

The which?

# Hospital companion



**Information and advice to  
help you in hospital**

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**Which?** campaigns actively for all consumers, and is the largest consumer organisation in Europe. Entirely independent of government and industry, we are funded through sales of our consumer magazines, online products and books.

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# welcome

*Being in hospital can be daunting.*

*With important decisions being taken about your health and well being, it is important to know what is happening but it can be difficult to find out.*

*If you're in hospital, about to go to hospital, or have friends or family in hospital, this guide aims to help you find out everything you need to know. Throughout, you'll find space for making notes and filling in the details you need. Armed with the right information, you can feel more confident about your hospital stay.*



# How can I get the information I need?



Key questions to help you find out everything you need to know in hospital.

**M**aking the most of your conversations with staff will give you confidence when making decisions in hospital, provide you with valuable reassurance, and help you to feel more in control.

Have a look at the following questions and our top tips. They are designed to help you make decisions, manage any pain you're in, aid your recovery, make your stay more pleasant and resolve any concerns you have. We've left spaces where appropriate, so you can fill in the answers you need.

If you are going into hospital for an operation you will be able to ask some of these questions before you are admitted. If your hospital stay is not planned, feel free to ask them on arrival or at a later point.

## About your treatment

What is wrong with me?

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What treatment are you proposing and why?

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## What standards should I expect in hospital?

You have a right to good-quality care and treatment from hospital staff. This includes:

- Respect for privacy, dignity and religious and cultural beliefs
- Respect for confidentiality
- A clean and safe hospital environment.

You should also expect:

- To be involved in all decisions about your treatment and given clear information to help you with this
- To have the risks and alternatives to your treatment clearly explained to you.

If you are not happy with the standard of care you have received see 'What can I do if I am unhappy with my care,' page 14.



Can I have a copy of any letters written about me?

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Is there anything I can do to help treat myself?

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Where can I get more information or help?

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Are there other ways to treat my condition?

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Will I have to have any tests? If so, how and when can I find out the results?

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What are the benefits and risks of each option?

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Who can I contact if I haven't received the results?

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How long will I need to stay in hospital?

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Will I have to take medication and if I do, what will it do and will there be any side effects?

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What happens next?

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## **After your treatment**

How will I know if the treatment is working/has worked?

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Is there anything I should avoid doing?

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What things can I do on my own?

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Is there anything I won't be able to do when I get home?

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How much pain should I expect?

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How soon should I start feeling better?

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What happens next?  
Will I have a follow-up appointment?

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When will you decide if I can go home?

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Who can I contact for more information or help?

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**Practicalities**

Who is my main contact on the ward?

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What's the name of my consultant?

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What's the name and telephone number of the ward?

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When are visiting times?

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Can children visit?

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Are there designated quiet times?

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How much is parking? Can I/my visitors get help with the costs?

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When are meal times and how do I choose what I'd like?

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Can I leave the ward?

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Is there a shop?

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Can I get newspapers?  
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Is there a telephone and how much does it cost?  
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Is there a number friends and relatives can contact me on?  
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Can I use my mobile phone?  
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When do the doctors do their rounds?  
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Is there a TV I can watch?  
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What provision is there for my specific needs (such as language, religion or disability)?  
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How can my family speak to the person responsible for my care if they have any concerns or questions?  
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Where can I smoke?  
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## Top tips

Never be afraid to ask questions. Staff should respond fully to anything you ask about your health and treatment.

- **Always ask for clarification** if you don't understand what you're being told, don't be embarrassed to ask for a more simple explanation.
- **Ask for an interpreter** or communication support if you need it.
- **Ask for a pen and paper** to make notes if it helps.
- **Tell staff about how you're feeling** or any medication you're taking.
- **If it helps, you can take a friend** or relative with you during consultations and examinations.
- **Tell staff if you want a friend or relative to be kept informed** about your progress, as otherwise they cannot legally discuss it with them.



## Further information

- ✓ 'Patient Rights and Responsibilities', produced by the Patient Liaison Group at the Royal College of Surgeons. [www.rcseng.ac.uk/rcseng/content/publications/docs/patient\\_rights.html](http://www.rcseng.ac.uk/rcseng/content/publications/docs/patient_rights.html)
- ✓ 'What to expect when your child goes into hospital' produced by Action for Sick Children. [www.actionforsickchildren.org](http://www.actionforsickchildren.org)
- ✓ It is also worth asking **staff at your hospital** if they provide any information for patients on what to expect.

# Who's who?

Working out who everyone is in hospital can be confusing. Here's our quick guide to your hospital carers.

**Y**ou're likely to meet many healthcare staff during your stay. The people you will see most often are:

● **Doctors.** One consultant will have overall responsibility for your care. Consultants head a team of doctors who should visit you regularly, check on your progress and work together to look after you.

● **Nurses.** Day-to-day care is provided by a team of nurses managed by a ward sister or charge nurse. In England, one main nurse acts as the key contact on the nursing team.

● **Anaesthetists and Pain Control Nurses.**



An anaesthetist or a pain control nurse will give you advice about any pain and how it will be controlled.

● **Healthcare Assistants and Support Workers.** They support the work of the nursing team.

● **Matrons/Senior Nurses.** There may also be a matron whose role is to support the ward sisters and charge nurses, providing extra

clinical expertise.

● **Students.** Medical students may also be involved in your care, with your permission. They should always be supervised and won't make decisions about your treatment. Let your nurse or doctor know if you'd prefer not to be seen by students.

● **Other staff.** You may also come into contact with a range of other healthcare staff, such as physiotherapists, pharmacists, radiographers, occupational therapists, as well as porters, and catering and administrative staff. Don't be afraid to ask them about their role.

## Further information

- ✓ **The Royal College of Surgeons** of England has produced 'A Guide to Hospital Surgical Staff', which can be found on its website, [www.rcseng.ac.uk/patient\\_information](http://www.rcseng.ac.uk/patient_information)
- ✓ **There is a full list of job titles and roles** in the NHS on the NHS Careers website, [www.nhs Careers.nhs.uk/atoz.shtml](http://www.nhs Careers.nhs.uk/atoz.shtml)
- ✓ **Alternatively**, your hospital may have a list of its own.





## Who's the best person to ask about...

### ...food?

If you have special dietary requirements, or need information about the hospital's food, speak to one of the nursing team who will be able to pass on your request to the catering department. You should be asked about any special dietary requirements when you are admitted to the hospital.

### ...medication?

The hospital pharmacist or

your doctor or nurse will be able to discuss your medication with you.

### ...special requirements?

If you have special requirements, such as help with mobility, or allergies, the nurse looking after you will record these in your notes and make the rest of the nursing team aware of your needs.

### ...being discharged?

You will be formally discharged by the doctor who is in charge of your

care, but you can also speak to the nurse looking after you, who will be involved in planning your discharge. The nurse will check that all the necessary arrangements have been made and will be able to answer any questions you have about issues such as transport home or medication. If you want to leave the hospital before your planned date of discharge, it's ok to discuss this with your nurse or doctor.



# What's the daily routine in hospital?

The hospital day will vary for each individual, but this outline will give you a sense of what you can expect.

**O**n arrival, a staff member will check your details with you and take other information, such as your religion and any dietary preferences. Once you've been admitted, one of the doctors on the team looking after you will come to examine you and ask questions about your health.

The daily routine usually starts with a breakfast and medication round. You should be visited on a daily basis by at least one member of the team responsible for looking after you (see 'Who's who?', p8-9). A nurse, healthcare assistant or support worker will come at regular intervals to take your pulse, blood pressure, temperature, or other relevant measurements. They will also bring you your medication as needed. Lunch and an evening meal are also provided (see 'What can I expect from hospital food?', p11).



## What should I take with me or ask my visitors to bring in for me?



Space for personal belongings is usually limited in hospital, so it's not a good idea to take lots of valuables, but here's a checklist of the essentials:

- Nightclothes
- Dressing gown and clean slippers
- Any medicines you take regularly
- Toiletries
- Things to do, such as books or puzzles
- A pen and paper to make notes
- Money for newspapers, phone calls or items from the shop
- Contact details of your next of kin and other family and friends
- Snacks
- Earplugs if you are a light sleeper

# What can I expect from hospital food?

Good, nutritious meals are really important when you've been ill or are recovering from medical treatment.

**M**ost hospitals have set meal times that are 'protected', which means that you shouldn't have a ward round or appointment during this time. Some hospitals have introduced snack boxes and other options for patients to eat outside of normal meal times. Ask a staff member what your hospital's policy is on this.

In some hospitals, meals are purchased ready-prepared rather than being cooked from fresh on site. You may have to order your food the day before.

Unfortunately, Which? research has found that while some hospitals provide decent meals, others leave a lot to be desired. Common problems identified by Which? included meals being too small and patients not getting a sufficient variety of food. Follow our Top tips to make sure you eat well to aid your road to recovery.



## Top tips

- ✓ If you are not getting the food you need, speak to one of the nursing team straight away.
- ✓ If your hospital stay is planned, make sure you eat a healthy and balanced diet with plenty of fruit and vegetables in the run up to your admission.
- ✓ Tell staff about any dietary needs. You should be able to choose a vegetarian option or a meal that is suitable for any cultural or religious requirements you have.
- ✓ Don't assume that staff will automatically

know about any special dietary needs you have due to medical conditions, such as diabetes.

- ✓ If you need help eating, ask your nurse to make sure you get it. Some hospitals operate a 'red tray system' where people who need help eating have their food served on a red tray.
- ✓ Ask visitors to bring supplies such as fresh fruit, juices or anything else you particularly like.



# What can I do to avoid getting an infection in hospital?



‘Superbugs’ are a common worry for people going into hospital. Find out how to reduce your risk here.

**G**etting an infection in hospital might mean staying longer while it’s treated. So-called ‘superbugs’, such as MRSA and *C. difficile*, are difficult to fight because they have developed resistance to some antibiotics.

However, the National Audit Office estimates that around 30 per cent of healthcare associated infections (HAIs) are totally preventable.

There are lots of things that you and your friends and family can do to play your part in stopping the spread of infections.

## What you can do

● **Wash your hands regularly.** Hospitals should have hand hygiene gel dispensers on the ward or at the bedside which are crucial in the fight against MRSA. *C. difficile* is not controlled by alcoholic hand gels, but is easily killed by washing your

## Further information

### In England

✓ **The Health Protection Agency** website gives MRSA rates for Acute NHS Trusts, at [www.hpa.org.uk/infections/topics\\_az/hai/](http://www.hpa.org.uk/infections/topics_az/hai/)

✓ **The Patient Environment Action Team (PEAT)** programme currently publishes data on the standard of hospital cleaning at [www.npsa.nhs.uk/peat](http://www.npsa.nhs.uk/peat)

✓ You can also check cleanliness information on the **Healthcare Commission** website, <http://annualhealthcheckratings.healthcarecommission.org.uk>

### In Northern Ireland

✓ **The Communicable Disease Surveillance Centre** website shows MRSA figures in its annual Healthcare Associated Infection reports.

### In Scotland

✓ You can check statistics for Scottish hospitals at the **Health Protection Scotland** website by visiting [www.hps.scot.nhs.uk](http://www.hps.scot.nhs.uk). The statistics can be found under the ‘national reports on meticillin resistant *Staphylococcus aureus* (MRSA) bacteraemias’ link.

### In Wales

✓ **The National Public Health Service for Wales** publishes infection statistics on its website, [www.nphs.wales.nhs.uk](http://www.nphs.wales.nhs.uk)

✓ **The Health of Wales Information Service** publishes individual Trusts’ infection rates, at [www.wales.nhs.uk/sites3/page.cfm?orgid=379&pid=23913](http://www.wales.nhs.uk/sites3/page.cfm?orgid=379&pid=23913)



hands with soap and water.

- **Remind staff to wash their hands and wear gloves.** Don't feel embarrassed to do this – the Department of Health actively encourages it and you have a right to expect all NHS staff to have very high standards of hygiene.
- **Don't fiddle with wound dressings,** catheters or drips.
- **Take a pair of new or clean slippers** and don't walk around with bare feet.
- **Keep the area around you tidy.**
- **Shower** as often as you can.

● **Tell hospital staff about any infections** you may have, and whether they are being treated with antibiotics. Also tell them if you've had any hospital infections in the past.

## What family and friends can do

- **Ask your friends and relatives to wash their hands** thoroughly before and after coming into the ward.
- **Advise visitors** not to come if they are ill.
- **Try to limit the numbers of visitors** you have at any given time.
- **Follow ward advice** regarding food, flowers and laundry.
- **Take any dirty clothing home** in a sealed plastic bag and wash it immediately at a high temperature (60 degrees or above).
- **Wash cuddly toys** if you take them into hospital.



## How can I plan for when I come home?

### Finding out about further assistance for when you leave hospital.

If you need further help when you leave hospital you should be issued with a discharge plan.

Planning who is going to do what when you go home is really important. Discuss this with family and carers and ask nursing staff what they are planning.

You should be assessed before you leave hospital to work out what support or services you may need. The kinds of help that might be provided by social services include:

- **Practical help** at home, such as cleaning, shopping or bathing.
- **Disability support aids and equipment**

- **Adaptations to your home**
- **Meals at home**
- **Residential care**

Some of these might be free but others will have to be paid for, at least in part. Your GP or a district nurse can arrange other kinds of community healthcare if needed.

#### National and regional differences

In Wales and Scotland, social services are run by social work departments. In Northern Ireland they are run by Health and Social Services Trusts.

# What can I do if I am unhappy with my

What to do, and where to get the best advice.

It may sound obvious, but if you are unhappy with the care you are receiving, the best thing you can do is to tell a member of the nursing staff. That way, if possible, your complaint can be resolved promptly.

However, there is a range of other options available to you, if you want advice and support about concerns, or if you would like to provide feedback on the service you have received.



**If things go wrong, you can expect a full and prompt written reply and an explanation and apology where appropriate**

## Giving feedback after your stay

- Write to the hospital directly with your feedback. If you would like a response state this clearly in your letter.
- Patient Opinion ([www.patientopinion.org.uk](http://www.patientopinion.org.uk)) is an independent website that has been set up especially for patients to share their experiences with others and give feedback to the NHS. You can do this anonymously if you wish.
- In England, NHS Choices ([www.nhs.uk](http://www.nhs.uk)) allows you to share your thoughts about local hospitals. Simply search for the relevant hospital and click on 'Your thoughts'.

## Making a formal complaint

You may want to make a formal complaint if you're not happy with the treatment you've received. This could relate to your medical care, the hospital environment, quality of information, the manner of the staff, or any other aspect of your care. If things go wrong, you can expect a full and prompt written reply and an explanation and apology where appropriate.

## Further information

### Finding advice and support

Where you are located has a bearing on who you need to talk to for advice and support if you are unhappy with the care you have received. Whichever organisation you deal with, it's worth making a note of who you speak to and keeping that person as your named contact. We've left some space here to help you do this.

### In England

✓ **Patient Advice and Liaison Services (PALS)** are available in all NHS Trusts and provide support when you, your family or friends use the NHS. They can give information, help to resolve concerns or complaints and pass on suggestions and experiences to the people who run services. If you have a complaint, but don't want to raise it formally, PALS may be able to resolve it, but they



# care?

can also refer you to other support agencies if necessary.  
Website: [www.pals.nhs.uk](http://www.pals.nhs.uk)

**My Patient Advice  
and Liaison Service:**

.....  
**Telephone:**

.....  
**Email:**

.....  
**Named contact:**

**In Northern Ireland**

✓ **Your local Health and Social Services Council or Community Health Council** will give information on local health and related services.  
Website: [www.n-i.nhs.uk/index.php?link=councils](http://www.n-i.nhs.uk/index.php?link=councils)

**My Health and Social Services Council:**

.....  
**Telephone:**

.....  
**Email:**

.....  
**Named contact:**

**In Scotland**

✓ **Your local Health Board** can give you independent advice on what support services are available in your area.

Website: [www.sehd.scot.nhs.uk](http://www.sehd.scot.nhs.uk)

✓ **The Independent Advice and Support Service (IASS)** helps patients provide feedback to the NHS or make a complaint. The service is part of the Scottish Citizens Advice Bureau Service. So look in the telephone directory for contact details for your local bureau

.....  
**My Health Board:**

.....  
**Telephone:**

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**Email:**

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**Named contact:**

**In Wales**

✓ **Your local Community Health Council** will advise on health and related services in your area.  
Website: [www.wales.nhs.uk/sites3/home.cfm?ORGID=236](http://www.wales.nhs.uk/sites3/home.cfm?ORGID=236)

**My Community Health Council:**

.....  
**Telephone:**

.....  
**Email:**

.....  
**Named contact:**

The NHS complaints procedure doesn't usually provide financial compensation. If you want advice about this, contact your local Citizen's Advice Bureau or a solicitor.

You usually have to complain within six months of the problem occurring or within six months of when you became aware of the problem. However, if you were too ill to complain at the time, this limit may be extended.

If you live in England, the Independent Complaints Advocacy Service (ICAS) is a free, confidential and independent service which can help you make a formal complaint about your NHS experience. You can contact your local ICAS office direct, or through NHS managers at hospitals and GP practices, NHS Direct, and the Patient Advice and Liaison Services (PALS).

For further information, see the Which? briefing, 'How to complain about your experience in an NHS hospital', at [www.which.co.uk/impatientforchange](http://www.which.co.uk/impatientforchange)

## Have your say

Giving feedback is an opportunity to help other patients by sharing your experiences, and to play your part in improving the NHS. Even if you haven't had a recent experience to share, having your say on how services are delivered will help to ensure that you and other patients get what you want and need from them. See 'Further information' for more details.

## Further information

### How to get involved

How you can get involved depends on where you are, as health services differ between nations in the UK. Alongside national schemes, however, there may be specific patient groups for each hospital or ward – look out for posters or leaflets at your hospital or GP's surgery for more information on these.

### In England

NHS Trusts have a duty to involve and consult patients and the public in the planning and development of health services and in how those services operate, so there are various ways you can get involved.

✓ There is currently a **Patient and Public Involvement (PPI) Forum** for every NHS Trust. They seek to improve the quality of NHS services by sharing the views and experiences of patients, their carers and families, and are made up of groups of volunteers.

However, PPI Forums are to be replaced with Local Involvement Networks in April 2008 (see below). For information about PPI Forums, visit [www.cppih.org](http://www.cppih.org)

### ✓ Local Involvement

**Networks (LINKs)** will be independently run and open to all, allowing you to have a say on how health services are run in the same way as PPI Forums. They will also have the power to hold NHS commissioners to account and refer issues to local authority committees who can investigate and take action, for example by summoning NHS managers for questioning. While PPI Forums currently cover specific organisations, LINKs will cover local authority areas.

✓ **Foundation Trusts** are membership organisations, made up of local people and staff. They have control over their own budget and more freedom to decide which services to provide. If your local hospital is a Foundation Trust, you can become a member to receive regular information about the hospital and to take part in the election of representatives to sit on the Board of Governors. For further information, contact your hospital.

### In Northern Ireland

✓ **Health and Social Services Councils** are independent consumer organisations set up to represent the views of the public. They're made up of representatives from the local

**‘Try sharing  
your views and  
experiences’**



community as well as healthcare professionals. They are due to be replaced by a single Patient Client Council in April 2008. For more information, visit [www.ni-nhs.uk/index.php?link=councils](http://www.ni-nhs.uk/index.php?link=councils)

## **In Scotland**

✓ **The Scottish Health Council** ensures that the views of patients and the public are properly taken into account by Scottish Health Boards. This council has a network of advisory councils and you can get involved by becoming a volunteer member of your local organisation. For further information, visit [www.n-i.nhs.uk/index.php?link=councils](http://www.n-i.nhs.uk/index.php?link=councils)

## **In Wales**

✓ **Community Health Councils** are responsible for monitoring the performance of the NHS and providing information and advice about services. They're made up of members of the public and also regularly consult with the public to ensure their views are being represented. To find out more, visit [www.patienthelp.wales.nhs.uk](http://www.patienthelp.wales.nhs.uk)

# Jargon buster

- **Acute services**

Medical and surgical treatment and care, mainly provided in hospitals.

- **Clostridium difficile (C. difficile)** A bacterium found in the gut that can cause diarrhoea or severe illness when intestinal bacteria (which normally keep it in check) have been killed off by antibiotics. Usually develops after cross-infection from another carrier.

- **Community Health Councils (CHCs) (Wales)**

Responsible for monitoring the performance of the NHS and providing information and advice about services in Wales.

- **Department of Health (DH) (England)**

Government department that sets policy and legislation for health and social care services in England.

- **Department of Health, Social Services and Public Safety (DHSSPS) (Northern Ireland)** Sets policy and legislation for hospitals, community health and

social services in Northern Ireland.

- **Foundation Trusts (England)** Have control over their own budget and more freedom to decide which services to provide. Only hospitals meeting certain standards can apply to become a Foundation Trust.

- **Healthcare Commission (England and Wales)**

Independent inspection body for the NHS in England and Wales.

- **Healthcare Associated Infection (HAI)** An infection that occurs as a result of contact with the healthcare system.

- **Health Board (Scotland)**

Responsible for managing the performance of local NHS services in Scotland.

- **Healthcare Inspectorate Wales** Monitors healthcare standards in Wales, along with the Healthcare Commission.

- **Health and Social Care Department (Wales)**

Manages the NHS in Wales.

- **Health and Social Services Authority (Northern Ireland)**

Will replace Health and Social



Services Councils in Northern Ireland in April 2008.

- **Health and Social Services Councils (Northern Ireland)**

Independent organisations set up to represent the interests of the public in health and social services in Northern Ireland.

- **Health Service Ombudsman (England)**

Organisation that carries out independent investigations into complaints about the NHS in England.

- **Independent Complaints and Advocacy Services (ICAS) (England)**

Provides support if you want to make a complaint about the NHS.

- **Local Health Boards**



**(Wales)** NHS bodies responsible for planning and providing health services in local areas in Wales.

● **Local Involvement Networks (LINKs) (England)**

Will replace Patient and Public Involvement Forums in April 2008.

● **Methicillin-resistant staphylococcus aureus (MRSA)**

**Staphylococcus aureus** is a bacterium that can cause skin and urinary infections and, more seriously, pneumonia and meningitis. MRSA is a particular strain that is resistant to antibiotics.

● **National Patient Safety Agency** Part of the NHS

charged with identifying issues relating to patient safety and providing solutions. (Website: [www.npsa.nhs.uk](http://www.npsa.nhs.uk))

● **NHS 24 (Scotland)**

Service providing health information and self-care advice in Scotland. (Tel: 08454 242424, Website: [www.nhs24.com](http://www.nhs24.com))

● **NHS Direct (England and Wales)**

A 24-hour nurse-led telephone helpline and website providing health information and advice in England and Wales. (Tel: 0845 4647, Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk))

● **NHS Trusts (England and Wales)** Responsible for

running local NHS services in England and Wales. They include Acute Trusts, Foundation Trusts, Ambulance Trusts and Primary Care Trusts.

● **NHS Quality Improvement Scotland**

Sets standards and monitors NHS performance.

● **Primary Care Trust (PCT) (England)** NHS body responsible for planning and providing health services in local areas in England.

● **Patient Advice and Liaison Service (PALS) (England)**

Provides advice and support to patients, friends and carers, as well as resolving problems and giving information about the NHS. Available in every NHS Trust and Primary Care Trust in England.

● **Scottish Executive Health Department**

Responsible for managing the NHS in Scotland.

● **Scottish Health Council**

Ensures that the views of patients and the public are taken into account.

● **Strategic Health Authority (SHA) (England)**

Determines strategy and monitors the performance of Primary Care Trusts and Trusts in its area.



# The Which? Impatient for Change campaign calls for urgent improvements in hospital conditions

## Patients want:

- **To be treated as individuals**, with dignity and respect.
- **Well-organised care**, with staff working as a team to provide excellent care in hospital and beyond.
- **Clean wards**, where the highest levels of cleanliness ensure a healthy and pleasant environment.
- **Nutritious food**, delivered at the right time, to help them get better.

**It's time to listen to patients and act on what they say**

**Which wants patients views to count.**

To join the campaign, visit [www.which.co.uk/impatientforchange](http://www.which.co.uk/impatientforchange)

## Say thank you to your Hospital Hero!

For many patients and their friends and family, it is the dedication of one individual that transforms their experience in hospital. If you know of someone who has made a positive difference to your time in hospital, this is your opportunity to recognise them as an Impatient for Change Hospital Hero! Visit [www.which.co.uk/impatientforchange](http://www.which.co.uk/impatientforchange) now to tell us why you want to say thank you to your Hospital Hero.

The image shows the cover of the 'Which? Hospital Companion' book. The cover is green and white, with the 'which?' logo in red and white. It features a grid of small images showing various hospital scenes. The title 'Hospital companion' is in blue and green. At the bottom, a red banner reads 'Information and advice to help you in hospital'.

**which?**

## The Which? Hospital Companion

provides essential information and advice for patients and visitors, as well as a list of questions to help get the answers you need to feel more confident about your hospital stay.

Download it at [www.which.co.uk/impatientforchange](http://www.which.co.uk/impatientforchange).

**Tell us what you think!**  
We want to hear from you about whether you found the Which? Hospital Companion useful and how it could be improved.

Email your suggestions to [health.campaignsteam@which.co.uk](mailto:health.campaignsteam@which.co.uk)