

Manchester Royal Eye Hospital
Surgical Services

Information for Patients

Inpatient Information Booklet

Charter for care

It is our aim that:

- All personal, cultural, and religious needs and beliefs are respected.
- We ensure your privacy and that all information about you is treated in the strictest confidence.
- You are kept well informed at all times.
- Staff will be willing to discuss your care with you so that you can make fully informed choices.

How to get to Manchester Royal Eye Hospital

Ward 55 is on the first floor of Manchester Royal Eye Hospital. Please enter the main entrance of Manchester Royal Infirmary at the top of Nelson Street and take the lift or stairs to the 1st floor. Continue along the corridor and you will reach Ward 55 on the right.

Car Parking

There are limited car parking facilities throughout the site and we would advise, if possible, to use alternative forms of transport. A map showing the location of the car parks is enclosed for your convenience.

Personal Requirements

Please bring with you:

Pyjamas or nightdress, dressing gown and slippers, and toiletries such as towels, flannel, soap, toothbrush and toothpaste, shaving kit, hairbrush or comb etc. If you are having an operation you might find it helpful to bring a pair of sunglasses with you to protect your eyes from bright sunlight on discharge.

When in hospital these items should be kept in your locker. Any items left in communal wash areas will be thrown away. If you prefer, you are able to wear your day clothes during your stay in hospital.

Medications

Please bring with you any medications including eye drops and over the counter remedies in their original containers. Please also bring a print out of your current medicines which can be obtained from your GP. This should be the most recent list and requested 2 weeks before hospital admission.

Money and Valuables

Please do not bring large amounts of cash, jewellery or valuables with you to the hospital as responsibility for these cannot be accepted by the Trust. We do not have safe storage for any money or valuables on the ward, however, if staying overnight, money and valuables can be sent to the cashiers office and stored in a safe for safekeeping overnight. The cashiers office is open from 9.00am to 4.00pm, Monday – Friday.

A patient bedside TV is available free of charge until 12 midday; after this time payment is required and payment cards can be purchased from the ward.

Ward Staff

In charge of the ward is a co-ordinator who might be a Sister/Charge Nurse or a senior Staff Nurse. The co-ordinator's name will be displayed on a notice board at the reception desk. During your stay there will be a named nurse allocated to co-ordinate your care. When your named nurse is off duty another nurse will take over their duties. Please do not be afraid to seek advice with any worries or concerns.

Medical Staff

You will come into hospital under the care of a designated consultant. In most cases, you will have met your consultant in clinic where other members of the medical team may also have examined you. If you require information regarding your medical progress, you should ask the doctor who is looking after you. Medical details are entirely confidential and will not be disclosed to anyone without your consent. However, the doctor or your named nurse will give your relatives, who enquire, a general indication of your progress. If you do not wish the staff to give this information to relatives please speak to the nurse caring for you on your admission.

You will be given all the necessary information for your aftercare upon discharge from the hospital. The hospital will send your GP a full report detailing your progress.

Teaching and Research

The Trust is involved in teaching medical, nursing and other students and in medical research; as a result, there could be students in wards and clinics. Although we would be grateful for your co-operation in this respect, we appreciate that you might wish to talk privately to your doctor. Please tell us if this is the case and your wishes will be respected. This will not affect the treatment you receive in any way. If you are asked to take part in research you will be given information about the nature of the research and a full explanation of what will be expected of you. Please feel free to ask questions so that you can make an informed decision. If you decide that you do not wish to take part, please be assured that this will not affect your right to treatment in any way.

Operations

Many people come to hospital for an operation and others might be advised that an operation is necessary following investigation. If this is the case you might feel anxious or concerned. The medical and nursing staff understand how you feel and will be happy to answer any of your questions. You can expect your operation to take place soon after your admission depending where on the theatre list you are. However, this will depend on any tests that might be required first. The staff will advise you of your operation time as soon as it is known and of any possible delays.

On some occasions your operation could be postponed. Whilst such an event is avoided if at all possible, the staff are aware of how distressing this is and are there to support you. The doctors and nurses will give you as much information as possible before the operation and your named nurse will discuss with you some instructions for you to follow after your operation.

Hospital Routine

The busy routine of the ward often means an early start to the day and you will normally be awakened about 6.30am. Meals and drinks are served between the following times:

Breakfast 7.30am – 8.30am

Lunch 12.15pm – 1.15pm

Supper 5.15pm – 6.15pm

Morning Coffee 10.00am – 10.30am

Afternoon Tea 2.00pm – 2.30pm

Warm drink 9.30pm – 10.00pm

Special diets (for example diabetic, vegetarian, kosher and halal) are available to those who require them. If you do require a special diet please inform the nurse on admission.

Visiting

Visiting hours are between 2.00pm and 8.00pm. Due to the lack of space, only two visitors are allowed at the bedside at any one time. Visitors will be asked to leave the ward during protected mealtimes or when dressings are being applied. Relatives and friends of patients who have been in contact with cases of infectious diseases or who are suffering from coughs, colds or sore throats are asked not to visit the hospital. It is advisable to ask your named nurse whether it is suitable for children and babies to visit you in hospital. In your own interest, visiting could be restricted on the day of your operation. You will be advised by your named nurse of the time your relatives should telephone to make enquiries. It is helpful if these calls are kept to a minimum and that one relative informs the rest of your family.

Postal Arrangements

During your stay in hospital your postal address will be:

Ward 55

Manchester Royal Eye Hospital

Oxford Road

Manchester

M13 9WH

Hospital Chaplaincy

A full team of hospital chaplains work alongside other members of staff and offer help and support during your stay. The chaplains are available to talk to anyone in confidence, about **anything** of concern, religious or not. There are representatives of the Jewish and Islamic faiths and chaplains from the main Christian traditions. If you would like to speak to a chaplain or attend a service, please ask your named nurse who will arrange this for you.

Henshaws Society for the Blind

Henshaws Society for the Blind has an office in Manchester Royal Eye Hospital atrium which is staffed by an enablement officer. They are able to offer help and advice with any problems relating to visual loss that you or your relatives have. Please ask your named nurse if you wish to use this service and they will arrange this for you.

Medical Certificates (Sick notes)

For the first seven days you should use a self-certification form. Medical certificates are available for periods of eight days or more. If you require a final certificate of discharge from the hospital this should be obtained before you leave the ward. Please ask your named nurse and they will arrange this for you.

Discharge

As much notice as possible is given regarding the arrangements for your discharge home. However, on occasions, arrangements have to be made at short notice. Your named nurse will assist you to make any necessary preparations. On the day of discharge, once the medical staff have confirmed that you are fit to leave hospital, you might be asked to transfer from your bed area to a waiting area. This assists with the smooth running of the ward as it ensures that beds are available for patients being admitted that day.

Our pharmacy department provides services to the whole of Manchester Royal Infirmary as well as Manchester Royal Eye Hospital, which can impact with delays for us dispensing your take home medication, which in turn can delay your discharge. We ask for your patience whilst we are working on our systems to improve the speed we receive your take home medication.

Comments and Complaints

We are determined to provide the best possible service to patients and visitors and the ward encourages all patients to complete the Patient Experience survey which you can find on the bedside TVs under surveys. Staff will come round and ask you to complete these and provide assistance where necessary. This enables the ward to understand what matters to you. We aim to listen to your concerns, to act positively to put matters right when they might have gone wrong and to constantly improve the quality of service by listening and learning lessons from your views. If you wish to make a comment or a complaint, please speak to the ward sister or departmental manager who will try to resolve it. The Trust also has a Patient Liaison Department which can be contacted on (0161) 276 8686 Monday – Friday 9.00am – 4.00pm or pals@cmft.nhs.uk. They can help you with regard to making a complaint or comment.

Access to Medical Records

The Access to Health Records Act (1990) became law on the 1st November 1991. Patients have the right to see what is written about them in their health records made on or after 1st November 1991 and held by health service staff. If you want to know more about the act, please ask a member of staff.