Coming to hospital for an appointment or staying in hospital

John Radcliffe Hospital

Headley Way
Headington
Oxford OX3 9DU

Telephone 0300 304 7777
The **John Radcliffe Hospital** is on a hill and has lots of buildings.

They are:

**The Main Hospital**
There is an Emergency Department (A&E) here.

**The Women’s Centre**
Where women with health problems are looked after, and babies are born.

**The Heart Centre**

**The West Wing and Eye Hospital**
Patients with Neurology and Ear, Nose and Throat appointments come here.

**The Children’s Hospital**

If you are coming to the West Wing, please use the West Wing entrance at the bottom of the hill.
If you are disabled we have special parking spaces and toilets for you.

Please tell us if you can’t hear well, or need help to understand what we say.

If you have a Hospital Passport please bring it with you. Bring your Health Action Plan too if you have one.

If you need help or have questions, please speak to our Patient Advice and Liaison Service (PALS).

You can call them on 01865 221 473 Monday to Friday 9.00am - 5.00pm

They will keep anything you tell them private.

Tell them if you need special support or equipment for your hospital stay or visit.
Your hospital visit (being an ‘outpatient’)

Please bring the **letter** we sent to you, and show it at reception.

When you arrive, please tell us the **name** and **phone number** of someone who cares about you.

This is so we can tell them if you are very poorly.

We may ask you to sign a ‘**consent**’ form. This means you are saying it is OK for us to treat you.

Please ask any questions you want to before you decide whether to sign the form.

Contact your liaison nurse or Learning Disability Team if you need to know more about your treatment first.

You can **change your mind**, even if you have signed the form.

If you find it hard to decide, your family or carers will talk with the doctors and nurses and they may decide for you. This is a ‘**best interest decision**’. 
Ask for a Hospital Passport Form, to tell the doctors and nurses how you want to be supported.

To get a form, please go to www.ouh.nhs.uk/easyread, ask your liaison nurse or call:

North Learning Disability Team
01865 816 640

Oxford Learning Disability Team
01865 323 357

South Learning Disability Team
01865 897 974

When you see the doctor, there may be someone with them who is learning to be a doctor.

Do tell us if you don’t want them there.

Doctors and nurses must clean their hands before they touch you. If you want to check that they have, just ask.
Staying in hospital (being an ‘inpatient’)

You may have to stay in hospital for the night.

If you do, please bring these things with you.

**Pyjamas or nightdress.**

**Dressing gown** and slippers.

**Washing bag, toothbrush** and towel.

Your **medicines**, if you are taking any.

A bit of **money** to use in the shop.
Staying in hospital (being an ‘inpatient’)

You may also have to bring these.

Your glasses.

Your false teeth.

Your hearing aid.

Please don’t bring anything that is worth a lot of money.

Please don’t bring alcohol to hospital.

‘Hospedia’ TV and telephones
You can watch TV and make phone calls from your hospital bed, but you have to pay for this at a machine.
Staying in hospital (being an ‘inpatient’)

You will stay in a hospital ‘ward’.

We have free Wi-Fi called ‘OUH-GUEST’, so you can use the internet.

We will offer you **three meals a day**. You can choose a special meal, like a vegetarian one, if you want.

You can have **snacks** and **drinks** during the day if you are hungry or thirsty.

People can **visit**, but ask the nurses when it is best for them to come, and if they are allowed to bring flowers.

Anyone with a **cold** or **tummy upset** should **not visit** you in hospital until they are better.

Most of our wards are **men-only** or **women-only**, and we try to keep it that way if we can.
Shops, restaurants and cashpoints
There are shops, restaurants, cafes and cashpoints around the hospital.

Chaplaincy
We have hospital Chaplains here to talk to, if you are worried or upset. You don’t have to be religious.

Hospital Radio
We have our own radio station. To find out more call 01865 225 522 or email studio@radiocherwell.com

Help us improve your healthcare
Be a member of our ‘Foundation Trust’. Find out more at www.ouh.nhs.uk/ft

Tell us what you think
Would you recommend our hospital to your friends or family?

Please fill in a form or reply to the text message we send you.

Or email feedback@ouh.nhs.uk
Leaving hospital

Leaving hospital is called ‘discharge’.

We will help you plan for this and make sure you can manage when you get home.

We might ask a Social Worker if you need extra support. They will talk to you and your family/carer about this.

We will try to get you home for lunch on the day you leave.

If you are not going home until later, you can wait in a special room where there are nurses to help you.

If you are not quite well enough to go home, you might go to a ‘community hospital’ for a bit first.

There are nine community hospitals in Oxfordshire, but you can’t always choose which one you go to.
Coming to hospital by car

You can come by car or public transport.

**We don’t have many parking spaces, so please come by bus or taxi if you can.**

If you come by car we have spaces for people with disabled Blue Badges, but you have to pay to park there.

You pay at a machine in the car park when you are ready to leave.

If you come to hospital a lot you might be able to get cheap or free parking.

Please ask the doctors or nurses caring for you how to arrange this.

There is information on our website:

www.ouh.nhs.uk/hospitals/jr/find-us
Coming to hospital by bus

Some buses stop right outside the hospital or very near to it.

There are **Park & Ride** buses from **Pear Tree**, **Water Eaton** and **Thornhill** on week days.

Other buses stop in Headington, and you can walk to the hospital from there in 15 minutes.

There is information on our website:

[www.ouh.nhs.uk/hospitals/jr/find-us](http://www.ouh.nhs.uk/hospitals/jr/find-us)

If you get benefits, you might get some money to help pay for your travel to hospital.

This is called the ‘**Healthcare Travel Costs Scheme**’.

Please call us to find out more.

Cashiers Office: **01865 221 602**
Coming to hospital by ambulance

You **might** be able to get transport to hospital by ambulance.

**You can only get ambulance transport if:**

- you need **oxygen** all the time
- you need to be on a **stretcher**
- you **can’t stand** or **walk** more than a few steps
- you **can’t use public transport** or a **family car**.

Please call us to find out more:

**0300 100 0015**

Monday to Friday 8.00am - 6.00pm
Information about you

We write down information about you and your health, so that we can give you the right care.

This is called ‘personal information’.

We share this information with other people who also look after your health.

These people are not allowed to share your personal information unless the rules say they can.

You are allowed to see what we write down about you.

You can tell us if you do not want us to use this information.

You can tell us if you think we have got the information wrong.
Tell us what you think

If you are not happy with something we have done, you can talk to PALS about it.

You can also write a letter to:

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

You can also email:

feedback@ouh.nhs.uk

If you need help to make a complaint about our hospital, this charity can help you:

‘Support Empower Advocate Promote’

Website: www.seap.org.uk
Keeping in touch

If you want to raise money for the hospital, or help us improve the hospital, please visit our website:

www.ouh.nhs.uk/getinvolved

We want to tell you about our fundraising events.

If you do **not** want us to do this, please tell us.

Email: charity@ouh.nhs.uk

Call: 01865 743 444

For more information

Our website is: www.ouh.nhs.uk