storey car park is situated on the north access road. This car park is a pay-on-foot car park. Waiting times for this car park can be as long as an hour during busy periods.

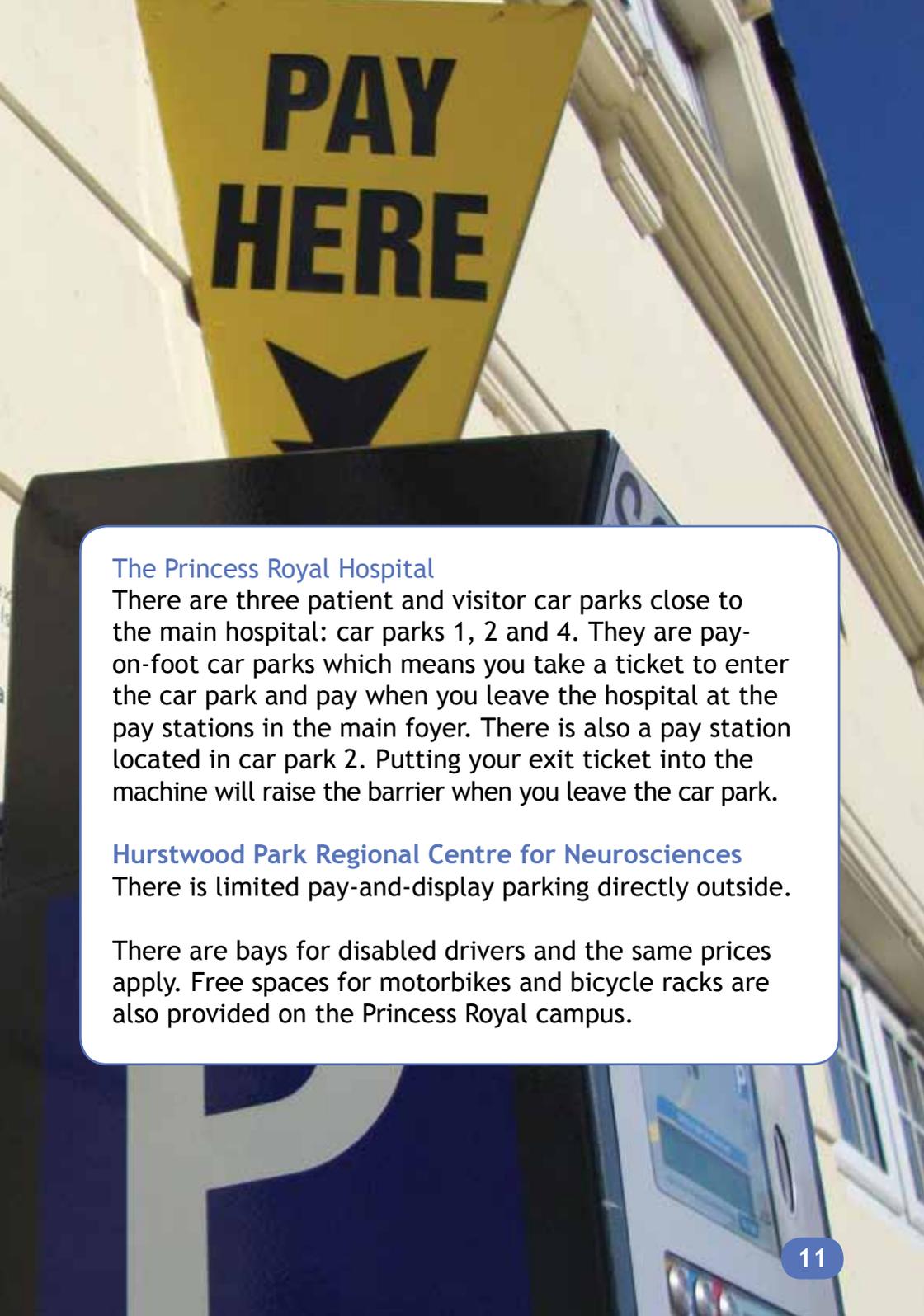
The multi-storey has 20 disabled bays located on Level 6 which gives direct access into the hospital and 6 dedicated renal bays for regular renal patients.

There are 4 drop off/pick-up bays located next to the multi-storey car park (these are primarily for the use of parents/carers dropping children at the Royal Alexandra Children's Hospital).

There is limited access to the A&E forecourt with 4 drop-off bays and 2 disabled bays.

At the front of the main hospital site there is a pay and display car park for patients and visitors only - this includes disabled bays outside the Physiotherapy Department (Latilla building) and 5 disabled bays by the car park entrance.

Car parking on the streets around the Royal Sussex County Hospital site is split into residents only and pay and display. Pay and display is located in most of the roads around the hospital, for 2-hour, 4-hour and all-day parking tickets (roads nearest the hospital tend to be 2-hour and 4-hour).



**PAY
HERE**

The Princess Royal Hospital

There are three patient and visitor car parks close to the main hospital: car parks 1, 2 and 4. They are pay-on-foot car parks which means you take a ticket to enter the car park and pay when you leave the hospital at the pay stations in the main foyer. There is also a pay station located in car park 2. Putting your exit ticket into the machine will raise the barrier when you leave the car park.

Hurstwood Park Regional Centre for Neurosciences

There is limited pay-and-display parking directly outside.

There are bays for disabled drivers and the same prices apply. Free spaces for motorbikes and bicycle racks are also provided on the Princess Royal campus.

Infection control and keeping all areas of the hospital clean and clutter free is one of our top priorities.

Our staff are required to comply with strict hygiene codes and to clean their hands before and after contact with every patient. If you notice a member of staff not doing this we encourage you to ask them to do so. Visitors are also asked to use the alcohol hand gel, at the entrance to every ward, before and after visiting.

Please make sure you wash your hands after using the toilet. If you use a commode (portable toilet) ask for a bowl of water or wipes to clean your hands. Please wash your hands before eating.

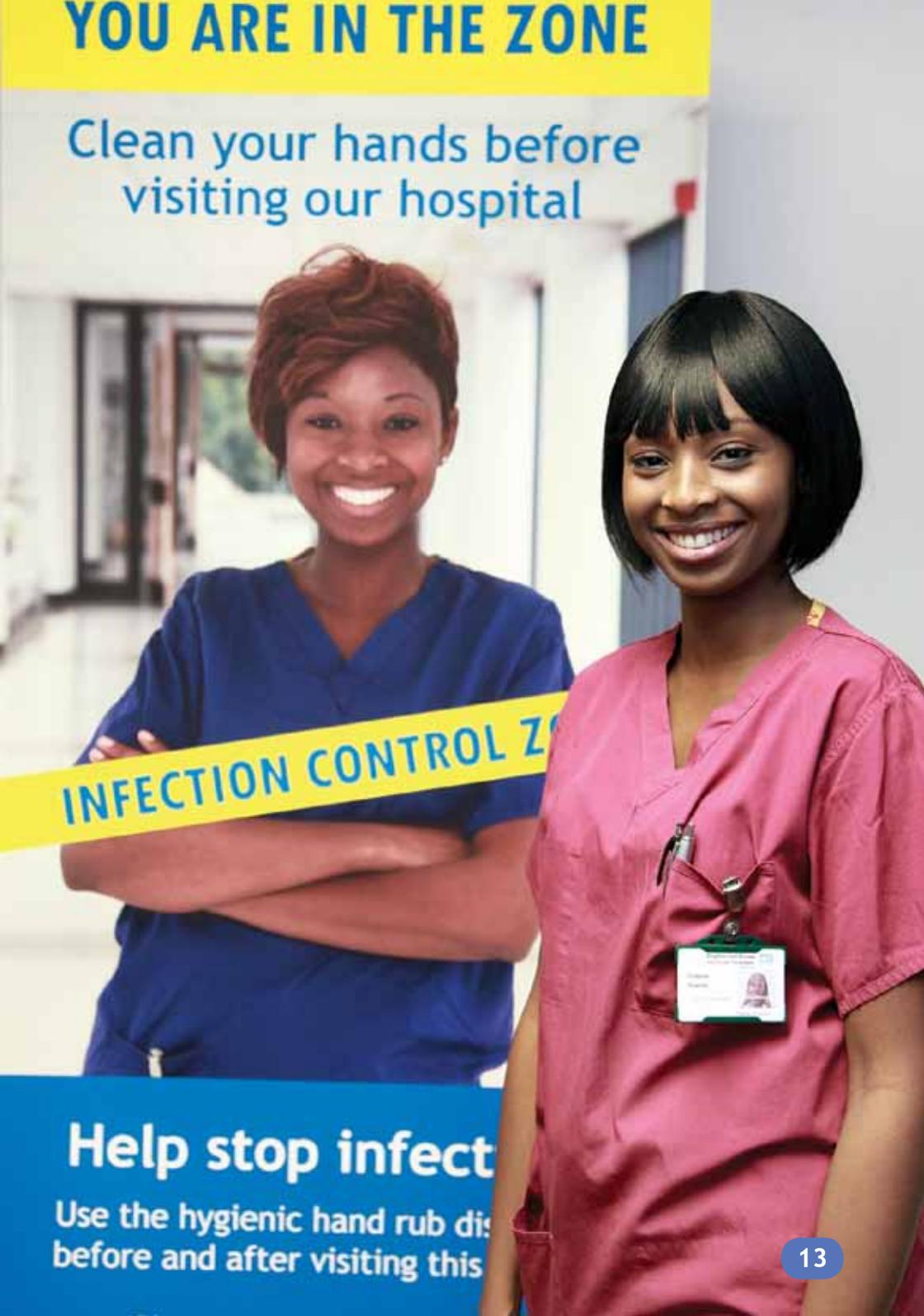
If you or your visitors see any areas which are not clean, or if any equipment or used items are left by your bed, please tell a member of the ward nursing team immediately.

We understand that your visitors may want to bring you a gift whilst you are in hospital but we ask that people avoid bringing flowers and pot plants onto the ward as these items can be a source of infection and make it harder to clean.



YOU ARE IN THE ZONE

Clean your hands before
visiting our hospital



INFECTION CONTROL ZONE

Help stop infect

Use the hygienic hand rub dispenser
before and after visiting this

As a teaching hospital, we support students in many different healthcare professions. As part of their training, our students must gain practical experience in treating and caring for patients. We benefit from our teaching responsibilities in many ways, such as being able to attract high-quality staff and offering many specialist services which might not otherwise be possible.

We hope that you will be willing to allow students to learn by being involved in your care. If you do not want students to be involved at any stage, please let us know. Your care will not be affected in any way by your decision.

We sometimes carry out clinical trials, which are important for developing treatment in the future. These may involve some extra tests or extra visits to the hospital. If you are asked to take part in these, you are entitled to say no. Talk to your nurse if you want to discuss this further or have any concerns.



privacy and dignity

We understand that being in hospital is not an easy time and we are committed to doing all we can to maximise your privacy and dignity whilst you are in our care.

What you can always expect:

- You will be called by your preferred name
- You will be addressed politely
- Nurses will ensure you are suitably covered
- You will share bathrooms and toilets with members of the same sex only
- You can ask to be cared for by a nurse of the same sex and where possible every effort will be made to do this
- All hospital staff will actively listen to any concerns you have and will do their best to resolve them with you

When you are admitted into hospital we will always try to make sure that you are accommodated on a ward or bay with patients of the same gender and that you have access to a bathroom and toilet which you only share with members of the same gender.

Whilst we will do our utmost to place you in an appropriate area as soon as you are admitted, in some urgent situations (such as in the middle of the night) the only bed available may be in an area with patients of the opposite sex. If, in rare circumstances, you are placed in an area with patients of the opposite sex, we will explain why this has been necessary, place you so you are at least facing a patient of the same gender and rectify this within 24 hours.

There are some wards and/or units (e.g. A&E and the Intensive Care Unit) where we have to deliver care to men and women in beds next to each other because your location is about clinical need and the special equipment needed to treat you.

smoking

It is against the law to smoke in our hospital buildings and covered walkways and smoking is not permitted anywhere on our hospital campus. Staff, patients and visitors are actively asked not to smoke whilst in or visiting our hospital, out of courtesy to everyone else using the hospital.

Visiting times on all adult wards (except Maternity) are 3.00pm to 5.00pm and 7.00pm to 8.30pm. In special circumstances permission to visit outside these times can be given by the nurse in charge of the ward or unit.

We have a Visitors' Code which is designed to help patients get the vital rest they need and give staff the time and space to care, and carry out the measures that will help us prevent and control the spread of infections. Our Visitors' Code leaflet is available throughout the hospital and on every ward. If you have not already seen one please ask a member of staff.

consent

We want to involve you in all decisions about your care and provide you with a clear explanation of your condition and the treatment options available. If you decide to go ahead with a procedure or treatment, you will be asked to sign a consent form. This confirms that you agree to have the procedure or treatment and understand what it involves.

Bedside radio, TV and internet

Hospedia (formerly Patientline) offer patient entertainment packages at your bedside to help pass the time whilst you are in hospital. Short, medium and long-stay bundles include:

- Unlimited calls for patient to landlines (please note that calls from outside the hospital to bedside phones are more expensive than standard landline calls)
- Unlimited radio, email, internet and games
- Over 20 television channels

Packages can be bought with cash, debit or credit card. The system has been designed to cater for those with special needs, including those who are deaf or hard of hearing, blind or partially sighted, elderly or have restricted movement. It also caters for those who do not have English as a first language.

mobile phones

Use of mobile phones in inpatient clinical areas by patients and visitors is not generally allowed, in order not to disturb others. However, individual patients may be allowed to use their mobile phone for a limited time in inpatient areas at the sole discretion of the ward sister or charge nurse. Please do not use your phone to take photos or make video film of members of staff or other patients. At no time must the privacy and/or dignity of other patients be infringed.

care passports

If you have specific needs that your carer would like to tell us about, wards have care passports that can be filled in by your friend or relative so staff are aware of your particular likes and dislikes even if you have difficulty communicating.

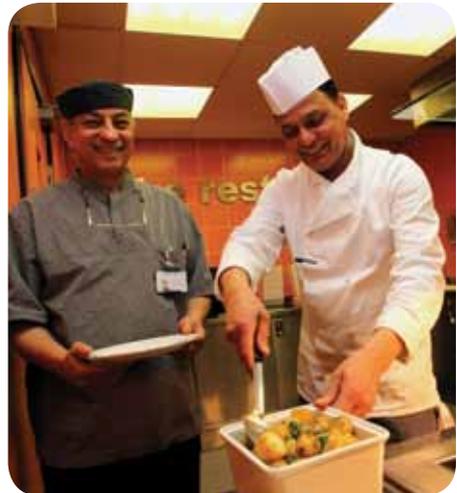
A choice of meals is served three times a day on the ward. Menus are available either from your ward host/hostess or by the bedside and larger print menus are available on request. A range of snacks, light meals and hot drinks is available 24 hours a day.

If you have specific dietary requirements (e.g. Halal, Kosher, vegetarian or vegan), or any food allergies, please tell a member of the ward staff.

If there are clinical reasons why you are not allowed to eat or drink a nurse will explain this to you.

Protected meal times

These are periods of time over lunch and supper, when all activities on the ward will stop. The nurses and volunteers will be available to help serve the food and help those who need it to eat their meals. Visiting is not usually permitted during meal times but if you normally have a visitor at mealtimes to help you eat we are very happy for you to continue to do this.



shops and restaurants

The Royal Sussex County Hospital

Pebbles Restaurant is adjacent to the Royal Alexandra Children's Hospital and is open seven days a week: Monday to Friday, from 7.00am to 7.30pm; Saturday and Sunday, 9.00am to 4.00pm

Opposite the hospital on Eastern Road is the Audrey Emerton Building and on the top floor is the Terrace Restaurant which serves a variety of hot and cold dishes, sandwiches and hot drinks from 8.00am until 5.00pm Monday to Friday.

The Barry Building kiosk is just inside the main entrance next to the WH Smith shop, open every day, 8.00am to 8.00pm.

The Royal Alexandra Children's Hospital

The WRVS café on the ground floor (Women's Royal Voluntary Services) sells hot and cold food.

Sussex Eye Hospital

There is a WRVS shop on the ground floor (next to A&E).

The Princess Royal Hospital

The League of Friends Café on the ground floor is open 8.00am to 5.30pm, Monday to Friday, and 2.00pm to 5.00pm, weekends.

The 2nd floor coffee bar and restaurant in the main hospital building is open from 7.00am to 7.30pm every day.

There is a WRVS shop near the main hospital entrance, where you can buy snacks, newspapers, magazines, gifts, and toiletries.

Hurstwood Park Regional Centre for Neurosciences

A vending machine sells hot and cold beverages 24 hours a day.

your comments

If you have been happy with the care you have received, please let us know. You can tell the relevant ward or department manager directly or you can email thankyou@bsuh.nhs.uk when you get home.

Equally, we want to hear from you if you have comments on how you think we might improve our services. Again, these can be addressed directly to a ward or department manager or you can email feedback@bsuh.nhs.uk or write to: **Chief Executive, Trust HQ, The Royal Sussex County Hospital, Eastern Road, Brighton, East Sussex BN2 5BE.**

We hope that your stay in hospital will be problem free. If you do have any problems please start by talking with the nurse in charge of your ward. If they are not able to help, then please ask to speak to the Matron. You can also contact someone from our **Patient Advice and Liaison Service (PALS)** on:

- 01273 696955 ext 4029/4588 (Royal Sussex County Hospital)
- 01444 441881 ext 5909 (Princess Royal Hospital)

PALS are available in all hospitals and are there to offer confidential advice, support and information to patients, their families and carers. They will listen confidentially to any problems or concerns you have about your treatment or care and try to resolve these as quickly as possible. If necessary they will explain the formal NHS complaints procedure to you and put you in touch with the right people to take your complaint forward.

If you want to make a formal complaint you can contact our Complaint Investigations Unit on:

- 01273 696955 ext 4511 (Royal Sussex County Hospital) or email complaints@bsuh.nhs.uk.
- Or you can send your complaint directly to the Chief Executive at the address above.

The Royal Sussex County Hospital

An **interdenominational Chapel** is on the first floor of the Barry Building and is open to everyone 24 hours a day. Christian services are held at 10.00am every Sunday and 12.30pm every Thursday. Every Wednesday from 12.30pm-1.30pm the Chaplaincy organise a special event.

A **Muslim prayer room** for staff is located on the first floor of the Barry Building at the top of the spiral staircase which leads up from reception and this can also be made available to patients and their visitors. Additionally a group of volunteers supported by the Brighton and Hove Muslim Forum are available to visit Muslim patients.

Contact the **Chaplaincy Team** on 01273 696955 ext 4122.

The Princess Royal Hospital

The **PRH chapel** is on the first floor of the main building. It is open to everyone, day and night, for quiet reflection or for prayer. On Sunday the Holy Communion starts at 10.30am and lasts about 30 minutes. Everyone is welcome. Any patients who are not well enough to attend the service can be visited on the ward after the service by a member of the chaplaincy team.

Contact the **Chaplaincy Team** on 01444 441881 ext 8232.



leaving hospital

Our staff will help you plan your return home (sometimes called your 'discharge'). They will arrange any referrals to social services or district nurses that you need. Please make sure you have organised for someone to take you home as we do not normally provide transport. If you find it difficult to arrange transport, please talk to the ward staff.

Patient Discharge Lounge

You might be asked to stay in our patient discharge lounge while you wait for your medication or for relatives to take you home. Both the Princess Royal Hospital and the Royal Sussex County Hospital have a discharge lounge which can be contacted by phone via the relevant hospital's main switchboard.

Once home, if you are concerned about your medication, you can ring the Patient Medicine Helpline on 01444 454388.

medical records

Your medical records are confidential and are only shared with people who have a clinical reason for seeing them, including your GP. Whilst in hospital you can ask to look at your medical notes and for 40 days after you have left hospital. There is a charge after this time. You can request a copy of your medical records at a maximum cost of £50. Please put your request in writing to:

- Data Protection Office, Room 153, Downsmere, Princess Royal Hospital, Lewes Road, Haywards Heath RH16 4EX
- Subject Access Office, 1st Floor, Barry Building, The Royal Sussex County Hospital, Eastern Road, Brighton BN2 5BE

A copy of the leaflet 'How we use your health record' can also be obtained by contacting the above addresses.

[contact us](#)

The Royal Sussex County Hospital
Eastern Road, Brighton BN2 5BE (01273 696955)

The Princess Royal Hospital
Lewes Road, Haywards Heath RH16 4EX (01444 441881)

[we also provide services at](#)

Brighton General Hospital
01273 696011

The Park Centre for Breast Care
01273 664773 / 664969

Hove Polyclinic
01273 242024

Lewes Victoria Hospital
01273 474153

www.bsuh.nhs.uk