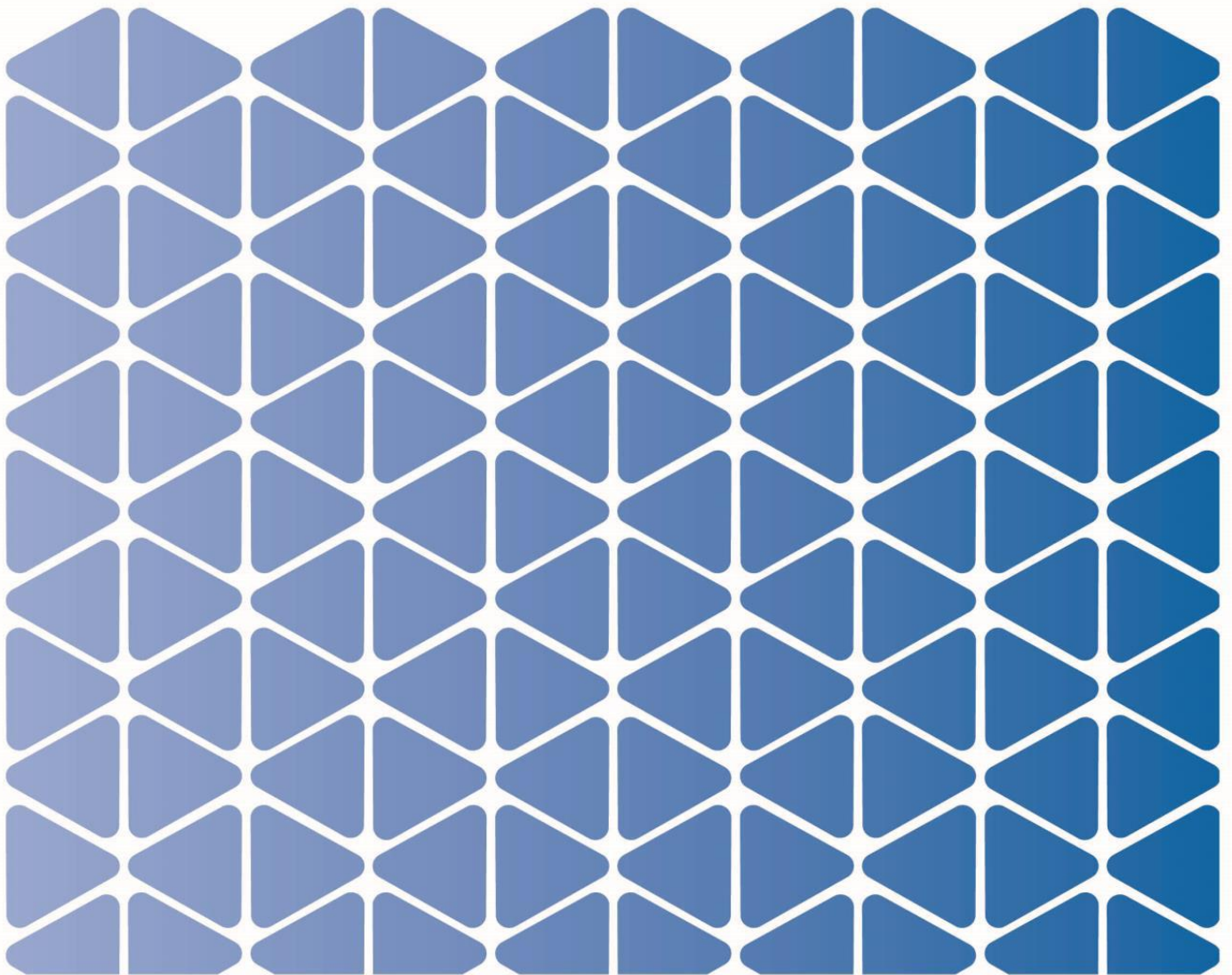




PATIENT INFORMATION

**For Partners – Welcome to the
Antenatal Ward**



Patient Information – For Partners

Welcome to the Antenatal Ward

This is a very exciting time for you and your partner; we would like to welcome you to the antenatal ward. If you require any advice or assistance while you are supporting your partner please do not hesitate to ask.

As arrangements have been made for you to stay a chair and blanket provided for you.

Please be mindful of the other women on the ward. We ask you to remain fully clothed and to use the headphones provided if using the TV after 10:00pm

Space is limited around the bedside and staff will require access to care for your partner. Please unpack your partner's belongings into the locker and return any bags or cases to your car leaving the floor space clear to prevent accidents.

Unfortunately we are unable to provide you with food during your stay. However there is food available from the canteen, or vending machines on the ground floor. You are also welcome to use the hot drinks machine on the ward.

The nearest toilet facilities are outside the entrance of Antenatal Ward and we would kindly ask you not to use the toilet in the bay as it is for patient use only.

All property and belongings are left at your own risk. Please ensure you bring your own toiletries as we are unable to provide them for you or your partner.

Unfortunately we cannot provide free parking so you will still be liable for the car park payment charges for the duration of your stay.

We ask you to adhere to these simple requests to ensure everyone's stay on the antenatal ward is as comfortable as possible.

Our priority is the safety and comfort of our mums. Any antisocial behaviour will not be accepted and will result in you being asked to leave the ward.

Other information

The following internet websites contain information that you may find useful.

- www.worcsacute.nhs.uk
Worcestershire Acute Hospitals NHS Trust
- www.patient.co.uk
Information fact sheets on health and disease
- www.nhsdirect.nhs.uk
On-line health encyclopaedia

Patient Services Department

It is important that you speak to the department you have been referred to (see the contacts section) if you have any questions (for example, about medication) before your investigation or procedure.

If you have any concerns about your treatment, you can contact the Patient Services Department on 0300 123 1733. The Patient Services staff will be happy to discuss your concerns and give any help or advice. If you have a complaint and you want it to be investigated, you should write direct to the Chief Executive at Worcestershire Acute Hospitals NHS Trust, Charles Hastings Way, Worcester WR5 1DD or contact the Patient Services Department for advice.

Patient Experience

Being admitted to hospital can be a worrying and unsettling time. If you have any concerns or questions you should speak to a member of staff in the ward or department who will do their best to reassure you. If you are not happy with their response, you can ask to speak to someone in charge.

Patient Advice and Liaison Service (PALS)

Our PALS staff will provide advice and can liaise with staff on your behalf if you feel you are unable to do so. They will also advise you what to do if your concerns have not been addressed. If you wish to discuss making a formal complaint PALS can provide information on how to do this. Telephone: 0300 123 1732. Monday to Thursday 8.30am to 4.30pm. Friday 8.30am to 4pm. An answerphone operates outside office hours. Or email us at: wah-tr.PET@nhs.net

Feedback

Feedback helps us highlight good practice and where we need to improve. There are lots of ways you can give feedback including completing a Friends and Family Test card or undertaking a survey. For further information please speak to a member of staff, see our Patient Experience leaflet or visit

www.worcsacute.nhs.uk/contact-us

If you would like this leaflet in an alternative language or format, such as audio or braille, please ask a member of staff.

Polish

Jeżeli są Państwo zainteresowani otrzymaniem niniejszej ulotki w innej wersji językowej lub formacie, prosimy zwrócić się w tej sprawie do członka naszego personelu.

Bengali

আপনি যদি এই লিফলেটটি অন্য ভাষায় বা ফর্ম্যাটে পেতে চান যেমন, অডিও বা ব্রেইল তাহলে অনুগ্রহ করে সদস্য বা কর্মীদেরকে তা জানান।

Urdu

اگر اس کتابچہ کو آپ کسی متبادل زبان یا ہیئت جیسے آڈیو یا بریل میں چاہتے ہیں، تو برائے کرم اسٹاف رکن سے مانگیں۔

Romanian

Pentru a obține această broșură în altă limbă sau în alt format fie audio sau limbajul Braille, vă rugăm să apelați la un membru al personalului.

Portuguese

Caso deseje este folheto numa língua ou formato alternativos, tal como ficheiro áudio ou em Braille, por favor dirija-se a um dos nossos funcionários.

Chinese(Mandarin)

如果您想要本手册的替代语言或格式的版本，如音频或盲文，请向工作人员咨询