

The single question 'how likely are you to recommend our ward to friends and family if they needed similar care or treatment?' has been added to our electronic patient experience trackers (PET) machines. Please take the time to provide feedback so that we can improve the service we provide.

NHS prescription information

You may also find the NHS prescription website helpful to get further information. This website will assist you in finding out more information about your condition. It will give you specialist information from different charities on entering your postcode.

For more information visit NHS information prescription at

<http://www.nhs.uk/ipg/Pages/IPStart.aspx>

Whittington Health
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070

Date published: 04/01/2013

Review date: 04/01/2015

Ref: war/ahe/1

©Whittington Health

Please recycle 

Being admitted into hospital as an emergency patient

A patient's guide



.... caring for you 

If you have been admitted into hospital as an emergency patient, it is likely that you have not had time to prepare. This leaflet offers you information on what your friends or relatives can bring into hospital for you to ensure that your stay is as comfortable as possible.

Below are a list of items you may need and we ask that you arrange for a friend or relative to bring these items in for you at the earliest opportunity.

Nightwear, we advise that you have more than one set as we do not have a laundry service for patients. We do, however provide nightwear if you need it.

Dressing gown and slippers Please bring proper fitting slippers with backs (or comfortable shoes) to reduce slipping and the risk of falls.

Underwear

Toiletries, please include shower gel, soap, toothpaste, toothbrush, a towel, flannel, hairbrush and a comb.

A box of tissues

A razor and shaving materials. Not all of our wards having electrical shaving points.

A small amount of money for purchases from the hospital shop or trolley.

Things to do such as reading materials, writing materials, crossword puzzles, knitting, personal headphones with radio.

Mobiles and computers

Should you wish to bring your mobile phone or any other device, we ask that you consider other patients and minimise calls and using the devices particularly after 8.30 pm. Where possible, please use headphones. Using your mobile phone or any other device to photograph anything or anyone on Trust premises is against Trust policy and may result in the device being confiscated.

Own clothes, we encourage all patients to wear their own clothes during the day.

Other things to remember

Does the hospital have your next of kin's (NoK) details and is all up to date?

Ensure you have your GP details, such as telephone number, name and address.

You should not bring in anything valuable or large amounts of money as we are not able to look after these for you, and you will be asked to arrange for a friend or relative to take these away with them. These include items such as computers, cameras, money, jewellery and anything of sentimental or emotional value to you.

Before you are discharged home, your family should ensure the following is available;

Outdoor clothing including coat, shoes & socks.

Keys to gain access to your home.

Food. Your family need to make sure that there is food available in your home prior to your discharge in case you are unable to shop for yourself.

Friends and Family Test (FFT)

We have introduced a new way of measuring what people think of our services. We now offer all our inpatients and those who visit our Emergency Department (A&E) the opportunity to take the 'Friends and Family Test'.