Extended Visiting Hours
(for the in-hospital care wards only)

Information for patients

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

This leaflet tells you about a change to the visiting times on wards 24, 25, 26, 27, 29, 36 – Short Stay Unit, 37, 40, 41, 42 and the Acute Cardiology Unit.

Why are we changing the visiting times?

We are extending the wards visiting times to offer more flexibility to visitors. This is in response to us listening to the feedback we have received from patients, their friends and family.

Please be assured we can manage the clinical areas safely and effectively, but we ask that all visitors read the following information.

What are the benefits?

The benefits to longer visiting times are:

- visitors have more choice over the times they can visit their relatives.
- patients can spend more time with their family, carers or friends.

Please remember your relative will need time to rest to help their recovery. You should not stay too long.

What are the new visiting times?

The new visiting hours are between 1.30pm – 8.00pm

Visitors please note:

- only 2 visitors are allowed at a bedside at any one time.
- children visiting a ward must always be supervised by an adult visitor.
- anyone making too much noise may upset other patients and may be asked to leave.
- you may need to leave a bedside if the domestic staff ask you to. This will be to clean the ward area in order to maintain the cleanliness of our hospital.
- hospital property should be respected and not abused or damaged.
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- you should not visit patients if you have signs of an infection, for example, a cold, sore throat, tummy bug or you are generally unwell.

- you should clean your hands with soap and water every time you enter or leave a ward. This is to help prevent the spread of infections.

- you should not sit on the bed during visits. This is to help prevent the spread of infections.

- please note that visitors may be asked to wait outside of the ward at times when the dignity, privacy or confidentiality of your friend or relative needs to be maintained. For example, during ward rounds, examinations, therapy interventions or when staff are delivering personal care.

If your friend or relative is in a room with other patients and we need to maintain their dignity, privacy or confidentiality we may also need to ask you to wait outside of the ward until this is completed.

- we advise against relatives or friends bringing food or hot drinks for their personal use onto the ward. This is to maintain the Health and Safety of all visitors, patients and staff.

- if you do have any questions about your friend or relative, ward staff will be happy to speak with you, when they are free.

**We would like to ask that you do not interrupt a nurse when they are carrying out a medication round.**

**What are protected meal times?**

We try to make sure that patients are not disturbed while they are having their meals and ask visitors to avoid these times.

Please contact the ward to find out when these times are before visiting your relative or friend (see contact numbers on next page).

If you normally help your friend or relative during meal times and wish to continue to do so please speak to the nurse in charge of the ward to arrange this.
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What are my rights?

You have a right to be treated:

-  by highly skilled and experienced nurses and doctors.
-  with privacy and dignity.
-  in a clean and safe environment.

Patients have a right to be treated with courtesy and respect from all staff; we ask that staff be treated in the same way.

What rights do NHS staff have?

North Tees and Hartlepool NHS Foundation Trust will not tolerate violence and aggression, including verbal and racial abuse towards staff.

Contact numbers

Ward 24
telephone: 01642 382824

Ward 25
telephone: 01642 382825

Ward 26
telephone: 01642 382826

Ward 27
telephone: 01642 382827

Ward 29
telephone: 01642 382829

Ward 36 – Short Stay Unit
telephone: 01642 382836

Ward 37
telephone: 01642 382837

Ward 40
telephone: 01642 382840

Ward 41
telephone: 01642 382841

Ward 42
telephone: 01642 382842

Acute Cardiology Unit
telephone: 01642 624623
Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

  telephone: 01642 624719
  Monday – Friday, 9.00 am – 4.00 pm

Messages can be left on the answering machine and will be picked up throughout the day.

  freephone: 0800 092 0084
  Mobile: (can use text): 0779 561 883
  Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

  telephone: 01642 617617
  24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30 pm – 4.30 pm.

Data Protection and use of patient information

The Trust has developed a Data Protection Policy in accordance with the Data Protection Act 1988 and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Head of Communications.

  telephone: 01642 624339 or www.dataprotection.gov.uk

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE
University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

  Telephone: 01642 617617
  Fax: 01642 624089