



Oxford University Hospitals
NHS Foundation Trust

NUFFIELD ORTHOPAEDIC CENTRE

Information for patients



**Practical advice for your visit
or stay in hospital**



Oxford University Hospitals
NHS Foundation Trust

Nuffield Orthopaedic Centre
Windmill Road
Headington
Oxford OX3 7HE

Main switchboard 0300 304 7777

www.ouh.nhs.uk

This booklet is both for outpatients, who need to visit hospital for an appointment, and for inpatients, who will be staying overnight in hospital.

Information is correct at time of going to press. You can find updates at **www.ouh.nhs.uk** as well as other information about our hospitals, or contact our Patient Advice and Liaison Service (PALS) office on 01865 738 126.

CONTENTS

The Nuffield Orthopaedic Centre	3
Your hospital visit	4
Staying in hospital	5
Getting to the Nuffield Orthopaedic Centre	7
Hospital map	8
Contacts	11
Leaving hospital	12
Information about you and how we use it	12

For a copy of this information leaflet in large print please call 01865 231 471.

THE NUFFIELD ORTHOPAEDIC CENTRE

The Nuffield Orthopaedic Centre has a world-wide reputation for excellence in orthopaedics, rheumatology and rehabilitation.

The hospital also offers specialist services such as the treatment of bone infection and bone tumours, limb reconstruction and rehabilitation.

The Oxford Centre for Enablement (OCE) provides specialist neurological rehabilitation services for patients with long-term conditions.

The Botnar Research Centre is a state-of-the-art research facility housing the Oxford University Institute of Musculoskeletal Sciences.

Please check carefully where you need to go so that you can choose the closest car park or bus stop (see map on page 8).

Disabled access

All our car parks have disabled spaces and spaces close to the entrances. All our public areas have disabled access and disabled toilets are available in public areas and on all wards. Please ask at a reception desk if you require a wheelchair or assistance from a porter.

Patients with hearing difficulties

If you wear a hearing aid or have hearing difficulties, please tell the nurses and doctors looking after you.

Interpreter services

If your first language is not English and you need an interpreter to help you speak to doctors and nurses, ask a relative or friend to tell your nurse as soon as possible. (Your GP may already have told us that you need an interpreter.)

Smoking

For the health and safety of all patients and staff, smoking is not allowed within the hospital or its grounds.

Theatre Direct Admissions

On the morning of your surgery we will admit you via the Orthopaedic Short Stay Unit (OSSU) near the main entrance, or via Theatre Direct Admissions (drop-off point to the left as you enter the NOC site). Please do not arrive before the time we give you, as the doors do not open until 7.00am. You may then have to wait in the department before you go to theatre. You wait for your theatre slot in your own clothes, and change into a gown before going to theatre. Your clothes and belongings will be securely stored, and returned when you are transferred to the ward. We can only store hand luggage size bags, so please only bring essentials with you. We cannot be held responsible for any items stored.

YOUR HOSPITAL VISIT

Consent to treatment

We may ask you to sign a consent form before certain treatments. You can withdraw consent even after signing. Ask any questions you like, and tell us about anything which may affect your general health. We may also ask to use your surplus tissue for medical research: please ask for a leaflet explaining this.

Personal information

You may be asked to give information about yourself, including 24 hour contact details for the person you would like to be contacted in an emergency, e.g. your wife, husband, partner, friend or relative. If you change your GP or your home address, please contact us so that we can update our records.

Presence of students at patient appointments

Students may be present when you have an appointment: if you would prefer students not to be present, please tell the nurse or the doctor.

Hand washing (infection control)

Healthcare workers clean their hands with soap and water or by using a special hand rub. Please ask all healthcare workers to clean their hands before carrying out any care.

Cultural / religious needs

Our 24 hour Chaplaincy service supports patients and relatives of all faiths and none, and will help to contact religious leaders in the community. Please ask a member of staff if you wish to see a Chaplain during your visit. There is a multi-faith room above the atrium.

Support for carers

Do you look after someone? Carers Oxfordshire listens to carers and provides information and advice. It also aims to help carers get the support they may need. Telephone 0845 050 7666 or email carersoxfordshire@oxfordshire.gov.uk

Shops, restaurants and cashpoints

There is a restaurant, and a League of Friends cafeteria and shop in the main atrium, as well as a vending machine and a cashpoint.

STAYING IN HOSPITAL

When you arrive on your ward we will give you a printed wristband to wear. We use the wristband to check your identity before we give you any treatment. If you notice a mistake on your wristband or are not given one, please tell a member of staff.

Personal property

You will have a small bedside cabinet, but it cannot be locked. We cannot store valuables securely, so please do not bring any with you.

Pensions / benefits

If you receive a pension or benefits please ask a friend to deal with these during your stay. If this is not possible, bring your pension book with you and give it to your nurse. Pensions and benefits may be reduced while you are in hospital: please contact the Department for Work and Pensions on 0845 606 0265 if you are in any doubt.

What to bring

- **Medicines**

Please bring with you all medicines you are taking, in their original containers, and any special cards that give details of your current treatment (e.g. steroid card). Please also bring any non-prescription medicines, ointment or supplements that you use regularly. Put all these things in the green medicines bag (supplied with your admission letter).

- **Nightdress / pyjamas, dressing-gown and slippers**

If you are having a foot operation, please bring suitable open footwear as your normal slippers may not fit after your operation.

- **Comfortable day clothes** (if needed, but not too many)

- **Toiletries, towels and tissues**

- **Walking or dressing aid** (if used)

- **Denture cleaner / bowl** (if used)

- **Books, magazines, stationery, stamps and pens**

- **Loose change for newspapers etc.**

What not to bring

- **Television / radio.** Television is available in all day rooms and all beds have a radio service.
- **Alcohol.** Alcohol is not allowed anywhere in the hospital.
- **Jewellery or large sums of money.**

Hospital radio

Radio Cherwell broadcasts from studios at the Churchill Hospital in Headington. For more information call 01865 225 522 or email studio@radiocherwell.com

Telephones / mobile phones / WiFi

Please ask staff on your ward if you may use a mobile phone, and if so, where. We offer free WiFi: 'OUH-Guest'.

Meals

You will be offered three meals a day, and snacks mid morning and afternoon. Snacks are available 24 hours a day, so tell your nurse if you are hungry or have missed a meal. All ward menus cover all dietary needs and include vegetarian, vegan, halal and kosher options.

Visitors

Your ward will have set visiting times and limits on the number of visitors at each bed at any one time. Please ask your visitors to observe these. If a friend, or a member of your family, has a cold, cough, stomach upset or condition that may be infectious, please ask them not to visit until they are well again. Visitors should use the hand rub provided.

Flowers

Some wards do not allow flowers for infection control reasons. Please ask your visitors to check first.

Same-sex accommodation

We provide same-sex bay areas on our wards to protect your privacy and dignity.

GETTING TO THE NUFFIELD ORTHOPAEDIC CENTRE

Correct at time of print: for more information visit www.ouh.nhs.uk

By bus (call Traveline: 0871 200 22 33 / www.traveline.info)

There are two Park & Ride services to the NOC and buses from Oxford City Centre.

700 Park & Ride. Monday to Friday 6.45am - 7.20pm. Kidlington Grovelands to JR, NOC and Churchill via Water Eaton Park & Ride and Summertown.

900 Park & Ride. Monday to Friday 6.45am - 7.30pm. Thornhill Park & Ride to NOC and Churchill via Windmill Rd.

10 (Stagecoach) From City Centre via Cowley Rd and Wood Farm to Windmill Rd.

city4 (Oxford Bus Company) From Oxford Railway Station via City Centre, Old Rd and Wood Farm.

By car

Please do not drive unless you have **no other option**: parking space is very limited and there is **no on-street parking** nearby. If you have no alternative, please allow **one hour** to find a space. We strongly advise you to make **every possible effort** to travel by other means.

For SatNav please use postcode **OX3 7LD**.

From the east:

M40 junction 8 or 8a, A40 then A420 to Headington and follow signs.

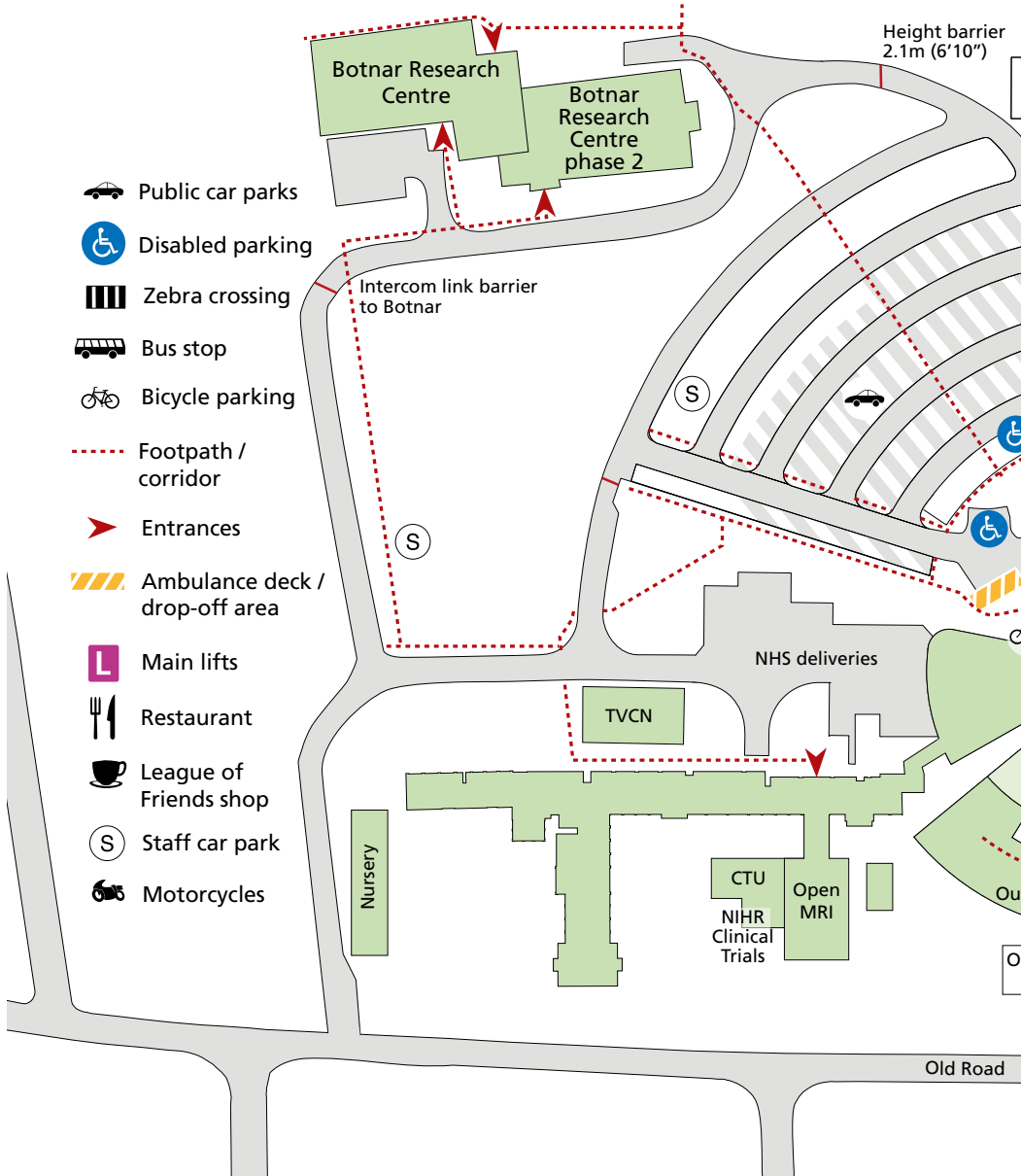
From the north:

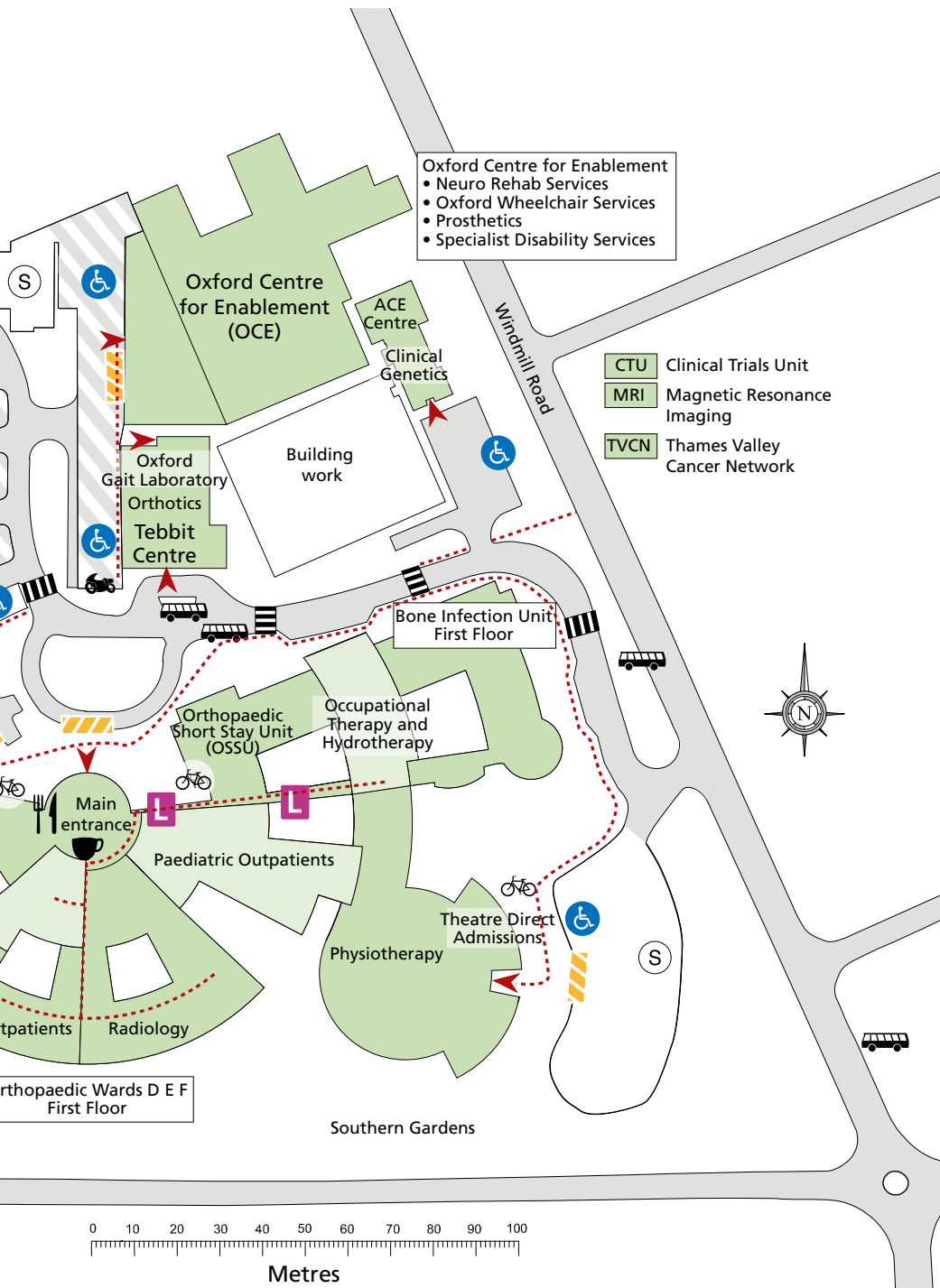
M40 junction 9, A34 then A40 northern ring road, turning off for Marston (B4150), then towards Headington and follow signs.

From the south and west:

Approach from the A4142 eastern ring road and B4495 towards Headington and follow signs.

Nuffield Orthopaedic Centre site map





Parking charges

Car parks are run by the Trust and all money raised is invested in patient and visitor services.

Daily Pay & Display parking charges (no change given)

Up to 30 minutes	Free (if vehicle exits within this period)
30 minutes to 1 hour	£1.40
1 - 2 hours	£2.80
2 - 3 hours	£4.20
3 - 4 hours	£5.60
Over 4 hours	£7.00
Lost ticket charge	£7.00

Parking is free overnight if you arrive after 8.00pm and leave before 8.00am.

There is a change machine in the main hospital atrium.

There is free parking for disabled Blue Badge holders. Disabled parking is close to entrances, and there are also 15 minute drop-off / pick-up points for drivers, free of charge. There is a £40 penalty for inappropriate parking (£80 if not paid within 14 days).

Patients who attend regularly for treatment over a prolonged period of time, and visitors to long-stay patients, may be entitled to discounted or free parking. Please call the OUH Car Parking Office on 01865 223 044 for more information.

If you cannot access other transport, community transport may help. Check www.ctonline.org.uk for services. Oxfordshire County Council also has information about local transport at www.oxfordshire.gov.uk/cms/public-site/public-transport

Patients who meet strict medical criteria may request ambulance transport to attend hospital. Please call 0300 100 0015 Monday to Friday 8.00am - 6.00pm.

Patients on certain benefits may claim all or part of the cost of travel to and from hospital. Please call the Cashiers Office on 01865 738 143 Monday to Thursday 9.00am - 5.00pm, Friday 9.00am - 4.30pm (closed for lunch 1.00pm - 1.30pm).

CONTACTS

Feedback

When you visit hospital you may be asked “How likely are you to recommend our department to friends and family if they needed similar care or treatment?” We welcome your feedback. You can also leave feedback via our website www.ouh.nhs.uk

Patient Advice and Liaison Service (PALS)

PALS is a confidential service for patients, relatives and carers. 01865 738 126 Monday to Friday 9.00am - 4.00pm or email PALS@ouh.nhs.uk

Complaints Office

The Trust is committed to providing the very highest standards of care. If staff or PALS are unable to resolve your concerns, you can submit a complaint in writing to the Trust. Please write to:

The Chief Executive, Oxford University Hospitals NHS Foundation Trust
Headley Way, Headington, Oxford OX3 9DU.

Support Empower Advocate Promote (SEAP)

SEAP can help you complain about NHS services: www.seap.org.uk / 0330 440 9000

Foundation Trust membership

Join us as a member and help us make our patients' experience the best it can be. If you are over 16, live in England and would like to find out more, please visit www.ouh.nhs.uk/ft

Charitable involvement

Patients and families who would like to support or get involved with the work of the Trust are encouraged to visit:

www.ouh.nhs.uk/get-involved

Making contact with you

From time to time, the Trust would like to update you about the services we provide.

If you would prefer **not** to receive further updates from the Trust please email charity@ouh.nhs.uk, call 01865 743 444 or write to:

Charitable Funds, OUH Cowley, Unipart House Business Centre,
Garsington Road, Oxford OX4 2PG.

LEAVING HOSPITAL

We will aim to get you 'Home for Lunch' on your day of discharge wherever possible. We will ask you to move from your bed space to the day room early in the day; here you can wait in comfort for your medication and your transport home.

Most patients go back home when they leave hospital; if you need community support services these can be arranged.

If your care needs can best be met in a community hospital, we will find and transfer you to the first available bed. There are a number of community hospitals in Oxfordshire, so the first available bed may not be the one closest to where you live.

For more information please visit www.ouh.nhs.uk/leavinghospital

INFORMATION ABOUT YOU AND HOW WE USE IT

Trust Privacy Notice

When you come into hospital, information about you, your medical treatment and family background may be recorded, on paper and computer, to help us care for you. The information is part of your health record and will be kept in case we need to see you again.

Members of the clinical teams looking after you may share your personal health information with each other. This team may include healthcare professionals, support staff and students. All NHS staff are bound by law and a strict code of confidentiality, and are monitored by the Trust's Caldicott Guardian, who is responsible for ensuring patients' confidentiality is respected. Your confidentiality is very important to us, and we have strict controls in place to protect your information.

How your records are used to help you

Accurate, up-to-date information about you:

- helps staff to assess your health and care for you
- will help staff to treat you in future, in hospital or elsewhere
- allows staff to monitor and if necessary investigate the care you have received.

How your records help us

Accurate, up-to-date information about you:

- helps us provide high quality care and meet all our patients' needs
- helps us train healthcare professionals and support research and development
- is necessary for the hospital to be paid for your treatment
- supports audits of NHS services and accounts
- supports investigation of any incidents or issues that arise
- contributes to national NHS statistics.

Sharing your information

Sometimes we have to pass on information by law:

- to notify a birth
- when an infectious disease such as meningitis or measles may endanger the safety of others
- where a formal court order has been issued
- when sharing information with the police may prevent a serious crime, or prevent harm to you or other people.

We may have to share information about you with non-NHS staff (for example Social Services): we will only do this if it is necessary, and if we need your consent we will ask you for it. The main NHS organisations which may need your information are Clinical Commissioning Groups, Commissioning Support Units, other NHS trusts, GP practices and ambulance services. If we have to share information about you, we will remove your personal details where possible.

We may arrange for external companies to type dictated correspondence. This typing may be done overseas. Your name and address is not added until the typed correspondence has been returned to us, so it is not possible for anyone outside the Trust to identify you.

In addition, information may be used for approved research projects. In most instances the information will be made anonymous so that you cannot be identified. If this is not possible, we will ask your permission or request approval from the Health Research Authority's Confidentiality Advisory Group. Should you not wish information about you to be used for research you may let us know in writing by contacting the Research and Development Team by email at ouhtma@nhs.net or in writing to:

Research Support Services Manager

Research and Development Department
Oxford University Hospitals NHS Foundation Trust
Joint Research Office, Block 60
Churchill Hospital, Oxford OX3 7LE

Your information rights

- You have the right to know how we will use your personal information.
- You have the right to see your health record (your medical notes). This is known as Right of Subject Access.
- You have the right to object to us making use of your information.
- You can ask us to change or restrict the way we use your information and we have to agree if possible.
- You have the right to ask for your information to be changed, blocked or erased if it is incorrect.

If you would like to speak to us about your rights, or ask us any other questions about how we use your information, please contact the Information Governance Department on 01865 226 912 / 572 470 or by email at information.governance@ouh.nhs.uk or in writing to:

Information Governance

Oxford University Hospitals NHS Foundation Trust
Headley Way, Oxford OX3 9DU

Accessing your Health Record (a 'Subject Access' request)

While you are in hospital, you may ask to look at your health record folder. Your notes will be prepared for you and a qualified member of staff will talk you through the content. Your right to see some information may be limited – for example, if it includes details about other people.

To see your health record after you leave hospital, or if you want copies of your health record, please send a written request to:

Subject Access Manager

Data Quality Department, Level 3 West Wing
John Radcliffe Hospital, Oxford OX3 9DU

Email: subject.accessrequest@ouh.nhs.uk

If you have a specific requirement, need an interpreter, a document in Easy Read, another language, large print, Braille or audio version, please call **01865 221 473** or email **PALS@ouh.nhs.uk**

Albanian

Nëse keni nevojë për një përkthyes ose doni një dokument në një gjuhë tjetër, me shkronja të mëdha, Braille (alphabet për të verbërit) ose kasetë me zë, j'u lutemi telefononi në 01865 221473 ose e-mail PALSJR@ouh.nhs.uk.

Arabic

إذا كنت بحاجة إلى مترجم فوري أو إلى ترجمة إحدى مستنداتك إلى لغة أخرى، أو بالحروف الطباعية الكبيرة أو بطريقة برايل للمكفوفين أو بالصوت، يرجى الاتصال بالرقم 01865 221473 أو بالبريد الإلكتروني على العنوان: PALSJR@ouh.nhs.uk

Bengali

আপনার যদি কোন ইন্টারপ্রিটারের প্রয়োজন হয় অথবা অন্য কোন ভাষায়, বড় অক্ষরে, ব্রেইলে অথবা অডিও আকারে কোন ডকুমেন্টের প্রয়োজন হয়, তাহলে অনুগ্রহ করে 01865 221473 নম্বরে ফোন করুন অথবা এই PALSJR@ouh.nhs.uk ইমেইলে যোগাযোগ করুন।

Mandarin

如果您需要安排口译，或需要某文件翻译成另一种语言，或以大字体、盲文或音频格式提供，请致电：01865 221473，或发送电子邮件至：PALSJR@ouh.nhs.uk。

Pashtu

که ته یوه ترجمان ته اړتیا لری یا په یوه بله ژبه، په غټو حرفونو، بریل (د رندو لیک) یا سمعی بڼه یو سند غواړی هیله ده چی که ته زنگ ووهی یا PALSJR@ouh.nhs.uk ته ایمیل ولېږی. ۰۱۸۶۵۲۲۱۴۷۳

Polish

Jeśli potrzebne byłoby Państwu tłumaczenie ustne lub chcieliby Państwo otrzymać dokument w innym języku, w formacie dużym drukiem, w alfabecie Braille'a lub w postaci nagrania dźwiękowego prosimy zadzwonić pod numer telefonu 01865 221473 lub napisać na adres e-mail: PALSJR@ouh.nhs.uk.

Portuguese

Se precisar de um intérprete ou de um documento noutra língua, num formato ampliado, em Braille ou em áudio, deverá ligar para o 01865 221473 ou enviar um e-mail para PALSJR@ouh.nhs.uk.

Kurdish Sorani

ئەگەر پێویستت بە وەرگیرێ زارەکێ هەمە یاخود بەلگەنامەکانت بە زمانێکی تر بیان بە پێتی چاپی گەورە بیان دێنێ بریل (بۆ نابینایان) بیان لەسەر شریتی دەنگ دەنوێت، تکایە پەیوەندی بکە بە ژمارە 01865 221473 یا خود ئیمیل بنێرە بۆ PALSJR@ouh.nhs.uk.

Urdu

اگر آپ کو ترجمان (انٹریپرٹر) چاہیے یا کوئی دستاویز کسی دیگر زبان، بڑے حروف کی چھپائی، بریل یا آڈیو پر درکار ہو تو براہے مہربانی نمبر 01865 221473 پر کال کریں یا ای میل بھیجیں: PALSJR@ouh.nhs.uk



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www.facebook.com/OUHospitals
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Your notes

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