

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 Day Unit at Seacroft 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 Seacroft Hospital

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 check on the website: www.wymetro.com

By Car: Parking facilities are available in front of the Day Unit, where a 'Pay & Display' scheme is in operation.

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.

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

On entering the hospital grounds at the lodge gate, go straight ahead to the mini roundabout, turn right and the Day Unit is on the right. Directions can also be obtained from the Lodge.

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 into the clinical areas.

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 you do not bring them to the Unit.

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 'Darcy's'
Off the main corridor

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
Seacroft Hospital
York Road
Leeds LS14 6UA
Tel: 0113 206 3503

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 2066261.

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.leadsth.nhs.uk/patients/day_surgery

SEACROFT HOSPITAL DAY UNIT

Information Leaflet for Patients