

During Your Stay in Hospital

Information for BFG Patients in Hospital

***IF YOU REQUIRE ANY OTHER
INFORMATION PLEASE ASK
FOR THE PATIENT SUPPORT
OFFICER (PSO)***

The provider of this information takes every care to ensure that it is accurate and up to date, but cannot guarantee its completeness and correctness.

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Welcome

Your Hospital

You or your child have been admitted to EvKB (**Evangelisches Klinikum Bethel, Bielefeld**) which has a contract with the British Forces Germany Health Service.

This is a German hospital; it has agreed to pay specific attention to the needs of British patients. For example:

- The English language is widely spoken
- Curtains and screens are available
- The hospital works closely with your GP

Sites:

Gilead	Burgsteig 13, 33617 Bielefeld Reception: Tel. 0521 772 77000
Johannesstift	Schildescher Str. 99, 33611 Bielefeld Reception: Tel. 0521 772 77000
Kinderzentrum	Grenzweg 10, 33617 Bielefeld Reception: Tel. 0521 772 77000
Gilead IV	Remterweg 69 - 71, 33617 Bielefeld Reception: Tel. 0521 772 78656
Mara	Maraweg 21, 33617 Bielefeld Reception: 0521 772 78000

Help with Understanding: Patient Support Officers [PSOs]

Many of the hospital staff will speak English but if you want additional assistance, the Patient Support Officers [PSOs] are there to help and you or the hospital staff can request their assistance. PSO are considered an integral member of the clinical team, and sharing of information is governed by information protocols and the Code of Practice for confidentiality.

They can:

- Interpret when you see Medical Staff and help with questions

Please Ask For Help

you may have

- Advise you on hospital routines
- Liaise with your Medical Centre

The hospital staff will contact the PSO at your request. The PSOs are available during office hours but can also be contacted out of hours to provide support via the telephone.

The office hours of the Patient Support Service Team are:

Monday to Saturday	8:00 to 16:30
Gilead + Kinderzentrum	☎ 0521 772 77282
Johannesstift	☎ 0521 772 75075

Sundays/Public Holidays Or Out of Hours	A Patient Support Officer is available via Ward Staff/Reception OR Hospital Hotline (24/7) ☎ 0800 5889 936
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Your responsibilities

All health professionals and support staff working in the German hospitals aim to provide the highest standard of health care.

A lot of effort and resources go into making sure that your health needs will be met, and you have to play your part as well. Please follow the instructions of those providing care.

If there are problems or something occurs which you feel needs changing, please speak to the Hospital Staff/Patient Support Team.

Please remember that 'Standing Orders/-Instructions for BFG' continue to apply whilst you are in Hospital and you are still under the jurisdiction of the military. Any breakdown in behaviour may result in the Military Police and/or your Unit being contacted.

On admission the PSO will ask you to complete a form requesting your personal, head of household as well as next of kin details. Please complete the form as soon as possible to enable us to support you throughout your hospital stay.

Self-Discharge

If you decide to leave hospital against the advice of your doctor, you do so at your own risk and may become liable for costs if a further subsequent readmission becomes necessary.

Units/Medical Centres will be informed of patients who discharge themselves from hospital.

In the event of a parent wishing to self-discharge their child, please be aware that the GP and Health visitor will automatically be notified and may wish to speak with you if there is a concern or your child's recovery may be at risk.

Hospital Routines

Privacy

Screens and curtains are not routinely provided in German hospitals although your hospital has been asked to do so. If you would like a screen for privacy, please inform the nursing staff, who will organise a mobile screen for you. If you have any difficulty, please contact the Patient Support Team.

A green light above a patient's room indicates that a doctor or nurse is attending a patient.

A red light above a patient's room indicates that a patient has called for assistance.

If you have any concerns regarding your or your child's privacy or dignity, please speak to your PSO.

How to Contact Staff

To call the nurse, press the call button at your bedside. A nurse will attend to you as soon as possible.

If you are mobile, you can also go to the nurses' ward office but please always knock on the door as they may be in a meeting or discussing patient details and would wish to maintain confidentiality.

WEEKENDS AND PUBLIC HOLIDAYS

As there are fewer doctors on duty at weekends or Public Holidays, there may not be a ward round.

If you or your child are having physiotherapy, please check with the physiotherapist regarding weekend arrangements.

Routine of Ward Staff

DOCTORS

You should see the doctor(s) in charge of your/your child's care once a day at the ward rounds. It is very important that you take this opportunity to speak to the doctor regarding any medical queries and discuss any concerns. They are often unable to visit at other times due to their operating schedules or other duties. It can be possible to arrange an appointment to see the doctor if necessary. Please discuss this with the nurse or your PSO.

Some patients find it useful to write down questions they have for the doctor.

Please note: sometimes ward rounds are held as early as 7:00 in the morning.

NURSES

The style of nursing may be different to that which you are used to. The nurses will not disturb you during your stay unless they have a specific reason to visit you, e.g. change dressing. The emphasis in German hospitals is on rest and recuperation.

Therefore, if you are in any discomfort or need assistance, do not hesitate to ring the call bell and ask the nurse if you/your child need help.

Medication

The method of issuing medication is often very different to that practised in the UK. As an adult you may be given your drugs for the whole day in a 'medication tray' and be expected to take your tablets at the times specified on the tray. For children the administration is provided by nurses.

If you are unsure about how or when to take the medication, please ask the ward staff.

If you or your child are in pain and need pain relief, you must let the staff know and they will arrange pain relief. The staff will assume that you or your child are not in pain or that pain relief is sufficient unless you tell them otherwise.

Security

Please leave any valuables at home. The hospital cannot take responsibility for any personal belongings you bring and you do so at your own risk.

Please make sure that you do not leave your belongings on display while you are out of your room or in theatre. A lockable cupboard or safe may be available in your/your child's room; you can ask the nurses to look after the key while in theatre.

Consent

IF YOU OR YOUR CHILD ARE DUE TO HAVE AN OPERATION Prior to the operation

A doctor will discuss the procedure with you and ask you to sign a consent form. You/your child will also see an anaesthetist who will discuss the intended anaesthetic and ask you to sign a consent form. If you are concerned or you do not understand the consent form, please ask for the assistance of a Patient Support Officer, before you sign this document.

On the day of operation

Shortly before being taken to the operating theatre you/your child will be asked to change into an operation gown and depending on the procedure to put on anti-thrombosis stockings (which are quite difficult to get on!). Any jewellery, underwear, spectacles, false teeth, hearing aids, nail polish etc. must be removed. A pre-medication may also be given.

Occasionally, due to Emergency admissions, your operation may be delayed. The staff will endeavour to keep you informed. Do not hesitate to ask if you are concerned.

Following the operation

If the pain is causing a lot of discomfort, please inform the nurse.

You will have the opportunity to see the doctor and discuss the operation and any further treatment required during the next ward round when you have recovered from the effects of the anaesthetic or the pain medication.

Links to Home- During your stay in Hospital

Sharing Information:

While you or your child are in hospital, various links are kept with the community to ensure a seamless transfer of your care upon discharge. The personal or medical details will be kept confidential and shared only with the staff directly involved with your health care.

If you are a dependant, please be aware that you can “opt out” of having your name added to the Daily Bedstate. However, this may result in you and your family not receiving relevant support.

You have the legal right to confidentiality and access to your information. Service Personnel should refer to Standing Orders/Instructions for BFG.

If you require more information, please ask your PSO for a copy of the leaflet "Sharing Information"

Visiting Times

Visiting times are flexible but please note that patients are encouraged to rest after lunch and, in consideration of other patients, you are requested to consider shorter visits.

Please remember that too many visitors at the same time can be very exhausting and may disturb other patients in the room.

There are generally no restrictions on children visiting except for special cases such as patients in Intensive Care and Neonatal Unit. Please note that the Intensive Care Unit has restricted visiting times.

Seating areas for visitors are available on all wards as well as in the reception area.

Religious Services

The British Army Chaplains provide spiritual and/or welfare support to British patients and visitors if requested. They can be contacted via the PSOs.

Welfare Services

Your first point of contact for any welfare issues is your own Unit Welfare Officer (UWO). The process is to call the relevant guardroom and ask them to contact the UWO on your behalf.

If you would rather speak to someone who is independent of your unit, or you would like specialist welfare support you can contact the Army Welfare Service (AWS), you will be asked to leave your name and contact details and an Army Welfare Worker will get back to you.

If you require any contact numbers or advice, please ask the PSO.

Discharge

The medical staff will advise you when you/your child may be discharged. The administration details involved are important and detailed. You will be given a Discharge Note which is for your information. A copy will also be forwarded to your Medical Centre.

Once you have been advised that you/your child will be discharged, please be so kind to pack your things, as the next patient will be waiting to be admitted.

The Discharge Note informs the GP of any immediate clinical requirements you have following discharge and is an important clinical record. If you or your child requires medication on discharge, you will be given a maximum 10 day supply. Please check the discharge note prior to leaving hospital. If medication is recommended but you have not received any, please contact your PSO immediately.

You will need to ensure that:

- You have informed the PSO of your discharge
- You have been given a Discharge Note from the Doctor
- You have the medication the Doctor has recommended and understand the instructions and possible side effects
- If your admission was a planned General Surgery, Orthopaedics or Gynaecology admission, please obtain your Outpatient follow-up appointment from the PSO office prior to discharge
- You contact the Telephone Assessment Service (TAS) **after 17:00 on the day of discharge** (including weekends and Public Holidays) and they will be pleased to help you with all your ongoing medical requirements. Call via your local medical centre or on 0521 305 3961.

Please note: The Hospital Doctor has no authority to sign you off work for sick leave. The Doctor may make a recommendation however this will be reviewed by your GP.

Transport

It is your responsibility to arrange transport via the Transport Support Office. Office hours are Monday to Friday from 0800-1600hrs. For Bielefeld and Gütersloh call 0521 9254 3219 and for Paderborn call 05254 982 2842. Transport can be arranged to collect you during normal working hours on the day of your discharge from hospital. Please make your arrangements as early as possible.

The PSO may assist you with this on request. In silent hours or weekends, you should phone your Unit to collect you from hospital.

Your Comments

Information about our Quality of Care Surveys

- We continuously endeavour to improve the service provided to patients and value any comments and suggestions you may have about your or your child's experience during your hospital stay. You will receive a link to a patient survey, which will be sent directly to your E-mail address. We hope you will take the time to share your views with us by completing the survey.
- All survey responses are completely anonymous and your answers will be treated in the strictest confidence.
- This is your opportunity to have your say and to pass on your comments about the care/treatment/services that you have received.
- Your feedback is extremely important to us. Your responses assist us to see where the service is working well and where issues have arisen.
- The completed questionnaires are compiled into reports which are used to identify areas of excellence or areas needing improvement. This allows us to work with hospital and Primary Care colleagues to make sure all British patients are provided with the best possible care.

PLEASE REMEMBER THAT YOUR VIEWS ARE VERY IMPORTANT TO US

What if I am not satisfied?

Talking it through

If you have a concern about the care that you have received, it is best to try to sort it out straight away by speaking to the Hospital Staff. If you prefer, a PSO will speak to the staff on your behalf and assist you in resolving the problem. Please ask a member of staff to direct you to their office or to ask a PSO to come and see you. The PSO will record your concerns and may raise as an incident for further discussion with the hospital.

Making a complaint

Although we work hard to offer high standards of service, things can sometimes go wrong. Should this happen, we will do all that we can to put things right for you, and to make sure that the same thing does not happen again.

We take all complaints very seriously and will look into each matter. We will then respond to you as quickly as possible.

You can make a formal complaint by writing to:

GSTT Complaints Department

7th floor
Haus Burgblick
Gilead Hospital
BFPO 39

How to make a complaint

You may find the following advice helpful if you are making a complaint:

- Try to make your complaint as soon as possible after the event. This makes it easier for everyone involved to remember what happened, and helps us to answer your complaint quickly. Ideally, all complaints should be made within six months.
- Please give as much relevant information as you can, including your name and address. If relevant, it helps to include the name of the doctor caring for you, the ward name and your hospital number.
- If you are raising more than one concern, it helps to number each of the different points you are making. This helps us to make sure we answer all of your concerns.
- If you are complaining on behalf of someone else, we will usually need a short letter, signed by the patient, confirming that they have given permission for us to provide you with details of their care.

If you are not satisfied with the response, please contact the Hospital Operations Manager to discuss further.

Useful German Phrases

General Terms

Good morning	Guten Morgen
Good evening	Guten Abend
Goodbye	Auf Wiedersehen
Can you help me?	Können Sie mir helfen?
Do you speak English?	Sprechen Sie Englisch?
Is there anyone here who speaks English?	Kann hier jemand Englisch sprechen?
I don't understand	Ich verstehe nicht
Excuse me, please	Entschuldigen Sie bitte
Please	Bitte
Sorry, what was that? / Pardon?	Wie bitte?
Yes	Ja
Thank you	Danke
No, thanks	Nein, danke
May I speak to a doctor?	Darf ich bitte den Arzt sprechen?
There is a problem with ...	Es gibt ein Problem mit ...
I'd like ...	Ich möchte ...
I don't like ...	Ich mag nicht ...
May I use the telephone?	Darf ich bitte telefonieren?
May I have a screen, please?	Könnten Sie mir bitte eine Trennwand aufstellen?

Your Symptoms

I feel unwell	Ich fühle mich nicht wohl
I am in pain	Ich habe Schmerzen
It hurts	Es tut weh
I feel dizzy	Mir ist schwindlig
I have been sick	Ich habe mich übergeben
I can't breathe	Ich kann nicht atmen
I have a temperature	Ich habe Fieber
I can't sleep	Ich kann nicht schlafen
I have diarrhoea	Ich habe Durchfall
I am constipated	Ich habe Verstopfung
Where are the toilets?	Wo sind die Toiletten?
I would like a wash	Ich möchte mich waschen

A to Z – Local Information

Evangelisches Klinikum Bielefeld:

Gilead	Burgsteig 13, 33617 Bielefeld Reception: Tel. 0521 772 77000
Kinderzentrum	Grenzweg 10, 33617 Bielefeld Reception: Tel. 0521 772 77000
Johannesstift	Schildescher Str. 99, 33611 Bielefeld Reception: Tel. 0521 772 77000

A

Alcohol

The consumption of alcoholic drinks is not permitted on hospital grounds.

B

Bedside Telephones

Gilead/Johannesstift:

Each bed has access to a bedside telephone. You can obtain a phone card from the admissions office or reception desk. You need to put credit on your card at the loading point in the reception area before you will be able to use it.

As well as the cost of the calls, there is a daily charge of €1, and a deposit of €10. You need to put enough credit on to cover these costs.

An information sheet giving full details will be issued with the card. If you have any problems, the PSOs can assist during office hours.

Please note: If during the call your credit runs out, you will not be cut off but the cost will be billed to you afterwards.

	<p><u>Kinderzentrum:</u> Some wards are equipped with bedside telephones; phone cards can be obtained in Gilead I (see info under Gilead)</p>
Beverages	<p><u>Gilead/Johannesstift:</u> Tea, coffee and mineral water (still and fizzy) are available on the ward at all times – just help yourself. You will find a trolley with hot drinks in the corridor or on some wards in the ward kitchen. The nursing staff will advise you where to find mineral water as this varies from ward to ward. If you are confined to bed, ring your bell and the staff will be pleased to help.</p> <p><u>Kinderzentrum:</u> Fruit juice and mineral water (still and fizzy) are available on the ward at all times for patients. The nursing staff will advise you where to find refreshments, as this varies from ward to ward.</p>
Books	<p>There are various books you can borrow from the Patient Support Office. The hospital library provides a trolley service on the wards. Ask your PSO for details.</p>

C	
Café/ Cafeteria	<p><u>Johannesstift:</u> Located on the ground floor next to the main entrance</p> <p><u>Kinderzentrum:</u> Located on the 2nd basement level in House 1</p> <p><u>Gilead:</u> Located on the ground floor next to the Patient Support Office</p> <p>Opening hours are displayed on your ward notice board as well as at the Cafeteria entrance.</p> <p>Gilead only: If you would rather have all your meals in the</p>

Cafeteria, please inform the ward staff. Please note that extras such as e.g. Coca Cola or sweets are not included in your meal.

D

Discharge *Information on page 9*

F

Fire Safety Instructions

Please check the fire safety plan on the ward corridor notice board, which shows the relevant fire exits. In the unlikely event of a fire, the hospital staff are responsible for co-ordinating the safe evacuation of all patients. If you have any queries on this matter, please ask the PSOs.

Flowers

Flowers are welcome on most wards. However, potted plants are not permitted due to the bacteria in the soil.

H

Hairdressers

A mobile hairdressing service can be contacted via the nursing staff.

I

Internet

Internet is available, depending on the device you use and network availability in Gilead, Johannes and the Kinderzentrum. Please speak to the reception staff. They will be able to advise you on charges and terms and conditions. If you have any problems, please speak to a PSO.

K

Kiosk

A selection of sweets, crisps, toiletries, newspapers and gifts are on sale in the Cafeteria on the Ground floor of Gilead I and Johannesstift.

L

Laptops

Use of laptops are permitted throughout the hospital. Please make sure to lock it away whenever you leave the room. The hospital cannot take responsibility for valuable items.

M

Mail

Outgoing Mail

Anyone wishing to send mail through the German or the BFPO Services should hand the stamped letter to a PSO. German stamps can be bought from the Reception desk.

Incoming Mail

The address for any mail sent to you is:

Name (Please ask the sender to state your full name – no military rank),

Ward

Hospital address

Meals

Gilead/Johannesstift:

As meals are ordered 24 hours in advance you will either receive a pre-ordered meal or given a meal coupon for the Cafeteria on the day of your admission.

During the following morning (Monday to Friday) a Catering Assistant will take your order for the following day(s). Until your order has been processed a pre-ordered meal will be supplied. An English menu is available, but if you have any problems ordering your/your child's food, you can request assistance of the Patient Support Officer.

Breakfast is served around 07.45 – 08.30. There are various choices including a full English Breakfast, scrambled eggs, cornflakes or a continental breakfast.

Please check the menu for more details.

The main hot meal of the day is served at **lunchtime**. There are usually three choices (one of them vegetarian); you also have the option to order a lunchbox containing a sandwich, crisps, chocolate bar and fresh fruit. Please inform the catering assistant if you require larger portions.

On your lunch tray you will also find cake or biscuits to be eaten with your **afternoon** coffee/tea, which is served around 14.15h.

The **evening meal** is a variety of cold choices and is served around 17.30h.

Fresh fruit and fresh salads are on offer every day and can be ordered separately. Portions of salt and pepper can also be ordered separately.

Your doctor may suggest a special diet after surgery or prior to tests. You may be visited by the dietician, who will organise this for you.

Kinderzentrum:

Your child will be given meals which are generally popular with children, such as pasta. There are normally alternatives available on request in case your child has special likes and dislikes. Please consult the staff if you would like to bring meals in from outside. The main hot meal is served at lunchtime.

Your child's doctor may suggest a special diet after surgery or prior to tests. In such circumstances you may be visited by the dietician, who will advise you. The accompanying parent receives free meals from the nurses.

**Mobile
Telephones**

Mobile phones may be used in both patient rooms and most public areas of the hospital, but please note that these must be switched off on Intensive Care wards, in A&E treatment rooms and in Operating Theatres. If in any doubt, please ask the nurses.

P	
Parking	<p><u>Gilead/Kinderzentrum:</u></p> <ul style="list-style-type: none"> • A multi-storey car park (€1 per hour) is available on Kantensiek/Burgsteig • Further parking spaces are available along Kantensiek, parking meters in use for a maximum of two hours • A two-storey car-park on Grenzweg (use the ground floor only!!) <p><u>Johannesstift:</u> Please follow the signs to the car parks (P1 – P3). A price list is displayed at the ticket machines.</p>
Public Phones	<p>A public phone, payable by cash, is located</p> <ul style="list-style-type: none"> • on the Ground floor of Gilead I (next to the Anaesthetist Department), • towards the A/B wing and beside the wards A1/B1 in Johannesstift • in the entrance hall of House I and House II in the Kinderzentrum

R	
Religious Services	<p>The hospitals have their own Chapels, which you are welcome to visit whenever you wish – the chapel doors are always open.</p> <p>Church services are held in German every Sunday and the Bethel Clergy also regularly visits the wards.</p> <p>The British Army chaplains can be contacted via the PSOs at any time.</p>

S	
Smoking	<p>In accordance with German law, the hospital has a no-smoking policy and smoking is <u>NOT</u> permitted anywhere within the hospital buildings.</p>
T	
Tablet PC	<p>A number of tablet PCs with internet access are available</p>

for use via the Patient Support Office (you will be made liable for the loss of the equipment).

Television

Television is available free of charge in most rooms.

Transport

Please be aware that you are responsible for your transport arrangements. Please contact your Transport Support Office Monday to Friday from 0800-1600hrs. For Bielefeld and Gütersloh call 0521 9254 3219 and for Paderborn call 05254 982 2842. During silent hours or weekends, you should phone your Unit to collect you. Should you need assistance, please ask the PSO for help.

U

Useful Telephone Numbers

Patient Support Office	0521 772 77282
Medical Centre Mansergh	05241 84 2272
Medical Centre Bielefeld	0521 9254 3131
Outpatient Department	0521 772 77821
GSTT Admin Office	0521 772 77280

V

Valuables

Please make sure that you do not leave your belongings on display while you are out of your room or in theatre, as the hospital cannot take responsibility for these items. A lockable cupboard is available in your room; you can ask the nurses to look after the key while you are in theatre. If you have any item(s) of value (monetary or sentimental) please ask a friend/relative to look after these for you, rather than leaving them in the hospital.

Vending machines

Vending machines are situated on the Ground floor of Gilead I (Cafeteria), Johannesstift and Kinderzentrum House I

W

Welfare

Unit Welfare office – can be contacted via the guard room - please ask your PSO for advice

Patient Support Service

Office hours: Monday to Saturday 08 – 16:30

Out of Hours: A Patient Support Officer is available via ward staff, reception or call the

Hospital Hotline 24/7 ☎0800 5889 936

More information and answers to FAQ can be found on the Guy's and St Thomas' (GSTT) Website at the following web address:

<http://www.patient-wise.de>