

Contact details:

- Patient Support Service** (Monday to Saturday 08:00 - 16:30)
- for DGP (contracted hospitals): 05251 86 1445
 - for Non-DGP (non-contracted hospitals): 0521 772 77843
 - GSTT Admin Office: 0521 772 77280

Hospital Hotline (for Patient Support 24/7) 0800 5 88 99 36

Complaints:

GSTT Complaints Department
7th Floor Haus Burgblick
Gilead Hospital
BFPO 39

Medical Centres

Sennelager: 05254 982 2414
Barker Barracks: 05251 101 256

Transport Support Unit (Mon-Fri 0800-1600) call: 05254 982 2842.
Out of hours please call your Unit Welfare Office.

More information

More information and answers to FAQ can be found on the following web address:

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

www.facebook.com/gstgermany

SSAFA GSTT CARE LLP

Hospital Handbook for BFG patients

This handbook is for British Forces Germany (BFG) patients who are admitted or are going to a hospital in Germany.

Your healthcare experience should be as safe and comfortable as possible and to help with this you will find an overview of what you can expect, and how to resolve any issues you may have. A hospital has lots of different departments and many members of staff. Patients are admitted, treated and discharged every day. You can play an active role in your health care by ensuring that you are fully informed, and question if something seems wrong, even if it seems trivial. Staying well informed helps avoid communication errors and injuries.

If you are concerned about **anything** at all please ask a member of staff, or contact the Patient Support Service (PSS). Telephone numbers are on the back page, or contact the Hospital Hotline on **0800 5 88 99 36** (24/7).

There is space throughout the booklet to record details of what is happening before, during and after your stay in hospital. You could complete all the questions you are likely to be asked during your stay before going to hospital, and while in hospital make regular notes about your progress, examinations or tests, operations and outcomes. Write down questions you want to ask the doctor and record the answers. This can be your permanent record and may be useful if you need further care at a later date, or to discuss your treatment with your GP or consultant. It can be used from the moment you have been referred until your treatment is complete.



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	ST	lbs	LBS	KGS		ST	LBS	LBS	KGS
	8	0	112	50.5		12	0	168	76.3
	8	4	116	52.7		12	4	172	78.1
	8	8	120	54.5		12	8	176	80
	8	12	124	58.3		12	12	180	81.8
	9	0	128	57.2		13	0	182	82.7
	9	4	130	59		13	4	186	84.5
	9	8	134	60.9		13	8	190	86.3
	9	12	138	62.7		13	12	194	88.1
	10	0	140	63.6		14	0	196	89
	10	4	144	65.4		14	4	200	90.9
	10	8	148	67.2		14	8	204	92.7
	10	12	152	69		14	12	208	94.5
	11	0	154	70		15	0	210	95.4
	11	4	158	71.8		15	4	214	97.2
	11	8	162	73.6		15	8	218	99
	11	12	166	75.4		15	12	222	100.

FT INS	CM		ST	lbs	LBS	KGS
4 0	122		4	0	56	25.5
4 2	127		4	4	60	27.2
4 4	132		4	8	64	29
4 6	137		4	12	68	30.9
4 8	142		5	0	70	31.8
4 10	147		5	4	74	33.8
5 0	152		5	8	78	35.4
5 2	157		5	12	82	37.2
5 4	163		6	0	84	38.1
5 6	168		6	4	88	40
5 8	173		6	8	92	41.8
5 10	178		6	12	96	43.6
6 0	183		7	0	98	44.5
6 2	188		7	4	102	46.3
6 4	193		7	8	106	48.1
6	198		7	12	110	50

Your personal details:

Name: _____

Address: _____

Postcode: _____

Town: _____

Place of Birth: _____

Date of Birth: _____

Religion: _____

Home Tel: _____

Mobile Tel: _____

Next of Kin:* _____

Home Tel: _____

Mobile Tel: _____

GP Name: _____

GP Tel: _____

MC address: _____

Further notes: _____

*The next of kin should be a spouse, blood relative or close friend who can be contacted in case there are problems or questions.

Before your planned admission:

If you have any questions regarding your admission date or where to go, please contact the Patient Support Service (PSS) who will be pleased to help you (see back page). If you cannot make your admission date or are unwell in the 3 days before admission please contact GSTT Admin (see back page), who will liaise with the hospital to re-arrange the admission.

Parking: It is best to have someone drive you to the hospital as you may not be able to drive on discharge (medication or sedation), and parking is often difficult and expensive. If you need transport please call your Garrison Transport Office (see back page). Please call at least 48hrs before, but book as soon as you can.

Admissions office (Aufnahme). If staff do not speak English, or ask you to complete forms which you do not understand, do not sign, (especially not for private treatment or with the word 'Wahlleistung' on it) but call the PSS for assistance via the Hotline on 0800 5889936. The British Forces Germany Health Service will not pay for private treatment and you may be facing legal action if payment is not made.

You will be asked some questions including your name, address, etc. Please give your Unit address (German address/postcode for the hospital computer systems to be able to accept these details). The staff may also ask if you have a doctor's referral with you. If you were given any paperwork to take please show this to the staff but if not, or you came in as an emergency, ask the staff to call the Hotline or call them yourself on 0800 5889936 (24/7).

If you receive any medical reports please forward via BFPO to:
GSTT NHS Foundation Trust, SHCAC
Administration Office / Gilead Hospital
Bielefeld BFPO 39.

Please email any bills to: compliance@shcac.de or post via BFPO to:
GSTT Compliance Department,
Gilead Hospital BFPO 39.

The timelines for paying the bills in Germany are very short. *Any delay could result in legal action. If you receive a reminder, please forward as outlined above.*

Complaints and compliments

If you have any concerns about the care you received it is best to sort it straight away by speaking to a member of staff immediately. The PSS staff can help you, by speaking directly to the ward staff on your behalf and assist in resolving any problems. If you are not satisfied that your complaint has been adequately dealt with, you can make a formal verbal complaint to the PSO or write to the Hospital Operations Manager (address on the back page).

If a relative wants to complain on behalf of the patient they will need consent from the patient in writing.

Some advice if you are making a formal complaint:

- Please write as soon as possible after the event
- Give as much detail as you can including your name and the name of the person(s) and department involved
- If you are raising more than one concern it helps if you number each of the different points you are making. This will ensure that we understand each of your concerns and they can all be answered
- Please add your address or email details for the written answer and a telephone number so we can contact you if necessary.

If you are dissatisfied with the response, please contact the Hospital Operations Manager to discuss further.

If you have been very satisfied with your stay or someone has been particularly helpful, you can let the member of staff know before you are discharged or ask the PSS staff to let them know.

You may receive a questionnaire via email after your discharge from hospital. Please complete this if you can, as your views are important to us and help shape and improve service provision.

General information

Visiting times: mainly between 10am to 7pm but please check the official visiting hours with the PSS staff. Young children may not be allowed to visit all wards, so please check before visiting. In Intensive Care the hours are restricted, as are the number of visitors so please ask before visiting.

Flowers: Cut flowers can be brought in but potted plants are not permitted due to the possible bacteria in the soil.

Smoking: All German hospitals have a no smoking policy anywhere in the building. If you want to smoke please ask staff where you can go.

Cafeteria: For opening times please look by the entrance where this is usually displayed. If not ask a member of staff. Most cafeterias offer hot and cold drinks, cakes, hot food, and some also offer kiosk type items, such as personal hygiene items, magazines and toys, but it does vary so go along and have a look or ask the PSS staff.

Telephone, television and radio: Details about this are usually given on admission. A headset maybe required so if you have one bring your own. If you use the bedside phone or are allowed to use your mobile phone, please consider others with you and do not make any calls after 10pm and before 6am from the room.

Self discharge: All patients are strongly advised against discharging themselves and if they do so, they assume responsibility for any medical mishap, which may result. Service personnel are not to discharge themselves from hospital without the express permission of their Commanding Officer. In the first instance, they are to inform the PSO of the reasons for wishing to take their own discharge. The PSO will then inform the Unit in order for a decision to be reached. On self-discharge, all patients (whether serving or not) are to sign the appropriate form given to them by ward staff before leaving the hospital. They are advised to contact their Unit Medical Officer as soon as possible (during normal working hours) after leaving the hospital to discuss their actions.

What to bring:

- any x-rays and copies of any medical reports you may have
- current medication including over the counter medicine or herbal supplements (See page 12 for how to record medication)
- toiletries (soap and shampoo, toothbrush and toothpaste, brush or comb, shaving equipment, sanitary products etc.)
- hand, bath towel and flannel (the hospital does **not** provide towels and there are no facilities for personal laundry)
- glasses or contact lenses, hearing aid, mobility aids etc.
- nightclothes, dressing gown and non slip slippers or shoes
- day clothes - a tracksuit or other comfortable clothes, shoes and a coat
- small change for the telephone, vending machines, cafe or kiosk
- items of religious importance to you
- name and contact numbers, address book, paper and pen
- books and/or magazines
- Audio equipment (remember to bring earphones/headphones so that other people in the room are not disturbed by the noise).

Please do not bring any jewellery or valuables, alcohol or large bags/suitcases as storage space is very limited. **The hospital cannot accept liability for any items stolen or damaged.**

Some hospitals offer internet access and allow laptops, others don't. Please ask your PSS to check for you before you go to hospital.

Discharge from hospital:

The doctor will inform you when you are fit to go. Once your discharge has been confirmed you need to remember the following:

- **Medication:** If you are in a contract hospital you will be provided with medication for 10 days (if you need medication after discharge)

In a non-contract hospital medication to take home is not supplied but you may be given a prescription to take to the Apotheke

Details of the nearest Apotheke can be provided by the 24/7 Telephone Assessment Service (TAS). You can call them via your local medical centre number or on tel: 0521 305 3961. Please contact a PSO prior to leaving the hospital if you have any questions

- You should contact the TAS via your local medical centre or on tel: 0521 305 3961 **after 1700 on the day of discharge** (including weekends and Public Holidays) and they will be pleased to help with all your ongoing medical requirements
- This includes asking for a sick note for your employer (The German doctor can only make a recommendation; your GP will write the official sick note)
- Disconnect the telephone and television if used, and get your deposit and any monies remaining back (any problems please ask a member of staff or call the PSS for assistance)
- Return any tablet PCs, books and magazines
- Arrange transport home via the Transport Support Unit Monday to Friday from 0800 - 1600 on tel: 05254 982 2842, or ask the PSO for assistance. Out of hours and at weekends please call your Unit Welfare office.

Cultural differences:

There are a number of differences you should be aware of.

Rooms: In German hospitals the wards (Station) have individual rooms with one, 2 or more beds. Most rooms have a bathroom attached but others have facilities located in the ward corridor. Showers are not gender specific. German hospitals are generally more quiet and do not have as many people wandering about as there are few outpatient clinics. They favour rest and recuperation. The nurse will usually see you when they take over their shift but would not disturb you routinely **so if you need anything at all please use the bell provided** or go to the ward office and ask for help.

Screens and curtains: In most German hospitals curtains or screens are not used to protect your privacy and dignity. If you require privacy for an examination or discussion please tell the doctor or nurse and ask if you can go into a treatment room or private area. If other patients are receiving care, please ask the nursing staff to pull the screens as this is not done routinely. During ward rounds the doctor will speak to all the patients in the room, but if you want to have a more private conversation with the doctor please let the staff know in advance and they can book an appointment for you to talk to the doctor.

Medication: Your medication for the day usually comes in a tray, with your name on it (if not please ask if this medication is for you). The tray has compartments labelled Morgens (a.m.) Mittags, (p.m.) Nachmittags, (evening) Abends: (night). If you are unsure about anything to do with your medication please ask the doctor or nurse. **Please note: Pain relief is dispensed on request and please make sure you ask for this if you have any discomfort. Nurses are not allowed to alter your medication without doctor's authorisation.**

Food and drink: The main meal (hot food) is at lunchtime, breakfast is usually fresh rolls, ham, cheese, jam, coffee or tea. There are various teas to choose from but you may want to take your own teabags. When asked about your food remember to include **fresh** milk as the coffee milk provided is condensed milk. Evening meal is usually cold meats and bread. If you have any issues with ordering food or do not understand the menu please ask the PSO for assistance. (number on the back page). Please note: Food orders are taken 24 hours in advance and so you will not be provided a choice when first admitted. If you wish, you can organise "take away" food to be delivered to the main reception from where you need to collect it.

The Doctor:

The doctor will see you, examine you and ask further questions about your previous medical history. You may wish to record the answers below. The following are some of the questions you may be asked:

1. What are your symptoms and how long have you had them?

2. Is there anything that makes it worse or better?

3. Have you had any serious illnesses or accidents?

4. Have you ever been admitted to hospital?

5. Have you had surgery before?

6. Do you have any allergies?

Pain register continued:

Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	
Date:	Time:	Comments:
0 1 2 3	4 5 6 7 8 9 10	

Medication:

It is important that you know about your medication; what strength, when you start taking it, how often you should take it, with food or without, what it looks like, side effects and why you are taking it. You should ask the doctor whether there is anything you should be aware of when taking this medication. (No alcohol/driving or whether certain foods affect the medication etc).



Keep a list of all the medication you are currently using and what you are given in hospital; name, dosage, start date, colour and size. If you are unsure of what you are taking or when you are to take the medication, please ask! If the medication looks different to what you are used to, say so, and ask why has there been a change.

If you are at all unsure, **do not** take the medication until you have had a satisfactory explanation by the doctor or nurse. If you are still unsure call the PSS or the Hospital Hotline for assistance. Telephone numbers on the back page of this booklet.

Medication list:

Name:	Date medication Started:	Dosage and how often to take:	End date:

Have you ever been treated for psychiatric problems (e.g. depression).

Disease of the skeletal system (e.g. injuries to the spine, or joint disease)?

Muscular disease or weakness, predisposition to malignant hyperthermia?.....

Do any of your blood relatives have or had a muscular disease?.....

Disease of the blood or tendency to bleed excessively (do you develop bruises for no apparent reason, nosebleeds)?.....

Allergies/Allergic reactions (e.g. hay fever, allergy to any foods, medication, plasters, latex gloves)?
If yes, please indicate.....

Any other diseases (e.g. disease of the immune system or skin, meningitis, tumours, poisoning)?
If yes, please indicate.....

Other health factors (e.g. accidents, severe injuries, special job related factors)?

Do you smoke? If yes, how many per day?.....

Do you drink alcohol regularly? If yes, how much per day?.....

Space for your notes:

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