

## Day ward

### Philosophy of care

- ✓ We aim to provide a warm and friendly atmosphere for patients having a procedure and going home on the same day.
- ✓ We will give care to meet the individual needs of each patient.
- ✓ Patients will receive relevant information and explanation in order to enhance their understanding of the care they will receive.
- ✓ All members of the multidisciplinary team aim to create an environment where patients feel safe to discuss any anxieties or fears.
- ✓ We will make provision for patients with special needs.
- ✓ Our ultimate goal is to strive for excellence and work as a team to achieve the best possible care for our patients.

### Introduction to the Unit

Welcome to the David Beevers Day Unit at St James's University Hospital. We hope you will be happy and comfortable during your visit to the unit and that this booklet will help you plan your stay. Our aim is to provide the best possible care and to ensure that your stay with us runs smoothly. The staff are here to help you and if you require any assistance please ask.

### How to get to St James's

**By Bus:** There is a regular service directly to the hospital.

For information about bus routes or times ring Metroline 0113 245 7676 (8am to 8pm) 7 days a week or e-mail [www.wymetro.com](http://www.wymetro.com)

**By Car:** Parking facilities at the Day Unit, and around the hospital in general, are severely limited. Please arrange for a relative or friend to drive you to the hospital to drop you off at the Day Unit and return to collect you.

Short-term parking facilities are only available to anyone dropping off or picking up a patient. You can find out approximately how long you are going to be in the unit when you arrive so the person taking you home can return to collect you. You will also be given a contact number so the time can be checked. Your co-operation in this matter is greatly appreciated.

There are public 'Pay and Display' car parks in Beckett Street opposite the main hospital entrance, however these are short-stay only. The car park adjacent to Chancellors Wing is long-stay 'Pay and Display' and is available to the public. All car parks tend to be very busy.

If you require hospital transport please contact the Unit at least 2 weeks in advance of your appointment.

**By train:** the nearest train station is Leeds mainline station. From there access to the hospital is via taxi or bus.

### How to get to the Day Unit

The David Beevers Day Unit is located in Lincoln Wing, near the Physiotherapy department. Please follow the signposts from the main entrance of Lincoln Wing.

### Booking in

On arrival at the Day Unit please report to the main reception desk. This desk will be staffed at all times; you should bring with you a letter detailing the procedure you will be having.

Your personal details will be checked and you will be shown where to wait. Prior to

your procedure, members of the team, who will be caring for you, will meet you and answer any queries you may have.

It is the Day Unit's policy not to allow relatives to accompany patients in any area, other than Reception.

Exceptions to this are:

- carers of children under the age of 16
- those acting as an interpreter
- those accompanying patients with special needs.

If you have dependant children please make alternative arrangements to have them cared for, so that they are not brought into the hospital.

### What to bring

- Listed below are some of the things you may need to bring:
- dressing gown and slippers
- all regular medication
- correspondence about your admission
- a book or magazine to read.

### Money and valuables

You are strongly advised not to bring money and valuables to the day surgery unit. Whilst small lockers are available for your use, the Trust cannot accept responsibility for any property brought into hospital.

### Facilities

The Day Unit is a self-contained unit with facilities for private changing and washing, toilets, beverages and pay phones.

If you have relatives who want to remain on the hospital premises until you are ready to go home, they will have access to the following facilities:

Dining Room    Gledhow Wing  
Tea-bar        Gledhow Wing  
                  Chancellor's Wing  
WRVS Shop    Lincoln Wing

### How to obtain a sick note

A sick note will be provided on request.

### Travel expenses

If you are entitled to travel expenses you must make your claim within 3 calendar months of the date of the appointment. For any queries regarding eligibility, or how to claim, please contact:

Patients' Affairs Office / Cashier  
St James's University Hospital  
Beckett Street  
Leeds LS9 7TF  
Tel: 0113 206 5142 / 206 6968

### Interpreter service

It is essential that good communication is maintained at all times, during your visit to the Day Unit. The Trust provides a comprehensive range of services including:

- interpreting
- hearing loops
- signing and lip reading
- Braille information

If you require these or any other service, please contact the Unit at least 2 weeks in advance, so that this can be organised.

### Complaints and suggestions

We are always trying to improve the services we offer and welcome any comments about the care you receive. You may wish to raise these with a member of staff in the Unit, before you leave, so that any problem can be dealt with quickly.

You have the right to make a formal complaint about your treatment or the service provided. Copies of the Complaints Procedure are available in the Unit.

If you wish to complain, please contact:  
Trust Complaints Officer  
Tel: 0113 206 6261.

You can also write to:  
The Patients' Relations Manager, or  
Chief Executive  
Trust Headquarters  
St James's University Hospital  
Beckett St  
Leeds LS9 7TF

### Further information

If you have any problems or concerns after reading this booklet, please ring the telephone number on your admission letter. For further information about hospital sites (and maps), transport or other patient information. Please visit our web-site at [www.leedsth.nhs.uk/patients/day\\_surgery](http://www.leedsth.nhs.uk/patients/day_surgery)

## DAVID BEEVERS DAY UNIT

Information Leaflet for patients