



# Patient Bedside Folder

# Contents

<b>Welcome</b>	<b>1</b>
<b>Smoke Free NHS</b>	<b>1</b>
<b>About the Trust</b>	<b>1</b>
<b>Our Vision and Values</b>	<b>2</b>
<b>Health and Safety in Hospital</b>	<b>3</b>
Identifying hospital staff	3
Personal safety	3
Preventing infection	3
Slips, trips and falls	5
<b>What you will need whilst in hospital</b>	<b>7</b>
<b>Items we advise you not to have whilst in hospital</b>	<b>8</b>
<b>Consent for your treatment</b>	<b>9</b>
Decisions about Cardiopulmonary Resuscitation (CPR)	10
<b>Travel information for Blackpool Victoria Hospital</b>	<b>11</b>
Trains and buses	11
Benefits of cycling and walking	12
Car parking	13
Registered disabled drivers	13
Parking rules	13
<b>Travel information for the Community Hospitals</b>	<b>13</b>



<b>Making your stay comfortable</b>	<b>14</b>
Privacy and dignity	14
Visiting	15
Telephones	15
Patientline	16
Receiving mail	17
Flowers	17
Patient confidentiality	17
<b>Services and facilities available to you</b>	<b>18</b>
Meals, restaurants and snacks	18
Special needs and access to services / disabilities	19
Interpreting service	19
Equality and diversity	19
Chaplaincy service	20
<b>Comments, concerns and complaints</b>	<b>21</b>
<b>Patient Advice and Liaison Service (PALS)</b>	<b>21</b>
<b>Discharge arrangements</b>	<b>23</b>
<b>Foundation Trusts</b>	<b>24</b>
<b>How we use your Health Records</b>	<b>25</b>
<b>How to access your records</b>	<b>28</b>
<b>Further Information</b>	<b>29</b>
<b>Older People’s Advocacy Service</b>	<b>29</b>
<b>Mental Capacity Advocacy Service</b>	<b>30</b>
<b>Shopping Service</b>	<b>30</b>

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## Welcome

Welcome to Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust.

We understand that it can be a daunting time when you are being admitted to hospital. There is often much to organise and, mixed with the anxiety you may have, this can be a difficult time for you and your family. This bedside folder is designed to provide you with information that may help you to prepare for your stay.

If you have any questions please speak to a member of staff who will be happy to help.

We aim to provide the highest standards of care and hope that your stay will be as pleasant and comfortable as possible.

## Smoke Free NHS

In line with NHS national policy all of our hospital sites, including the car parking areas, are now Smoke Free.

**Smoking is not permitted anywhere on the hospital site.**

Support is available for patients who wish to stop smoking by calling Blackpool Stop Smoking Service on 0845 601 2186.

## About the Trust

Blackpool Victoria is a large acute hospital that treats more than 60,000 day-case and inpatients and more than 250,000 outpatients from across Blackpool, Fylde and Wyre every year. Our A & E Department is one of the busiest in the country with more than 90,000 attendances every year. The hospital has 612 beds and employs more than 3,000 members of staff. It provides a wide range of services from Maternity to Care of the Elderly, and from Cancer Services to Heart Surgery.

The Hospital is situated on Whinney Heys Road, immediately next to Blackpool Zoo in the Layton area of Blackpool. Travellers by car should head from the A583 Preston New Road, onto South Park Drive, which becomes East Park Drive, past Stanley Park and the Zoo. For the Southern entrance to the Hospital, turn right at the set of traffic lights after the entrance to the Zoo. For the Northern entrance, carry on up to Four Lane Ends roundabout. Take the fourth exit at the roundabout and turn right into Whinney Heys Road.

As well as Blackpool Victoria Hospital, the Trust also manages Clifton Hospital, Fleetwood Hospital, Bispham Hospital, Rossall Hospital, Wesham Hospital, Blenheim House Child Development Centre and the National Artificial Eye Service.

## Our Vision

A graphic with an orange and yellow background featuring a silhouette of a lighthouse and a sun. The text includes the NHS logo and the name of the trust.

**Our Vision** Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

- To offer 'best in NHS' care for our patients
- To be the first choice for the residents of the Fylde Coast and beyond
- To offer outstanding value for money for the taxpayer
- To be a great place to work

## Our Values

A graphic with a blue background and a rainbow diagonal stripe. The text includes the NHS logo and the name of the trust.

**Our Values** Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust

- We put patients at the heart of what we do
- We respect each other and prize teamwork
- We put our customers' needs first
- We praise more than blame
- We have a 'can do' attitude
- We embrace change for the better
- We communicate, communicate, communicate

## Health and safety in hospital

### Identifying hospital staff

All staff employed by the Trust should carry a photo identification badge. If you are unsure who anyone is, please ask to see their badge.

### Personal safety

We aim to provide a safe and welcoming environment. We do not tolerate anti-social behaviour, violence or discrimination of any kind. If necessary we will take appropriate action.

### Preventing infection

We take the prevention of infection very seriously. Over the past few years the Trust has adopted a range of proactive measures to prevent health care associated infections.



As a Trust we have developed policies and procedures to prevent infection arising in patients under our care. Our infection prevention team provides a 24 hour advice and guidance service. There are many things you can do to help prevent infection.

These include:

- Keep your hands and body clean. Bring in your own personal toiletries and try not to use or borrow other patients toiletries.

- Always wash your hands after using the toilet / commode / bedpan. If you are unable to reach a sink, please ask one of the nursing staff to provide you with hand wipes.
- Use soap and water to wash your hands and ensure you wash and dry them thoroughly.
- Wash or clean your hands before and after eating.
- Hospital staff must wash their hands before they examine you or perform a procedure. If they fail to do this they could be contaminating you with bacteria. Please challenge any member of staff if you do not see them wash their hands or feel free to ask them the question ‘Have you washed your hands?’
- Your bed and ward area should be cleaned regularly. If you are not happy with the standard of cleanliness or you see that something has been missed, please report this to the nurse in charge or ask to speak to the Matron.
- Try to keep the top of your locker free from clutter so that the area can be cleaned properly.
- Please encourage your visitors to use the hand gel available at the entrance to the ward. They should use it on entering and leaving the ward.

If you have any concerns at all regarding infection prevention, please speak to a senior member of staff or call 01253 655588 for advice.



## Slips, trips and falls

A patient falling in hospital is the most common patient safety incident reported to the National Patient Safety Agency. Although the majority of falls in hospital are reported to cause no harm, even falls without injury can be very upsetting and lead to poor mobility and lack of confidence.



Most falls are a combination of factors but most occur whilst patients are walking or using equipment such as commodes and toilets.

There is a lot patients can do to prevent themselves falling in hospital whilst still maintaining their independence. These include:

- Use the nurse call bell to summon help with mobilising until you feel confident to manage alone. A nurse will assist you to mobilise to the toilet even if it means walking by your side until you are feeling better. Do not walk on your own if you feel dizzy, weak, tired or generally unwell.
- Wear securely fitting slippers with a non slip sole and no trailing laces. Poorly fitting slippers cause many falls in hospital.
- If you have a bed rail in place, please make sure this is lowered before you get out of bed. This will mean calling one of the nurses for assistance. Do not try to move around the rail.

- Wear your glasses if required when mobilising. Clearer vision will assist you to avoid obstacles.
- Know where you are going. If you are unsure ask for assistance until you are sure of your way.
- If you have anything to carry, please ask for assistance until you feel completely stable on your feet. The staff on the ward will assist you to carry toiletries etc. if required.
- If you have a catheter bag, please ensure it is fitted securely to your leg and is not likely to drop on the floor and trip you up. Please discuss this with the staff who will check the bag and ensure you are safe to walk about.
- Ensure that pyjama bottoms are tied securely and are not likely to fall down. This is a common cause for patients tripping over.
- If you need to use a commode, do not move on and off it on your own. The reason for you requiring a commode is because you are not well enough to go to the toilet. You should therefore make sure you get help at all times. Use the nurse call bell for assistance.
- If you see another patient in difficulty, please ring the staff for assistance.

All of these will go some way to reducing falls on the wards.



## What you will need whilst in hospital

To make your stay more comfortable you should have the following personal items with you:

- Toiletries such as :  
Hairbrush, comb and shampoo  
Toothpaste, toothbrush, denture pot, denture cleaner  
Soap, face wash, shower gel, moisturiser etc.  
Towels, face cloth, sponge  
Deodorant  
Hand wipes, tissues etc.  
Shaving equipment  
Sanitary care
- Change of nightwear and underwear, slippers and dressing gown.

You may wish to have some casual loose clothing to wear during the day.



## Items we advise you not to have whilst in hospital

Please do not keep the following items with you whilst in hospital:

- Any valuables or large amounts of money. You will need some money or a credit / debit card to use the bedside entertainment system. Please keep this to a minimum.
- Jewellery – Please limit the amount of items you bring with you. If you arrive with any valuables it may be advisable to put them into the hospital safe. Please discuss this with a member of staff when you arrive.
- Too many items of clothing. There is limited space on the wards and you will have difficulty storing large amounts of clothing. Please ask a friend or relative to take home any suitcases or big bags after you arrive.
- Alcohol, illegal drugs, cigarettes or tobacco. The hospital has a no smoking policy which must be adhered to at all times.
- Perishable food items other than fruit.

**Blackpool Fylde and Wyre Hospitals NHS Foundation Trust will not accept liability for loss or damage to any article kept in your possession.**



## Consent for your treatment



The doctors, nurses and therapists will ask you to agree to any form of examination, treatment or care. It is important that you feel you have been given enough information before you agree to particular aspects of treatment. You are always free to say no or to ask for more information.

There are different ways in which you can give your consent. This could be simply offering up your arm when the nurse asks to take your blood pressure. By offering your arm you are giving implied consent without actually saying anything in words. Sometimes you will give spoken consent and other times you will give written consent. Written consent involves signing a consent form, which is a written record that you have agreed to the treatment. The risks and benefits associated with the treatment must be documented on the consent form for you to read before you sign it. You will be given a copy of this document.

The Health Professional must also explain the risks and benefits of the treatment or examination so that you are fully aware of the advantages and disadvantages. You may also be given written information about a procedure that has been planned for you. Please feel free to ask questions if you do not understand all aspects of the information.

It is important that you realise that once you have made a decision about your treatment you can change your mind at any time, even after you have signed a consent form.

## Decisions about Cardiopulmonary Resuscitation (CPR)

Whilst you are a patient in hospital, the issue of cardiopulmonary resuscitation (known as CPR) may be discussed with you. CPR may be needed if a patient's heart and breathing stop, known as a cardiorespiratory arrest. Decisions around whether to attempt to restart a patient's heart and breathing are the responsibility of the Consultant. However, you may want yourself and your family to be involved in this decision making process. The healthcare professional in charge of your care will make sure that you, the healthcare team, and any friends or family that you want involved, will be part of the discussions. More information regarding decisions about cardiopulmonary resuscitation is available in our leaflet "Decisions About Cardiopulmonary Resuscitation (CPR): Patient Information". Please ask your Consultant and/or Nurse In Charge for a copy of this leaflet and they will be happy to answer any of your concerns and questions.



# Travel information for Blackpool Victoria Hospital

## Trains and Buses

**Blackpool North** is the nearest railway station to the hospital. From the station the Line 2 provides a direct bus service every 10 minutes.



### **Line 2 (including 2C) Northbound**

every 10 minutes to Poulton, every 30 minutes to Cleveleys, every 30 minutes to Knott End. All Cleveleys and Knott End buses run via Poulton.

### **Line 2 (including 2C) Southbound**

every 10 minutes to Blackpool, Whitegate Drive and South Pier, every 30 minutes to St Annes, Lytham, Kirkham and Wesham. All Kirkham buses run via Blackpool and Whitegate Drive.

### **Line 5**

every 10 minutes to Layton, Blackpool, Royal Oak, Highfield Road and South Shore (Lindale Gardens).

### **Line 15 southbound**

every 30 minutes to Staining and Mereside.

### **Line 15 northbound**

every 30 minutes to Blackpool, Warbreck, Bispham, Norcross, Carleton (Rington Avenue), Poulton.

### **Lifestyle Line L16 northbound**

every 30 minutes to Grange Park, Moor Park, Bispham College, Thornton, Broadwater, Fleetwood.

## **Lifestyle Line L16 southbound**

every 30 minutes to Preston New Road, Mereside, Common Edge, Squires Gate, Harrowside and Rigby Road.

## **Stagecoach**

### **75**

every hour to Blackpool, Poulton, Kirkham, Preston via Victoria Hospital, Weaton, Wrea Green, Newton and Clifton.

### **76**

every two hours to Blackpool, Poulton, Gt Eccleston, Kirkham, St. Annes via Victoria Hospital, Elswick, Wesham, Wrea Green and Lytham.

For further travel information visit [www.traveline.org.uk](http://www.traveline.org.uk) or Tel 0871 200 2233.

## **Benefits of cycling and walking**

We encourage patients and visitors to consider travelling by bus, cycling or walking, where possible, to preserve spaces for those who need to come by car. Exercise improves health and fitness. Cycling and walking is free and reduces congestion and air pollution.

There is cycle parking close to entrances.



## Car parking

A travel leaflet including a site plan which identifies the location of wards and car parks is available from the Trust Travel Website [www.bfwhospitals.nhs.uk](http://www.bfwhospitals.nhs.uk)

When parking in pay and display car parks, please display your ticket clearly on your windscreen. At peak times you may have to wait for a space to become available. However, there are usually spaces in the pay on foot car park (over 200 spaces). At the end of Whinney Heys Road, turn left and then left again. The car park is straight ahead and accessed through a barrier.

## Registered disabled drivers

There are designated spaces close to hospital entrances for registered disabled badge holders which are free of charge.

## Parking rules

Vehicles in breach of car parking rules, which are displayed in the car parks, may be subject to a Civil Penalty Notice and a fine.

For further car parking information, the Car Park Office is situated next to the entrance to A & E, **Tel 01253 306970**.

## Travel information for the Community Hospitals

For information about getting to the Community Hospitals and for details on car parking arrangements please visit our Travel Website at [www.bfwhospitals.nhs.uk](http://www.bfwhospitals.nhs.uk). Information is also available by calling Traveline on **0871 200 2233**.

## Making your stay comfortable

### Privacy and dignity

Throughout your stay your privacy, dignity, religious and cultural beliefs will be respected. You will be cared for in a single sex bay within a ward unless you require high dependency care. These small units are mixed sex, however every effort will be made to respect your privacy. Some single rooms are available, however priority is given to patients whose condition requires this type of room.

Bathrooms and toilets are designed to provide a range of facilities appropriate for your care, whilst offering the most privacy possible.

It is your right to be told prior to your admission about the environment in which you will be cared for. However in an emergency this is not always possible. This includes the arrangement for the separation of male and female patients. If you are concerned regarding the accommodation please inform the staff who will try to provide you with alternative accommodation.



## Visiting

Having visitors can be extremely beneficial to patients and contribute to the recovery and well being. Each ward has their own visiting hours so please check with the ward as soon as you arrive. We recommend only two visitors at one time and ask that your visitors respect all patients needs for rest, treatment and privacy. Visitors will be asked to leave if there are too many visiting at any one time.

A separate guide for visitors is available on the wards and our website.

Visitors are asked to assist us in protecting our patients from infections by :

- Staying at home if you have a cold, infection or stomach upset and only visiting when you have been free of symptoms for 48 hours. If you feel your visit is essential, please contact the ward to speak to the nurse in charge before you visit.
- Keeping children, especially babies at home.
- Washing your hands before and after you visit.
- Using chairs at patient's bedsides to sit on and not on the beds.

## Telephones

If you would like to speak to your family and friends or would like them to contact you please make use of the bedside phone available. Mobile phones can be used in most areas of the hospital but reception may be limited. Please be discreet when using your phone and be considerate to other patients.

In some areas, mobile phones should not be used as they interfere with vital monitoring equipment. Please discuss using your mobile phone with a member of staff.

## Patientline

Patientline is your personal TV, telephone and free 24 hour radio service. To register with patientline, pick up the phone and press the green operator button. The operator will take your details and issue you with a personal extension number to activate the unit. Once you are registered, family and friends can call you at the bedside on: 07046 360 123 followed by your personal extension number.

You will need to pay for viewing the TV and for any calls that you make. There are machines available by the wards to purchase a viewing card that is suitable for your needs. There are special offers available for patients over the age of 60 and patients who are in hospital longer than 14 days. Children aged 16 and under are eligible for free TV.

Payment cards are available as follows:

- 2 hour TV card
- 1 day TV card
- 3 day TV card
- 5 day card
- 7 day card



Phone cards are available and the prices are displayed on the patientline machines which are located on all wards and departments.



## Receiving mail



Mail is delivered each morning. Your mail will be redirected if you move wards or to a different hospital. It will also be redirected if you are discharged home.

## Flowers

Many wards in the hospital do not allow flowers to be delivered. Flowers can be a source of infection and can clutter the environment leaving little space for your belongings. It is advised that you ask your friends and relatives not to send you flowers until you have been discharged from hospital.

## Patient confidentiality

Whilst you are in hospital, your rights to patient confidentiality will be respected and you will have the right to choose whom information about your condition is given to.

Unless you give us permission to share information, we will be unable to pass on any information to your friends and relatives, particularly by telephone. Please tell us who we can speak to about your care.

When it is not possible to gain your permission, your treatment and condition will be only discussed with your next of kin or the person you have identified as the person to contact.

When the ward staff feel that it is necessary to refer you to social services, this will be discussed with you and your permission sought. We only share essential information with other agencies.



## Services and facilities available to you

### Meals, restaurants and snacks

You will be offered hot drinks regularly throughout the day unless you have been told not to eat or drink anything for a period of time. A meal is served three times a day and this will be based on a menu which you will have chosen yourself. Each ward varies slightly to when the meals arrive, however they are usually served at approximately 8am, 12.30pm and 5pm.

You will choose your meal from a varied menu, however if you feel that the menu does not cater for you, please speak to the nurse in charge who will either refer you to a dietician or ask one of the catering staff to visit you to discuss your concerns.

There is a cafeteria which is open to the public and sells snacks and drinks. There is also a shop which sells a variety of confectionery and cold drinks. These facilities are both situated at the entrance next to the Out patients Department. Please ask permission to leave the ward and ensure that you always tell a member of staff if you are leaving the ward for a short while and where you are going.

The Trust encourages a procedure of protected meal times for patients. The objective is to ensure that patients receive adequate nutrition and privacy during meal times. Visiting during mealtimes will be discouraged unless specific requirements have been identified.



## **Special needs and access to services / disabilities**

Our facilities for patients include drop off points and disabled car parking spaces with wheelchair accessible entrances.

If you have any special requirements, including a learning disability or communication need, please contact the Nurse / Midwife in charge of the ward in advance of your admission, to inform them of your special requirements.

Each ward has a designated link nurse to support any patient with a learning disability. The link nurse will help to ensure you receive a high standard of care and treatment.

## **Interpreting service**

A telephone interpreting service is available in the hospital. There are also a number of staff who are able to interpret a variety of languages. If English is not your first language please ask the staff to access this service for you.

## **Equality and diversity**

The Trust strives to remove barriers for those who access our services and is actively seeking to involve patients and the public from diverse backgrounds as we continue to develop world class services for the benefit of the Fylde Coast population and beyond. The Trust also expects that patients and staff are treated, and treat each other, with dignity and respect, accepting any differences and valuing each other as individuals.



## Chaplaincy service



The Chaplaincy team provides spiritual and pastoral care to patients and carers. They offer a confidential listening ear and, if appropriate, prayer, Holy Communion, anointing or other religious care. They seek to offer support to those of any faith or none. Their approach is open and gentle as they seek to affirm the dignity of each individual. They are not there to judge, to condemn or to convert.

The team includes Chaplains and volunteers of the main Christian denominations, a Jewish Rabbi and a Muslim Imam. They also contact representatives of other faiths and traditions if appropriate.

If you would like to see a member of the Chaplaincy team please ask one of the nurses on the ward or contact them by telephoning the Chaplaincy office on 01253 303876. There is a Chaplain on call for emergencies 24 hours a day.

There is a chapel and prayer room situated in the hospital. It is located on the ground floor in Area 3. You are welcome to visit the chapel for a time of quiet prayer or thought. The prayer room is available for those of all faiths, and contains prayer mats and other accessories for prayer.

Chapel services are held at various times and are advertised throughout the hospital. If you are unable to visit the chapel, Chaplains are always willing to come to you on the ward. Jumma prayers are held in the chapel each Friday at 1.25pm.

## Comments, concerns and complaints

We welcome both your comments and compliments on the service our Trust provides. Please remember your views are valuable and assist us to make improvements in patient care.

We aim to deliver the highest possible standard of care with the resources available to us. Please let us know if you are happy with the care you receive as this provides a welcome boost to our staff.

If you have any concerns while you are in hospital please tell a member of staff about it straight away. Often these concerns can be sorted out immediately. All our staff will receive any comments professionally and sympathetically and your care will not be affected in any way. If you feel that your concern has not been resolved please ask to speak to the matron on duty. They will visit you and help solve any problems you are experiencing.

## Patient Advice and Liaison Service (PALS)

Whether you are a patient, relative or carer, the Patient Advice and Liaison Service (PALS) is available to you to raise your concerns or to obtain advice. The service is situated at Victoria Hospital, Clifton Hospital and Rossall Hospital. PALS can provide you with the following:

- Information about all NHS services across the Fylde Coast
- Help you to sort out any concerns as quickly as possible
- Listen to what you have to say about the Health Service
- Make sure the NHS finds out from you what works and what needs changing
- Advice if you wish to make a complaint

Anyone can get in touch with PALS for information and advice and the service is confidential. Opening hours are Monday to Friday 9am to 4pm. If you wish to meet with an officer please call to make an appointment.

Victoria Hospital – 01253 655588  
Clifton Hospital – 01253 306202  
Rossall Hospital – 01253 655140

Please leave an answer machine message if no one is available to take your call and one of the PALS officers will get back to you as soon as possible.

Some incidents can be more serious and require a full investigation. You can tell us about these either verbally or in writing.

A PALS officer at the Trust will make a record of your complaint and report back to you quickly. If you are not satisfied with the outcome, you can put your complaint in writing to the Chief Executive. This will be fully acknowledged in writing and will be followed by a full investigation. When the investigation is concluded you will be sent a letter of explanation.

To contact the Complaints Department, telephone  
01253 655635

If you wish to complain in writing your complaint should be addressed to:

The Chief Executive  
Blackpool Fylde and Wyre Hospitals NHS Foundation Trust  
Blackpool Victoria Hospital, Whinney Heys Road  
Blackpool  
FY3 8NR

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Please ensure your name, address and telephone number are included in any letter of complaint.

On receipt of your letter, your complaint will be logged and given a registration number. You should use this number in any future correspondence relating to your complaint.

## Discharge arrangements

When your doctor says you are well enough to leave hospital we will help you to plan your discharge. After being discharged most patients return home, however some patients will require extra support which can be provided in a number of ways. These include:



- Rehabilitation in another hospital.
- Short or long term placement in a residential or nursing home.
- Carer support at home or in day care.
- Moving to a non acute hospital bed whilst waiting for resources.

A nurse will ask you for some information and, if necessary, we will seek your permission to refer you to the discharge coordinator who will visit you to assess your needs. The discharge coordinator and ward staff will help you to prepare for your discharge.

Unless you require an ambulance to take you home, you will need to arrange for someone to collect you from the hospital. If you have any concerns regarding this arrangement please speak to the staff.

## Foundation Trusts

Foundation Trusts are a new type of NHS organisation which enable local people to become involved in the democratic process of influencing how their health services are shaped and provided. As a Foundation Trust, the Fylde's Hospitals will remain firmly part of the NHS and NHS care will continue to be free.

Blackpool, Fylde and Wyre Hospitals NHS Foundation Trust would like to invite you to become a member, so that together we can shape the future of healthcare services.

As a member you will receive a quarterly newsletter entitled 'Your Hospitals' and a membership card which will entitle you to discounts from a number of local businesses who will be advertising in our newsletter.

You can become a member by:

- Requesting a membership form from our Foundation Trust Membership Office on Tel: 01253 306673
- Filling in an online membership form on our Trust website [www.bfwhospitals.nhs.uk](http://www.bfwhospitals.nhs.uk)



## How we use your Health Records

### Why we collect information about you.

When you see a doctor, nurse or any other health professional we ask you to give us information about yourself. This helps us decide with you what treatment is best for you. We keep a record of any relevant information, which may be written down or held on computer. This is then known as your health or medical record.

Your medical record may include:

- Basic details about you, such as name, address, date of birth, NHS number and next of kin.
- Contacts we have had with you, such as clinic visits.
- Details and records about the treatment and care you receive.
- Results of investigations, such as X-rays and blood tests.
- Relevant information from other health professionals, relatives or those who care for you.

Different health professionals involved in your care will make their own notes, so you may have records in different parts of the NHS.



Your records are used to:

- Provide the healthcare professionals involved in your care with information to assess your health and decide with you what care you need.
- Ensure full information is available should you be referred to another part of the NHS.
- Help assess the type and quality of care you have received.
- Ensure any concerns you may have can be properly investigated.

Your records may also be used to help:

- Look after the health of the general public.
- Make sure our services can meet patient needs now and in the future.
- Prepare statistics on NHS performance.
- Review the care we provide to ensure it is of the highest standard.
- Teach and train health care professionals.
- Conduct health research and development.
- Fund your GP, Dentist and Hospital for the care they provide.

- Audit NHS accounts and services.
- Investigate complaints, legal claims or untoward incidents.

## **How we keep your records confidential and secure**

You may be receiving care from other people as well as the NHS (like Social Services). We may need to share some information about you so we can all work together for your benefit. We will only use or pass on information about you if others involved in your care have a genuine need for it and we will ensure it is kept confidential and secure.

We will not disclose your information to third parties without your permission unless there are exceptional circumstances, such as when the health or safety of others is at risk or where the law requires us to do so. Again if we do need to disclose your information we will ensure it is kept secure.

The law requires us to report certain information to the appropriate authorities. Occasions when we must pass on information include:

- Notification of new births.
- Where we encounter infectious diseases which may endanger the safety of others, such as meningitis or measles (but not HIV/Aids).
- Where a formal court order has been issued.

## How to access your records.

You have the right to see or receive a copy of your medical records and to have any part of it you do not understand explained to you, but please note:

- A charge may be made.
- There are some cases where we may refuse access to some, or all, of your information, for example if seeing it would cause serious harm to your health or would breach someone else's right to confidentiality.
- You may be refused access to information that identifies another person where they have not consented to you seeing it.

For more information about accessing your records please contact:

The Data Access Team  
Victoria Hospital  
Whinney Heys Rd  
Blackpool  
FY3 8NR

Telephone: 01253 303537

E-mail: [data.access@bfwhospitals.nhs.uk](mailto:data.access@bfwhospitals.nhs.uk)



## Further information

If you would like to know more about how we use your information or if, for any reason, you do not wish to have your information used in any of the ways described in this leaflet please speak to the health professional concerned with your care, or you can also contact:

The Information Governance Department.  
Victoria Hospital  
Whinney Heys Rd  
Blackpool  
FY3 8NR

Telephone: 01253 303057  
E-mail: [ps0@bfwhospitals.nhs.uk](mailto:ps0@bfwhospitals.nhs.uk)



You can also contact the Information Governance Department if you would like a large print version of this leaflet or for a copy of this leaflet in a language other than English.

## Older People's Advocacy Service

Age Concern Blackpool & District offers a free, confidential and independent advocacy service which provides one to one support for older people who are dealing with specific issues that affect their lives. Advocacy is a way of making sure that service users are able to express their views and wishes when dealing with service providers (Health, Social Care, Housing/ Benefits issues etc) ensuring that their feelings are known and their rights adhered to. **Telephone: 01253 753480**

## Mental Capacity Advocacy Service

Age Concern Blackpool & District offers a free non-instructed advocacy service. Non-instructed advocacy is a form of advocacy that sets out to support those people who are not able to instruct an advocate or to say what they want for reasons of communication difficulties, lack of comprehension, mental capacity issues or dementia. Its aim is to support those who are most vulnerable and least able to be a part of decisions made about them. **Telephone: 01253 753480**

## Shopping service

Age Concern provides a range of flexible shopping services for older and/or disabled people and their carers who, for whatever reason, are unable to shop for themselves. The service will be tailored to meet your individual needs, choices and changes in circumstances and will be available on both a short and long term basis. A charge of £6.50 will be made for personal shopping and a charge of £10 will be made for assisted shopping trips which may last up to 3 hours. **Telephone: 01253 297422**



We hope that your stay is as comfortable as possible. If you have any questions or concerns please ask a member of staff on the ward who will be happy to help you.