Welcome to

Brighton and Sussex University Hospitals
NHS Trust
If you do not understand this leaflet, we can arrange for an interpreter.

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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/Charge Nurse......................................................................

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.

Nicola Ranger
Chief Nurse
Brighton and Sussex University Hospitals (BSUH) is the regional teaching Trust working across two main 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 Centre and the Sussex Orthopaedic Treatment Centre.

We provide general acute services to our local populations in and around 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.

We are the main trauma centre for the region and our specialised services include neurosciences, paediatrics, cardiac, cancer, renal, infectious diseases and HIV medicine.
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 or shoes
- 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

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 stop outside the hospital on Eastern Road 1, 1A, 7, N7, 14, 14C, 23, 27C, 37, 37B, 47, 52, 57, 71, 73, 94A, 271 and 272.

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

The following busses stop outside the Princess Royal Hospital: 30, 31, 33, 39, 62, 89, 166, 270, 271, 272 and 769.

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 270, 271 and 272 bus services

The 270, 271 and 272 are bus services which run between Brighton and the Princess Royal Hospital in Haywards Heath. These services are 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.

The 271 and 272 start at the Royal Sussex County Hospital and terminate at the Princess Royal Hospital. The 270 starts at Churchill Square in Brighton.
The Royal Sussex County Hospital

Onsite pay-on-foot car parking is available however it is over-subscribed and long waits are common.

The multi-storey car park is situated on the North Access Road which is accessed from Bristol Gate, third entry on the left (immediately after the A&E entrance).

There are 20 disabled bays located on Levels 6 and 6a which give direct access into the hospital and 6 dedicated renal bays for regular renal patients.

There are a small number of pick up/drop off bays located inside the entrance to the multi storey car park. There is a 20 minute grace period for people using these bays after which charges will apply.

There is limited short-term on-street pay-and-display parking in the vicinity of the hospital.

We recommend that you use public transport if at all possible.
The Princess Royal Hospital

On-site pay-and-display parking is available at the following locations:

Car park 1: Opposite the main entrance, includes 16 disabled bays.

Car park 2: Situated immediately next to (west of) the main hospital building, includes five disabled bays and four 20 minute drop-off bays.

Car park 4: Situated behind the main hospital building.

There is also pay-and-display parking at the Hurstwood Park Centre, Downsmere, Martletts, Sussex Orthopaedic Treatment Centre, MRI and in the 6 disabled bays immediately opposite the main entrance.

There is also on-street pay-and-display parking along Colwell Road.
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.
As a teaching Trust, 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.
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

Visiting times are generally 3pm to 8pm. In special circumstances permission to visit outside these times can be given by the nurse in charge of the ward.

Some wards welcome visitors outside these times, including maternity, children's services, dementia wards and critical care.

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 entertainment

Patient entertainment packages are available at your bedside. 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.

Wi-fi

WiFi is available free of charge. Connect your device to the ‘NHS WiFi’ network for free internet access.

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

• **Waves Restaurant** – adjacent to the Royal Alexandra Children’s Hospital
• **Terrace Restaurant** – top floor of the Audrey Emerton Building
• **Subway** – adjacent to the Royal Alexandra Children’s Hospital
• **Costa coffee** – main reception in the Barry Building
• **Newsagents** – main reception in the Barry Building

Princess Royal Hospital

• **Bluebells Restaurant** – 2nd floor of the main building
• **The League of Friends cafe** – main entrance
• **WRVS shop** (Women’s Royal Voluntary Services) – main entrance

Royal Alexandra Children’s Hospital

• **WRVS cafe** – main reception on Level 5
• **Newsagents** – left of the main entrance

Sussex Eye Hospital

• **WRVS shop** – ground floor A&E department
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.

Equally, we want to hear from you if you have comments on how you think we might improve our services. These can be addressed directly to a ward or department manager or you can email patient.experience@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 (Royal Sussex County Hospital)
● 01444 441881 (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:
● complaints@bsuh.nhs.uk
● Or you can send your complaint directly to the Chief Executive at the address above.
Our chaplains
A chaplain is on-call 24 hours a day, seven days a week. Members of the chaplaincy team are happy to talk to patients and their families, not only about specifically religious matters, but about any more general spiritual concerns.

Our chapels and prayer rooms

Royal Sussex County Hospital chapel
The hospital chapel is on the first floor of the Barry Building. It is open to everyone, day and night, for quiet or for prayer.

Princess Royal Hospital chapel
The PRH chapel is on the first floor of the main building. It is open to everyone, day and night, for quiet or for prayer.

Royal Alexandra Children’s Hospital Oasis
The Oasis is on the first floor of Royal Alexandra Children’s Hospital. It is always open to everyone, day and night, for quiet or for prayer.

Muslim prayer rooms
The PRH prayer room is by the chapel.
The RSCH prayer room is on the first floor of the Barry Building, opposite the top of the stairs that lead up from main reception. Friday prayers for the Muslim community are held at 1pm on Fridays in the Royal Alexandra Children’s Hospital Oasis.
Our staff will talk to you about how you will return home after your treatment. We will assess your needs and we will give you clear information about your options for support outside of hospital.

You will need to arrange your own transport to collect you from hospital. Please ask a relative or friend to collect you or call a taxi. Hospital transport is available only for people who have a medical problem that prevents them from using a car, taxi or public transport.

**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**
You can access your health records by submitting a written request, with proof of identity, to SAR@bsuh.nhs.uk
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

Brighton General Hospital
01273 696011

The Park Centre for Breast Care
01273 664773 / 664969

Hove Polyclinic
01273 242024

Lewes Victoria Hospital
01273 474153

Bexhill Renal Unit
01424 731824 / 755255

www.bsuh.nhs.uk