

## 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 Co-ordinator or to PALS.



If you visit first, you can then see where you are going and find out what will happen on the day so you know what to expect.



If you are coming in to a clinic, you will usually be seen quickly.  
If the clinic is very busy, you can pick up a bleep from the PALS Office.



The PALS Office is behind main reception on Level 2 in the main entrance of the Royal Berkshire Hospital.



## Getting help in hospital – Easy Read

The clinic will bleep you when the doctor or nurse is ready to see you.

This means you won't have to wait in the clinic area but can move around the hospital until the doctor is ready to see you.



If you or your carer needs help while you are in the hospital, ask one of the nurses to either call the Learning Disability Co-ordinator on ext 8159 or PALS 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.



## Getting help in hospital – Easy Read

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](http://www.royalberkshire.nhs.uk)



Also available in this series:

- Going into hospital
- Going to the Acute Medical Unit (AMU)
- Going to the Accident & 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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