

Patient information factsheet

Day surgery and recovery unit (Princess Anne Hospital)

Information for visitors

We have given you this factsheet because your relative or friend is being cared for on the day surgery and recovery unit at Princess Anne Hospital. It contains important information about visiting the unit. If you have any questions or concerns, please speak to a member of our team.

Whether you are visiting a relative or friend, or accompanying them to a procedure, we ask that you respect our policies which are in place to protect our patients, visitors, and staff.

Where possible, we ask that patients who do not need additional support from a carer, attend the unit alone on the day of their procedure.

Visiting guidelines

Visiting times

When you can visit will depend on when your relative or friend is scheduled for their procedure (this will not be known until the day of the procedure). For more information about visiting times, contact us using the details at the end of this factsheet.

Number of visitors

A maximum of **one** visitor at a time by the bedside. This is to reduce:

- patients becoming overwhelmed
- noise disruption on the unit

Waiting areas

If we are busy caring for your relative or friend when you arrive at the unit, we may ask you to wait elsewhere in the hospital until we have provided all their necessary care. We may also ask you to leave the unit if an area becomes too busy. We thank you for your patience and understanding.

Additional support

If you or your relative or friend need any additional support while on the unit, please let us know. We will try to provide as much support as possible to accommodate your needs.

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What you can expect from us

We will:

- be polite and respectful
- support visitors who wish to help with the care of their relative or friend
- do our best to create a calm and restful environment
- give your relative or friend all the necessary care, while at the same time ensuring we meet the needs of the other patients staying on the unit
- work hard to provide a clean environment
- do all we can to prevent the risk of infection (please note that this sometimes means restricting visiting times)

What we expect from you

Visitors must:

- be polite and respectful to all staff, patients and visitors
- not bring any valuables into the hospital (the Trust is not responsible for any personal property)
- clean their hands with the hand sanitiser provided when entering and leaving the unit
- stay at home if they are unwell (please do not visit the unit until at least 48 hours after your last episode of diarrhoea and/or vomiting)
- not use the patient toilets on the unit (we will provide directions to the public facilities)
- not sit on hospital beds
- keep noise to a minimum (all mobile phones must be on silent)
- not take photos of anyone on the unit (including your relative or friend)
- leave the unit if asked by a doctor or nurse to do so (for example, when medication is being given out)
- follow staff instructions if a medical emergency occurs
- understand that we cannot share your relative or friend's medical information with you unless we have been given permission to do so by them
- not smoke or vape on hospital premises
- not bring children onto the unit
- not bring any food or flowers onto the unit

Contact us

If you have any questions or concerns, please ask us.

Day surgery and recovery unit

Telephone: **023 8120 6659** (Monday to Saturday, 8am to 7pm)

Useful links

www.uhs.nhs.uk/for-visitors/princess-anne-hospital

If you are a patient at one of our hospitals and need this document translated, or in another format such as easy read, large print, Braille or audio, please telephone **0800 484 0135** or email **patientsuppothub@uhs.nhs.uk**

For help preparing for your visit, arranging an interpreter or accessing the hospital, please visit **www.uhs.nhs.uk/additionalsupport**