

Getting help in hospital

Coming into hospital can be scary.



There are lots of people who can help you.



If you are scared of coming into hospital for treatment, it is a good idea to come in and have a look around first.



Your carer can arrange this by speaking to the department, the Learning Disability Liaison Nurse or to Patient Relations.



When you visit the hospital you can see where you will be going when you come in as a patient.

You will find out what will happen when you are a patient.



If you are going to Outpatients 1 or Outpatients 2 you can ask at the reception desk for the bleep if there is going to be a long wait.

You can then go and wait somewhere that isn't so crowded.

The staff in the clinic will bleep you when it is your turn to see the doctor.



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If you or your carer needs help while you are in the hospital, ask one of the nurses to either call the Learning Disability Liaison Nurse on ext 8159 or on mobile number 07879 425 803 or Patient Relations on 8338.



All the staff in the hospital wear a name badge and when they speak to you, they should always tell you their name.



If you need help finding the ward or department, you can ask at the reception desk or one of the Welcomers (who wear yellow badges) where to go.



There is a buggy that can drive you to the clinic or ward if it is a long way or you have difficulty walking.



More information for people with learning disabilities and their carers can be found on the Trust website at: www.royalberkshire.nhs.uk



Also available in this series:

- Going into hospital
- Going to the Acute Medical Unit (AMU)
- Going to the Emergency Department (A&E)
- Having a blood test
- Having a general anaesthetic
- Having a scan
- Having an X-ray
- Washing your hands
- What happens in pre-operative assessment



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